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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">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. |

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q48-Q53):

NEW QUESTION # 48

A user reports that their email application crashes every time they try to send an attachment. How should the technician proceed to accurately define the problem?

- A. Update the user's email application to the latest version
- B. Advise the user to use a web-based email service instead
- **C. Check if the problem occurs with all types of attachments or only specific ones**
- D. Increase the memory allocation for the email application

Answer: C

Explanation:

To accurately define the problem, the technician should determine if the crashing occurs with all attachments or only specific types or sizes, which will help in diagnosing whether the issue is related to the email client's handling of attachments or a problem with specific file types.

Option A is incorrect because updating the application, while often helpful, is a troubleshooting step that doesn't specifically define the problem.

Option C is incorrect as suggesting an alternative email service avoids addressing the root cause of the application crashes.

Option D is incorrect because increasing memory allocation without understanding the specific conditions under which the problem occurs does not define the problem accurately.

NEW QUESTION # 49

A system administrator needs to diagnose intermittent IPv6 connectivity issues on a corporate network.

Which command would best help them understand the routing path taken by the IPv6 traffic?

- A. route print6
- B. ping6 2001:db8:abcd::1 -t
- C. netstat -an6
- **D. traceroute6 2001:db8:abcd::1**

Answer: D

Explanation:

Correct Answer: A. traceroute6 2001:db8:abcd::1 Using traceroute6 to an IPv6 address is essential for diagnosing issues in the path of the network traffic, showing the route packets take and where potential failures occur.

Option B is incorrect. There is no netstat -an6 command; netstat shows active connections and protocol statistics, but it doesn't trace routes.

Option C is incorrect. Continuous ping6 is useful for testing reachability and sustained response times but does not reveal the path or hops like traceroute6.

Option D is incorrect. route print6 is not a valid command; route -6 print might display the IPv6 routing table in some systems but does not dynamically trace routes.

NEW QUESTION # 50

During an office setup, a technician needs to ensure that all desktop computers are equipped with the correct power cables to handle a power load of up to 600 watts for high-performance tasks.

What specification should the technician look for when selecting these power cables?

- A. Fiber optic capability
- **B. High amperage rating**
- C. High flexibility material
- D. Low resistance coating

Answer: B

Explanation:

Correct Answer. A. High amperage rating For desktop computers, particularly those requiring up to 600 watts for high-performance operations, the power cables must have a high amperage rating to safely handle the increased electrical current. Ensuring that the power cables are rated appropriately is crucial to prevent overheating and potential electrical hazards.

Option B is incorrect because while low resistance could theoretically improve efficiency, it's not a standard specification for selecting power cables for desktop computers.

Option C is incorrect because fiber optic capability relates to data transmission, not power cables.

Option D is incorrect because while flexibility can be important for cable management, it does not impact the cable's ability to handle specific power loads.

NEW QUESTION # 51

When documenting a resolved issue where the customer experienced intermittent connectivity problems, what should the documentation include to be most useful in future interactions?

- A. Detailed diagnostic processes, results, and the final solution
- B. A summary of the customer's satisfaction with the resolution
- C. Only the solution that resolved the issue
- D. A detailed timeline of customer reports and IT responses

Answer: A

Explanation:

Including detailed diagnostic processes and results, along with the final solution, ensures that the documentation is comprehensive and provides a reference point for troubleshooting similar issues in the future. This thorough approach aids in understanding both the problem and the resolution pathway, which can be crucial for addressing future occurrences efficiently.

Option A is incorrect because while a timeline is useful for context, it does not provide enough technical detail for troubleshooting future issues.

Option B is incorrect because documenting only the solution omits the diagnostic insights that could be critical for dealing with similar problems in the future.

Option C is incorrect as customer satisfaction is important but does not contribute technical knowledge for future technical interactions.

NEW QUESTION # 52

A technician is replacing the toner cartridge in a printer and notices that the printer continues to display a low toner message. What should the technician do next to resolve this issue?

- A. Clear the printer's job queue
- B. Update the printer's network settings
- C. Check if the toner cartridge is compatible and properly seated
- D. Reinstall the old toner cartridge

Answer: C

Explanation:

Correct Answer. B. Check if the toner cartridge is compatible and properly seated Ensuring that the toner cartridge is compatible with the printer and properly installed is crucial for the printer to recognize the new cartridge and reset the toner level indicator.

Option A is incorrect. Reinstalling the old toner cartridge does not address the issue if it's already low on toner.

Option C is incorrect. Network settings do not impact toner detection and will not resolve a low toner message.

Option D is incorrect. The print job queue has no relation to the toner level warnings.

NEW QUESTION # 53

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