

# 100-140日本語受験攻略、100-140ファンデーション



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## Cisco 100-140 認定試験の出題範囲：

トピック	出題範囲
トピック 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>
トピック 2	<ul style="list-style-type: none"><li>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.</li></ul>

トピック 3	<ul style="list-style-type: none"> <li>• <b>Hardware Uses:</b> 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>
トピック 4	<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>
トピック 5	<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>

>> 100-140日本語受験攻略 <<

## Cisco 100-140ファンデーション、100-140専門知識訓練

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## Cisco Certified Support Technician (CCST) IT Support 認定 100-140 試験問題 (Q337-Q342):

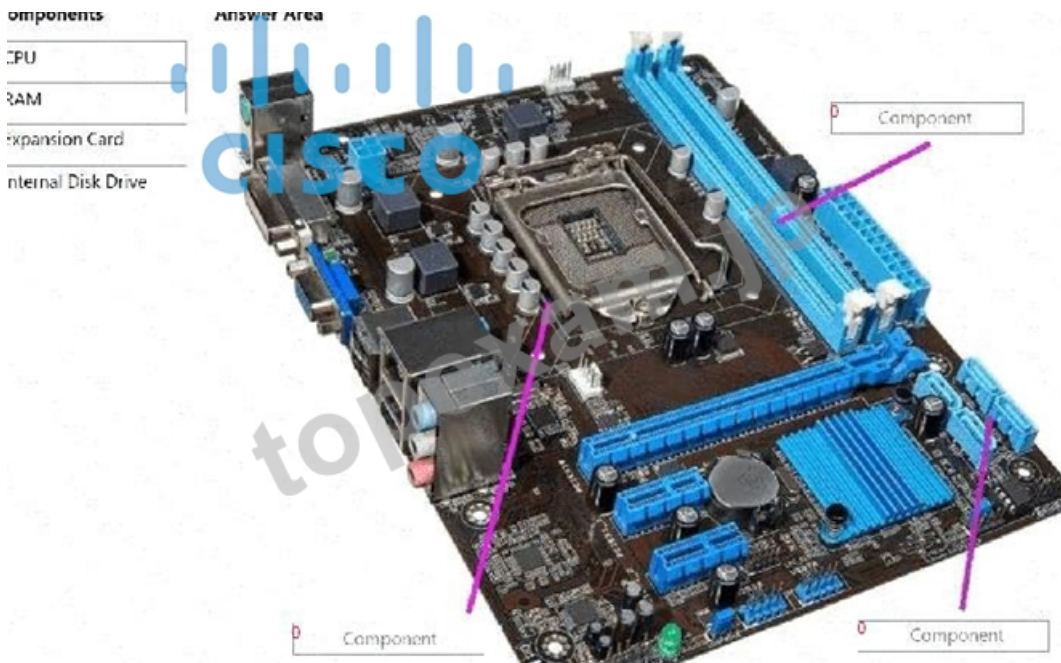
### 質問 # 337

A customer purchased a new motherboard for a desktop computer. The customer needs help installing the correct components. The customer sends you a picture of the motherboard, which is shown in the answer area.

You need to assist the customer in identifying the installation location of three components.

To answer, move the appropriate components from the list on the left to the correct locations on the right. You may use each component once more than once, or not at all.

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



正解:

解説:

Explanation:

#### 質問 # 338

A software development team is preparing to install a new development environment that requires 100 GB of free disk space. The current system shows only 85 GB available. What is the most immediate action to meet the space requirement?

- A. Use disk cleanup tools to remove temporary files
- **B. Upgrade the physical hard drive to a higher capacity model**
- C. Partition the existing hard drive to create additional space
- D. Archive old projects to an external drive

正解: B

解説:

Correct Answer: B. Upgrade the physical hard drive to a higher capacity model Upgrading to a higher capacity hard drive is the most straightforward and reliable solution to ensure that there is enough disk space for the new development environment, avoiding the risk of running out of space during critical tasks.

Option A is incorrect because archiving can take time and may not free up enough space quickly.

Option C is incorrect because while removing temporary files can free up some space, it is unlikely to recover 15 GB needed to meet the installation requirement.

Option D is incorrect because partitioning does not increase the total amount of available disk space; it merely allocates it differently.

#### 質問 # 339

A graphic designer finds that their graphics software crashes frequently. What step should they take using Activity Monitor to help diagnose the problem?

- A. Force quit all applications to free up system resources
- B. Reinstall all graphic drivers
- C. Reset the System Management Controller (SMC)
- **D. Monitor the CPU and memory usage of the software via Activity Monitor before it crashes**

正解: D

解説:

Correct Answer. A. Monitor the CPU and memory usage of the software via Activity Monitor before it crashes Monitoring the CPU and memory usage can provide insights into whether the software is consuming too many resources, which may be leading to crashes, helping diagnose stability issues with the application.

Option B is incorrect as force quitting all applications is excessive and may disrupt other work without addressing the specific cause of the crashes Option C is incorrect as reinstalling graphic drivers is speculative and may not be related to the actual problem Option D is incorrect because resetting the SMC is generally for hardware-related issues and unlikely to solve software stability problems

#### 質問 # 340

A MacOS user is experiencing slow load times and frequent crashes while browsing the web.

What is the first step they should take to resolve this issue?

- A. Upgrade their internet service
- B. Install additional RAM in their Mac
- C. Clear the browser cache and cookies
- D. Reinstall the web browser

正解: C

解説:

Correct Answer. B. Clear the browser cache and cookies Clearing the browser cache and cookies can often resolve issues with load times and crashes by removing old or corrupted data that may be causing the browser to perform poorly.

Option A is incorrect because reinstalling the browser is more disruptive and should be a later step if simpler solutions do not work

Option C is incorrect because slow browser performance is often not directly related to internet bandwidth, particularly if the issues are crash-related Option D is incorrect as while adding RAM can improve overall system performance, it does not specifically address problems caused by browser cache issues

#### 質問 # 341

If a malware infection is confirmed on a company server, what is the most appropriate next step to mitigate the threat?

- A. Update the server's operating system
- B. Shut down the server to prevent further usage
- C. Isolate the server and begin a forensic analysis
- D. Notify all employees about the malware infection

正解: C

解説:

Correct Answer. B. Isolate the server and begin a forensic analysis Isolating the server prevents further network contamination or data compromise, and starting forensic analysis helps understand the malware's impact and origin, which is critical for preventing future incidents.

Option A is incorrect because simply shutting down the server might prevent immediate use but does not assist in understanding the threat.

Option C is incorrect because updating the operating system at this stage might interfere with forensic evidence and is not an immediate mitigation step.

Option D is incorrect because notifying employees is important but should follow initial containment and investigation to provide accurate information and guidance.

#### 質問 # 342

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