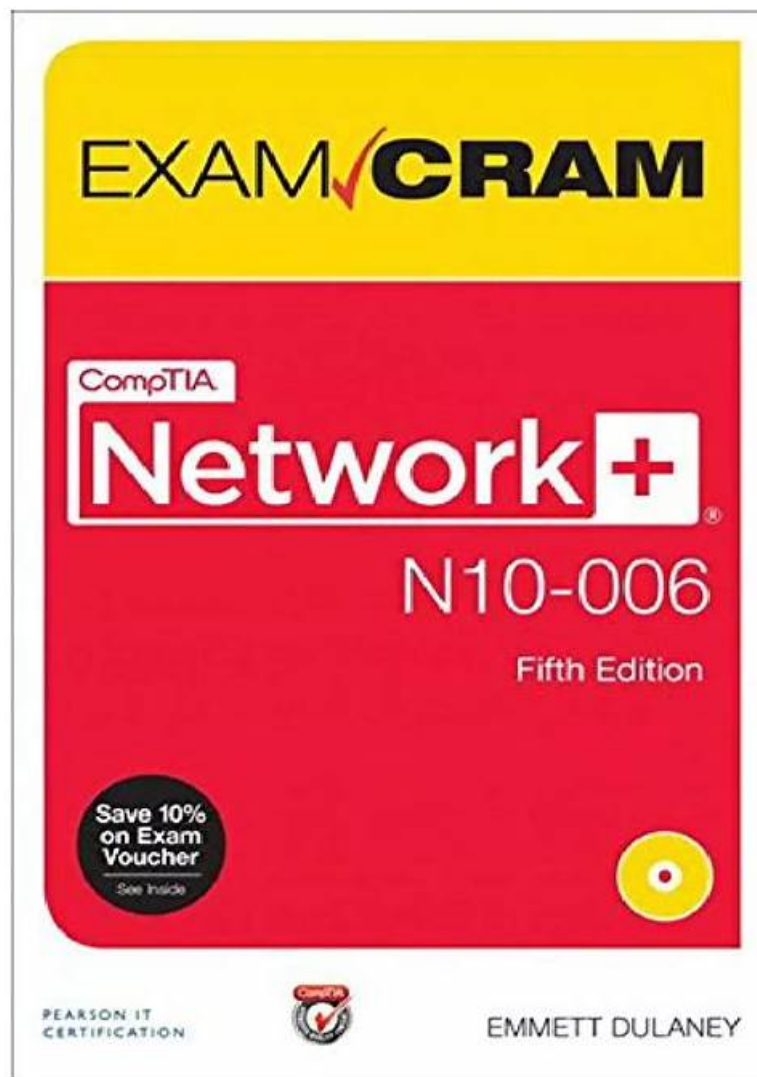


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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q569-Q574):

### NEW QUESTION # 569

A user reports that their interactive flat panel is not responding to touch inputs. What should the technician check first to troubleshoot this issue?

- A. Calibrate the touch settings on the flat panel
- B. Ensure the flat panel's firmware is up-to-date
- C. Restart the computer and the flat panel
- D. Check if the USB cable connecting the panel to the computer is secure

**Answer: D**

Explanation:

Correct Answer. C. Check if the USB cable connecting the panel to the computer is secure Ensuring that the physical connections, such as the USB cable, are secure is a fundamental first step, as a loose connection can cause the touch functionality to fail.

Option A is incorrect. While keeping firmware updated is important, it's not the first step if touch input has suddenly stopped working.

Option B is incorrect. Calibration is necessary if touch inputs are inaccurate, not if they are unresponsive.

Option D is incorrect. Restarting devices should be a follow-up action if no physical connection issues are found.

### NEW QUESTION # 570

A finance department user complains that their workstation, which is connected via an Ethernet cable, experiences slower speeds compared to other departments. What should be the first action to troubleshoot this issue?

- A. Test the speed using a network testing tool and check the Ethernet cable for damage
- B. Increase the workstation's RAM
- C. Replace the Ethernet cable with a fiber optic cable
- D. Connect the workstation to a WLAN to compare speeds

**Answer: A**

Explanation:

Correct Answer: B. Test the speed using a network testing tool and check the Ethernet cable for damage Using a network testing tool to check the connection speed and inspecting the physical state of the Ethernet cable can help identify if the issue is related to cable damage or other network bottlenecks.

Option A is incorrect. Replacing the Ethernet cable with fiber optic is impractical and unlikely to address issues specific to one workstation.

Option C is incorrect. RAM increases general computing performance but would not specifically affect network speeds.

Option D is incorrect. While connecting to WLAN could offer diagnostic insights, it doesn't directly resolve the issue or identify the cause of slower speeds on the Ethernet connection.

#### NEW QUESTION # 571

A healthcare organization needs to ensure that their data is stored in compliance with regional regulations.

Which Azure service provides the best solution for compliant, geo-redundant storage?

- A. Azure Site Recovery
- B. Azure Active Directory
- C. Azure Geo-Redundant Storage (GRS)
- D. Azure SQL Database

**Answer: C**

Explanation:

Azure Geo-Redundant Storage (GRS) replicates data to a secondary region far from the primary location, ensuring data durability and compliance with regulations that require geographic redundancy.

Option A is incorrect because Azure Active Directory is a cloud-based identity and access management service, not a data storage solution.

Option B is incorrect as Azure Site Recovery is primarily used for business continuity and disaster recovery, not for data storage compliance.

Option C is incorrect because, while Azure SQL Database provides scalable and secure database services, it does not inherently offer geo-redundancy like GRS.

#### NEW QUESTION # 572

After planning a resolution for a recurring network issue, what is a critical step that should be followed before fully implementing the solution across the organization?

- A. Inform all employees about the specific technical details
- B. Document the implementation process in detail
- C. Deploy the solution to a small group as a test
- D. Immediately replace all networking hardware

**Answer: C**

Explanation:

Correct Answer: C. Deploy the solution to a small group as a test Testing the solution on a small scale before a full rollout is crucial to validate the effectiveness of the changes and to identify any unforeseen issues that may arise. This allows IT support to make necessary adjustments based on real-world feedback without impacting the entire organization.

Option A is incorrect as replacing all hardware immediately is costly and may not be necessary if the solution doesn't require it.

Option B is incorrect because while documentation is important, it does not precede the testing phase in terms of immediate priorities when implementing changes.

Option D is incorrect as informing all employees about technical details is less critical than ensuring the solution works as intended and could lead to confusion.

#### NEW QUESTION # 573

A MacOS user needs to connect multiple external monitors for a video editing project. They have connected the monitors but are unable to get the displays to extend properly.

What should they check first in their display settings?

- Answer: D**

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