

100-140 Questions - Dumps 100-140 Collection



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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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 4	<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 5	<ul style="list-style-type: none"> 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 (Q559-Q564):

NEW QUESTION # 559

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. Update the server's operating system
- C. Isolate the server and begin a forensic analysis
- D. Shut down the server to prevent further usage

Answer: C

NEW QUESTION # 560

A network administrator is deploying a new Ethernet network in an office setting and needs to choose the appropriate type of cabling. The network requires 1 Gbps speed and minimal susceptibility to electromagnetic interference (EMI).

What type of UTP (Unshielded Twisted Pair) cable should the IT support technician recommend?

- A. Category 3
- B. Category 5
- C. Category 6
- D. Category 5e

Answer: C

Explanation:

Correct Answer. D. Category 6 Category 6 UTP cable is recommended for environments requiring up to 1 Gbps speed while also providing enhanced protection against crosstalk and electromagnetic interference compared to earlier categories. This makes it suitable for modern office environments that may have moderate EMI from various electronic devices.

Option A is incorrect because Category 3 cables are outdated and only support speeds up to 10 Mbps.

Option B is incorrect because Category 5 cables are also outdated and were originally rated for up to 100 Mbps, not suitable for 1 Gbps networks.

Option C is incorrect because while Category 5e can support 1 Gbps, Category 6 offers better performance in terms of EMI protection and crosstalk.

NEW QUESTION # 561

During a PC Anywhere session, if a technician needs to access confidential files on the user's computer to troubleshoot an issue, what should they do?

- A. Transfer the files to their system for closer examination
- B. Proceed to access the files, assuming implicit consent for troubleshooting
- C. Notify the user and request explicit permission to access the specific files needed
- D. Ignore the files and try alternative troubleshooting methods that do not require access

Answer: C

Explanation:

Gaining explicit permission from the user before accessing confidential files is key to maintaining trust and ensuring compliance with privacy standards.

Option A is incorrect because assuming consent can lead to privacy violations and breaches of trust.

Option C is incorrect because transferring confidential files without strict necessity and proper security measures can create additional security risks.

Option D is incorrect as it might prevent the technician from addressing the issue effectively if accessing the files is necessary.

NEW QUESTION # 562

You consider using AI to find solutions to common Help Desk issues at your company.

For each statement about AI, select True or False.

Note: You will receive partial credit for each correct selection.

☐

Answer:

Explanation:

☐

NEW QUESTION # 563

A customer calls the Help Desk and reports the following:

I keep getting an error that my system is low on memory when I run my video editing software.

Which process will allow the customer to locate the available memory of their device?

- A. Ask the customer to open Settings and select the Devices tab.
- B. Ask the customer to open Command Prompt and type in ipconfig/all and press Enter.
- C. Ask the customer to open Event Viewer and select the Applications and Services Log tab.
- D. Ask the customer to open Task Manager and select the Performance tab.

Answer: D

Explanation:

Task Manager's Performance tab provides real-time details on total, used, and available RAM, allowing the user to see memory availability.

NEW QUESTION # 564

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