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AZ-140

Microsoft Certified Azure Virtual Desktop Specialty

QUESTION & ANSWERS

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Are you planning to attempt the Cisco Certified Support Technician (CCST) IT Support (100-140) exam of the 100-140 certification? The first hurdle you face while preparing for the Cisco Certified Support Technician (CCST) IT Support (100-140) exam is not finding the trusted brand of accurate and updated 100-140 exam questions. If you don't want to face this issue then you

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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.
Topic 3	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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q235-Q240):

NEW QUESTION # 235

What should a technician be aware of when relying on AI to diagnose software issues?

- A. AI can analyze and suggest solutions based on large data sets but may not understand context
- B. AI can replace traditional diagnostic tools entirely
- C. AI eliminates the need for manual review of its suggested solutions
- D. AI consistently outperforms human technicians in complex problem-solving scenarios

Answer: A

Explanation:

Correct Answer. B. AI can analyze and suggest solutions based on large data sets but may not understand context While AI is powerful in handling large volumes of data to identify patterns and propose solutions, it may lack the ability to understand the specific context or nuances of a problem like a human technician would.

Option A is incorrect because AI should complement, not replace, traditional diagnostic tools.

Option C is incorrect as AI, while helpful, may not always outperform human insight in complex or novel problem-solving situations.

Option D is incorrect because manual review is essential to validate AI-generated solutions, ensuring they are applicable and correctly interpreted.

NEW QUESTION # 236

After resolving a complex network issue involving multiple server outages, what is the most important element to include in the documentation to ensure it accurately summarizes the interaction?

- A. Recommendations for preventing similar issues in the future
- B. The steps taken to diagnose and resolve the issue
- C. Quotes from customers expressing satisfaction with the service
- D. A detailed list of all client communications

Answer: B

Explanation:

Including the diagnostic and resolution steps in the documentation is crucial as it provides a clear, factual account of the actions taken to resolve the issue. This not only aids in future troubleshooting efforts but also ensures a comprehensive record of the problem-solving process.

Option A is incorrect because while client communications are important, they do not provide a direct outline of the technical resolution process.

Option C is incorrect as customer satisfaction quotes do not offer a technical summary of the problem or its resolution.

Option D is incorrect because prevention recommendations, while useful, are not a summary of the interaction but rather advice for future action.

NEW QUESTION # 237

What are benefits of a knowledge base for IT support? (Choose two)

- A. Increases financial performance
- **B. Reduces resolution time**
- C. Improves system speed
- **D. Trains new IT staff**

Answer: B,D

NEW QUESTION # 238

A company wants to optimize their server hardware by running multiple operating systems simultaneously on a single physical server. Which technology would best achieve this?

- A. Docker containers
- B. VPN
- **C. Hypervisor**
- D. Load balancer

Answer: C

Explanation:

Correct Answer: A. Hypervisor A hypervisor allows multiple virtual machines, each with their own operating systems, to run concurrently on a single physical server, thereby maximizing resource utilization and minimizing hardware costs.

Option B is incorrect because Docker containers are used for application virtualization rather than operating system virtualization and typically share the same operating system kernel.

Option C is incorrect because a VPN is used to create a secure network connection over the internet, not for running multiple operating systems.

Option D is incorrect as a load balancer distributes incoming network traffic across multiple servers, which does not involve virtualizing operating systems.

NEW QUESTION # 239

What is the most important security measure to implement when using VNC to provide remote support to an end user's device?

- A. Ensure the VNC session is configured to allow file transfers by default
- B. Set the VNC viewer to fullscreen mode to better observe the user's screen
- C. Allow the user to control the VNC session to maintain their autonomy
- **D. Use a strong, unique password for each VNC session and ensure it is encrypted**

Answer: D

Explanation:

Use a strong, unique password for each VNC session and ensure it is encrypted Using strong, unique passwords for each session, coupled with encryption, is crucial to protect the data integrity and privacy of the user during a VNC session.

Option A is incorrect because enabling file transfers by default could pose a security risk if not strictly necessary.

Option C is incorrect because fullscreen mode does not enhance security, it only affects the visibility of the session.

Option D is incorrect as allowing the user to control the session might hinder the technician's ability to troubleshoot efficiently and does not necessarily improve security.

NEW QUESTION # 240

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