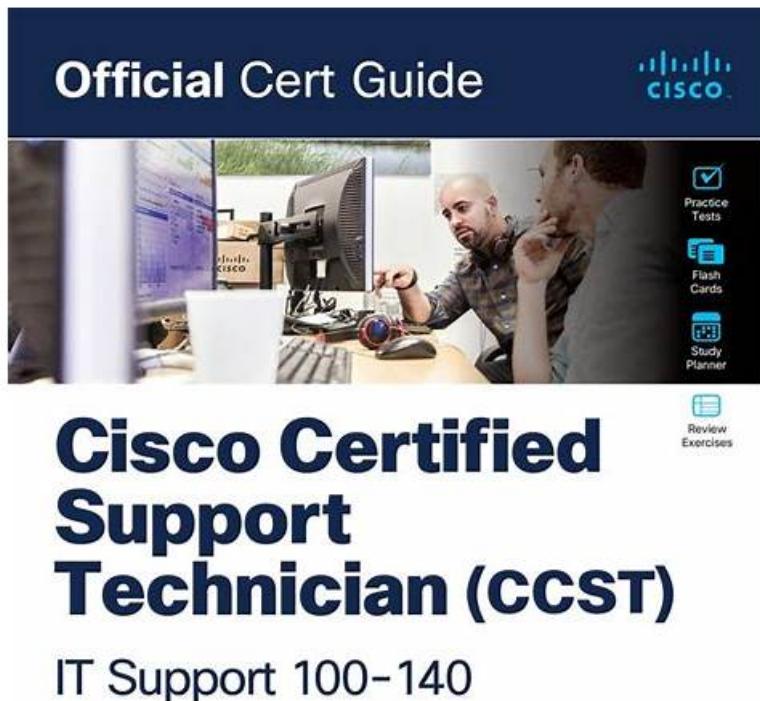


2026 Pass-Sure Cisco 100-140: Cisco Certified Support Technician (CCST) IT Support Valid Practice Materials



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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none"> 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.
Topic 3	<ul style="list-style-type: none"> 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 4	<ul style="list-style-type: none"> 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.

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Cisco 100-140 – Prepare With Actual 100-140 Exam Questions [2026]

In the PDF version, real 100-140 exam questions are available. These Cisco 100-140 real questions are printable and portable. You can take this PDF document anywhere and study for the Cisco Certified Support Technician (CCST) IT Support (100-140) exam without time restrictions. NewPassLeader regularly make changes in the 100-140 PDF format when required. 100-140 questions in this format are relevant to the actual test.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q179-Q184):

NEW QUESTION # 179

Following the identification of a security vulnerability in the company's web application, what should be the plan to resolve the identified issue?

- A. Implement a quick fix to patch the vulnerability
- B. Temporarily close down the web application until a fix can be developed
- C. Continue operations as normal and deal with issues as they arise
- D. Conduct a thorough security audit to understand the extent of potential exposure

Answer: A

Explanation:

When a security vulnerability is identified, the most urgent action is to implement a quick fix or patch to close the vulnerability and protect the system from potential exploits. This immediate action prevents any exploitation and mitigates potential damage.

Option B is incorrect because while a security audit is important, it does not provide the immediate protection needed against an active security threat.

Option C is incorrect as closing down the application may be unnecessarily disruptive and harmful to business operations.

Option D is incorrect because continuing operations without addressing the vulnerability exposes the system to significant risk.

NEW QUESTION # 180

During a routine inspection, an IT support technician notices that some UTP cables run parallel and close to fluorescent lighting fixtures. The technician is concerned about potential interference.

Which UTP cable feature should be checked to ensure it can handle such interference?

- A. Bend radius
- B. Insulation quality
- C. Waterproof coating
- D. **Shielding**

Answer: D

Explanation:

Correct Answer. B. Shielding Although typical UTP cables are unshielded, newer variants and higher categories like Category 6A or Category 7 include additional shielding to protect against EMI, such as that from fluorescent lighting. Ensuring that the UTP cables have adequate shielding is important in environments where they are exposed to potential interference sources.

Option A is incorrect because waterproof coating protects against moisture but does not prevent electromagnetic interference. Option C is incorrect because bend radius affects the physical integrity of the cable but not its susceptibility to electromagnetic interference.

Option D is incorrect because while good insulation quality is important, it primarily protects the wires inside from physical damage rather than from EMI.

NEW QUESTION # 181

While remotely connected to a user's device, you need to resolve an uncommon network error.

You decide to use a search engine to find a solution.

What is the best practice for using search results to solve this issue?

- A. **Choose a solution that includes detailed explanations and user comments for validation**
- B. Rely on the top search result to get the quickest fix
- C. Pick any solution that seems related and try it immediately to save time
- D. Focus on solutions posted on new, unverified tech blogs for innovative answers

Answer: A

Explanation:

Correct Answer. B. Choose a solution that includes detailed explanations and user comments for validation Selecting detailed guides with user feedback ensures the solution is effective and has worked for others, providing a safer and likely more reliable approach to resolving the issue.

Option A is incorrect. The top search result is not always the most reliable or relevant, especially for technical issues.

Option C is incorrect. Implementing a seemingly related solution without proper validation can lead to improper fixes and more severe issues.

Option D is incorrect. Relying on unverified sources increases the risk of applying incorrect or harmful solutions.

NEW QUESTION # 182

A network administrator wants to confirm IPv6 connectivity to a remote server. Which command should they use to check if the server is reachable via its IPv6 address?

- A. traceroute6 2001:db8::3257:9652
- B. **ping6 2001:db8::3257:9652**
- C. nslookup 2001:db8::3257:9652
- D. ping6 ::1

Answer: B

Explanation:

Correct Answer. B. ping6 2001:db8::3257:9652 ping6 is specifically used to test IPv6 connectivity between source and destination addresses. This command helps verify that the IPv6 path to the specified address is clear and that the server is responsive.

Option A is incorrect. ping6 ::1 tests the loopback address and not the remote connectivity.

Option C is incorrect. While traceroute6 would provide the route packets take to the destination, it is more complex and not required just to check connectivity.

Option D is incorrect. nslookup is used for DNS resolution queries, not for checking direct connectivity.

NEW QUESTION # 183

A MacOS user finds that their external hard drive, which contains critical backup data, intermittently unmounts and remounts while in use.

What should the technician advise to minimize the risk of data loss?

- A. Backup the data to another drive and then update the MacOS
- B. Ignore the issue as it does not affect data integrity
- C. Use a different USB port
- D. Enable FileVault for external disk encryption

Answer: A

Explanation:

Correct Answer: B. Backup the data to another drive and then update the MacOS Backing up the data ensures that it is safe regardless of the hardware issue, and updating MacOS might resolve any underlying system issues that could be causing the drive to behave intermittently.

Option A is incorrect although trying a different USB port is a simple test, it does not address the underlying issue or secure the data
Option C is incorrect because FileVault encryption does not address hardware or connection stability issues
Option D is incorrect as intermittent mounting can lead to data corruption, and the issue should not be ignored

NEW QUESTION # 184

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