

# 100-140 Real Testing Environment | New 100-140 Test Sample

## About Pharma Egypt for Engineering

**Pharma Egypt** for Engineering established in the year 2018 that is involved in the manufacturing a wide range of Cleanroom Equipment and Air Borne Technology, and aids us in creating a remarkable range of items that lead to international standards (ISO 14644, FS 209 E, cGMP and USP 797/800). We have more than 15 years of providing full service design, engineering, manufacturing, Installation and validation for cleanroom projects and cleanroom equipment, 100% Successful Manufacturing Validation and Certification of all systems built. We provide our customers with all necessary documents about our cleanroom equipment and we work according to validation master plan.

**Pharma Egypt** for Engineering is ISO 13485 Certified for Design, Development, Manufacturing, Sales, Installation and Testing of laboratory equipment, Cleanroom equipment and Cleanroom Projects



## VISION

We worked with all members to ensure that **pharma Egypt** is the premium selection for the Turnkey Cleanroom projects ( Medical Device factories, cleanroom sampling and dispensing area, Microbiology lab, clinical pharmacy, Nano technology, ..... ) and cleanroom Equipment in Egypt.

## MISSION

We guarantee our work, delivering a Cleanroom that meets your project requirements and exceed your expectations for quality and service with approved from EDA , ISO 14644 & cGMP

## Our Factory



## All Solutions

- **Pharma Egypt** provides you with system solutions and components for all cleanroom component "Turnkey Cleanroom Solutions " ( HVAC - Cleanroom partition – Ceiling panels – Cove profiles – Windows – Doors – Electrical works – Interlock – Epoxy floors ).
- **Pharma Egypt** is the manufacturer of Biological Safety Cabinet, Laminar Flow Cabinet, Fume Hood, Pass box, Air shower, Weighing booth, Sampling booth, Mobile Laminar air flow, Ceiling laminar air flow, Trolley laminar air flow and Soft wall cleanroom.

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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>

Topic 2	<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>
Topic 3	<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>
Topic 4	<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>

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q104-Q109):

### NEW QUESTION # 104

A user wants to set up Time Machine to perform regular backups of their MacBook Pro. They are unsure which storage solution to use.

What should the technician recommend?

- A. Use the MacBook's recovery partition for backups
- B. Store backups on the internal hard drive
- **C. Use an external hard drive connected via USB**
- D. Connect to an iCloud account for backing up

**Answer: C**

Explanation:

Correct Answer. B. Use an external hard drive connected via USB Time Machine requires an external storage device to create backups. An external hard drive connected via USB is an ideal choice as it offers sufficient storage capacity and reliable connectivity for regular backups.

Option A is incorrect because iCloud is not used by Time Machine for backing up data; it requires a physically connected external storage device or a supported network drive Option C is incorrect because Time Machine cannot backup to the internal drive being used by MacOS as it would not protect against drive failure Option D is incorrect as the recovery partition is not intended for personal backups and does not have adequate space or the appropriate configuration for Time Machine backups

### NEW QUESTION # 105

Joe calls in to report internet outages. A customer service technician enters the trouble ticket shown below.

Review the trouble ticket below and classify which parts of this ticket follow documentation best practices.

## Ticket Details

Unique Identifier: #00126

Customer Information: Joe P Public. jpp@sunsetweb.com

Date and Time: April 22, 2024, 11:15 AM

Issue Category: Network/Connectivity

Priority Level: Critical

Ticket Status: Open

A

### Problem Description:

Experiencing random internet dropouts on the third floor.

### Troubleshooting Steps Attempted:

B

Restarted the internet boxes a couple of times.

C

Checked if there were any updates needed, everything seems okay.

D

Confirmed stable internet access on other floors, isolated the issue to the third floor through a review of the system and application logs and interactions with other users throughout the building. Error code 101 seen on third floor distribution routers.

### Resolution Plan:

E

The issue is suspected to be related to the main router's capacity or a configuration error. Consultation with the network hardware vendor is underway for a deeper understanding of error codes.

Attachments:

Screenshots of system logs with error messages.

Resolution Summary:

(Pending detailed investigation and actionable steps.)

Feedback and Follow-up:



Agreed to check back with the user tomorrow to get an updated status of the problem to ensure problem doesn't get any worse.

Move the description to each label to identify whether the part of the documentation referenced by the label meets documentation best practices or does not meet documentation correct practices.

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

Descriptions	Documentation Labels
<div>Follows Best Practice</div>	A <div></div>
<div>Does Not Follow Best Practice</div>	B <div></div>
	C <div></div>
	D <div></div>
	E <div></div>

Answer:

Explanation:

Descriptions	Documentation Labels
<div>Follows Best Practice</div>	A <div>Follows Best Practice</div>
<div>Does Not Follow Best Practice</div>	B <div>Does Not Follow Best Practice</div>
	C <div>Does Not Follow Best Practice</div>
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	E <div>Follows Best Practice</div>

#### NEW QUESTION # 106

A network administrator notices that users cannot access a newly deployed internal web application from their workstations. The application is hosted on a server within the same network. What should the administrator first check regarding the firewall?

- A. The antivirus settings on the firewall
- B. The firewall rules to ensure traffic to the web server's IP and port is allowed

- C. The bandwidth management settings on the firewall
- D. The firewall's power supply and hardware status

**Answer: B**

Explanation:

Correct Answer. B. The firewall rules to ensure traffic to the web server's IP and port is allowed. Firewalls control the flow of traffic based on security rules, and improperly configured rules can block access to certain services or servers within a network.

Option A is incorrect. While ensuring the firewall is powered and functioning is important, it does not directly address connectivity issues to a specific service.

Option C is incorrect. While antivirus settings are important for overall security, they are not directly related to allowing or blocking access to specific network services.

Option D is incorrect. Bandwidth management could affect performance but would not specifically block access to a network service unless configured to do so.

#### NEW QUESTION # 107

During a video conference, a user notices that the video output on their HDMI-connected display is not as sharp as expected. The display is known to support Ultra HD. Which setting should the IT support technician suggest checking first to troubleshoot this issue?

- A. The resolution settings in the display properties of the computer
- B. The brightness settings on the external display
- C. The USB connections on the external display
- D. The audio output settings on the computer

**Answer: A**

Explanation:

Correct Answer. A. The resolution settings in the display properties of the computer. When a display does not output the expected video quality, the first thing to check should be the resolution settings in the computer's display properties. This ensures that the display is set to output at its highest supported resolution, such as Ultra HD, to match the capabilities of the HDMI-connected monitor.

Option B is incorrect because audio output settings would not affect the sharpness or quality of the video output.

Option C is incorrect because while brightness settings affect display visibility and contrast, they do not influence the resolution or sharpness of the video.

Option D is incorrect because USB connections on the display relate to data transfer or peripheral connectivity and do not impact video quality.

#### NEW QUESTION # 108

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

**Answer: B**

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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