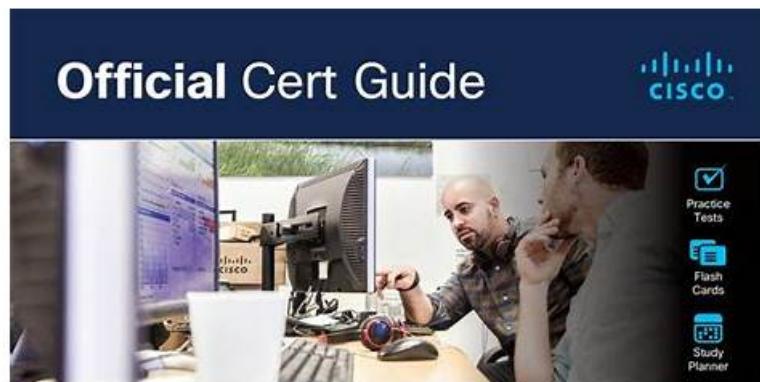


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Cisco Certified Support Technician (CCST)

IT Support 100-140

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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.
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"> 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 4	<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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q16-Q21):

NEW QUESTION # 16

When configuring a new employee's access in AWS IAM, what is a best practice for ensuring they only have the necessary permissions to fulfill their job responsibilities?

- A. Assign permissions directly to individual user accounts
- B. Always use default IAM policies
- C. Use managed policies to assign permissions**
- D. Grant full administrative privileges to ensure no access barriers

Answer: C

Explanation:

Using managed policies is a best practice for assigning permissions in AWS IAM. Managed policies are maintained by AWS and are designed to provide permissions that align with common job functions, which helps in applying the principle of least privilege effectively.

Option A is incorrect because granting full administrative privileges can lead to excessive permissions beyond what is necessary for job responsibilities.

Option C is incorrect because assigning permissions directly to users can lead to complicated and potentially insecure configurations. It is better to assign permissions to roles or groups and then associate users with these roles or groups.

Option D is incorrect because relying solely on default IAM policies may not adequately match the specific security requirements of the organization or the principle of least privilege.

NEW QUESTION # 17

What is the first action an employee should take after receiving an email that appears to be a phishing attempt?

- A. Click on links to verify their destination
- B. Forward the email to colleagues to see if they received a similar one
- **C. Report the email to the organization's IT security team**
- D. Reply to the email to confirm its authenticity

Answer: C

Explanation:

Correct Answer. C. Report the email to the organization's IT security team Reporting the email to the IT security team is crucial for proper analysis and to prevent further spread or damage. The IT team can also take necessary actions to enhance filters or security measures.

Option A is incorrect as clicking links can validate an email address to attackers or potentially download malware.

Option B is incorrect because forwarding the email could spread potentially harmful links or information.

Option D is incorrect as replying could alert attackers that the email address is active, inviting more phishing attempts.

NEW QUESTION # 18

A technician is replacing the toner cartridge in a printer and notices that the printer continues to display a low toner message. What should the technician do next to resolve this issue?

- A. Update the printer's network settings
- **B. Check if the toner cartridge is compatible and properly seated**
- C. Clear the printer's job queue
- D. Reinstall the old toner cartridge

Answer: B

Explanation:

Correct Answer. B. Check if the toner cartridge is compatible and properly seated Ensuring that the toner cartridge is compatible with the printer and properly installed is crucial for the printer to recognize the new cartridge and reset the toner level indicator.

Option A is incorrect. Reinstalling the old toner cartridge does not address the issue if it's already low on toner.

Option C is incorrect. Network settings do not impact toner detection and will not resolve a low toner message.

Option D is incorrect. The print job queue has no relation to the toner level warnings.

NEW QUESTION # 19

A company wants to ensure that their employees can access shared documents stored in Dropbox from their Windows workstations as if they were stored on a local network drive. What is the most straightforward method to achieve this?

- A. Use third-party software to map Dropbox as a network drive
- B. Configure each workstation with FTP access to Dropbox
- **C. Use the Dropbox app to create a synchronized folder on each workstation**
- D. Directly integrate Dropbox using Windows SMB service

Answer: C

Explanation:

The Dropbox application allows for the creation of a synchronized folder that behaves much like a local directory, automatically syncing files and folders between Dropbox and the user's computer, providing an easy and efficient way to access files stored in Dropbox.

Option A is incorrect because Dropbox does not support direct FTP access for file synchronization or mapping.

Option C is incorrect because SMB protocol is not used for direct integration with cloud storage services like Dropbox without specific third-party software or configurations.

Option D is incorrect because although it is possible, it's not the most straightforward method compared to using the native Dropbox application, which provides robust support and integration.

NEW QUESTION # 20

A user in an enterprise environment is experiencing slow connectivity to an internet application.

To determine if the issue is related to network routing, what diagnostic command should a technician use?

- A. route print
- **B. tracert application.example.com**
- C. ping -t application.example.com
- D. netstat

Answer: B

Explanation:

Correct Answer. B. tracert application.example.com Using tracert helps trace the route packets follow to the application's server, highlighting any nodes that cause delays or packet loss, which can contribute to slow connectivity.

Option A is incorrect. Continuous ping (ping -t) can test reachability and average response times but doesn't show the path or identify problematic hops.

Option C is incorrect. route print displays the local routing table, which is static and does not dynamically analyze packet travel.

Option D is incorrect. netstat provides statistics and current connections; it does not analyze the route data takes to a specific destination.

NEW QUESTION # 21

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