

# 2026 Cisco 100-140 Realistic Trustworthy Practice Pass Guaranteed

## Ticket Details

Unique Identifier: #00126  
Customer Information: Joe P Public, jpp@sunsetweb.com  
Date and Time: April 22, 2024, 11:15 AM  
Issue Category: Network/Connectivity  
Priority Level: Critical  
Ticket Status: Open

**A**

### Problem Description:

Experiencing random internet dropouts on the third floor.

### Troubleshooting Steps Attempted:

**B**  
Restarted the internet boxes a couple of times.

**C**  
Checked if there were any updates needed, everything seems okay.

**D**  
Confirmed stable internet access on other floors, isolated the issue to the third floor through a review of the system and application logs and interactions with other users throughout the building. Error code 101 seen on third floor distribution routers.

### Resolution Plan:

**E**  
The issue is suspected to be related to the main router's capacity or a configuration error. Consultation with the network hardware vendor is underway for a deeper understanding of error codes.

Attachments:  
Screenshots of system logs with error messages.

Resolution Summary:  
(Pending detailed investigation and actionable steps.)

Feedback and Follow-up:  
Agreed to check back with the user tomorrow to get an updated status of the problem to ensure problem doesn't get any worse.

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### Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q475-Q480):

#### NEW QUESTION # 475

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

**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.

#### NEW QUESTION # 476

An IT support specialist is tasked with upgrading a server that will host a database application requiring a 64-bit architecture for optimal performance. The current server is running a 32-bit architecture.

What must the specialist ensure about the new server's processor?

- A. It supports hyper-threading technology
- B. It has a larger cache size
- C. It operates at a higher clock speed than the current processor
- D. It is compatible with 64-bit computing

**Answer: D**

Explanation:

Correct Answer. C. It is compatible with 64-bit computing For the database application to function as required, the processor must support 64-bit computing. This compatibility is essential for handling the larger data sets typical of such applications and utilizing more than 4 GB of RAM effectively.

Option A is incorrect because hyper-threading improves performance but is not specifically required for 64-bit architecture compatibility.

Option B is incorrect because higher clock speed improves performance but does not address the 64-bit requirement.

Option D is incorrect because while a larger cache size can improve performance, it is not related to the 64-bit architecture requirement.

#### NEW QUESTION # 477

An IT support team frequently misses deadlines for resolving IT issues, affecting overall company productivity.

What strategy would best help the team manage their time more effectively to meet resolution targets?

- A. Assigning more tickets per technician to increase pressure and potentially speed up resolution

- B. Using a software tool that provides real-time analytics on ticket status and time to resolution
- C. Implementing stricter penalties for missed deadlines
- D. Scheduling regular review meetings to discuss open tickets

**Answer: B**

Explanation:

Using a software tool with real-time analytics helps technicians understand their current performance against targets, identify bottlenecks, and adjust their approach or escalate issues as necessary to meet deadlines.

Option A is incorrect because penalties may demoralize staff without addressing the root causes of delays.

Option B is incorrect although regular meetings can help, they do not provide the continuous feedback needed for immediate improvements in time management.

Option D is incorrect as increasing the number of tickets per technician without additional support can lead to lower quality work and higher stress levels.

#### NEW QUESTION # 478

An administrator detects an IP address that has repeatedly attempted to access several employee accounts.

What is the most effective action to take?

- A. Send a warning email to the IP address owner
- B. Monitor the IP address for future activities
- C. Increase the network bandwidth to handle more login attempts
- D. Block the IP address from accessing the network

**Answer: D**

Explanation:

Correct Answer. B. Block the IP address from accessing the network Blocking an IP address that has been identified as a source of repeated unauthorized attempts is an effective way to prevent potential breaches.

Option A is incorrect because monitoring alone does not prevent further attempts.

Option C is incorrect because contacting the IP owner is not guaranteed to stop the attempts and may not reach the actual perpetrator.

Option D is incorrect as increasing bandwidth does not address the security risk posed by unauthorized attempts.

#### NEW QUESTION # 479

A user reports that the color on their MacOS laptop display appears washed out and lacking in contrast.

Which of the following steps should the technician suggest to correct the display settings?

- A. Increase the screen brightness in System Preferences
- B. Update the MacOS to the latest version
- C. Calibrate the display colors in System Preferences
- D. Reset the NVRAM

**Answer: C**

Explanation:

Correct Answer. B. Calibrate the display colors in System Preferences Calibrating the display colors through the System Preferences allows users to adjust the color profile and improve the display quality if colors appear washed out.

Option A is incorrect because increasing brightness affects only the light intensity and does not improve color quality or contrast

Option C is incorrect while resetting the NVRAM can resolve certain issues, it typically does not affect color calibration settings

Option D is incorrect as an OS update, while generally beneficial, is unlikely to rectify a display color issue unless related to a specific bug

#### NEW QUESTION # 480

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