

# 100-140 Actual Test Pdf - 100-140 Latest Test Preparation

**ACTUAL TEST**

01

THE 모질게 실천 모의고사 1000제 LC+RC

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**LISTENING TEST**

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

**PART 1**

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

**Example**

*Sample Answer*

A  B  C  D



Statement (B), "They're looking at the document," is the best description of the picture, so you should select answer (B) and mark it on your answer sheet.

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Cisco 100-140 study materials will be very useful for all people to improve their learning efficiency. If you do all things with efficient, you will have a promotion easily. If you want to spend less time on preparing for your 100-140 Exam, if you want to pass your 100-140 exam and get the certification in a short time, our Cisco Certified Support Technician (CCST) IT Support 100-140 study materials will be your best choice to help you achieve your dream.

## Cisco 100-140 Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <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 2 | <ul style="list-style-type: none"> <li>• <b>Operating System and Application Issues:</b> 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 3 | <ul style="list-style-type: none"> <li>• <b>Connectivity and Resource Access Issues:</b> 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> |
| Topic 4 | <ul style="list-style-type: none"> <li>• <b>IT Support Job Tasks and Responsibilities:</b> 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 5 | <ul style="list-style-type: none"> <li>• <b>Common Threats and Prevention:</b> 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.</li> </ul>  |

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### Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q465-Q470):

#### NEW QUESTION # 465

A graphic design company wants to run the latest version of a high-end design software which is known to be resource-intensive. The IT department needs to ensure that workstations can handle the software efficiently. What is the minimum amount of RAM should the workstations have?

- A. 32 GB of RAM
- B. 4 GB of RAM
- **C. 16 GB of RAM**
- D. 8 GB of RAM

**Answer: C**

Explanation:

Correct Answer. C. 16 GB of RAM Given the resource-intensive nature of high-end graphic design software, workstations should have at least 16 GB of RAM to ensure smooth operation and efficient handling of multiple large files and applications simultaneously. Option A is incorrect because 4 GB of RAM is insufficient for modern, high-end graphic design software, which may lead to poor performance and system instability.

Option B is incorrect because 8 GB of RAM may handle basic tasks but is likely to struggle with advanced features and multitasking

in resource-intensive graphic design software.

Option D is incorrect because while 32 GB of RAM is beneficial for extremely high workloads, it exceeds the minimum requirement necessary for efficient operation of the software described.

**NEW QUESTION # 466**

A user needs assistance configuring Microsoft Teams so that it will start automatically. Which category in Teams should the user select to set the application to auto-start?

- A. Notifications and activity
- **B. General**
- C. Appearance and accessibility
- D. Accounts and orgs

**Answer: B**

Explanation:

The auto-start option for Teams is found under Settings > General, where you can toggle "Auto-start application" to have Teams launch when you sign in.

**NEW QUESTION # 467**

A user reports that they are experiencing slow browser performance and frequent website errors. What is the most effective initial step to resolve these issues?

- **A. Clear the browser cache and cookies**
- B. Reinstall the web browser
- C. Restart the computer
- D. Update the web browser to the latest version

**Answer: A**

Explanation:

Clearing the browser cache and cookies can often resolve performance issues and errors related to data stored from previously visited websites, which might be corrupt or outdated.

Option B is incorrect because while updating the browser is important, it does not immediately address potential problems caused by cached data. Option C is incorrect because restarting the computer does not clear browser-specific cached data that could be causing the issues. Option D is incorrect because reinstalling the browser is a more drastic step that should be considered only if simpler solutions do not resolve the problem.

**NEW QUESTION # 468**

A customer has the following issue:

I cannot access files from my external disk drive on my Windows 10 laptop. The disk drive is not listed in Windows Explorer. I can access the files just fine on my other laptop that has the same operating system and drivers installed.

You need to assist the customer in solving this problem.

For each action select Yes if it might solve the problem and No if it will not solve the problem.

Note: You will receive partial credit for each correct selection.

| <b>Answer Area</b>                             |  <b>Yes</b> | <b>No</b>                |
|--|---|--------------------------|
| Enable the drive in Device Manager.            | <input type="checkbox"/>  | <input type="checkbox"/> |
| Format the drive in Disk Management.           | <input type="checkbox"/>  | <input type="checkbox"/> |
| Map the drive to a letter in Windows Explorer. | <input type="checkbox"/>  | <input type="checkbox"/> |

**Answer:**

Explanation:

| <b>Answer Area</b>                             |                                     | <b>Yes</b>                          | <b>No</b> |
|--|-------------------------------------|-------------------------------------|-----------|
| Enable the drive in Device Manager.            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |           |
| Format the drive in Disk Management.           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |           |
| Map the drive to a letter in Windows Explorer. | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |           |

  

| <b>Answer Area</b>                             |                          | <b>Yes</b>                          | <b>No</b> |
|--|--------------------------|-------------------------------------|-----------|
| Enable the drive in Device Manager.            | <input type="checkbox"/> | <input type="checkbox"/>            |           |
| Format the drive in Disk Management.           | <input type="checkbox"/> | <input checked="" type="checkbox"/> |           |
| Map the drive to a letter in Windows Explorer. | <input type="checkbox"/> | <input checked="" type="checkbox"/> |           |

**NEW QUESTION # 469**

When troubleshooting network issues on a Mac, a user may need to check their computer's IP address. Which section in the System Settings should the IT support technician instruct the user to visit to find their IP address?

- A. Displays
- B. Sharing
- C. Internet Accounts
- **D. Network**

**Answer: D**

Explanation:

Correct Answer: A. Network The Network section in System Settings is the appropriate place to view and manage all network connection settings, including viewing the IP address for any connected network. This area allows users to select from various network interfaces, such as Wi-Fi or Ethernet, and see their respective IP configuration details. Option B is incorrect because Internet Accounts deals with settings for email, social media, and other accounts, and does not display network configuration details like IP addresses. Option C is incorrect because Sharing is used to configure settings for file sharing, screen sharing, and other services that allow other devices to connect to the Mac, not for checking the device's own network settings. Option D is incorrect because Displays manages screen resolution, color profiles, and arrangement of multiple displays, unrelated to network settings.

**NEW QUESTION # 470**

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