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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. |
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| Topic 4 | • 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. |

>> 100-140 Exam Details <<

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q251-Q256):

### NEW QUESTION # 251
A system administrator suspects that a service is not releasing TCP ports after use. Which ss command option should they use to list all TCP sockets in use, including those in the TIME_WAIT state?

- A. ss -w
- B. ss -i
- C. ss -u -a
- D. ss -t -a

**Answer: D**

Explanation:
Correct Answer. A. ss -t -a The command ss -t -a displays all TCP sockets, including non- listening and those in TIME_WAIT state, which is useful for diagnosing potential issues with TCP connections not closing properly.
Option B is incorrect. ss -u -a shows UDP sockets, which are not relevant when checking for issues with TCP port releases.
Option C is incorrect. ss -w is not a valid ss command option.
Option D is incorrect. ss -i shows internal TCP information but does not list all TCP connections comprehensively like ss -t -a.

### NEW QUESTION # 252
A technician is troubleshooting a monitor that remains blank after turning on the PC. The monitor's power light is on, indicating it is receiving power.
What should the technician check first to resolve the issue?

- A. Change the resolution settings on the PC
- B. Replace the monitor
- C. Update the graphics driver on the PC
- D. Test the monitor with another computer

**Answer: D**

Explanation:
Correct Answer. B. Test the monitor with another computer Testing the monitor with another computer can quickly determine whether the issue lies with the monitor or the PC's video output.
Option A is incorrect because replacing the monitor is premature without confirming it is the source of the problem.
Option C is incorrect because a driver issue typically does not prevent a monitor from displaying any image (such as a BIOS or boot screen).
Option D is incorrect because if the monitor is showing no signs of input, resolution settings are unlikely to be the immediate cause.

## NEW QUESTION # 253

What does a 169.x.x.x IP address indicate on a Windows device?

- A. The device is connected to a VPN
- B. The device has a static IP address
- C. The device has failed to obtain an IP address from a DHCP server
- D. The device is in sleep mode

**Answer: C**

## NEW QUESTION # 254

An employee receives an email requesting sensitive information with urgent language from what appears to be a senior executive. What should they do before responding?

- A. Ignore the email as it is probably not important
- B. Send the requested information immediately as it is from a senior executive
- C. Verify the sender's identity by calling or messaging them through official channels
- D. Respond to the email asking for further clarification

**Answer: C**

Explanation:
Correct Answer. B. Verify the sender's identity by calling or messaging them through official channels Verifying the sender's identity through a phone call or another messaging service ensures that the request is legitimate and not a phishing attempt impersonating a senior executive.
Option A is incorrect because sending sensitive information without verification can lead to data breaches.
Option C is incorrect as simply asking for clarification may not verify the sender's identity and could still result in a breach.
Option D is incorrect as ignoring the email could potentially overlook important legitimate requests.

## NEW QUESTION # 255

What are benefits of a knowledge base for IT support? (Choose two)

- A. Improves system speed
- B. Trains new IT staff
- C. Increases financial performance
- D. Reduces resolution time

**Answer: B,D**

## NEW QUESTION # 256

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