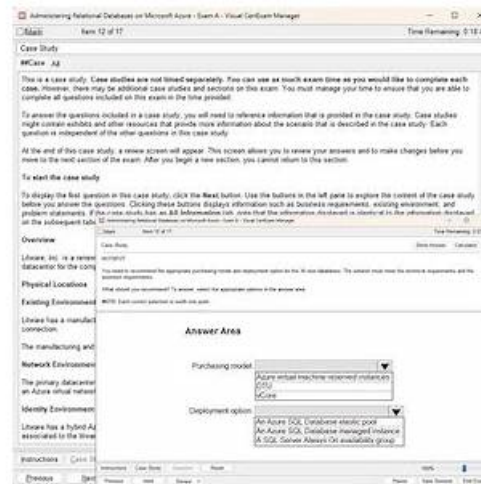


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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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.
Topic 5	<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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q607-Q612):

NEW QUESTION # 607

A network administrator is trying to troubleshoot a domain resolution issue on a client's workstation. Which command should be used to verify if the DNS server is properly resolving the domain name of the company website?

- A. `tracert companywebsite.com`
- B. `ipconfig /flushdns`
- C. `ping companywebsite.com`
- D. `nslookup companywebsite.com`

Answer: D

Explanation:

Correct Answer. B. `nslookup companywebsite.com` `nslookup` is specifically designed to query the DNS server and return information to verify that the domain name is being correctly resolved into an IP address.

Option A is incorrect. While `ping` can confirm connectivity to an address, it does not provide detailed DNS resolution data.

Option C is incorrect. Flushing the DNS cache clears resolved DNS records but does not itself verify DNS server functionality.

Option D is incorrect. `tracert` shows the path packets take to a destination, useful for network path issues but less so for DNS resolution specifics.

NEW QUESTION # 608

Jack is unable to print to the office's multifunction device from his laptop. His colleagues can print without issues. What should you do first to help Jack?

- A. Instruct Jack to send print jobs to another printer
- B. Replace the network cable on Jack's laptop
- C. Restart the multifunction device
- **D. Configure Jack's laptop to use the correct printer driver for the MFD**

Answer: D

Explanation:

Correct Answer. A. Configure Jack's laptop to use the correct printer driver for the MFD Ensuring that Jack's laptop is using the correct printer driver for the multifunction device is essential, as an incorrect or outdated driver can prevent successful printing.

Option B is incorrect as a network cable issue would

likely affect more than just printing capabilities, such as general network connectivity.

Option C is incorrect because it does not solve the underlying issue with the MFD.

Option D is incorrect because if other colleagues can print, then the issue is more likely related to Jack's laptop rather than the MFD itself.

NEW QUESTION # 609

A technician has updated the company's antivirus software to mitigate recent security vulnerabilities, but the system still shows signs of potential compromise.

What should the technician do next?

- A. Assume that the antivirus update was not effective and remove it
- **B. Reassess the situation to determine if additional security measures are needed alongside the update**
- C. Inform management that the issue cannot be resolved
- D. Restart all systems to see if that resolves the issue

Answer: B

Explanation:

Correct Answer. C. Reassess the situation to determine if additional security measures are needed alongside the update When an update does not fully resolve a security concern, it is important to reassess the system for other potential vulnerabilities or gaps in the security setup that were not addressed by the initial update. This may involve additional security measures or patches.

Option A is incorrect as removing the update may leave the system more vulnerable to the threats it was supposed to mitigate.

Option B is incorrect because simply restarting the systems is unlikely to resolve underlying security issues.

Option D is incorrect because declaring the issue as irresolvable without exhaustive reassessment and attempts at mitigation overlooks potential solutions and compromises security further.

NEW QUESTION # 610

A user cannot access their video conferencing meetings through the mobile app, receiving an error that the server is unreachable.

What should be the user's first course of action?

- A. Disable the device's firewall settings
- **B. Ensure the app is updated to the latest version**
- C. Reset the router to improve network connectivity
- D. Change their login credentials

Answer: B

Explanation:

Correct Answer. B. Ensure the app is updated to the latest version Updating the app to the latest version can resolve issues related to connectivity and compatibility, especially if the error indicates problems reaching the server.

Option A is incorrect because while resetting the router can solve general connectivity issues, it does not specifically address problems with app functionality.

Option C is incorrect as changing login credentials is unlikely to affect server connectivity issues unless the account is specifically being blocked.

Option D is incorrect because disabling firewall settings is a security risk and generally does not solve specific app connectivity problems unless the firewall is known to block the app.

NEW QUESTION # 611

A network administrator notices that several users cannot connect to the internet after recent network upgrades. What should be considered first when identifying the probable cause of the connectivity issue?

- A. Check if the users have paid their internet bills
- **B. Verify if the correct network protocols are enabled post-upgrade**
- C. Ask all users to restart their devices simultaneously
- D. Suggest users to switch to a different internet service provider

Answer: B

Explanation:

The first step should be to verify if the correct network protocols are enabled post-upgrade, as changes during the upgrade could have inadvertently disabled or misconfigured necessary protocols, leading to connectivity issues. This check is fundamental to troubleshooting problems directly related to recent network changes.

Option A is incorrect because payment issues are unrelated to internal network upgrades affecting multiple users.

Option C is incorrect because suggesting a different ISP does not address the probable internal causes related to the network upgrade.

Option D is incorrect because while restarting devices can resolve some issues, it does not address the root cause related to the network upgrade.

NEW QUESTION # 612

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