

New 100-140 Test Pattern, 100-140 Valid Exam Registration

UGC NET EXAM PATTERN		
PAPER 1	FEATURE	PAPER 2
Common for all Sub	TYPE	Subject-specific
50	NO OF QUESTIONS	100
100	MARKS	200
1 hour	DURATION	2 hour
MCQ	QUESTION TYPE	MCQ
No	NEGATIVE MARKING	No
2	MARKS PER CORRECT ANS	2

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The Cisco Certified Support Technician (CCST) IT Support certification exam is one of the top-rated career advancement certification exams. The Cisco 100-140 certification exam can play a significant role in career success. With the Cisco Certified Support Technician (CCST) IT Support (100-140) certification, you can gain several benefits such as validation of skills, career advancement, competitive advantage, continuing education, and global recognition of your skills and knowledge.

Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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.

Cisco 100-140 Valid Exam Registration & Valid 100-140 Exam Discount

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q148-Q153):

NEW QUESTION # 148

A user in a corporate environment is required to confirm their device's IPv6 address for network configuration purposes. What should the IT support technician advise the user to do on their Windows 10 device?

- A. Go to Control Panel > Network and Sharing Center > Change adapter settings
- B. Navigate to Settings > Network & Internet > Status > Properties
- **C. Open Command Prompt and type ipconfig**
- D. Right-click the network icon in the taskbar and select "Troubleshoot problems"

Answer: C

Explanation:

The ipconfig command in Command Prompt quickly provides detailed information on all network adapters, including the IPv6 address. This method is direct and provides comprehensive network configuration details, including IPv6, without navigating through multiple menus.

Option A is incorrect because while it provides some network settings, it does not typically display all detailed IP configuration data directly.

Option B is incorrect because this path leads to adapter settings, which require further navigation to view IPv6 addresses specifically.

Option D is incorrect because "Troubleshoot problems" is intended for resolving network issues and does not directly display network configuration details like IPv6 addresses.

NEW QUESTION # 149

When a technician uses technical forums to troubleshoot a rare software bug, what is the best practice for ensuring the reliability of the information found?

- A. Only use solutions from the latest forum posts to ensure the information is up to date
- B. Avoid using forums and rely solely on official vendor documentation
- **C. Evaluate the credibility of the solutions by checking the experience level of contributors and seeking confirmation through multiple posts**
- D. Implement any fix that appears frequently in forum posts without further verification

Answer: C

Explanation:

Correct Answer. B. Evaluate the credibility of the solutions by checking the experience level of contributors and seeking confirmation through multiple posts Assessing the reliability of forum advice by considering the expertise of contributors and looking for consistent solutions across multiple discussions helps ensure the accuracy and applicability of the information.

Option A is incorrect because frequent repetition in forums does not guarantee accuracy.

Option C is incorrect because newer posts are not inherently more accurate and might lack the community validation of older, more discussed solutions.

Option D is incorrect because forums can offer valuable insights and solutions that may not be covered in official documentation, especially for rare or unusual issues.

NEW QUESTION # 150

A printer frequently experiences paper jams despite using the recommended paper type. What is the first step a technician should take to troubleshoot this issue?

- A. Update the printer's firmware
- B. Modify the printer's paper size settings
- C. Clean the paper feed rollers
- D. Replace the fuser assembly

Answer: C

Explanation:

Correct Answer. B. Clean the paper feed rollers Dirty or worn paper feed rollers are a common cause of paper jams. Cleaning the rollers often resolves issues with paper not being fed correctly into the printer.

Option A is incorrect. The fuser assembly is involved in bonding toner to paper and is not typically related to paper feeding issues. Option C is incorrect. Firmware updates generally address software issues, not mechanical feeding problems unless explicitly specified.

Option D is incorrect. Incorrect paper size settings can cause errors, but would not typically result in frequent jams unless the settings drastically mismatch the paper loaded.

NEW QUESTION # 151

When setting up a conference room, a user needs to connect a computer to a distant projector using a VGA cable. They are concerned about potential signal loss. What solution should the IT support technician recommend to ensure optimal video quality?

- A. Switch to a wireless VGA transmitter
- B. Use a standard VGA cable and adjust the resolution settings on the computer
- C. Replace the VGA cable with a newer, more advanced VGA cable
- D. Use a VGA booster/extender to amplify the signal along the cable

Answer: D

Explanation:

Correct Answer. B. Use a VGA booster/extender to amplify the signal along the cable. A VGA booster or extender is designed to amplify the video signal in VGA cables, particularly useful for longer distances where signal degradation is a concern. This ensures the maintenance of image quality over extended lengths.

Option A is incorrect because simply adjusting resolution settings does not address the fundamental issue of signal degradation due to cable length.

Option C is incorrect because while newer cables might provide better shielding, they do not inherently solve the issue of long-distance signal loss as effectively as a booster.

Option D is incorrect because although a wireless VGA transmitter could potentially resolve distance issues, it introduces complexity and potential for other types of interference, making a booster a more reliable solution for maintaining signal integrity.

NEW QUESTION # 152

What is a potential risk associated with performing firmware updates on hardware devices?

- A. Firmware updates can occasionally introduce new bugs or stability issues
- B. Firmware updates are always compatible with all previous software versions
- C. Firmware updates decrease the device's power consumption significantly
- D. The updates can be reversed at any time without any risk

Answer: A

Explanation:

Correct Answer. B. Firmware updates can occasionally introduce new bugs or stability issues While firmware updates are important for security and functionality, they can sometimes introduce new bugs or cause stability issues if not properly tested or if there are compatibility problems with existing hardware or software.

Option A is incorrect because firmware updates often cannot be easily reversed and may require specific tools or software to rollback, which carries its own risks.

Option C is incorrect because while some updates may optimize power usage, significant decreases in power consumption are not a

