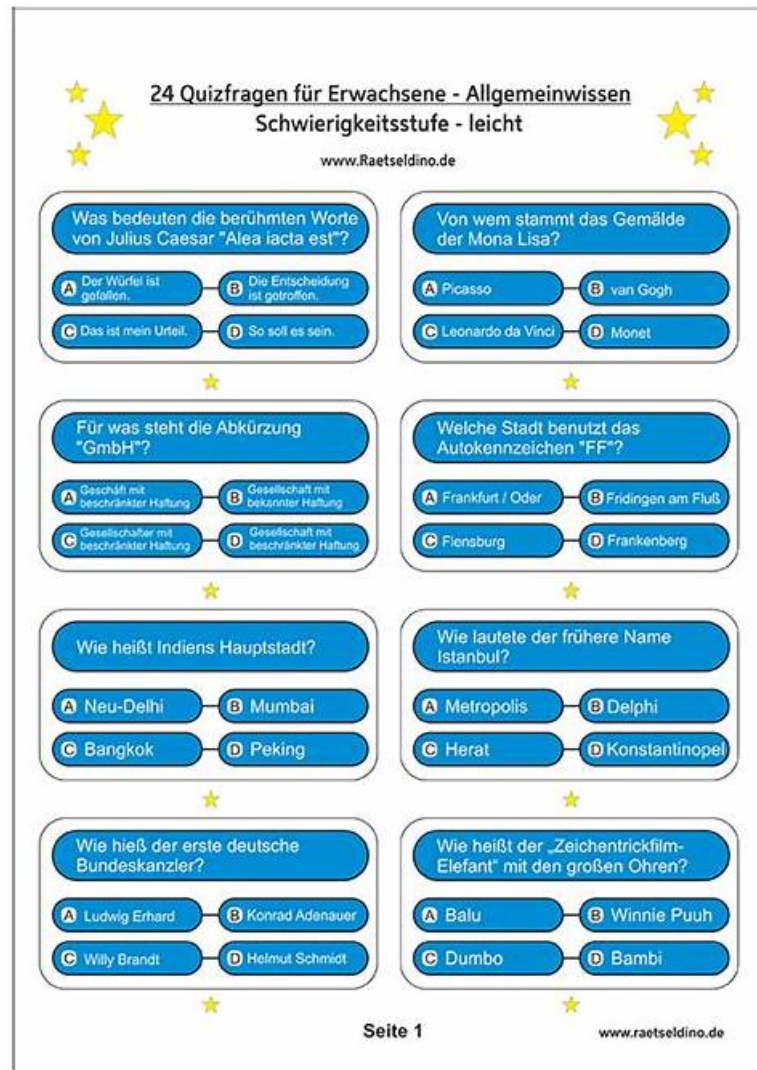


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Cisco 100-140 Prüfungsplan:

Thema	Einzelheiten
Thema 1	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.

Thema 2	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.
Thema 3	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.
Thema 4	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.
Thema 5	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.

>> 100-140 Prüfungsfrage <<

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Cisco Certified Support Technician (CCST) IT Support 100-140 Prüfungsfragen mit Lösungen (Q163-Q168):

163. Frage

A software development company needs to host a highly available web application that can automatically adjust its compute capacity based on user demand.

Which AWS service should they primarily utilize?

- A. Amazon EC2 Auto Scaling
- B. Amazon S3
- C. AWS IAM
- D. Amazon Glacier

Antwort: A

Begründung:

Correct Answer: B. Amazon EC2 Auto Scaling Amazon EC2 Auto Scaling helps ensure that the application has the correct amount of compute capacity to handle the demand by automatically adjusting the number of Amazon EC2 instances available.

Option A is incorrect because Amazon S3 is primarily for storage and would not directly handle compute capacity needs for web

applications.

Option C is incorrect as Amazon Glacier is used for long-term archival storage and is not suitable for hosting applications.

Option D is incorrect because AWS IAM (Identity and Access Management) manages access to AWS services and resources securely, not compute capacity.

164. Frage

An employee suspects that their workstation has been infected with malware after noticing unusual system behavior and unexpected pop-ups.

What is the first action they should take?

- **A. Disconnect the computer from the network**
- B. Install a free antivirus software from the internet
- C. Continue working and monitor the situation
- D. Delete suspicious files manually from the system

Antwort: A

Begründung:

Correct Answer. A. Disconnect the computer from the network Disconnecting the computer from the network is a critical first step to prevent the potential spread of malware to other devices and to minimize the risk of data leakage.

Option B is incorrect because continuing to work could exacerbate the problem and lead to further system compromise.

Option C is incorrect because downloading software, especially on a compromised computer, could lead to further infections.

Option D is incorrect as manual deletion of files may not effectively remove the malware and could harm important system files.

165. Frage

An IT support technician is configuring multifactor authentication (MFA) for a secure application.

The organization wants to use an authenticator app that generates time-based one-time passwords (TOTPs). Which of the following aspects should the technician emphasize as the most secure practice when deploying this MFA method?

- A. Setting the TOTP to expire after each login session
- **B. Advising users to store backup codes in a secure but accessible location**
- C. Requiring users to install the authenticator app on their corporate computers
- D. Encouraging users to synchronize their app across multiple devices

Antwort: B

Begründung:

When using authenticator apps that generate TOTPs, it's critical to prepare for situations where a user might lose access to their device. Storing backup codes securely ensures that users can regain access without compromising security.

Option A is incorrect because installing authenticator apps on corporate computers could expose them to additional risks if these computers are compromised.

Option C is incorrect because synchronizing the app across multiple devices could increase the risk of unauthorized access if one of the devices is compromised.

Option D is incorrect because TOTPs naturally expire quickly (usually every 30 to 60 seconds) and do not need to be manually set to expire after each session, which could unnecessarily complicate the login process.

166. Frage

What is the most effective way for a technician to utilize industry knowledge base articles when troubleshooting a complex software integration issue?

- A. Use only articles that specifically match the exact error codes without considering broader context
- B. Assume all top-ranked articles in search results are the most reliable without further validation
- C. Rely solely on articles older than five years to ensure the stability of the information
- **D. Verify the relevance and recency of the articles to ensure they align with current software versions and standards**

Antwort: D

Begründung:

Correct Answer: B. Verify the relevance and recency of the articles to ensure they align with current software versions and standards. Ensuring that the information is current and relevant to the specific software versions and integration standards in question is crucial for effective troubleshooting.

Option A is incorrect because older articles may not reflect the latest software updates and practices.

Option C is incorrect because focusing solely on exact error codes might overlook broader systemic issues that could be impacting the software.

Option D is incorrect because search engine ranking does not necessarily correlate with the reliability or applicability of the content to specific troubleshooting scenarios.

167. Frage

While reviewing your emails, you find a message from a sender claiming to be a vendor for your company, asking for urgent confirmation of account details so they can process an invoice. The email looks slightly different from regular communication from this vendor.

What should you do?

- A. Reply to the email providing the account details requested to avoid payment delays
- B. Ignore the email and assume the vendor will send another request if it is important
- C. Send the information requested but mark the email as spam to alert your email provider
- **D. Contact the vendor directly using a known phone number or email address to confirm the request**

Antwort: D

Begründung:

Correct Answer: B. Contact the vendor directly using a known phone number or email address to confirm the request. This action ensures that any communication about sensitive information is verified through secure and official channels, thus avoiding potential phishing attempts.

Option A is incorrect. Replying directly to potentially fraudulent emails can lead to the leakage of sensitive company information.

Option C is incorrect. Sending sensitive information and then marking the email as spam does not protect against the misuse of the information already sent.

Option D is incorrect. Ignoring the email could result in missed communications that are legitimate, potentially causing business disruptions.

168. Frage

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