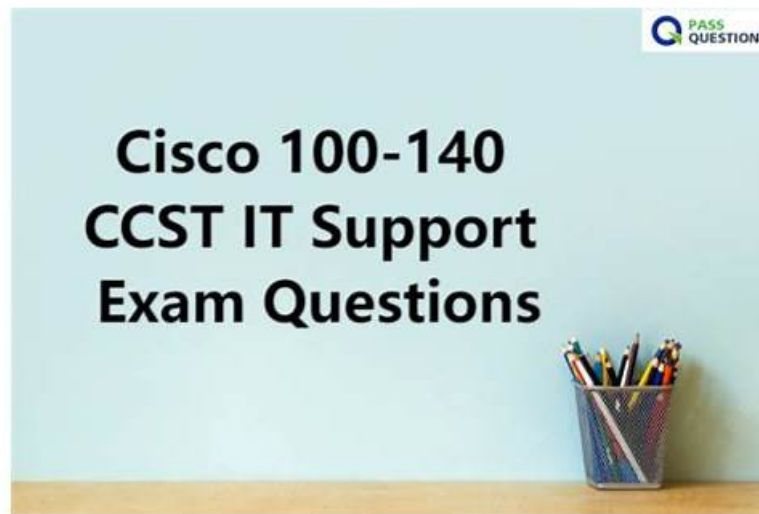


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Cisco 100-140 Exam Syllabus Topics:

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"> • 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 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"> • 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 5	<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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q438-Q443):

NEW QUESTION # 438

A user reports their device does not achieve the expected data transfer speeds when connected to an external SSD via a Thunderbolt 3 port.

What should the IT support technician check first to troubleshoot this issue?

- A. The power output of the USB-C port
- B. The length of the Thunderbolt cable
- C. If the SSD supports Thunderbolt 3 interface
- **D. If the USB-C port on the device supports Thunderbolt 3**

Answer: D

Explanation:

Correct Answer. C. If the USB-C port on the device supports Thunderbolt 3 Not all USB-C ports support Thunderbolt 3, which provides significantly higher data transfer speeds up to 40 Gbps.

The first check should be whether the device's USB-C port actually supports Thunderbolt 3, as this could be the limiting factor in achieving expected high speeds.

Option A is incorrect because while it's important that the SSD supports Thunderbolt 3 to reach maximum speeds, the more common issue lies with the port capabilities of the connecting device.

Option B is incorrect because while cable length can affect performance, Thunderbolt 3 cables are typically capable of maintaining high speeds up to the maximum length specified by the standard (0.5 meters for passive cables at full speed).

Option D is incorrect because the power output of the port is unlikely to affect data transfer speeds; it's more relevant to charging capabilities.

NEW QUESTION # 439

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 # 440

A user reports that their smartphone is not charging when plugged into a wall charger. What is the first troubleshooting step you should recommend?

- A. Update the phone's software
- **B. Try a different charging cable and adapter**
- C. Replace the smartphone battery
- D. Reset the smartphone to factory settings

Answer: B

Explanation:

Correct Answer. B. Try a different charging cable and adapter The most common and easily addressable issue with charging problems is often related to faulty cables or adapters. Testing with a different charging cable and adapter can quickly determine if the issue is with the charging accessories rather than the phone itself.

Option A is incorrect because replacing the battery is a more invasive and costly action that should be considered only after simpler fixes have been ruled out Option C is incorrect because a factory reset is too drastic for an initial troubleshooting step and does not directly address hardware-related charging issues Option D is incorrect as software updates are less likely to impact charging unless the issue is specifically related to a known bug affecting the charging process

NEW QUESTION # 441

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

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

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.

A system administrator needs to check the current IP configuration status of virtual interfaces on a server to troubleshoot connectivity issues.

- A. ip route list
- B. ip addr list
- C. ip addr
- D. ip link show type veth

Option D is incorrect. `ip route list` displays the routing tables and does not provide direct information about interface IP configurations.

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