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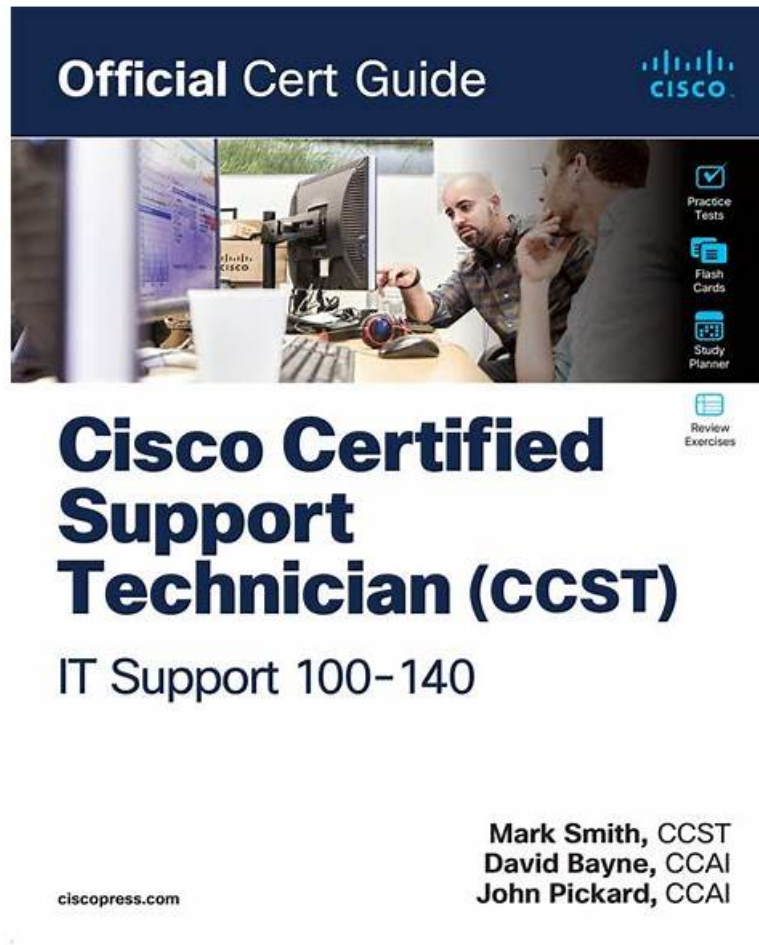
You will be able to apply for high-paying jobs in top companies worldwide after passing the Cisco 100-140 test. The Cisco 100-140 Exam provides many benefits such as higher pay, promotions, resume enhancement, and skill development.

Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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.

Topic 3	• 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	• 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.
Topic 5	• 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.

Valid 100-140 Exam Labs - Passing 100-140 Score

The 100-140 mock tests are specially built for you to evaluate what you have studied. These Cisco Certified Support Technician (CCST) IT Support (100-140) practice exams (desktop and web-based) are customizable, which means that you can change the time and questions according to your needs. Our 100-140 Practice Tests teach you time management so you can pass the Cisco Certified Support Technician (CCST) IT Support (100-140) certification exam.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q541-Q546):

NEW QUESTION # 541
Which action must a service desk technician take to resolve a printer driver failure on a desktop PC?)

- A. Disconnect and reconnect from the power source.
- B. Update the device driver software.
- C. Boot the computer in safe mode.
- D. Place the desktop in locked/sleep mode.

Answer: B

Explanation:
A printer driver failure indicates the software component that enables the OS to communicate with the printer is missing or corrupt.
Updating (or reinstalling) the device driver software restores proper communication and resolves the issue.

NEW QUESTION # 542
What should an employee do if they accidentally receive an email containing confidential information intended for another department?

- A. Contact the sender to report the misdirected email
- B. Forward the email to the intended recipient
- C. Save the information in case it is needed later
- D. Delete the email immediately to ensure data is not compromised

Answer: A

Explanation:
Correct Answer. B. Contact the sender to report the misdirected email Contacting the sender allows for the correction of the error under controlled and secure conditions, ensuring that confidentiality protocols are maintained.
Option A is incorrect because forwarding sensitive information without authorization can lead to breaches in confidentiality Option C is incorrect because simply deleting the email does not address the potential breach of confidentiality protocol Option D is incorrect because retaining information that is not meant for one's use violates confidentiality guidelines

NEW QUESTION # 543

A laptop fails to charge even though it's plugged in, and the charging cable appears undamaged.
The charging indicator does not light up when connected.
What is the next logical troubleshooting step?

- A. Update the laptop BIOS
- B. Change the display settings
- C. Test the laptop with a different charger
- D. Replace the laptop battery

Answer: C

Explanation:
Correct Answer. B. Test the laptop with a different charger Testing the laptop with a different charger can help determine if the issue is with the charger or the laptop's charging port.
Option A is incorrect because the battery being unable to hold a charge would not affect the indicator light.
Option C is incorrect because BIOS updates typically do not address charging issues unless specifically related to power management, and no indication suggests this is the case.
Option D is incorrect because display settings have no impact on charging capabilities.

NEW QUESTION # 544

A user's network-connected scanner is able to send scans to some PCs on the network but not others.
What should the technician check to resolve this issue?

- A. Firewall settings on the PCs that cannot receive scans
- B. The IP address configuration on the scanner
- C. The speed of the network connection
- D. The format of the scanned documents

Answer: A

Explanation:
Correct Answer. B. Firewall settings on the PCs that cannot receive scans Firewall settings on individual PCs can block incoming network communications, such as scans sent from a networked scanner, especially if some PCs can receive scans and others cannot.
Option A is incorrect. Incorrect IP configuration would likely prevent the scanner from communicating with any PC on the network.
Option C is incorrect. Document format issues would not selectively affect communication with only some PCs.
Option D is incorrect. Network speed issues might slow down communication but wouldn't selectively block scans from reaching only certain PCs.

NEW QUESTION # 545

During an office setup, a technician needs to ensure that all desktop computers are equipped with the correct power cables to handle a power load of up to 600 watts for high-performance tasks.
What specification should the technician look for when selecting these power cables?

- A. High amperage rating
- B. Low resistance coating
- C. High flexibility material
- D. Fiber optic capability

Answer: A

Explanation:
Correct Answer. A. High amperage rating For desktop computers, particularly those requiring up to 600 watts for high-performance operations, the power cables must have a high amperage rating to safely handle the increased electrical current. Ensuring that the power cables are rated appropriately is crucial to prevent overheating and potential electrical hazards.
Option B is incorrect because while low resistance could theoretically improve efficiency, it's not a standard specification for selecting power cables for desktop computers.
Option C is incorrect because fiber optic capability relates to data transmission, not power cables.
Option D is incorrect because while flexibility can be important for cable management, it does not impact the cable's ability to handle specific power loads.

NEW QUESTION # 546

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