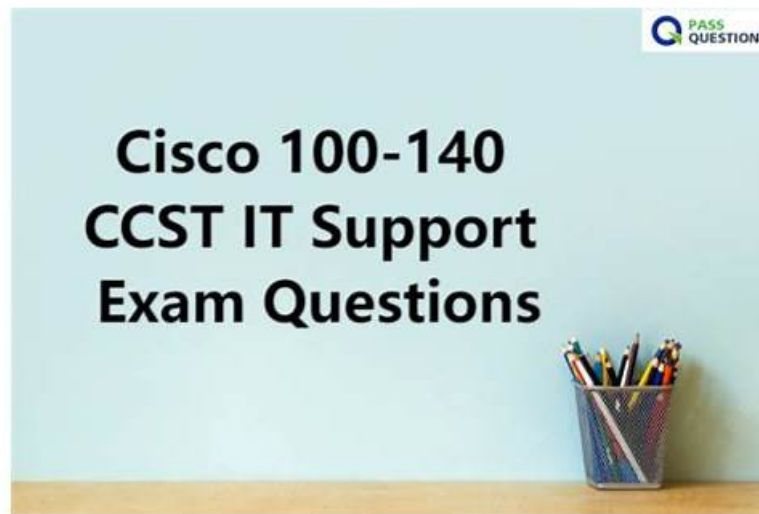# Pass The Exam With Real Cisco 100-140 Questions

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 4	• 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	• 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.

Cisco 100-140 Relevant Exam Dumps, New 100-140 Test Notes

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q564-Q569):

NEW QUESTION # 564
A user is unable to access certain network resources which they previously had access to. You suspect an issue with their account permissions.
Which Active Directory feature should you check first to resolve this issue?

- A. User's account status
- B. User's group membership
- C. User's login script
- D. User's password expiration

Answer: B

Explanation:
Correct Answer. C. User's group membership Group membership in Active Directory often controls access to network resources through group policies. If a user suddenly loses access, it is essential to verify if there have been any changes to their group memberships which might affect their permissions.
Option A is incorrect because the login script primarily automates the launch of programs and mapping network drives at login, rather than directly controlling access permissions.
Option B is incorrect because while the account status (enabled or disabled) affects access, the scenario suggests the user can log in but lacks specific permissions, pointing more towards group-related issues.
Option D is incorrect because password expiration would prevent the user from logging in at all, rather than affecting access to specific resources.

NEW QUESTION # 565
During a support call, a user complains that they cannot access the company intranet. What question should the technician ask first to gather detailed information?

- A. "Are other colleagues experiencing the same issue?"
- B. "Would you like me to reset your intranet password?"
- C. "Can you access other network resources or websites?"
- D. "Have you tried turning your computer off and on again?"

Answer: C

Explanation:
Correct Answer. B. "Can you access other network resources or websites?" Explanation:
Asking whether the user can access other network resources or websites helps determine if the issue is specific to the intranet or part

of a larger connectivity problem. This information is critical in narrowing down the potential causes and guiding further troubleshooting steps.

Option A is incorrect because although restarting may be a useful troubleshooting step, it does not gather any information about the nature of the issue.

Option C is incorrect because resetting the intranet password assumes a specific problem without sufficient information.

Option D is incorrect because while knowing if others are affected can be useful, it does not help understand this user's specific access issue.

NEW QUESTION # 566
Which protocol is primarily used when a user attempts to map a drive to access files stored on a cloud service like Box?

- A. SMB
- B. WebDAV
- C. SNMP
- D. FTP

Answer: B

Explanation:
WebDAV WebDAV (Web Distributed Authoring and Versioning) is the protocol commonly used to map network drives that access files stored on cloud services like Box, enabling users to manage and edit files remotely.

Option A is incorrect because SMB is typically used for local network file sharing, not for cloud services.

Option B is incorrect as FTP (File Transfer Protocol) is generally used for transferring files directly and is less common for drive mapping.

Option D is incorrect because SNMP (Simple Network Management Protocol) is used for managing network and devices on IP networks, not for mapping drives to cloud services.

NEW QUESTION # 567
An IT manager is evaluating the effectiveness of the current help desk operations. Which KPI should be prioritized to measure the efficiency of the help desk team in handling incoming support tickets?

- A. Number of tickets closed by first contact
- B. Monthly IT staff satisfaction ratings
- C. Annual customer satisfaction survey results
- D. Number of training sessions attended by support staff

Answer: A

Explanation:
The KPI measuring the number of tickets closed by first contact is critical for assessing help desk efficiency, as it directly reflects the team's ability to resolve issues quickly and effectively, minimizing the need for follow-up contacts and reducing overall ticket volume.

Option B is incorrect because training sessions are more about improving skills rather than measuring current operational efficiency.

Option C is incorrect as annual surveys do not provide the immediate or detailed insights needed to assess daily operational efficiency.

Option D is incorrect because staff satisfaction, while important, does not directly correlate to the efficiency of ticket handling.

NEW QUESTION # 568
A company wants to optimize their server hardware by running multiple operating systems simultaneously on a single physical server. Which technology would best achieve this?

- A. Docker containers
- B. VPN
- C. Hypervisor
- D. Load balancer

Answer: C

Explanation:

Correct Answer. A. Hypervisor A hypervisor allows multiple virtual machines, each with their own operating systems, to run concurrently on a single physical server, thereby maximizing resource utilization and minimizing hardware costs.

Option B is incorrect because Docker containers are used for application virtualization rather than operating system virtualization and typically share the same operating system kernel.

Option C is incorrect because a VPN is used to create a secure network connection over the internet, not for running multiple operating systems.

Option D is incorrect as a load balancer distributes incoming network traffic across multiple servers, which does not involve virtualizing operating systems.

NEW QUESTION # 569

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