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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 2	<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 3	<ul style="list-style-type: none"> • 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.
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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q15-Q20):

NEW QUESTION # 15

While troubleshooting a network connectivity issue, an IT support technician needs to explain to a user how to identify which applications are currently using their network. Which tab in the Windows Task Manager should the user be instructed to check?

- **A. Processes**
- B. Networking
- C. Performance
- D. Users

Answer: A

Explanation:

Correct Answer: C. Processes The Processes tab in Task Manager not only displays a list of running applications and background processes but also shows the network usage of each process. This allows users to easily identify which applications are currently using network resources and may be contributing to connectivity issues.

Option A is incorrect because the Performance tab provides an overall view of system performance including network statistics, but it does not break down usage by application.

Option B is incorrect because there is no "Networking" tab in Windows Task Manager; network data is found under other tabs.

Option D is incorrect because the Users tab shows the users currently logged on to the system and the resources being used by their processes, but it is not specific to network activity by application.

NEW QUESTION # 16

An IT manager is tasked with ensuring that all company laptops have sufficient disk space available for installing a new software suite. The suite requires 20 GB of free space for installation. What is the first action the IT manager should take to prepare the laptops?

- A. Configure additional cloud storage options
- B. Defragment the hard drives
- **C. Check current disk usage on each laptop**
- D. Increase the RAM on each laptop

Answer: C

Explanation:

Correct Answer: B. Check current disk usage on each laptop Before making any changes, it is essential to assess the current disk

usage to determine which laptops already meet the space requirements and which ones need attention. This step is critical to plan further actions effectively.

Option A is incorrect because defragmenting the hard drives, while it can improve performance, does not free up a significant amount of disk space.

Option C is incorrect because increasing RAM does not affect the available disk space.

Option D is incorrect because configuring additional cloud storage does not impact local disk space availability, which is necessary for installation.

NEW QUESTION # 17

A company's email system stops sending and receiving messages abruptly. What should the IT support technician investigate first to identify the probable cause?

- A. Check if the email server needs more storage space
- B. Suggest using personal email accounts until the issue is resolved
- C. Conduct a survey to see if users prefer a different email system
- **D. Review server logs for any recent errors or warnings**

Answer: D

Explanation:

Reviewing the server logs is a critical first step, as they can provide immediate insights into errors or warnings that coincide with the time the email system failed. This information is crucial for pinpointing the specific nature of the failure.

Option B is incorrect because user preferences for email systems are irrelevant to troubleshooting a sudden operational problem.

Option C is incorrect as checking for storage space, while potentially valid, is less likely to cause an abrupt stop in email functionality without prior warning signs.

Option D is incorrect because suggesting alternative temporary measures does not contribute to identifying the cause of the failure.

NEW QUESTION # 18

Sophia needs to use the office multifunction device to fax a document but she is unsure how to operate the machine. What should be your first step to assist her?

- **A. Show Sophia how to load the document into the MFD and select the correct settings for faxing**
- B. Configure Sophia's email to send the document digitally instead of faxing
- C. Ask a colleague to send the fax for Sophia
- D. Update the firmware of the MFD to ensure all features are available

Answer: A

Explanation:

Correct Answer: A. Show Sophia how to load the document into the MFD and select the correct settings for faxing The best approach is to provide hands-on guidance on how to use the machine, ensuring Sophia can independently handle similar tasks in the future.

Option B is incorrect because it does not help Sophia learn how to use the fax function herself.

Option C is incorrect because it bypasses the learning opportunity and might not meet the specific requirement of sending a fax.

Option D is incorrect because updating the firmware is unnecessary if the machine is operational and other people are able to use it without issues.

NEW QUESTION # 19

A user needs to check the available disk space on their Windows 10 machine to ensure they have enough room for a new application.

What method should the IT support technician advise the user to use to quickly access this information?

- A. Right-click on the Start button and select "System"
- B. Go to Control Panel > Administrative Tools > Computer Management
- **C. Open "This PC" in File Explorer to view the drives**
- D. Run the command chkdsk in Command Prompt

Answer: C

Correct Answer: B. Open "This PC" in File Explorer to view the drives Opening "This PC" in File Explorer provides a clear and immediate overview of all connected drives and their available space, making it the simplest method for users to quickly check disk capacity.

Option C is incorrect because the `chkdsk` command is used to check the disk for errors, not to display disk space availability.

NEW QUESTION # 20

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