

# How Can You Pass Cisco 100-140 Certification Exam With Flying Colors?



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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Common Threats and Prevention:</b> 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>
Topic 2	<ul style="list-style-type: none"><li>• <b>IT Support Job Tasks and Responsibilities:</b> 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Connectivity and Resource Access Issues:</b> 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.</li></ul>

>> 100-140 Test Guide <<

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q458-Q463):

### NEW QUESTION # 458

A user complains that their MacOS laptop does not automatically sleep after closing the lid, potentially leading to security risks. What should the technician check to resolve this issue?

- A. Confirm that 'Close lid to sleep' is enabled in Energy Saver settings
- **B. Verify that no external displays are connected**
- C. Ensure that the 'Power Nap' feature is enabled
- D. Install more RAM

**Answer: B**

Explanation:

Correct Answer. B. Verify that no external displays are connected When external displays are connected, MacOS may remain awake even with the lid closed to continue supporting the external display output. Checking for and disconnecting any external monitors can resolve this issue.

Option A is incorrect because Power Nap allows the Mac to perform tasks during sleep and does not impact the action of sleeping when the lid is closed Option C is incorrect as MacOS does not offer a specific 'Close lid to sleep' option in Energy Saver settings; this behavior is standard unless altered by external factors Option D is incorrect as RAM installation has no relation to the laptop's lid-closing sleep behavior

### NEW QUESTION # 459

A user in an enterprise environment is experiencing slow connectivity to an internet application. To determine if the issue is related to network routing, what diagnostic command should a technician use?

- **A. tracert application.example.com**
- B. route print
- C. ping -t application.example.com
- D. netstat

**Answer: A**

Explanation:

Correct Answer. B. tracert application.example.com Using tracert helps trace the route packets follow to the application's server, highlighting any nodes that cause delays or packet loss, which can contribute to slow connectivity.

Option A is incorrect. Continuous ping (ping -t) can test reachability and average response times but doesn't show the path or identify problematic hops.

Option C is incorrect. route print displays the local routing table, which is static and does not dynamically analyze packet travel.

Option D is incorrect. netstat provides statistics and current connections; it does not analyze the route data takes to a specific destination.

### NEW QUESTION # 460

What action is required when an employee realizes they have emailed proprietary company documents to an unauthorized external party by mistake?

- A. Do nothing as the email cannot be retrieved
- **B. Inform their manager and follow the company's data breach protocol**
- C. Try to delete the email remotely
- D. Send an email to the recipient asking them to ignore the previous email

**Answer: B**

Explanation:

Correct Answer. B. Inform their manager and follow the company's data breach protocol Informing the manager and following the data breach protocol ensures that the incident is documented and handled according to company policies, which may include attempting to mitigate the breach's impact.

Option A is incorrect because inaction can lead to potential data leaks and breaches of trust Option C is incorrect because simply asking the recipient to ignore the email does not secure the proprietary information Option D is incorrect because while remote deletion is a potential technical solution, it should be part of a broader protocol handled by IT security professionals

#### NEW QUESTION # 461

A user needs to check the warranty and service coverage status of their MacBook Pro. Which section of the "About This Mac" should the IT support technician instruct the user to access?

- A. Support
- B. Storage
- C. Displays
- D. Overview

**Answer: A**

Explanation:

Correct Answer. D. Support The Support tab in the "About This Mac" window directs users to links where they can check their warranty and service coverage status by entering their device's serial number on the Apple website. This tab helps users quickly access service and support resources related to their Mac.

Option A is incorrect because the Overview tab provides general information about the Mac, such as the macOS version and hardware details, but not service or warranty coverage.

Option B is incorrect because the Displays tab only gives information about the screen's characteristics.

Option C is incorrect because the Storage tab shows details about the hard drive's capacity and available space, not support or warranty status.

#### NEW QUESTION # 462

An employee reports that their desktop, which is connected via Ethernet, cannot access the network, while Wi-Fi devices are connecting without issue. What should the technician check first to troubleshoot this wired connection problem?

- A. Increase the bandwidth allocation for the Ethernet network
- B. Check if the Wi-Fi on the desktop is turned on and searching for signals
- C. Reconfigure the firewall settings to allow Ethernet connections
- D. Verify that the Ethernet cable is securely plugged into both the computer and the wall socket

**Answer: D**

Explanation:

Correct Answer. A. Verify that the Ethernet cable is securely plugged into both the computer and the wall socket Physical connection issues are the most common cause for a wired device not accessing the network. Ensuring that the cable is properly connected is a fundamental and simple first step.

Option B is incorrect. The issue is with the wired connection, not wireless, so checking Wi-Fi is irrelevant.

Option C is incorrect. Bandwidth allocation would affect speed, not initial network access.

Option D is incorrect. Firewall settings typically do not discriminate between connection types at the device level and would not affect just the wired connection.

#### NEW QUESTION # 463

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