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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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.

Topic 5	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.
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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q399-Q404):

NEW QUESTION # 399

An IT support technician receives a call from a user who reports that "nothing is working." What is the first step the technician should take to effectively define the problem?

- A. Advise the user to check their internet connection
- B. Gather more specific information about what isn't working and any error messages seen
- C. Escalate the issue to a higher-level support team immediately
- D. Ask the user to restart their computer and call back if the issue persists

Answer: B

Explanation:

The most effective initial step in defining the problem is to gather detailed information about what the user means by "nothing is working," including specific functionalities that are failing and any error messages displayed. This approach ensures a precise definition of the problem, which is crucial for effective troubleshooting.

Option A is incorrect because restarting the computer may not address unknown issues and could result in loss of unsaved work or error messages that might help in diagnosing the problem.

Option C is incorrect as escalating the issue without specific details can lead to unnecessary delays and inefficiencies in the support process.

Option D is incorrect because suggesting checking the internet connection presumes a cause without adequate information about the actual issue.

NEW QUESTION # 400

A user complains that their mobile device charges very slowly when connected to their computer via a USB cable. What is the most likely explanation for this issue that the IT support technician should provide?

- A. The computer's USB port is USB 1.0, providing lower power output
- B. The USB cable is too thick
- C. The mobile device requires a software update
- D. The USB cable is silver-plated

Answer: A

Explanation:

Correct Answer: A. The computer's USB port is USB 1.0, providing lower power output If a mobile device charges slowly when

connected to a computer, the most likely cause is that the computer's USB port is an older version, such as USB 1.0, which provides less power compared to newer versions like USB 2.0 or 3.0. This lower power output results in slower charging. Option B is incorrect because while software updates can affect charging efficiency, they are less likely to be the cause of slow charging when the charging source is identified as a potential issue. Option C is incorrect because the thickness of the USB cable does not typically affect charging speed unless it is of poor quality or damaged. Option D is incorrect because the plating of the USB cable connectors (like silver) does not impact the charging speed; it's more about the cable and port specifications.

NEW QUESTION # 401

What is a recommended practice when creating a strong password?

- A. Use a common phrase or word to make it easy to remember
- B. Keep it concise, no more than six characters
- C. Use personal information, such as birthdates or names, for memorability
- **D. Use a mix of uppercase letters, lowercase letters, numbers, and symbols**

Answer: D

Explanation:

Correct Answer: A. Use a mix of uppercase letters, lowercase letters, numbers, and symbols Using a combination of uppercase letters, lowercase letters, numbers, and symbols increases the complexity of a password, making it harder for attackers to crack. Option B is incorrect as common phrases or words can be easily guessed or cracked with dictionary attacks Option C is incorrect because passwords should be lengthy to enhance security, typically recommended to be at least 12 characters long Option D is incorrect as personal information can often be easily found or guessed by attackers

NEW QUESTION # 402

The IT department identifies that a database server crashes frequently due to high query loads during peak hours. What should the next step be in devising a plan to resolve this problem?

- A. Advise users to avoid using the database during peak hours
- B. Schedule a complete database redesign to optimize performance
- **C. Plan to distribute the query load using load balancing techniques**
- D. Increase the physical memory of the server immediately

Answer: C

Explanation:

Planning to distribute the query load through load balancing is a strategic approach that can effectively mitigate the issue without extensive downtime or resource investment. It addresses the immediate cause--high query loads--by distributing these loads more evenly across the system or additional resources.

Option A is incorrect because while increasing physical memory may provide temporary relief, it does not address the root cause of high query loads.

Option B is incorrect because a complete database redesign, while potentially beneficial, is a long-term and resource-intensive solution that may not quickly resolve the immediate issue.

Option D is incorrect because advising users to avoid using the database during peak hours is impractical and does not solve the underlying technical problem.

NEW QUESTION # 403

During a setup of multiple 4K monitors, a user wants to daisy-chain them using Thunderbolt 3.

What feature of Thunderbolt 3 enables multiple 4K displays to be connected through a single port?

- A. Dual-Mode DisplayPort (DP++)
- B. ChainLink
- C. Single-Stream Transport (SST)
- **D. Multi-Stream Transport (MST)**

Answer: D

Explanation:

Correct Answer: A. Multi-Stream Transport (MST) Thunderbolt 3 supports Multi-Stream Transport (MST), allowing multiple displays to be connected in a series (daisy-chained) from a single Thunderbolt 3 port. This is particularly useful for setups involving multiple 4K monitors, providing the capability to extend or mirror displays across several screens without losing signal quality.

Option B is incorrect because SST (Single-Stream Transport) supports only one video stream per cable.

Option C is incorrect because Dual-Mode DisplayPort (DP++) allows a DisplayPort to send HDMI or DVI signals through an adapter, but it doesn't support chaining multiple monitors through a single connection.

Option D is incorrect because ChainLink is not a recognized standard or technology in the context of Thunderbolt or display technology.

NEW QUESTION # 404

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