

# 100-140関連問題資料 & 100-140日本語学習内容



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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>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 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
トピック 3	<ul style="list-style-type: none"> <li>Common Threats and Prevention: 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>

>> 100-140関連問題資料 <<

## 100-140日本語学習内容、100-140絶対合格

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## Cisco Certified Support Technician (CCST) IT Support 認定 100-140 試験問題 (Q36-Q41):

### 質問 # 36

A network technician suspects that there is an issue with the routing path taken by packets from a corporate workstation to an external web server.

Which command should the technician use to identify the path and potential hops causing delays?

- A. **tracert www.example.com**
- B. ipconfig /all
- C. ping www.example.com
- D. netstat -r

正解: A

解説:

Correct Answer. B. tracert www.example.com The tracert (or traceroute on Unix/Linux systems) command is used to determine the route packets take to reach a specific destination across an IP network, showing each hop and the time taken to reach it.

Option A is incorrect. While ping can confirm reachability and measure round-trip time, it does not show the path that packets take.

Option C is incorrect. ipconfig /all provides configuration details about network interfaces, not routing paths or network performance.

Option D is incorrect. netstat -r displays the routing table, which shows possible paths but does not trace the actual route used for a specific destination.

### 質問 # 37

A macOS user is experiencing issues with their Bluetooth connectivity and needs to verify their system's Bluetooth version to ensure compatibility with connected devices. Under which section in the System Settings should the IT support technician instruct the user to check this information?

- A. General
- B. Network
- C. **Bluetooth**
- D. Accessibility

正解: C

解説:

Correct Answer. B. Bluetooth The Bluetooth section in the System Settings is the correct place to find detailed information about the macOS device's Bluetooth capabilities, including the version.

This information helps users troubleshoot connectivity issues by verifying compatibility with other Bluetooth devices.

Option A is incorrect because the Network section focuses on settings for Wi-Fi, Ethernet, and other network connections, not Bluetooth specifics.

Option C is incorrect because the General section mainly deals with overall appearance settings, language, and text options.

Option D is incorrect because the Accessibility section is designed to adjust settings that help users with disabilities and does not cover Bluetooth settings.

### 質問 # 38

A network technician is configuring a newly installed router that needs to interface between two subnets. During testing, devices on Subnet A can connect to the router but not to any devices on Subnet

- A. That the router is configured to use DHCP for IP address assignment
- B. That the router has the correct subnet masks configured for each interface
- C. That the firewall on the router allows traffic between the two subnets

- D. What should the technician verify first?
- E. That all cables between the router and devices are Category 6

正解: D

解説:

Correct Answer. A. That the router has the correct subnet masks configured for each interface Incorrect subnet masks can prevent routing between interfaces on a router, leading to connectivity issues between subnets.

Option B is incorrect. While DHCP is important for IP address assignment, it does not directly resolve routing issues between subnets.

Option C is incorrect. The category of network cables would impact physical connectivity and data rates but not routing between subnets.

Option D is incorrect. While firewall settings are crucial, the first check should be the configuration that directly impacts routing.

### 質問 # 39

When integrating a new SaaS application into an organization's cloud-based access management solution, what is crucial to ensure seamless user authentication and access?

- A. Installing a VPN on all user devices
- B. Configuring SSO (Single Sign-On) through Entra Identity Governance
- C. Increasing the server capacity on the cloud platform
- D. Updating all user devices to the latest operating system

正解: B

解説:

Correct Answer. A. Configuring SSO (Single Sign-On) through Entra Identity Governance Single Sign-On (SSO) enables users to authenticate once and gain access to multiple related but independent software systems. Configuring SSO through Entra Identity Governance ensures that users can access new SaaS applications without needing separate credentials, streamlining the user experience and improving security.

Option B is incorrect because increasing server capacity might improve performance but does not directly affect user access or authentication.

Option C is incorrect because a VPN is used primarily for securing internet connections and accessing network resources remotely, not for managing access within cloud-based applications.

Option D is incorrect because while keeping devices updated is good practice, it does not directly impact the integration or authentication process within cloud-based access management systems.

### 質問 # 40

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

### Problem Description:

Experiencing random internet dropouts on the third floor

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

Follows Best Practice
Does Not Follow Best Practice

## Documentation Labels

A	
B	
C	
D	
E	

正解:

解説:

## Descriptions

Follows Best Practice
Does Not Follow Best Practice

## Documentation Labels

A	Follows Best Practice
B	Does Not Follow Best Practice
C	Does Not Follow Best Practice
D	Follows Best Practice
E	Follows Best Practice

## Descriptions

Follows Best Practice
Does Not Follow Best Practice

## Documentation Labels

A	Follows Best Practice
B	Does Not Follow Best Practice
C	Does Not Follow Best Practice
D	Follows Best Practice
E	Follows Best Practice

## 質問 # 41

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