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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q138-Q143):

NEW QUESTION # 138
During a presentation, a user's wireless keyboard suddenly stops working. The keyboard was functioning properly earlier in the day. What is the most likely solution to this problem?

- **A. Move the keyboard closer to the receiver**
- B. Install keyboard management software
- C. Connect the keyboard using a USB cable
- D. Adjust the keyboard's language settings

Answer: A

Explanation:
Correct Answer. A. Move the keyboard closer to the receiver Wireless keyboards can experience connectivity issues if the distance from the receiver is too great or if there are obstructions.
Moving it closer can help ensure a stable connection.
Option B is incorrect. While this could temporarily solve the problem, it doesn't address the wireless connectivity issue.
Option C is incorrect. Language settings would affect the input/output of the keyboard but not its connectivity.
Option D is incorrect. Management software typically does not affect basic connectivity issues.

NEW QUESTION # 139
A user is attempting to connect their MacBook to an external monitor, but the MacBook is not recognizing the monitor when connected via HDMI.
What should the technician suggest as the first step to troubleshoot this issue?

- **A. Check the HDMI cable and connection**
- B. Increase the screen resolution on the MacBook
- C. Replace the MacBook
- D. Enable AirPlay mirroring

Answer: A

Explanation:
Correct Answer. B. Check the HDMI cable and connection Ensuring that the HDMI cable is properly connected and functional is a fundamental first step in troubleshooting connectivity issues between a MacBook and an external monitor.
Option A is incorrect because replacing the MacBook is unnecessary without first checking simpler issues Option C is incorrect because increasing screen resolution does not affect whether the MacBook recognizes an external display Option D is incorrect as AirPlay mirroring is used for wireless connections and is unrelated to physical HDMI connections

NEW QUESTION # 140
After resolving a network outage issue, how should a technician document the results of the resolution in a manner that is most useful for future reference and reporting?

- A. Provide a narrative description of the outage impact on business operations
- B. List only the immediate actions taken to resolve the outage
- C. Include potential future upgrades to prevent similar outages
- **D. Detail the cause, resolution steps, and verification of system functionality post-fix**

Answer: D

Explanation:
It is crucial to document not only what was done to resolve the issue but also the cause of the problem and the steps taken to verify

that the system was fully functional afterward. This comprehensive approach ensures clarity and usefulness of the documentation for future troubleshooting and validation of the fix.

Option A is incorrect because listing only the actions taken does not provide a complete picture of the resolution process and its effectiveness.

Option B is incorrect as a narrative on business impact, while informative, does not focus on the technical resolution details necessary for future troubleshooting.

Option D is incorrect because, although future recommendations are helpful, they do not describe the resolution results of the current issue.

NEW QUESTION # 141

If a malware infection is confirmed on a company server, what is the most appropriate next step to mitigate the threat?

- A. Notify all employees about the malware infection
- B. Shut down the server to prevent further usage
- C. Update the server's operating system
- D. Isolate the server and begin a forensic analysis

Answer: D

NEW QUESTION # 142

What should an employee do first if they receive an email that seems to be spam but contains links that appear relevant to their work?

- A. Delete the email immediately to prevent security risks
- B. Report the email to the IT security team for verification
- C. Forward the email to colleagues to ask if they received similar messages
- D. Click on the links to verify their relevance

Answer: B

Explanation:
Correct Answer. C. Report the email to the IT security team for verification Reporting suspicious emails to the IT security team allows for proper investigation and ensures that any action taken is safe and informed, particularly when the content seems relevant but potentially risky.

Option A is incorrect because clicking on links in suspicious emails can lead to security breaches or malware infections Option B is incorrect because immediate deletion prevents further analysis and might remove potentially useful information without a thorough check Option D is incorrect because forwarding potentially harmful emails could increase the risk of spreading malware or phishing attempts

NEW QUESTION # 143

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