

# 100-140 Reliable Exam Practice - Free PDF Quiz 2026

## Cisco First-grade 100-140 Latest Exam Materials

### CPC Exam Outline

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**Time limit:** 4 hours

**Total questions:** 100

**Question format:** Multiple-choice

**Delivery format:** Computer-delivered

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### **Cisco 100-140 Exam Syllabus Topics:**

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

### **Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q112-Q117):**

#### **NEW QUESTION # 112**

A user is setting up a dual-monitor configuration and needs to connect both monitors using HDMI cables to their laptop which supports 4K resolution. The user needs to ensure the HDMI cables are compatible with 4K resolution.

What type of HDMI cable should the IT support technician advise the user to check for?

- A. HDMI 1.2
- B. HDMI 2.0**
- C. HDMI 2.1
- D. HDMI 1.4

**Answer: B**

Explanation:

Correct Answer. C. HDMI 2.0 HDMI 2.0 cables are designed to support 4K resolution at 60 frames per second, which makes them suitable for a high-quality dual-monitor setup that requires 4K resolution. This ensures that the user experiences the full capabilities of their 4K monitors without any compromise in video quality.

Option A is incorrect because HDMI 1.2 supports up to 1080p resolution and is not sufficient for 4K video.

Option B is incorrect because although HDMI 1.4 supports 4K resolution, it only does so at 30 frames per second, which might not be suitable for all 4K video content or gaming.

Option D is incorrect because HDMI 2.1 supports up to 8K resolution and features like dynamic HDR and eARC, which are more advanced than necessary for basic 4K setups and could be more expensive.

**NEW QUESTION # 113**

An IT support technician notices an increase in employees reporting spam emails. What is the most effective first step to address this issue?

- A. Update spam filters and review their settings
- B. Advise all employees to change their email passwords
- C. Disconnect the email server from the network
- D. Implement a new email system

**Answer: A**

Explanation:

Correct Answer. B. Update spam filters and review their settings Updating and reviewing spam filter settings can help reduce the influx of spam emails by catching more of these messages before they reach employee inboxes.

Option A is incorrect as changing passwords will not affect the amount of spam emails received Option C is incorrect as disconnecting the email server would disrupt all email communication and is not a practical first step Option D is incorrect because implementing a new email system is a drastic action that requires significant resources and may not necessarily solve the spam problem

**NEW QUESTION # 114**

A graphic designer needs to use an external application to edit photos stored in the Photos app on their MacOS. However, the application cannot access the photos. What should the technician advise to rectify this issue?

- A. Clear the application cache
- B. Defragment the hard drive
- C. Grant the application access to Photos in the Security & Privacy settings
- D. Restart the MacOS in safe mode

**Answer: C**

Explanation:

Correct Answer. B. Grant the application access to Photos in the Security & Privacy settings For third- party applications to interact with MacOS Photos, the user must grant explicit access through the Security & Privacy settings, ensuring the app can retrieve and save photos as needed.

Option A is incorrect because clearing the cache does not influence application permissions Option C is incorrect because defragmenting the hard drive does not affect application permissions or access to specific MacOS features Option D is incorrect as restarting in safe mode is used to troubleshoot software conflicts and does not facilitate permission changes

**NEW QUESTION # 115**

A technician needs to replace a faulty power supply unit (PSU) inside a desktop computer. What safety procedure should be followed to minimize the risk of electrical shock?

- A. Disconnect the PSU from the motherboard but leave the computer plugged in for grounding
- B. Ensure the computer is unplugged and press the power button to discharge any residual power

- C. Spray the interior with compressed air while the computer is plugged in to remove dust before proceeding
- D. Wear rubber gloves and proceed to replace the PSU without unplugging the computer

**Answer: B**

Explanation:

Correct Answer. B. Ensure the computer is unplugged and press the power button to discharge any residual power. Unplugging the computer and pressing the power button to discharge any stored energy in capacitors minimizes the risk of electrical shock when replacing the power supply unit. This procedure ensures that no residual power is present that could cause an electrical shock.

Option A is incorrect because leaving the computer plugged in poses a risk of electrical shock.

Option C is incorrect as wearing rubber gloves does not eliminate the hazard of working on a powered device.

Option D is incorrect because using compressed air on a plugged-in computer does not adhere to safety standards and increases the risk of electrical discharge.

**NEW QUESTION # 116**

What should a technician do first when responding to an end user's report of a suspected malware infection on their laptop?

- A. Transfer important files to a backup location
- B. Format the hard drive
- **C. Run a full system antivirus scan**
- D. Reboot the laptop

**Answer: C**

Explanation:

Correct Answer. A. Run a full system antivirus scan. Running a full system scan with trusted antivirus software is the first investigative action to confirm the presence of malware and to identify and potentially remove any infections.

Option B is incorrect because formatting the hard drive is an extreme measure that should only be considered if all other remediation steps fail.

Option C is incorrect because simply rebooting the device does not address the root cause of the malware infection.

Option D is incorrect as transferring files could potentially spread the malware to other devices or backup locations.

**NEW QUESTION # 117**

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