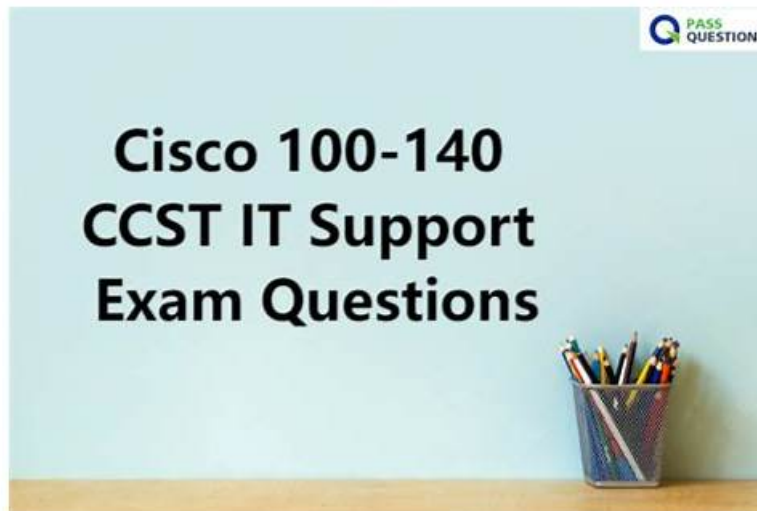


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## Cisco 100-140 Exam Syllabus Topics:

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

Topic 2	<ul style="list-style-type: none"> <li>• Operating System and Application Issues: This part targets an Operating System Support Specialist and addresses resolving Windows and macOS issues, such as display settings, updates, permissions, power management, and data backup using cloud tools. It covers troubleshooting mobile device problems on iOS and Android operating systems and provides an understanding of virtualization and cloud concepts including major providers and virtual machines. This section also covers resolving common application issues like installation and security concerns.</li> </ul>
Topic 3	<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>

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q480-Q485):

### NEW QUESTION # 480

During an office audit, an IT support technician notices several laptops using non-original power adapters. What risk should the technician warn users about when using these non-original adapters?

- A. Improved charging efficiency
- B. Potential overheating or damage to the laptop's battery
- C. Increased data transfer speeds
- D. Enhanced battery life

**Answer: B**

Explanation:

Correct Answer. B. Potential overheating or damage to the laptop's battery Using non-original power adapters can pose risks such as potential overheating or damage to the laptop's battery, especially if the adapters' output specifications do not precisely match the laptop's requirements.

This can lead to issues such as battery degradation or hardware damage due to improper power delivery.

Option A is incorrect because power adapters do not influence data transfer speeds.

Option C is incorrect because using non-original adapters often does not enhance battery life and may actually shorten it if the adapters are incompatible.

Option D is incorrect because non-original adapters may reduce charging efficiency if they do not match the laptop's required specifications.

### NEW QUESTION # 481

Which feature is commonly supported by Mobile Device Management (MDM) software?

- A. Blocking all third-party applications
- B. Unlimited data usage for all devices
- C. Real-time location tracking of every device
- D. Remote wiping of data on a lost or stolen device

**Answer: D**

Explanation:

Correct Answer. B. Remote wiping of data on a lost or stolen device One of the key features of MDM software is the ability to remotely wipe data from devices that are lost or stolen, which helps protect sensitive corporate information.

Option A is incorrect because real-time location tracking may be a feature but is not as universally implemented due to privacy concerns.

Option C is incorrect as while MDM can restrict certain applications, blocking all third-party applications is not a typical or practical feature.

Option D is incorrect because data usage policies are controlled by network providers and corporate IT policies, not directly by MDM software.

### NEW QUESTION # 482

What policy should be prioritized to protect user data when employees are allowed to use their own devices for work purposes (BYOD)?

- A. Encourage employees to use public Wi-Fi networks for work to avoid corporate network congestion
- B. Allow unrestricted access to company data as long as the device is password protected
- C. Require that all work-related data on personal devices be stored in encrypted form
- D. Mandate that all personal devices used for work have updated antivirus software

**Answer: C**

Explanation:

Correct Answer. C. Require that all work-related data on personal devices be stored in encrypted form Encrypting data on personal devices is crucial to ensure that confidential information remains secure, even if the device is compromised or stolen.

Option A is incorrect because while antivirus is important, it does not directly protect the confidentiality of data stored on the device.

Option B is incorrect because password protection alone is insufficient for securing sensitive corporate data on personal devices.

Option D is incorrect because using public Wi-Fi networks increases the risk of data interception and is a poor practice for data security.

### NEW QUESTION # 483

Which characteristic of an email should raise suspicion and suggest it might be a phishing attempt?

- A. An offer that includes a standard discount on products
- B. Poor grammar and spelling errors
- C. High-quality branding similar to the legitimate source
- D. A formal greeting

**Answer: B**

Explanation:

Correct Answer. C. Poor grammar and spelling errors Phishing emails often contain poor grammar and spelling errors because they may be hastily put together by attackers who do not speak the language fluently or who overlook details in their rush to send out mass emails.

Option A is incorrect because a formal greeting can be a normal part of legitimate emails.

Option B is incorrect because high-quality branding can also be replicated by sophisticated phishers to appear legitimate.

Option D is incorrect because while offers can be used in phishing, a standard discount by itself is not a typical phishing indicator without other suspicious elements.

### NEW QUESTION # 484

After updating their system, a user notices that their PC setup no longer goes into sleep mode when expected.

Which Windows tool should they use to identify what is preventing the system from sleeping?

- A. Power troubleshooter
- B. Device Manager
- C. Event Viewer
- D. Command Prompt using the powercfg -requests command

**Answer: D**

Explanation:

Correct Answer. D. Command Prompt using the powercfg -requests command The powercfg - requests command displays which applications and drivers are preventing the system from going into sleep mode. This tool is useful for diagnosing power management issues following updates.

Option A is incorrect because Device Manager does not provide information on what prevents sleep mode Option B is incorrect

although the Power troubleshooter can help resolve some power issues, it does not specifically list active power requests Option C

is incorrect because while Event Viewer logs system events, it does not specifically list which processes prevent sleep mode

