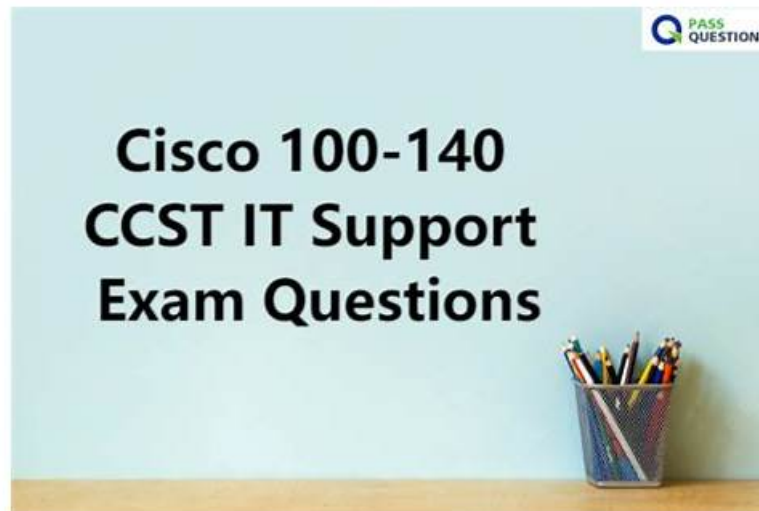


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## Cisco 100-140 Exam Syllabus Topics:

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>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>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

## 2026 Study 100-140 Material | High-quality 100-140 100% Free Real Exam Questions

To assist applicants preparing for the Cisco Certified Support Technician (CCST) IT Support (100-140) real certification exam effectively, TrainingDumps offers Cisco 100-140 desktop practice test software and a web-based practice exam besides actual PDF 100-140 exam questions. These 100-140 Practice Exams replicate the Cisco 100-140 real exam scenario and offer a trusted evaluation of your preparation. No internet connection is necessary to use the 100-140 Windows-based practice test software.

### Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q428-Q433):

#### NEW QUESTION # 428

During a network audit, an IT support technician needs to guide a macOS user to locate their IPv6 address to ensure compliance with the latest security protocols.

What should the technician instruct the user to do?

- A. Navigate to System Preferences > Network, select the connection, and click "Details"
- **B. Open Terminal and type ifconfig**
- C. Go to Apple Menu > System Preferences > Network > Advanced > TCP/IP
- D. Use Spotlight to search for "Network Utility" and select the Info tab

**Answer: B**

Explanation:

The ifconfig command in the Terminal provides a detailed overview of all network interfaces, including IPv6 addresses. This command is efficient for technical users who need a comprehensive display of all network configuration details.

Option B is incorrect because while it does show some network information, the Advanced > TCP/IP section primarily focuses on IPv4 settings unless IPv6 is specifically configured and displayed.

Option C is incorrect because while Network Utility can show network details, it is not as straightforward or comprehensive as using Terminal commands.

Option D is incorrect because "Details" under Network preferences typically focuses on connection-specific issues and configurations, and might not display IPv6 unless explicitly set up to show it.

#### NEW QUESTION # 429

A technician notices that a computer makes a loud whirring noise shortly after being powered on.

What should the technician check first to diagnose the issue?

- A. The settings in the BIOS
- B. The installed operating system
- C. The condition of the hard drive
- **D. The security of the internal fans**

**Answer: D**

Explanation:

Correct Answer. C. The security of the internal fans A loud whirring noise shortly after startup is commonly caused by loose or malfunctioning internal fans. Ensuring that fans are securely mounted and unobstructed can often resolve such noise issues.

Option A is incorrect because while a failing hard drive can make noise, a loud whirring is more typically related to fan issues.

Option B is incorrect because BIOS settings do not directly cause mechanical noises like whirring, which are typically hardware-related.

Option D is incorrect because the operating system does not impact the physical mechanisms that typically cause whirring sounds.

### NEW QUESTION # 430

During a presentation, a user finds that the projected image is too dim, making it difficult for the audience to see. Which action should the user take to resolve this issue on a Windows laptop?

- **A. Adjust the brightness setting using the function keys on the laptop**
- B. Reconfigure the power saving settings
- C. Increase the contrast setting through the display adapter properties
- D. Change the display mode to extend these displays

**Answer: A**

Explanation:

Using the function keys to adjust brightness is a fast solution that affects the display output immediately, which is crucial during a presentation.

Option A is incorrect as the contrast setting will affect the color depth but not the overall brightness of the display Option C is incorrect as changing the display mode does not directly affect the brightness of the screens Option D is incorrect as power saving settings may control brightness but are less direct and immediate than using function keys

### NEW QUESTION # 431

Which type of virtualization allows a user to run one or multiple operating systems that are stored remotely on a central server in a data center?

- **A. Desktop Visualization**
- B. Network Visualization
- C. Storage Visualization
- D. Data Virealization

**Answer: A**

Explanation:

Desktop virtualization (also known as Virtual Desktop Infrastructure, or VDI) enables users to run one or more operating systems that reside on a centralized server in a data center, delivering the desktop environment over the network.

### NEW QUESTION # 432

What is the best initial response when a user notices an unauthorized attempt to access their company account?

- A. Ignore the attempt since the access was not successful
- **B. Change their password immediately**
- C. Delete any suspicious emails related to the attempt
- D. Shutdown their computer to prevent further attempts

**Answer: B**

Explanation:

Correct Answer. B. Change their password immediately Changing the password immediately after noticing an unauthorized access attempt is a crucial first step in safeguarding the account from potential compromise.

Option A is incorrect because ignoring the attempt may lead to future successful breaches.

Option C is incorrect as shutting down the computer does not address the security of the online account.

Option D is incorrect because while deleting suspicious emails might be helpful, it does not secure an account that has already been targeted.

### NEW QUESTION # 433

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