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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 (Q136-Q141):

NEW QUESTION # 136

What is the primary purpose of using a Mobile Device Management (MDM) solution?

- A. To allow the company to access the user's personal data.
- **B. To ensure that mobile devices comply with company policy before accessing the network.**
- C. To track the user's location when at work or traveling for business.
- D. To authenticate users using an authenticator app on a mobile device.

Answer: B

Explanation:

MDM solutions let IT enforce security policies - such as requiring device encryption, up-to-date OS versions, PIN/passcode rules, and approved apps - before allowing mobile devices to connect to corporate networks or access company data.

NEW QUESTION # 137

A user reports that their computer is not recognizing the newly connected USB webcam. What should the technician check first to troubleshoot this issue?

- A. Update the webcam's firmware
- B. Ensure the webcam is connected to a USB 3.0 port
- C. Install the latest operating system updates
- **D. Check if the USB port is functioning by connecting another device**

Answer: D

Explanation:

Correct Answer: C. Check if the USB port is functioning by connecting another device Verifying the functionality of the USB port by using another device is a quick and effective way to determine if the problem lies with the port or the webcam itself.

Option A is incorrect. Operating system updates are important, but not the first step when a device is not recognized.

Option B is incorrect. While USB 3.0 ports offer better performance, USB webcams generally work across USB versions unless specified.

Option D is incorrect. Firmware updates require the device to be recognized by the computer, which is not the case here.

NEW QUESTION # 138

A user is experiencing intermittent Wi-Fi connectivity issues on their smartphone. Which of the following should be the first step to troubleshoot the issue?

- **A. Restart the smartphone**
- B. Replace the smartphone immediately
- C. Change the Wi-Fi network password
- D. Upgrade the smartphone's operating system

Answer: A

Explanation:

Correct Answer: B. Restart the smartphone Restarting the smartphone is a quick and simple first step that can resolve transient connectivity issues by refreshing the device's network settings and clearing potential software glitches that may be impacting the Wi-Fi connection.

Option A is incorrect because replacing the smartphone is a drastic measure that should be considered only after all other troubleshooting steps have failed.

Option C is incorrect because while updating the operating system is important, it should not be the first step before attempting more

immediate and less invasive solutions.

Option D is incorrect because changing the Wi-Fi network password affects all devices on the network and does not address issues specific to the user's smartphone.

NEW QUESTION # 139

During the printing process, a printer stops and displays a "Paper Jam" error, but no paper is found in the path upon inspection. What should the technician do next?

- **A. Inspect the paper tray for proper alignment**
- B. Restart the printer to clear the error
- C. Replace the paper sensors
- D. Change the type of paper used

Answer: A

Explanation:

Correct Answer. B. Inspect the paper tray for proper alignment Misaligned paper trays can cause the printer to detect a jam even if no paper is stuck because it disrupts the normal paper path.

Option A is incorrect. Restarting the printer might temporarily clear the error, but it won't solve an underlying mechanical issue.

Option C is incorrect. Replacing sensors is more complex and typically not the first step unless there's evidence of sensor failure.

Option D is incorrect. While paper quality can affect functionality, it doesn't directly relate to the detection of non-existent jams.

NEW QUESTION # 140

A user is setting up BitLocker on a new laptop and needs to choose how to back up their recovery key. Which option provides the safest backup method?

- A. Save the recovery key to a USB drive
- B. Send the recovery key to their email account
- C. Store the recovery key in the cloud service provided by the laptop manufacturer
- **D. Print the recovery key and store it in a secure location**

Answer: D

Explanation:

Printing the recovery key and storing it securely (such as in a safe) protects against digital theft and ensures the user has physical access to the key when needed.

Option A is incorrect because while a USB drive is a viable option, it can be lost or damaged, posing a risk of loss Option B is

incorrect because relying solely on a manufacturer's cloud service could be risky if the service experiences downtime or data loss

Option D is incorrect because email accounts can be compromised, making it a less secure method for storing sensitive recovery keys

NEW QUESTION # 141

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