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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	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 3	• 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 4	• 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 5	• 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 (Q407-Q412):

NEW QUESTION # 407

A user reports that an application has become unresponsive and is preventing them from completing their work. What is the first step the technician should recommend to resolve this issue quickly?

- A. Run a virus scan
- B. Restart the computer
- C. Uninstall and reinstall the application
- D. End the application's process via Task Manager

Answer: D

Explanation:

Correct Answer: B. End the application's process via Task Manager Using Task Manager to end the process of the unresponsive application is the quickest way to regain control without affecting other running applications or the need for a system restart. Option A is incorrect because restarting the computer, while effective, is more disruptive and time-consuming compared to ending a specific process Option C is incorrect because uninstalling the application is an unnecessary step for an application that is simply unresponsive Option D is incorrect because running a virus scan is not a direct action to resolve an application freeze and can be time-consuming

NEW QUESTION # 408

Why is it important for a technician to ensure firmware is regularly updated on devices within an organization?

- A. To change the device's operating system
- **B. To add new features and improve device functionality**
- C. To increase the device's resale value
- D. To comply with local data handling regulations

Answer: B

Explanation:

Correct Answer. B. To add new features and improve device functionality Firmware updates often include new features and enhancements that improve device functionality, performance, and security, which are critical for maintaining effective IT infrastructure.

Option A is incorrect because firmware updates typically do not affect the resale value of a device significantly.

Option C is incorrect because firmware updates do not change the device's operating system; they modify the firmware that controls the device's hardware.

Option D is incorrect because firmware updates are not directly related to compliance with local data handling regulations, although they may indirectly support security improvements that could be beneficial for compliance.

NEW QUESTION # 409

A network technician is configuring a newly installed router that needs to interface between two subnets. During testing, devices on Subnet A can connect to the router but not to any devices on Subnet

- A. That the router is configured to use DHCP for IP address assignment
- B. That the router has the correct subnet masks configured for each interface
- C. That the firewall on the router allows traffic between the two subnets
- **D. What should the technician verify first?**
- E. That all cables between the router and devices are Category 6

Answer: D

Explanation:

Correct Answer. A. That the router has the correct subnet masks configured for each interface Incorrect subnet masks can prevent routing between interfaces on a router, leading to connectivity issues between subnets.

Option B is incorrect. While DHCP is important for IP address assignment, it does not directly resolve routing issues between subnets.

Option C is incorrect. The category of network cables would impact physical connectivity and data rates but not routing between subnets.

Option D is incorrect. While firewall settings are crucial, the first check should be the configuration that directly impacts routing.

NEW QUESTION # 410

What is a crucial step a technician must take when using AI to process personal data during troubleshooting to mitigate privacy risks?

- A. Allow AI full access to all company databases to enhance learning capabilities
- **B. Ensure that all data used by AI is anonymized where feasible before processing**
- C. Share AI-processed data with external vendors to gain insights on potential improvements
- D. Use AI to collect as much personal data as possible to improve troubleshooting accuracy

Answer: B

Explanation:

Correct Answer. B. Ensure that all data used by AI is anonymized where feasible before processing Anonymizing data helps mitigate privacy risks by protecting user identity, making it a crucial step when personal data is processed through AI during troubleshooting tasks.

Option A is incorrect because collecting excessive personal data can increase privacy risks and violate data protection regulations.

Option C is incorrect as providing unrestricted access to all databases can expose sensitive data unnecessarily and increase security risks.

Option D is incorrect because sharing data with external vendors without strict controls and proper anonymization can lead to

breaches of confidentiality.

NEW QUESTION # 411

A MacOS user reports that the screen brightness is too low even at maximum settings while working outdoors. What should the technician suggest to improve visibility?

- A. Disable automatic brightness adjustment
- B. Adjust the screen resolution
- C. Increase the contrast
- D. Enable Night Shift

Answer: A

Explanation:

Correct Answer: C. Disable automatic brightness adjustment Disabling automatic brightness adjustment allows the user to manually set the brightness to the maximum level, which can help improve screen visibility in bright outdoor environments.

Option A is incorrect because adjusting the screen resolution does not affect the brightness of the display. Option B is incorrect as Night Shift adjusts the color temperature for better night viewing but does not increase brightness. Option D is incorrect as increasing contrast affects color depth, not brightness.

NEW QUESTION # 412

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