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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Connectivity and Resource Access Issues:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Common Threats and Prevention:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>IT Support Job Tasks and Responsibilities:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Job Roles:</b> This section evaluates an IT Support Technician's ability to use remote access tools (such as Remote Desktop, Cisco Webex, and TeamViewer) to assist users and perform support activities. It also includes utilizing troubleshooting tools and resources, such as AI research, search engines, technical forums, and knowledge bases, while being aware of ethical, privacy, and security considerations related to AI and other technologies.</li> </ul>

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q378-Q383):

### NEW QUESTION # 378

A user reports that their computer is running unusually slow. What is the most effective first step in gathering detailed information to diagnose the issue?

- **A. Ask the user for specific symptoms, recent changes, and error messages**
- B. Tell the user to reinstall the operating system
- C. Recommend that the user upgrade their RAM
- D. Advise the user to purchase a new computer

**Answer: A**

Explanation:

Gathering detailed information by asking about specific symptoms, recent changes to the computer system, and any error messages received is crucial for diagnosing the problem accurately. This approach ensures a thorough understanding of the issue before suggesting solutions.

Option A is incorrect because suggesting a new computer purchase does not address the root cause of the problem.

Option C is incorrect as reinstalling the operating system is a drastic step without first identifying the specific cause of the issue.

Option D is incorrect because recommending a hardware upgrade without detailed diagnostic information may not resolve the underlying problem.

### NEW QUESTION # 379

A customer has the following issue:

I cannot access files from my external disk drive on my Windows 10 laptop. The disk drive is not listed in Windows Explorer. I can access the files just fine on my other laptop that has the same operating system and drivers installed.

You need to assist the customer in solving this problem.

For each action select Yes if it might solve the problem and No if it will not solve the problem.

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

**Answer:**

Explanation:

### NEW QUESTION # 380

A graphic design department is upgrading its software and needs at least 50 GB of additional disk space per workstation for the new program. The current workstations have varying free space available. What should the IT department prioritize to manage this requirement efficiently?

- A. Compress existing files on the workstations
- B. Move all personal files to an external server
- **C. Install larger capacity solid-state drives (SSDs) in workstations that lack sufficient space**
- D. Encourage users to delete unused programs

**Answer: C**

Explanation:

Correct Answer: A. Install larger capacity solid-state drives (SSDs) in workstations that lack sufficient space Installing SSDs with larger capacity is the most efficient way to meet the disk space requirement for new software, ensuring that all workstations operate efficiently without compromising other data or operations.

Option B is incorrect because while moving files can free up space, it does not ensure sufficient space is available for all workstations uniformly and could affect workflow.

Option C is incorrect because compressing files may not free up enough space and could slow down file access times, impacting productivity.

Option D is incorrect because relying on users to delete programs may not uniformly recover sufficient space and is less reliable for meeting specific space requirements.

### NEW QUESTION # 381

An employee is having problems reaching URLs on the World Wide Web. You examine the addressing configuration for the employee's PC that is shown as follows:

You have verified that you can open a website on the employee's PC by entering the website's IP address in their browser.

Which IP address should you ping to determine what the problem is?

- A. 192.168.1.130
- **B. 192.168.1.254**
- C. 192.168.1.253
- D. 192.168.1.1

**Answer: B**

Explanation:

Since you can access websites by IP but not by name, the issue lies with name resolution. Pinging the configured DNS server (192.168.1.254) will verify whether the DNS service is reachable and functioning.

### NEW QUESTION # 382

During a video conference, a MacOS user realizes that the other participants cannot hear them.

The microphone is working properly, but the conferencing app does not seem to have permission to use it. How should the user

adjust their MacOS settings to fix this?

- A. Grant the conferencing app access to the microphone in Security & Privacy settings
- B. Install a different conferencing app
- C. Increase the microphone volume in Sound Preferences
- D. Change the output device in Sound Preferences

**Answer: A**

Explanation:

Correct Answer: B. Grant the conferencing app access to the microphone in Security & Privacy settings MacOS requires users to explicitly allow applications to access sensitive components like the microphone. Granting this permission in the Security & Privacy settings will enable the app to use the microphone.

Option A is incorrect because increasing the microphone volume does not address the permission issue Option C is incorrect because changing the output device affects speakers, not the microphone Option D is incorrect as the issue is not with the app itself but with the permissions granted to it

## NEW QUESTION # 383

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