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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q471-Q476):

NEW QUESTION # 471
After setting up their email, a user reports that they can receive emails but cannot send any from their smartphone.
What is the most likely setting they need to verify?

- A. Check the incoming mail server settings
- B. Ensure the Wi-Fi connection is stable
- C. Update the smartphone's operating system
- D. Verify the outgoing mail server (SMTP) settings

Answer: D

Explanation:
Correct Answer. B. Verify the outgoing mail server (SMTP) settings If a user can receive but not send emails, the issue often lies with the outgoing mail server settings, specifically the SMTP configuration, which needs to be correctly set to send emails.
Option A is incorrect as incoming mail server settings affect receiving emails, not sending them Option C is incorrect as a stable Wi-Fi connection would affect both sending and receiving if it were the issue Option D is incorrect because an OS update is unlikely to fix email sending issues if they stem from incorrect email settings

NEW QUESTION # 472
During a routine audit, a technician discovers that PII data is stored on an unsecured server.
What is the most appropriate first action?

- A. Notify the compliance team immediately
- B. Assess whether anyone accessed the data recently
- C. Encrypt the data on the current server
- D. Transfer the PII to a secure server immediately

Answer: A

Explanation:
Correct Answer. C. Notify the compliance team immediately Notifying the compliance team allows for a coordinated response to the issue, ensuring that all aspects of the breach, including potential legal ramifications, are properly managed.
Option A is incorrect because simply transferring the data does not address potential breaches that may have already occurred.
Option B is incorrect because encryption should be part of a broader set of actions coordinated by compliance.
Option D is incorrect as it is a subsequent action that should follow after notifying the compliance team.

NEW QUESTION # 473
What is the first step a technician should take when initiating a Cisco Webex session to troubleshoot an end user's device issue?

- A. Direct the user to disable their firewall to ensure an uninterrupted session
- B. Verify the identity of the user and ensure they have the correct link and meeting credentials
- C. Ask the user to share their entire desktop immediately upon connection
- D. Instruct the user to download and install the latest version of Cisco Webex without guidance

Answer: B

Explanation:
Correct Answer. B. Verify the identity of the user and ensure they have the correct link and meeting credentials Before starting a support session, verifying the user's identity and ensuring they have the correct meeting credentials protects against unauthorized access and ensures that both parties are prepared for the session.
Option A is incorrect as sharing the entire desktop should only be done when necessary and with proper precautions.
Option C is incorrect because the technician should guide the user through any software installation or updates to avoid errors.
Option D is incorrect as disabling the firewall may compromise the user's network security and should not be recommended without thorough consideration.

NEW QUESTION # 474
During a business trip, a user needs to purchase a replacement charging cable for their mobile device.
What specification should the IT support technician advise the user to ensure compatibility with fast charging?

- A. Maximum cable length of 1 meter
- B. Cable with built-in LED light
- C. High-amperage cable support
- D. USB-C compatibility

Answer: C

Explanation:
Correct Answer. D. High-amperage cable support For compatibility with fast charging, it's important that the replacement cable supports high amperage. This ensures that the cable can handle the increased power throughput required for fast charging capabilities, providing efficient and quick charging.
Option A is incorrect because USB-C compatibility is necessary for the connection type but does not directly relate to fast charging unless the device and charger also support it.
Option B is incorrect because while shorter cables can potentially charge more efficiently, the key factor for fast charging is the cable's ability to support high current (amperage).
Option C is incorrect because a built-in LED light is a convenience feature and has no impact on the cable's charging capabilities.

NEW QUESTION # 475

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

Answer: D

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 # 476

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