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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>

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>Hardware Uses: 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 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

**>> Actual 100-140 Test Answers <<**

## **Clearer 100-140 Explanation, 100-140 Reliable Exam Cram**

By reviewing these results, you will be able to know and remove your mistakes. These 100-140 practice exams are created as per the pattern of the 100-140 real examination. Therefore, Cisco Certified Support Technician (CCST) IT Support (100-140) mock exam takers will experience the real exam environment. It will calm down their nerves so they can appear in the Cisco 100-140 final test without anxiety or fear.

## **Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q235-Q240):**

### **NEW QUESTION # 235**

When mapping a shared drive on a Windows system using SMB, which of the following is the correct syntax for the path?

- A. http://ServerName/Path
- B. smb://ServerName/Path
- C. ServerName://Path
- D. \ServerName\Path\

**Answer: D**

Explanation:

Correct Answer. A. \ServerName\Path The correct syntax for mapping a shared drive using SMB in Windows is \ServerName\Path. This format is used to specify the server and the path to the shared resource on the network.

Option B is incorrect because smb:// is used primarily on Unix/Linux systems and is not the correct syntax for Windows.

Option C is incorrect as it does not represent a valid network path syntax.

Option D is incorrect because HTTP is a protocol used for accessing websites, not for accessing network shares.

### **NEW QUESTION # 236**

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.

□

**Answer:**

Explanation:

**NEW QUESTION # 237**

You have resolved a recurring software crash issue by updating specific drivers and altering system configurations.

What is the most effective way to document this resolution for use in future support scenarios?

- A. Document each step in the process with technical jargon and complex descriptions to ensure precision
- B. Note down the symptoms, the diagnostic tests performed, the drivers updated, and the configuration changes made, along with the reasoning for each action
- C. Limit the documentation to the updated driver names and ignore the diagnostic tests and configuration changes
- D. Write a quick summary that states the issue was resolved by updating drivers, without detailing which drivers or configurations were changed

**Answer: B**

Explanation:

Correct Answer. A. Note down the symptoms, the diagnostic tests performed, the drivers updated, and the configuration changes made, along with the reasoning for each action. This comprehensive approach ensures that future technicians can understand not only what was done to solve the problem but also why these particular actions were effective, helping them apply similar logic to related issues.

Option B is incorrect. This fails to provide enough detail to replicate the fix or understand its applicability to similar problems fully. Option C is incorrect. Using overly technical language can make the document inaccessible to technicians who may not be familiar with the specific jargon.

Option D is incorrect. Excluding the diagnostic and configuration details reduces the utility of the documentation for diagnosing and resolving similar issues in the future.

**NEW QUESTION # 238**

A technician is required to handle customer data that includes personal identifiers. What company policy is most critical to ensure the protection of this information?

- A. Use personal email accounts for data transmission to avoid corporate tracking
- B. Share data only with those who have completed data protection training
- C. Store all data in a single, central database for easy access
- D. Encrypt all personal identifiers before storing or transmitting

**Answer: D**

Explanation:

Correct Answer. C. Encrypt all personal identifiers before storing or transmitting. Encryption is critical to protect sensitive information from unauthorized access, making it a fundamental practice for handling confidential data.

Option A is incorrect because while training is important, it does not directly secure the data.

Option B is incorrect as centralizing data can increase risk if security measures fail.

Option D is incorrect because using personal email accounts compromises data security and violates most corporate confidentiality policies.

**NEW QUESTION # 239**

Users report that an application update is not downloading properly, although internet connectivity is stable.

What firewall-related issue should be investigated?

- A. Check if the firewall is blocking the application's update server based on IP or URL
- B. Inspect the physical firewall device for any signs of damage
- C. Review the firewall's system logs for recent hardware failures
- D. Confirm the firewall is correctly assigning IP addresses to network devices

**Answer: A**

### Explanation:

Correct Answer: A. Check if the firewall is blocking the application's update server based on IP or URL. Updates may fail if the firewall blocks access to update servers either by specific IPs, URLs, or the ports they use, which can be part of security policies. Option B is incorrect. While system logs can provide insights into firewall performance, they are less likely to directly reveal rules blocking specific traffic unless explicitly configured to log such events.

Option C is incorrect. Physical damage to the firewall would more likely cause broader network disruptions, not specific issues like failed updates.

Option D is incorrect. Firewalls do not assign IP addresses; that is typically the role of a DHCP server, so it would not be relevant to updating software.

## NEW QUESTION # 240

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