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Cisco 100-140 Exam Syllabus Topics:

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

Topic 4	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q157-Q162):

NEW QUESTION # 157

During a video conference, a user's Bluetooth headphones suddenly disconnect from their laptop. After reconnecting, the headphones disconnect again within a few minutes. What should the technician suggest first?

- A. Perform a factory reset on the headphones
- B. Change the WiFi channel on the user's router
- **C. Move closer to the Bluetooth source to ensure a stronger connection**
- D. Replace the laptop's Bluetooth adapter

Answer: C

Explanation:

Correct Answer. A. Move closer to the Bluetooth source to ensure a stronger connection Bluetooth connectivity issues are often caused by distance or interference. Moving closer to the laptop can help stabilize the connection and prevent frequent disconnections.

Option B is incorrect. Replacing the Bluetooth adapter is a more drastic step that should be considered if other simpler solutions fail.

Option C is incorrect. While WiFi interference can affect Bluetooth, changing the WiFi channel is less likely to be an immediate solution compared to reducing the distance.

Option D is incorrect. A factory reset of the headphones should be considered if there are persistent issues that are not solved by other means.

NEW QUESTION # 158

A technician is scheduled to replace a broken LCD screen on a laptop. What is the most important safety procedure to follow before starting the repair?

- A. Start by cleaning the broken screen with a wet cloth
- **B. Disconnect the laptop from any power source and remove the battery**

- C. Test the broken screen one more time to ensure it is not functioning
- D. Work on a metal surface to keep the tools organized

Answer: B

Explanation:

Disconnect the laptop from any power source and remove the battery To ensure personal safety, it is essential to disconnect the laptop from all power sources and remove the battery before starting any repair, especially on electrical components like an LCD screen. This prevents any electrical shock or short-circuiting during the repair.

Option A is incorrect because working on a metal surface could increase the risk of electrical conductivity and shock.

Option C is incorrect because using a wet cloth can lead to moisture entering the device, which is hazardous.

Option D is incorrect as testing the screen while connected to a power source can be dangerous and does not contribute to personal safety.

NEW QUESTION # 159

An IT support technician is instructing a remote user on how to determine the total and available memory in their Windows 10 computer.

Which of the following steps should the technician advise the user to perform?

- A. Check under Device Manager > Memory Technology Devices
- B. Use the command prompt to execute mem/show
- C. Navigate to Control Panel > System and Security > System
- **D. Open Task Manager and select the "Performance" tab**

Answer: D

Explanation:

Correct Answer. B. Open Task Manager and select the "Performance" tab The "Performance" tab in Task Manager provides comprehensive details about memory usage, including total physical memory, available memory, and memory in use. This makes it a direct and informative tool for users to assess their memory status.

Option A is incorrect because the System section in the Control Panel shows basic system information and does not provide detailed memory usage statistics.

Option C is incorrect because the mem/show command does not exist in modern Windows systems; it is a DOS command and not applicable to Windows 10.

Option D is incorrect because Device Manager lists hardware components and their drivers but does not provide information about memory usage.

NEW QUESTION # 160

A technician has upgraded all office PCs to a new operating system to improve security and performance.

Which documentation practice should the technician follow to ensure compliance with IT governance?

- A. Make a brief note on their personal log about the upgrade
- B. Send a company-wide email thanking everyone for their cooperation during the upgrade
- **C. Update the IT asset management records with details of the operating system upgrade for each PC, including version and deployment date**
- D. Rely on automatic update logs to keep track of the changes

Answer: C

Explanation:

Correct Answer. B. Update the IT asset management records with details of the operating system upgrade for each PC, including version and deployment date Thoroughly updating the IT asset management records with specific details of the upgrades ensures that all changes are tracked and traceable. This is crucial for compliance, security audits, and future troubleshooting.

Option A is incorrect because personal logs do not provide an official or reliable record accessible to the whole IT department.

Option C is incorrect because while thanking staff is a good practice, it does not serve as a record of the technical changes made.

Option D is incorrect because relying solely on automatic logs can lead to gaps in documentation if the logs fail or do not capture all necessary details.

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