



Free Cisco 100-140 CCST IT Support Practice Questions

Shared by Kinney on 13-08-2026

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Question 1

Question Type: Hotspot

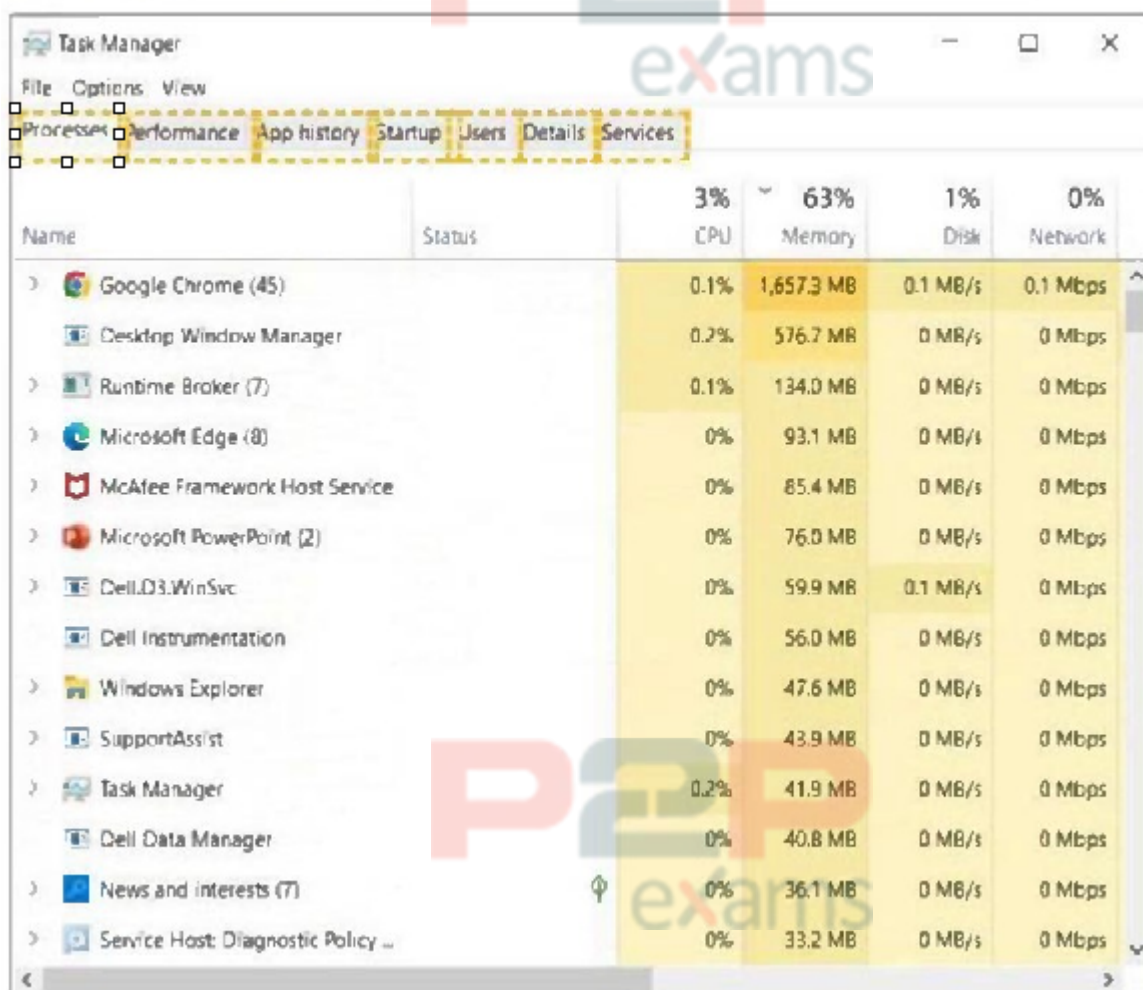
You need to help a Windows user close some Microsoft Edge pages that are no longer responding.

You guide them to Task Manager to perform the action.

In the answer area, select the tab that will allow the user to close a task.

Note: There might be multiple ways to complete this action.

Answer Area



Answer:

See the Answer in the Premium Version!

Question 2

Question Type: MultipleChoice

You are working from home over a weekend to resolve a backlog of employee help desk tickets. A user issue requires you to access their Windows 11 computer in the home office to check its settings. You have verified that the machine is available, but the user is not present.

Which remote access application is best suited for this task?

Options:

- A- Virtual Network Computing
- B- Remote Assistance
- C- Remote Desktop
- D- Remote Management

Answer:

C

Question 3

Question Type: MultipleChoice

A network technician suspects that a client's Windows computer is not correctly connecting to the office network.

To diagnose the issue, the technician runs the ipconfig command on the client's computer.

Which two pieces of information can the technician expect to obtain by running this command? (Choose two.)

Options:

- A- The encryption type used by the Wi-Fi network.
- B- The IP address assigned to the computer.
- C- The wireless network SSID.
- D- The firewall settings currently applied.
- E- The default gateway address configured on the computer.

Answer:

B, E

Explanation:

The ipconfig command displays the IP address assigned to each network interface. It also shows the default gateway address, which is essential for routing traffic outside the local network.

Question 4

Question Type: MultipleChoice

An employee is having problems reaching URLs on the World Wide Web. You examine the addressing configuration for the employee's PC that is shown as follows:

```
ipconfig /all
Windows IP Configuration

    Host Name . . . . . DESKTOP-4B7KTP9
    Primary DNS Suffix. . . . .
    Node Type . . . . . Hybrid
    IP Routing Enabled. . . . . No
    WINS Proxy Enabled. . . . . No

Ethernet adapter Ethernet 1:

    Connection-specific DNS Suffix . :
    Description. . . . . Realtek PCIe GbE Family Controller #2
    Physical Address. . . . . D3-5E-D3-FF-24-45
    DHCP Enabled. . . . . Yes
    Autoconfiguration Enabled. . . . . Yes
    Link-local IPv6 Address. . . . . fe80::7085:db5c:d62f:f4bc%19(Preferred)
    IPv4 Address. . . . . 192.168.1.130(Preferred)
    Subnet Mask. . . . . 255.255.255.0
    Lease Obtained. . . . . Thursday, April 11, 2024 9:15:08 AM
    Lease Expires. . . . . Friday, April 12, 2024
    Default Gateway. . . . . 192.168.1.1
    DHCP Server. . . . . 192.168.1.253
    DHCPv6 IAID. . . . . 36169939
    DHCPv6 Client DUID. . . . . 00-01-00-01-25-AE-E6-D2-60-F8-AF-74-0A-01
    DNS Servers. . . . . 192.168.1.254
    NetBIOS over Tcpip. . . . . Enabled
```

You have verified that you can open a website on the employee's PC by entering the website's IP address in their browser.

Which IP address should you ping to determine what the problem is?

Options:

A- 192.168.1.130

B- 192.168.1.1

C- 192.168.1.253

D- 192.168.1.254

Answer:

D

Explanation:

Since you can access websites by IP but not by name, the issue lies with name resolution. Pinging the configured DNS server (192.168.1.254) will verify whether the DNS service is reachable and functioning.



Question 5

Question Type: MultipleChoice

A user reports the following:

I recently got a prompt on my Mac to give an app permissions. I accidentally clicked Deny. Now I can't open the app.

You need to tell the user where to go to grant the necessary permissions to the application.

Which feature should they use?

Options:

A- Passwords > Security Permissions!

B- Desktop & Dock

C- Users & Groups > Add Group

D- Privacy and Security



Answer:

D

Explanation:

On macOS, you grant or revoke app permissions in the System Settings under "Privacy and Security," where you can enable access for the denied app.

Question 6

Question Type: MultipleChoice

A user needs to reset their password based on feedback after a security concern.

You want to provide an example of a strong password to the user based on the following company guidelines shown:

Must have 8 to 15 characters

Must contain lowercase letters

Must contain at least 2 numbers

Must begin and end with a letter

Only special characters that can be used dash (-), underscore (_), hashtag (#), and at sign (@)

Which password could you use as an example?

Options:

A- dkku546@

B- j546h!Gg

C- ywm546q

D- mkn546#f

Answer:

D

Explanation:

mkn546#f is 8 characters long (within 8--15), begins with "m" and ends with "f" (letters), includes only lowercase letters, contains three numbers (5, 4, 6), and uses only the allowed special character "#."

Question 7

Question Type: MultipleChoice

You are a help desk technician at Healthy Eats. The company has 1000 employees in multiple locations. An end user calls you via telephone and states the following:

I am Jane Doe with the Accounting Department. I have forgotten my password, and I have a huge deadline approaching. I need you to reset my password as soon as possible so that payroll checks can be issued.

What should you do?

Options:

- A- Ask Jane Doe for their email address so that you can email them to verify identity.
- B- Reset the password because Jane Doe has to process payroll immediately.
- C- Call Jane Doe's manager using their company number to verify Jane Doe's needs and identity.
- D- Request Jane Doe's call back number so that you can reset the password and call Jane Doe back to verify the reset was successful

Answer:

C

Explanation:

Before performing a privileged action like a password reset, you must verify the caller's identity. Calling Jane Doe's manager at a known company number ensures proper authentication.

Question 8

Question Type: MultipleChoice

A help desk technician is assisting a customer with setting up access from their Windows computer to a shared company folder.

What should the technician do?

Options:

- A- Choose a drive letter and specify the path to the shared folder.
- B- Disable the antivirus software temporarily.
- C- Modify the user's account to have administrative privileges.

D- Change the network profile to public.

Answer:

A

Explanation:

To access a shared folder from a Windows computer, the technician should map a network drive by choosing a drive letter and specifying the path (e.g., \\ServerName\SharedFolder). This enables easy and persistent access to the shared folder.

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Question 9

Question Type: MultipleChoice

You receive a call from a user stating that their webcam stopped working. There have been no operating system updates since it was last working.

Which action should you tell the user to perform first?

Options:

- A- Check cables for connectivity.
- B- Check the screen resolution of webcam.
- C- Update the webcam driver software.
- D- Rollback the webcam driver software.

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Answer:

A

Explanation:

The first step in hardware troubleshooting is to check physical connections. Even if no software changes occurred, a loose or disconnected cable can cause devices like webcams to stop working. Software-based steps like updating or rolling back drivers come afterward if the physical connection is intact.

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