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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q227-Q232):

### NEW QUESTION # 227

An employee receives an email requesting sensitive information with urgent language from what appears to be a senior executive. What should they do before responding?

- A. Ignore the email as it is probably not important
- B. Send the requested information immediately as it is from a senior executive
- C. Respond to the email asking for further clarification
- D. Verify the sender's identity by calling or messaging them through official channels**

**Answer: D**

Explanation:

Correct Answer. B. Verify the sender's identity by calling or messaging them through official channels. Verifying the sender's identity through a phone call or another messaging service ensures that the request is legitimate and not a phishing attempt impersonating a senior executive.

Option A is incorrect because sending sensitive information without verification can lead to data breaches.

Option C is incorrect as simply asking for clarification may not verify the sender's identity and could still result in a breach.

Option D is incorrect as ignoring the email could potentially overlook important legitimate requests.

### NEW QUESTION # 228

An organization's employees are experiencing slow email delivery. What is the most effective first step in troubleshooting this issue?

- A. Reconfigure all user email clients
- B. Advise employees to use alternative communication methods
- C. Check the email server for any signs of overloading or technical issues**
- D. Increase the bandwidth of the organization's internet connection

**Answer: C**

Explanation:

Correct Answer. B. Check the email server for any signs of overloading or technical issues Checking the email server for overloading or technical issues can identify if there is a bottleneck affecting email delivery speeds.

Option A is incorrect because increasing bandwidth may not resolve server-specific issues related to email delivery.

Option C is incorrect because it does not solve the email delivery problem, only sidesteps it.

Option D is incorrect because reconfiguring email clients does not address server-side issues that affect delivery speeds.

**NEW QUESTION # 229**

What should a technician do if they are unable to resolve an issue during a Remote Assistance session?

- A. Advise the user to seek help elsewhere
- B. Leave the session running and consult a colleague in real-time without informing the user
- **C. Schedule a follow-up session after researching the issue further**
- D. Persuade the user to let them try different settings randomly to see if anything works

**Answer: C**

Explanation:

Correct Answer. B. Schedule a follow-up session after researching the issue further Scheduling a follow up session allows the technician to provide accurate and effective support after gaining additional insights or solutions to the problem.

Option A is incorrect because it does not provide good customer service or use the resources available to the support team.

Option C is incorrect because it involves unethical behavior and could compromise the trust and integrity of the support process.

Option D is incorrect because trying random settings could potentially worsen the issue and is not a methodical approach to problem-solving.

**NEW QUESTION # 230**

A network administrator notices that users cannot access a newly deployed internal web application from their workstations. The application is hosted on a server within the same network. What should the administrator first check regarding the firewall?

- A. The firewall's power supply and hardware status
- B. The antivirus settings on the firewall
- C. The bandwidth management settings on the firewall
- **D. The firewall rules to ensure traffic to the web server's IP and port is allowed**

**Answer: D**

Explanation:

Correct Answer. B. The firewall rules to ensure traffic to the web server's IP and port is allowed Firewalls control the flow of traffic based on security rules, and improperly configured rules can block access to certain services or servers within a network.

Option A is incorrect. While ensuring the firewall is powered and functioning is important, it does not directly address connectivity issues to a specific service.

Option C is incorrect. While antivirus settings are important for overall security, they are not directly related to allowing or blocking access to specific network services.

Option D is incorrect. Bandwidth management could affect performance but would not specifically block access to a network service unless configured to do so.

**NEW QUESTION # 231**

A technician is troubleshooting a PC where the USB ports are not recognizing any devices.

Which Device Manager status message would likely indicate the source of the issue?

- A. "This device is working properly."
- B. "This device is disabled."
- C. "No drivers are installed for this device."
- **D. "Windows cannot load the device driver for this hardware."**

**Answer: D**

Explanation:

Correct Answer: B. "Windows cannot load the device driver for this hardware." This status message indicates that there is a problem with the device driver that could be causing the USB ports not to recognize connected devices. It suggests that the driver may be corrupted or incompatible and needs updating or reinstalling.

Option A is incorrect because it indicates that the device is functioning correctly, which does not align with the symptoms described.

Option C is incorrect because it suggests the device has been manually disabled, which is unlikely without user intervention.

Option D is incorrect because it would typically prompt an immediate action to install drivers, and the technician would likely have already checked this.

## NEW QUESTION # 232

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