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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">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">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 4	<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 5	<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 Certified Support Technician (CCST) IT Support Sample Questions (Q196-Q201):

NEW QUESTION # 196

A support technician is assisting a user with checking the compatibility of their processor with virtualization features in Linux. Which command should the technician instruct the user to execute to determine if their processor supports hardware virtualization?

- A. `cat /proc/cpuinfo | grep vmx`
- B. `dmidecode -t processor`
- C. `lscpu | grep "Model name"`
- D. `uname -m`

Answer: A

Explanation:

Correct Answer: C. `cat /proc/cpuinfo | grep vmx` The command `cat /proc/cpuinfo | grep vmx` (for Intel processors) checks for the presence of "vmx" in the processor's capabilities, which indicates support for Intel VT-x hardware virtualization. For AMD processors, replacing `vmx` with `svm` in the command checks for AMD-V support.

Option A is incorrect because `lscpu | grep "Model name"` only provides the model name of the processor and does not indicate virtualization support.

Option B is incorrect because `dmidecode -t processor` gives detailed processor information but might not specifically show virtualization support unless the user knows what to look for in the output.

Option D is incorrect because `uname -m` displays the machine hardware name (architecture) of the system, which is unrelated to virtualization capabilities.

NEW QUESTION # 197

You need to help a Windows user close some Microsoft Edge pages that are no longer responding.

You guide them to Task Manager to perform the action.

In the answer area, select the tab that will allow the user to close a task.

Note: There might be multiple ways to complete this action.

□

Answer:

Explanation:

□ Explanation:

□

NEW QUESTION # 198

When utilizing AI for troubleshooting user issues, what ethical consideration is paramount to ensure responsible use of the technology?

- A. AI should be used to monitor all user activities to predict future problems
- B. AI should be programmed to replace human decision-making completely
- **C. User consent should be obtained before AI analyzes personal data for troubleshooting**
- D. AI should be configured to auto-update user systems without prior notification

Answer: C

Explanation:

Correct Answer: C. User consent should be obtained before AI analyzes personal data for troubleshooting. Obtaining user consent before using AI to analyze personal data is crucial to respecting user privacy and adhering to data protection regulations.

Option A is incorrect because continuously monitoring all user activities without specific consent can invade privacy.

Option B is incorrect as AI should support, not replace, human decision-making to ensure that ethical judgments are considered.

Option D is incorrect because auto-updating user systems without notification can lead to trust issues and may violate user autonomy and consent.

NEW QUESTION # 199

A technician receives an urgent email from what seems to be the IT department, asking to click a link to update their password immediately.

What is the best course of action?

- A. Forward the email to colleagues to see if they received a similar request
- B. Ignore the email as it is probably not important
- C. Click the link immediately to comply with the apparent IT security update
- **D. Verify the email by checking the sender's email address and contacting the IT department directly**

Answer: D

Explanation:

Correct Answer: D. Verify the email by checking the sender's email address and contacting the IT department directly. Verifying the legitimacy of the email through direct contact with the IT department helps avoid potential phishing attacks disguised as legitimate requests.

Option A is incorrect because clicking on links in unsolicited emails can lead to security breaches.

Option C is incorrect because ignoring potential security updates may also pose risks if the email is legitimate.

Option D is incorrect because forwarding suspicious emails can spread potential threats to more users.

NEW QUESTION # 200

A user reports that they can no longer access a specific server within the local network. Before escalating to network infrastructure teams, what preliminary command should a support technician use to assess the connectivity issue?

- A. `ipconfig /all` to check the user's IP configuration
- B. `arp -a` to display the ARP table
- **C. `ping` the server by using its IP address**
- D. `route print` to display the route table

Answer: C

Explanation:

Using `ping` to the server's IP address can quickly verify whether the server is reachable from the user's workstation and is a basic initial check that can validate the presence of a network path or highlight its absence.

Option B is incorrect. The ARP table shows IP to MAC address mappings and would not be immediately useful for connectivity to

Option C is incorrect. While checking the user's IP configuration is useful, it does not address connectivity to the server directly.

Option D is incorrect. Viewing the route table is more complex and is typically used for more detailed troubleshooting after confirming basic connectivity issues.

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