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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 4	• 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 5	• 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q515-Q520):

NEW QUESTION # 515
Sarah, an employee, reports that she is unable to access the department's shared document folder, which she could access until yesterday.
What is the first step you should take to troubleshoot her access issue?

- A. Upgrade her user account to administrative privileges
- B. Reinstall the network drivers on her computer
- C. Reset her network password
- D. Check her membership in the appropriate security group

Answer: D

Explanation:
Correct Answer. B. Check her membership in the appropriate security group The first step should be to verify if Sarah is still a member of the security group that has permission to access the shared document folder, as changes or updates in group memberships might have inadvertently removed her.
Option A is incorrect because there is no indication that her password is the issue, as she can log in but cannot access specific resources.
Option C is incorrect as network driver issues would typically prevent her from accessing all network resources, not just a specific folder.
Option D is incorrect because upgrading her to administrative privileges can pose a security risk and does not address the underlying access issue.

NEW QUESTION # 516

After updating their system, a user notices that their PC setup no longer goes into sleep mode when expected.
Which Windows tool should they use to identify what is preventing the system from sleeping?

- A. Command Prompt using the powercfg -requests command
- B. Event Viewer
- C. Power troubleshooter
- D. Device Manager

Answer: A

Explanation:
Correct Answer. D. Command Prompt using the powercfg -requests command The powercfg - requests command displays which applications and drivers are preventing the system from going into sleep mode. This tool is useful for diagnosing power management issues following updates.
Option A is incorrect because Device Manager does not provide information on what prevents sleep mode Option B is incorrect although the Power troubleshooter can help resolve some power issues, it does not specifically list active power requests Option C is incorrect because while Event Viewer logs system events, it does not specifically list which processes prevent sleep mode

NEW QUESTION # 517

A network administrator notices unusual network traffic patterns resembling a trusted external system.
What is the most likely explanation for this observation?

- A. Legitimate traffic from a new source
- B. A spoofing attack mimicking the trusted system
- C. A network congestion issue
- D. An internal system update

Answer: B

Explanation:
Correct Answer. C. A spoofing attack mimicking the trusted system Spoofing attacks often involve the creation of traffic that appears to come from trusted, legitimate sources to deceive systems or individuals into granting access or revealing confidential information.
Option A is incorrect because network congestion typically does not mimic specific trusted systems.
Option B is incorrect as internal updates would be documented and known to administrators, and would not mimic external systems.
Option D is incorrect because new legitimate traffic sources would likely be communicated to network administrators beforehand and would not typically mimic existing trusted systems.

NEW QUESTION # 518

A technician troubleshooting a fax machine finds that it can send faxes but cannot receive them.
What should be checked to resolve this issue?

- A. The paper supply in the fax machine
- B. The fax machine's sending unit
- C. The fax machine's receiving settings

- D. The toner levels in the fax machine

Answer: C

Explanation:
Correct Answer. C. The fax machine's receiving settings If a fax machine can send but not receive faxes, it suggests that the issue may lie with settings specific to receiving faxes, such as incorrect mode or reception settings.
Option A is incorrect. The sending unit functioning correctly does not impact receiving capabilities.
Option B is incorrect. A lack of paper would prevent printing but not the machine's ability to receive faxes into memory.
Option D is incorrect. Toner levels would affect the printout quality and output but not the reception of incoming faxes.

NEW QUESTION # 519
An employee is having problems reaching URLs on the World Wide Web. You examine the addressing configuration for the employee's PC that is shown as follows:

You have verified that you can open a website on the employee's PC by entering the website's IP address in their browser. Which IP address should you ping to determine what the problem is?

- A. 192.168.1.253
- B. 192.168.1.254
- C. 192.168.1.130
- D. 192.168.1.1

Answer: B

Explanation:
Since you can access websites by IP but not by name, the issue lies with name resolution. Pinging the configured DNS server (192.168.1.254) will verify whether the DNS service is reachable and functioning.

NEW QUESTION # 520
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