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## Cisco 100-140 Exam Syllabus Topics:

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

Topic 2	<ul style="list-style-type: none"> <li>• <b>Hardware Uses:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Job Roles:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>IT Support Job Tasks and Responsibilities:</b> 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>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Operating System and Application Issues:</b> 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>

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q174-Q179):

### NEW QUESTION # 174

When installing a new graphics card in a desktop computer, what is an essential step to ensure proper installation and functionality?

- A. Ensuring the power supply unit (PSU) provides adequate power for the new graphics card
- B. Connecting the graphics card to a USB port for external power
- C. Installing the graphics card in any available PCI slot
- D. Using two different brands of graphics cards for better performance

**Answer: A**

Explanation:

Correct Answer. A. Ensuring the power supply unit (PSU) provides adequate power for the new graphics card Graphics cards can consume a significant amount of power, especially high- performance models. Ensuring that the PSU can handle the power requirements of the new card is crucial to avoid system instability or damage.

Option B is incorrect because not all PCI slots are suitable for modern graphics cards, especially if they require a PCI Express x16 slot for optimal performance.

Option C is incorrect because using two different brands of graphics cards generally does not work for technologies like SLI or CrossFire, which require identical cards.

Option D is incorrect because graphics cards do not connect to USB ports for power; they connect directly to the PSU via PCIe power connectors.

### NEW QUESTION # 175

During a network audit, a technician discovers that DNS queries are taking longer than expected, slowing down web browsing. What should be the technician's first step to resolve this issue?

- A. Update all client machines to use IPv6
- B. Configure the network to use a more reliable DNS server

- C. Replace the network's routers and switches
- D. Increase the bandwidth of the internet connection

**Answer: B**

Explanation:

Correct Answer. B. Configure the network to use a more reliable DNS server If DNS queries are slow, using a faster or more reliable DNS server can significantly improve resolution times and, consequently, browsing speeds.

Option A is incorrect. While low bandwidth can affect overall internet speed, it does not specifically address slow DNS queries.

Option C is incorrect. Replacing network hardware is costly and should be considered only if the devices are proven to be the bottleneck.

Option D is incorrect. Transitioning to IPv6 offers many benefits but does not inherently solve slow DNS resolution issues.

#### NEW QUESTION # 176

A user working in a dimly lit environment finds the default brightness setting on their MacOS laptop too harsh on their eyes. What is the best recommendation for adjusting the display settings to a more comfortable level?

- A. Turn on the High Contrast mode
- B. Enable True Tone
- C. Calibrate the display colors
- D. Decrease the brightness using the control in System Preferences

**Answer: D**

Explanation:

Correct Answer. A. Decrease the brightness using the control in System Preferences Decreasing the screen brightness via System Preferences allows for a quick and effective adjustment tailored to personal comfort and environment needs.

Option B is incorrect because High Contrast mode is designed to enhance readability rather than adjust brightness Option C is

incorrect as True Tone automatically adjusts white balance but may not sufficiently reduce brightness for user comfort Option D is

incorrect because while calibrating display colors can affect visuals, it's not targeted at reducing brightness for eye comfort

#### NEW QUESTION # 177

A user reports that their external hard drive is not recognized by their computer. What is the first thing a technician should check?

- A. The external drive's partition table using disk management tools
- B. The power management settings for USB ports on the computer
- C. The USB port functionality by connecting a different device
- D. The file system compatibility with the operating system

**Answer: C**

Explanation:

Correct Answer. B. The USB port functionality by connecting a different device Checking the USB port functionality with a different device is a quick and effective way to rule out port issues, which is a common problem for connectivity.

Option A is incorrect. File system compatibility issues would not prevent the drive from being recognized at a hardware level.

Option C is incorrect. While power settings can affect device connectivity, they usually do not cause a device to not be recognized entirely.

Option D is incorrect. The partition table could cause the drive to not appear correctly in the OS, but this is more complex and assumes the drive is recognized by the system at a basic level.

#### NEW QUESTION # 178

A user reports that their laptop is not charging despite being plugged in. The IT support technician suspects an issue with the power adapter.

What characteristic of the laptop's power adapter should the technician check first to ensure it is compatible with the laptop?

- A. Length of the power cable
- B. Voltage and amperage output

