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Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	• Common Threats and Prevention: This domain measures the knowledge of an IT Security Support Technician and covers recognizing end-user security threats including phishing, malware, and unauthorized access attempts. It emphasizes basic investigation steps, helping users run malware scans, promoting strong password practices, understanding social engineering tactics targeting help desk roles, and the importance of company policies and confidentiality guidelines to protect sensitive data.
Topic 2	• IT Support Job Tasks and Responsibilities: This section of the exam measures skills of an IT Support Specialist and covers foundational help desk concepts such as queue and time management, ticketing systems, service level agreements (SLA), and key performance indicators (KPIs). It includes preparing clear and comprehensive documentation summarizing customer interactions and describes the problem-solving process involving defining issues, collecting information, analyzing causes, implementing solutions, and recording results.
Topic 3	• Hardware Uses: This domain targets a Desktop Support Technician and focuses on following basic safety procedures related to electrical shock, ESD, and fire hazards. It involves assisting users in locating information about devices including hardware specs and network details using Windows and macOS tools. It covers identifying and understanding various ports and cables, installing and upgrading desktop components like RAM and storage, and troubleshooting common hardware issues while managing driver and firmware updates.
Topic 4	• Connectivity and Resource Access Issues: This section measures skills of a Network Support Technician and involves assisting users to establish access to network resources, understanding directory services like Active Directory and cloud access management platforms, and managing multifactor authentication. It also includes troubleshooting connectivity problems with peripherals such as printers, scanners, and teleconferencing devices, as well as verifying basic network settings and diagnosing connectivity using various network commands and tools.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q515-Q520):

NEW QUESTION # 515

Match each Windows tool from the list on the left to its appropriate usage scenario on the right.

Note: You will receive partial credit for each correct selection.

Windows Tools	Usage Scenario	Windows Tool
Device Manager	The technician is helping a user set up multiple monitors so they can work more efficiently.	
Disk Management	The technician advises a user on how to prepare a new external hard drive for file backup by formatting it and assigning a drive letter.	
Display Settings	To address complaints of a sluggish computer, the technician guides the user through identifying programs that are consuming too much system resources.	
Task Manager	A user is having trouble with their newly connected webcam not functioning correctly, and the technician needs to verify the device's driver installation.	

Answer:

Explanation:

Windows Tools	Usage Scenario	Windows Tool
Device Manager	The technician is helping a user set up multiple monitors so they can work more efficiently.	Display Settings
Disk Management	The technician advises a user on how to prepare a new external hard drive for file backup by formatting it and assigning a drive letter.	Disk Management
Display Settings	To address complaints of a sluggish computer, the technician guides the user through identifying programs that are consuming too much system resources.	Task Manager
Task Manager	A user is having trouble with their newly connected webcam not functioning correctly, and the technician needs to verify the device's driver installation.	Device Manager

NEW QUESTION # 516

Joe calls in to report internet outages. A customer service technician enters the trouble ticket shown below.
Review the trouble ticket below and classify which parts of this ticket follow documentation best practices.

Ticket Details

Unique Identifier: #00126
Customer Information: Joe P Public. jpp@sunsetweb.com
Date and Time: April 22, 2024, 11:15 AM
Issue Category: Network/Connectivity
Priority Level: Critical
Ticket Status: Open

A

Problem Description:

Experiencing random internet dropouts on the third floor.

Troubleshooting Steps Attempted:

B

Restarted the internet boxes a couple of times.

C

Checked if there were any updates needed, everything seems okay.

D

Confirmed stable internet access on other floors, isolated the issue to the third floor through a review of the system and application logs and interactions with other users throughout the building. Error code 101 seen on third floor distribution routers.

Resolution Plan:

E

The issue is suspected to be related to the main router's capacity or a configuration error. Consultation with the network hardware vendor is underway for a deeper understanding of error codes.

CISCO

Attachments

Screenshots of system logs with error messages.

Resolution Summary:

(Pending detailed investigation and actionable steps.)

Feedback and Follow-up:

Agreed to check back with the user tomorrow to get an updated status of the problem to ensure problem doesn't get any worse.

Move the description to each label to identify whether the part of the documentation referenced by the label meets documentation best practices or does not meet documentation correct practices.
Note: You will receive partial credit for each correct answer.

Descriptions		Documentation Labels	
Follows Best Practice		A	
Does Not Follow Best Practice		B	
		C	
		D	
		E	

Answer:

Explanation:

Descriptions		Documentation Labels	
Follows Best Practice		A	Follows Best Practice
Does Not Follow Best Practice		B	Does Not Follow Best Practice
		C	Does Not Follow Best Practice
		D	Follows Best Practice
		E	Follows Best Practice

Descriptions	Documentation Labels	
Follows Best Practice	A	Follows Best Practice
Does Not Follow Best Practice	B	Does Not Follow Best Practice
	C	Does Not Follow Best Practice
	D	Follows Best Practice
	E	Follows Best Practice

NEW QUESTION # 517
You consider using AI to find solutions to common Help Desk issues at your company.
For each statement about AI, select True or False.
Note: You will receive partial credit for each correct selection.

Answer Area

	True	False
Predictive AI uses historical data to forecast future outcomes.	⊡	○
Generative AI creates new content based on trained, unstructured data.	○	○
Generative AI is more reliable than predictive AI.	○	○

Answer:

Explanation:

Answer Area

	True	False
Predictive AI uses historical data to forecast future outcomes.	⊡	○
Generative AI creates new content based on trained, unstructured data.	⊡	○
Generative AI is more reliable than predictive AI.	○	⊡

Answer Area

	True	False
Predictive AI uses historical data to forecast future outcomes.	●	○
Generative AI creates new content based on trained, unstructured data.	●	○
Generative AI is more reliable than predictive AI.	○	●

NEW QUESTION # 518

A user is preparing to upgrade their Linux system and needs to check their current operating system version to ensure compatibility with new software.

Which command should the technician advise the user to execute?

- A. cat /etc/*-release
- B. dmesg | grep Linux
- C. lsb_release -a
- D. uname -r

Answer: C

Explanation:

The command lsb_release -a provides comprehensive details about the Linux Standard Base (LSB) version along with specific distribution information, making it ideal for users to verify their entire operating system version.

Option A is incorrect because uname -r only displays the kernel version, which does not provide complete OS version information.

Option B is incorrect because cat /etc/*-release might show some version details, but it's not as standardized or detailed compared to the lsb_release -a command.

Option D is incorrect because dmesg | grep Linux retrieves boot messages that might include kernel information but is not reliable for obtaining comprehensive OS version details.

NEW QUESTION # 519

The IT department identifies that a database server crashes frequently due to high query loads during peak hours.

What should the next step be in devising a plan to resolve this problem?

- A. Schedule a complete database redesign to optimize performance
- B. Advise users to avoid using the database during peak hours

- C. Increase the physical memory of the server immediately
- D. Plan to distribute the query load using load balancing techniques

Answer: D

Explanation:
Planning to distribute the query load through load balancing is a strategic approach that can effectively mitigate the issue without extensive downtime or resource investment. It addresses the immediate cause--high query loads--by distributing these loads more evenly across the system or additional resources.
Option A is incorrect because while increasing physical memory may provide temporary relief, it does not address the root cause of high query loads.
Option B is incorrect because a complete database redesign, while potentially beneficial, is a long-term and resource-intensive solution that may not quickly resolve the immediate issue.
Option D is incorrect because advising users to avoid using the database during peak hours is impractical and does not solve the underlying technical problem.

NEW QUESTION # 520

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