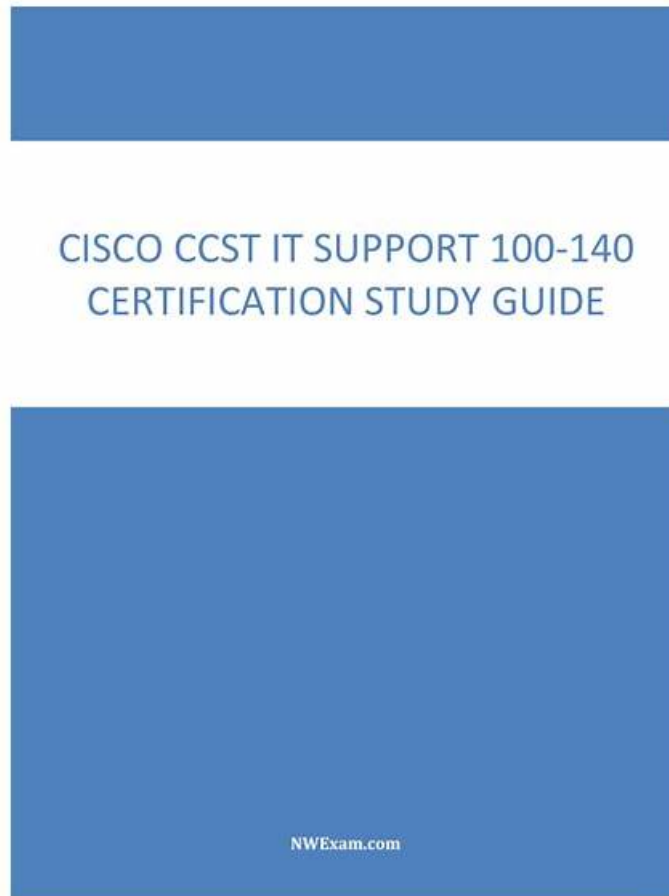


# Cisco 100-140 Knowledge Points, Cost Effective 100-140 Dumps



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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li data-bbox="395 1720 1426 1910">• <b>Hardware Uses:</b> 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 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>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.</li> </ul>

>> Cisco 100-140 Knowledge Points <<

## Pass Guaranteed 2026 Cisco Pass-Sure 100-140 Knowledge Points

Braindumpsqa designed this prep material to help you pass the exam on the first try. It may sound complicated, but once you go through regular study and intensive practice, passing the final exam would be a piece of cake. The cost of Cisco Certified Support Technician (CCST) IT Support (100-140) certification itself is expensive, ranging from \$100 to \$1000, so you can't risk wasting that amount. Braindumpsqa ensures that this does not happen by providing you with reliable and updated preparation material.

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q312-Q317):

### NEW QUESTION # 312

While using remote access software to resolve a network connectivity issue, you find a related internal knowledge base article written over a year ago.

What is the best approach to using this information?

- A. Rewrite the article with your own understanding before applying any fix
- B. Apply the solution from the article immediately since it directly addresses the issue
- C. Disregard the article as it is outdated and instead use a general internet search to find a solution
- D. Verify if the article is still relevant and check for any updates before applying the solution

**Answer: D**

Explanation:

Correct Answer: B. Verify if the article is still relevant and check for any updates before applying the solution Ensuring that the information is up-to-date and still applicable to the current system environment is crucial, as outdated guidance might no longer be effective or could potentially cause further issues.

Option A is incorrect. Directly applying an old solution without verification may not consider changes in the network environment or software updates.

Option C is incorrect. Disregarding potentially useful internal resources can lead to inconsistent support practices and reinventing the wheel.

Option D is incorrect. While updating information is valuable, it must be done with careful validation and not in the midst of solving an immediate issue.

### NEW QUESTION # 313

A user needs to connect their new laptop to a monitor that supports video input via USB-C. They have several USB-C cables and need to select one that will ensure the best display performance.

Which type of USB-C cable should the IT support technician recommend they use?

- A. USB-C with Thunderbolt 3
- B. USB-C 2.0

- C. USB-C 3.1 Gen 2
- D. USB-C 3.1 Gen 1

**Answer: A**

Explanation:

Correct Answer. D. USB-C with Thunderbolt 3 USB-C cables with Thunderbolt 3 technology are the best choice for connecting to a monitor that supports video through USB-C, as they can carry the highest data speed and support up to two 4K displays or one 5K display. Thunderbolt 3 cables provide superior bandwidth, essential for high-quality video transmission and data speed.

Option A is incorrect because USB-C 2.0 cables are primarily for charging and data transfer at lower speeds and do not support video output capabilities.

Option B is incorrect because USB-C 3.1 Gen 1 supports data transfer up to 5 Gbps and limited video output, but not at high performance required for modern displays.

Option C is incorrect because while USB-C 3.1 Gen 2 supports faster data transfer up to 10 Gbps and better video quality than Gen 1, it does not match the superior performance of Thunderbolt 3.

#### NEW QUESTION # 314

A user is connecting their new gaming console to a 4K television using an HDMI cable but fails to get HDR (High Dynamic Range) color quality despite both the console and TV supporting it. What might be the issue the IT support technician should suggest checking?

- A. The television's USB port settings are incorrectly configured
- **B. The HDMI cable type is only HDMI 1.4 and not HDMI 2.0 or higher**
- C. The gaming console does not support HDR over HDMI
- D. The television is set to a non-HDR picture mode

**Answer: B**

Explanation:

Correct Answer. A. The HDMI cable type is only HDMI 1.4 and not HDMI 2.0 or higher For HDR content, HDMI 2.0 or higher is necessary to support the wider color gamut and higher contrast ratio of HDR. If the HDMI cable is only HDMI 1.4, it will not support HDR features, leading to a lack of HDR color quality despite the capabilities of both the console and the TV.

Option B is incorrect because picture mode settings can affect display output, but the fundamental issue here is likely the cable's bandwidth capability.

Option C is incorrect because the premise states that both the console and TV support HDR, so the console's support for HDR over HDMI is assumed.

Option D is incorrect because USB port settings on a television have no effect on HDMI video quality or HDR capabilities.

#### NEW QUESTION # 315

A user needs to ensure their computer's IP settings are not causing a conflict on the local network. What ipconfig command should the IT support technician instruct them to use to release and then renew their IP address?

- A. ipconfig /renew followed by ipconfig /release
- **B. ipconfig /release followed by ipconfig /renew**
- C. ipconfig /all
- D. ipconfig /flushdns

**Answer: B**

Explanation:

Correct Answer. A. ipconfig /release followed by ipconfig /renew Using ipconfig /release followed by ipconfig /renew is the correct procedure for releasing the current IP configuration and then requesting a new IP address from the DHCP server. This can resolve conflicts and refresh network settings on a device.

Option B is incorrect because renewing an IP address before releasing it does not address potential conflicts as the existing address might be retained.

Option C is incorrect because ipconfig /all only displays configuration details without making any changes to resolve conflicts.

Option D is incorrect because ipconfig /flushdns clears the DNS cache, which is unrelated to IP address conflicts on the network.



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