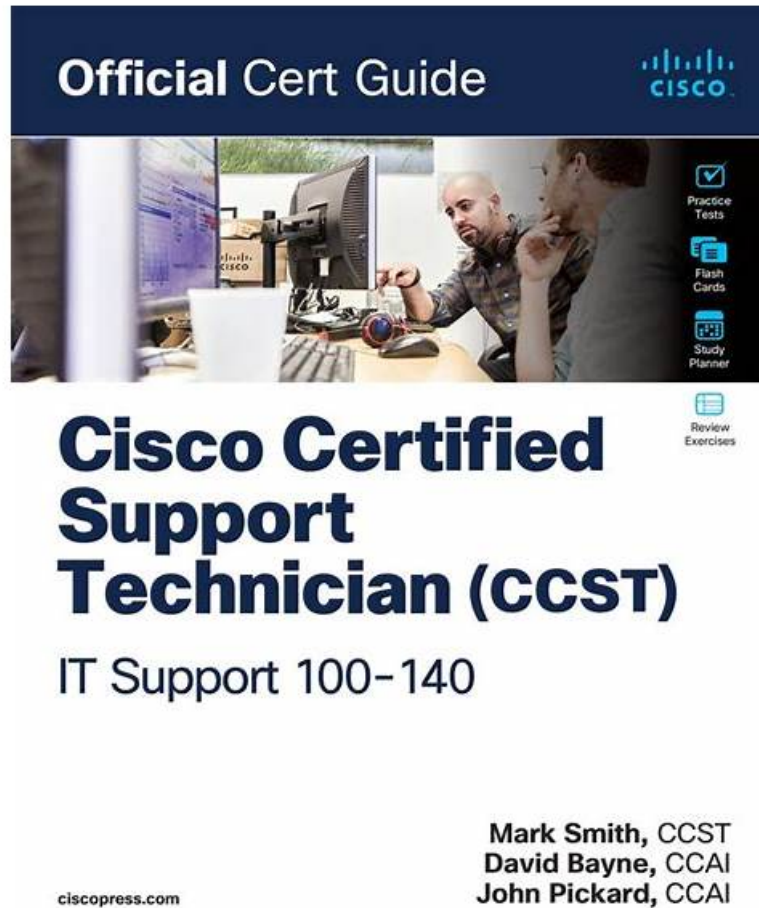


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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • Job Roles: 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.
Topic 4	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q464-Q469):

NEW QUESTION # 464

During a presentation in a well-lit room, a user struggles with screen glare on their MacOS device. Which feature should they adjust to minimize glare without compromising display quality?

- A. Turn off True Tone
- B. Use an anti-glare screen protector
- C. Enable Night Shift
- **D. Adjust the brightness manually**

Answer: D

Explanation:

Correct Answer. C. Adjust the brightness manually Manually adjusting the brightness can help balance visibility against glare in different lighting conditions, allowing the user to optimize the display based on the specific environment of the room.

Option A is incorrect because turning off True Tone affects color accuracy and may not effectively reduce glare Option B is incorrect as Night Shift modifies the color temperature primarily for evening use and is not intended for managing glare Option D is incorrect although an anti-glare screen protector is effective, it is a physical addition and not a setting adjustment on the MacOS

NEW QUESTION # 465

Which functionality of a modern ticketing system most directly contributes to improving customer satisfaction with IT support services?

- A. Gamification features that reward users for quick resolutions
- B. Real-time analytics and reporting capabilities
- **C. Automatic escalation of unresolved tickets after a set period**
- D. Availability of a mobile app interface

Answer: C

Explanation:

Automatic escalation helps ensure that tickets do not stagnate and are escalated to higher support levels if not resolved within a predetermined timeframe. This responsiveness directly impacts customer satisfaction by demonstrating that their issues are being progressively addressed.

Option A is incorrect because gamification may motivate technicians but does not inherently improve customer satisfaction.

Option B is incorrect as analytics improve internal processes but do not directly enhance the customer's experience.

Option D is incorrect because while a mobile app may improve accessibility, it does not necessarily improve the resolution process or customer satisfaction.

NEW QUESTION # 466

A customer cannot scan documents and pictures to a Windows laptop. When you open Device Manager, you see the 600dpi scanner listed under Other devices, as shown in the image.



Evaluate the image and answer the questions by selecting the correct option from each drop-down list.
Note: You will receive partial credit for each correct selection.

Answer Area

What is the problem?

<input type="checkbox"/> The scanner is not connected to the correct port.
<input type="checkbox"/> The appropriate device drivers are not installed.
<input type="checkbox"/> The scanner is not recognized by the operating system.

What should you do in Device Manager to resolve the issue?

<input type="checkbox"/> Disable the device.
<input type="checkbox"/> Update the driver.
<input type="checkbox"/> Connect the scanner to a different port.

Answer:

Explanation:

Answer Area

What is the problem?

- The scanner is not connected to the correct port.
- The appropriate device drivers are not installed.
- The scanner is not recognized by the operating system.

What should you do in Device Manager to resolve the issue?

- Disable the device.
- Update the driver.
- Connect the scanner to a different port.

Answer Area

What is the problem?

- The scanner is not connected to the correct port.
- The appropriate device drivers are not installed.
- The scanner is not recognized by the operating system.

What should you do in Device Manager to resolve the issue?

- Disable the device.
- Update the driver.
- Connect the scanner to a different port.

NEW QUESTION # 467

If a malware infection is confirmed on a company server, what is the most appropriate next step to mitigate the threat?

- A. Shut down the server to prevent further usage
- B. Update the server's operating system
- C. Notify all employees about the malware infection
- D. Isolate the server and begin a forensic analysis

Answer: D

Explanation:

Correct Answer. B. Isolate the server and begin a forensic analysis Isolating the server prevents further network contamination or data compromise, and starting forensic analysis helps understand the malware's impact and origin, which is critical for preventing future incidents.

Option A is incorrect because simply shutting down the server might prevent immediate use but does not assist in understanding the threat.

Option C is incorrect because updating the operating system at this stage might interfere with forensic evidence and is not an immediate mitigation step.

Option D is incorrect because notifying employees is important but should follow initial containment and investigation to provide accurate information and guidance.

NEW QUESTION # 468

Which action should an organization take to reduce the risk of spam emails containing malware?

- A. Educate employees about the dangers of spam and how to recognize it
- B. Remove email access from most employees
- C. Allow all emails into the inbox and rely on users to identify spam
- D. Install robust antivirus software on all workstations

Answer: A

Explanation:

Correct Answer. C. Educate employees about the dangers of spam and how to recognize it Educating employees on the risks

associated with spam and the best practices for recognizing suspicious emails is an effective way to prevent malware infections originating from spam.

Option A is incorrect as it places unnecessary risk on employees and can lead to security breaches Option B is incorrect because, while antivirus is necessary, it does not prevent spam emails from being received and can only act after the fact Option D is incorrect as it is impractical and inhibitive to business operations to remove email access from most employees

NEW QUESTION # 469

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