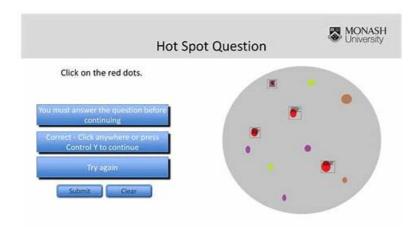
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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q427-Q432):

NEW QUESTION #427

A user wants to upgrade their PC's memory and needs to check the existing RAM type and speed. Which section of the Windows System Information tool should the IT support technician instruct the user to access to find this information?

- A. System Summary
- B. Hardware Resources
- C. Components > System
- D. Components > Memory

Answer: C

Explanation:

Correct Answer. D. Components > System In the Windows System Information tool, the

"Components > System" section provides detailed information about the system, including the type and speed of the installed RAM. This section is critical for users who need to understand their current hardware configuration to ensure compatibility with potential upgrades.

Option A is incorrect because the System Summary provides an overview of the system but does not offer detailed memory specifications.

Option B is incorrect because Hardware Resources primarily deals with conflicts and sharing issues, not detailed RAM specifications.

Option C is incorrect because there is no specific "Memory" subsection under "Components" that provides RAM type and speed details directly.

NEW QUESTION #428

What is a key consideration for a technician when using knowledge base articles to update internal documentation on database management practices?

- A. Copy content directly from knowledge base articles to ensure technical accuracy
- B. Update documentation only with articles that have been internally authored to avoid external biases
- C. Use articles that focus solely on theoretical knowledge without practical application examples
- D. Selectively integrate insights from vetted articles while adapting the content to internal contexts and needs

Answer: D

Explanation:

Correct Answer. B. Selectively integrate insights from vetted articles while adapting the content to internal contexts and needs It is important to critically evaluate and adapt external content to fit the specific operational context and documentation standards of the organization.

Option A is incorrect because direct copying can lead to copyright issues and may not align perfectly with internal needs.

Option C is incorrect because practical application examples are crucial for understanding and effectively implementing database management practices.

Option D is incorrect because exclusively using internally authored content may limit the scope and depth of technical knowledge available.

NEW QUESTION #429

A graphic designer needs to ensure that their DVI connection supports the highest possible resolution for detailed image work. Which DVI cable type should the IT support technician advise them to use for connecting their monitor to ensure maximum video quality?

- A. DVI-D dual link
- B. DVI-I single link
- C. DVI-D single link
- D. DVI-A

Answer: A

Explanation:

Correct Answer. B. DVI-D dual link DVI-D dual link cables are designed for carrying a higher bandwidth graphic designer who needs fine detail and high resolution for their work.

Option A is incorrect because DVI-A carries only analog signals, which generally do not support high resolutions as well as digital signals.

Option C is incorrect because DVI-I single link, while capable of transmitting both analog and digital signals, does not support as high a resolution as the dual link due to its bandwidth limitations.

Option D is incorrect because DVI-D single link supports digital signals but has a lower maximum resolution and bandwidth compared to a dual link.

NEW QUESTION #430

A company requires its developers to access AWS resources from the corporate office only. What should be included in the IAM policy to enforce this requirement?

- A. Time-based restrictions
- B. SAML 2.0 integration
- C. IP whitelisting in the policy condition
- D. Resource tags

Answer: C

Explanation:

To restrict access to AWS resources from specific locations, an administrator can include a condition in the IAM policy that whitelists IP addresses. This ensures that developers can only access resources from the corporate office.

Option A is incorrect because resource tags are used for organizing and managing resources, not for controlling access based on location.

Option C is incorrect because time-based restrictions control when resources can be accessed, not where they can be accessed from

Option D is incorrect because SAML 2.0 integration is

used for federated authentication with external identity providers, not for restricting access based on IP addresses.

NEW QUESTION #431

A customer reports that their desktop computer does not power on. You ask the customer to check if the power cable is securely plugged into both the power supply unit (PSU) and the wall outlet. The customer confirms that the connections seem tight. What is the next best step in troubleshooting this issue?

- A. Replace the computer's motherboard
- B. Upgrade the computer's PSU
- C. Check if the power outlet is functional by using another device
- D. Install a new CPU

Answer: C

Explanation:

Correct Answer. B. Check if the power outlet is functional by using another device Before considering hardware replacements, it is crucial to ensure that the power source is working correctly. Using another device to check the functionality of the outlet is a simple and effective way to rule out issues with the power supply from the wall.

Option A is incorrect because replacing the motherboard is a more advanced and costly step that should only be considered after more basic issues, like power supply problems, have been ruled out.

Option C is incorrect because installing a new CPU does not address potential power supply problems and is an unnecessary step at this stage.

Option D is incorrect because upgrading the PSU is premature without first confirming the functionality of the power outlet.

NEW QUESTION #432

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The Cisco Certified Support Technician (CCST) IT Support (100-140) certification helps you advance your career and even secure a pay raise. Today, the Cisco certification is an excellent choice for career growth, and to obtain it, you need to pass the 100-140 exam which is a time-based exam. To prepare for the 100-140 Exam successfully in a short time, it's essential to prepare with real 100-140 exam questions. If you don't prepare with 100-140 updated dumps, you will fail and lose time and money.

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