

**Exam 70-271 study material**

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**Free 70-271 Exam Preparation Questions**

**Exam 70-271: Supporting Users and Troubleshooting a MS Windows XP OS**

**Question: 1**

You work in an International company which is named Boniwell. Your company network consists of an Active Directory domain. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). There is a user named Simon who uses a Windows XP Professional client computer. This morning you receive a call from him, on the call, he asks you to use Remote Assistance to control his computer. After the call, with the use of the Remote Assistance, an e-mail request for remote assistance is sent to you by Simon. In order to help Simon control his computer, you plan to use that Remote Assistance to make a connection to his computer, but you fail to connect to it. Since you are the technical support for the company, you are asked to find out the possible reasons to cause that problem. Of the following reasons, which one is not the reason to cause that problem?

- A. The reason that your computer does not run Windows XP Professional or Windows XP Home Edition.
- B. The reason that Simon restarted his computer after sending the e-mail request.
- C. The reason that Simon's computer does not run Windows XP Home Edition or Windows XP Professional.
- D. The reason of the incorrect password for Remote Assistance.
- E. The reason that the amount of time allowed for Remote Assistance has elapsed.

**Answer: C****Question: 2**

You work in an International company which is named Boniwell. Your company network consists of an Active Directory domain. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). Besides, Microsoft Internet Explorer is used as all users' Web browser. Jim and Mary are employed as the Web developers for the company. Then a Web application is being developed on Jim's computer named JimPC. After the development, Jim gets a report from Mary that the Web application on his computer is inaccessible. Besides, when Mary plans to use Internet Explorer to access Jim's Web application, she gets the error message of DNS Error or Server Error. So you are asked to solve this problem. You verify that Jim not only can access to the Web application on his computer, but also he can access to all resources on the network. However, you cannot connect to Jim's computer after running the ping command from your computer. Moreover, when you intend to use Internet Explorer to access Jim's Web application from your computer, you also get the error message of DNS Error or Server Error. Now you are assigned a task to make sure that the Web application on Jim's computer can be accessed by Mary. What action should you perform to accomplish this task?

- A. In order to accomplish this task, you should ask Jim to make sure that the Everyone group has the Full Control permission for the Inetpub folder on his computer.
- B. In order to accomplish this task, you should ask an administrator to have Internet Connection Firewall (ICF) disabled in the properties of the Local Area Connection on Jim's computer.
- C. In order to accomplish this task, you should ask Mary to stop and start the World Wide Web Publishing Service on her computer.
- D. In order to accomplish this task, you should run the ipconfig /renew command on Jim's computer.
- E. In order to accomplish this task, you should ask Jim to stop and start the World Wide Web Publishing Service on his computer.

**Answer: B****Question: 3**

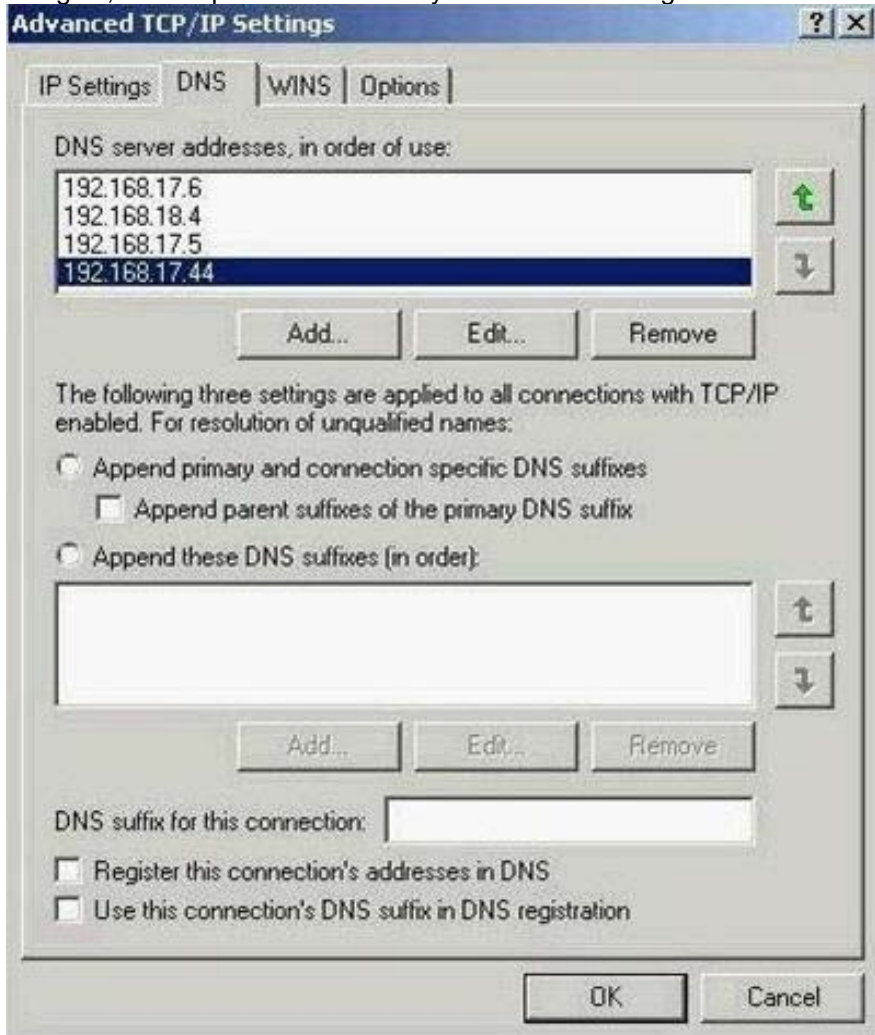
You work in an International company which is named Boniwell. Your company network consists of an Active Directory domain with a DNS server. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). Your company network consists of All servers run Windows Server 2003. There is a user named Simon who uses a Windows XP Professional client computer. This morning you receive a report from him, in the report, he tells you yesterday his Windows XP Professional client computer could authenticate to the domain and connect to any network resources, but today it fails to connect and authenticate. Then you find that only Simon has this problem in the whole company today. Then you are asked to solve this problem. After examining the computer's physical connection to the network, you find that no false connection is checked out and a link light is displayed by the computer's network adapter. Following IP configuration is used to configure the computer: .Default gateway: 192.168.0.1 .IP address: 192.168.0.102 .Subnet mask: 255.255.255.0 Besides, this IP configuration should be confirmed to be available on the network. So in order to resolve the problem, what action should you perform?

- A. You should make sure that a valid DNS server address is used to configure the computer.
- B. You should make sure that you have a valid Hosts file to configure the computer.
- C. The ipconfig /renew command should be used to configure the computer.
- D. The user should be instructed to run the ping loopback command.
- E. The user should be instructed to run the ipconfig /all command.

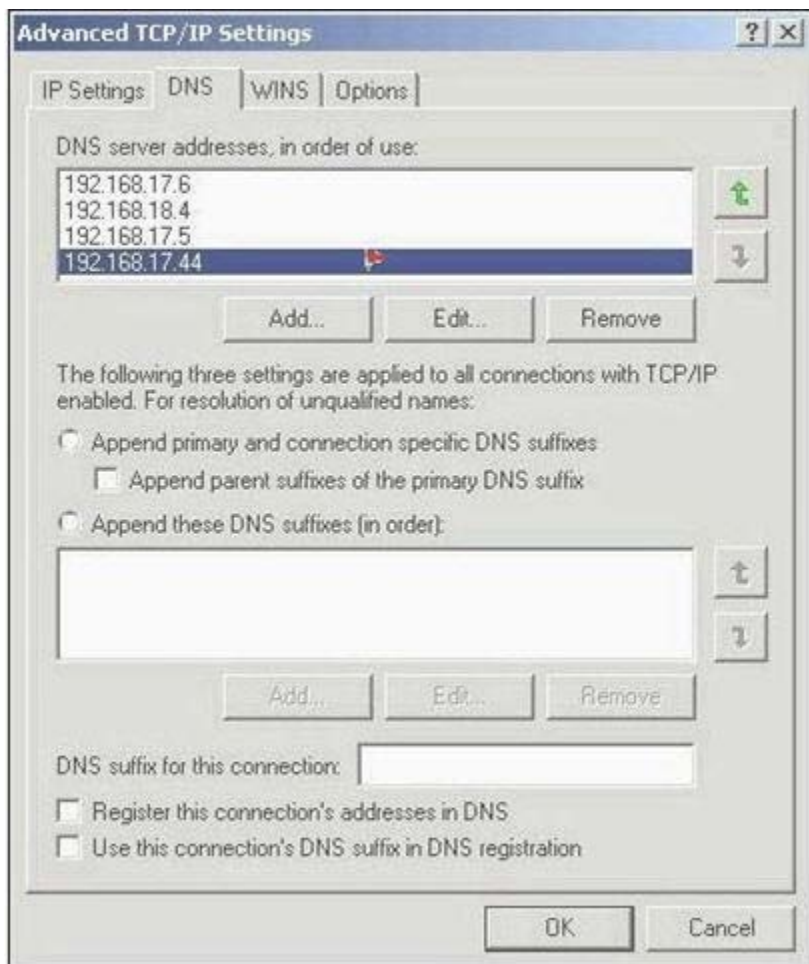
**Answer: A**

**Question: 4**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional. There is a user named Tom who uses a Windows XP Professional computer named Com01. This morning you get a report from him, in his report, you are told that a shared folder cannot be connected by other users on Com01. However, other users also use the Windows XP Professional computer as Tom. Then you are asked to solve this problem, after checking the folder, you find that the shared folder is correct, besides, other users perform the connection by using the correct permission. Also you make sure that the addresses of TCP/IP, default gateway, subnet mask and DNS server are correct. Then with the use of the IP address of Com01, you connect to it from your Windows 2000 Professional computer successfully, but when you use the IP name of Com01 to connect, you get a failure of the connection. Now you are assigned a task to make sure that the IP name can be used to connect to Com01 by other users without modifying any other communications between Com01 and other computers. In order to achieve this goal, which option below would you choose to configure the TCP/IP settings on Com01?



**Answer:**



**Question: 5**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). Your company consists of several departments. There is a user named Simon who uses a Windows XP Professional client computer. This morning you receive a report from him, in the report, he tells you his client computer cannot connect to any network resources. Before telling you this problem, he has reported it to another technician, and that technician tried to solve that problem by changing his TCP/IP configuration. However, after the change, Simon still cannot have his client computer connected to any network resources. Then you check the new TCP/IP configuration. You verify that the TCP/IP address of the Simon's computer can be used by the subnet with Simon's computer. Besides, a DHCP server is not contained in the network. So in order to make sure that Simon can have his computer connected to network resources, what action would be performed?

- A. The computer should be configured to obtain an IP address automatically.
- B. Simon should be instructed to perform the ipconfig /registerdns command.
- C. The correct IP addresses of the DNS servers on the network should be used to configure the computer.
- D. Simon should be instructed to perform the ipconfig /renew command.
- E. Simon should be instructed to perform the ipconfig /restore command.

**Answer: C**

**Question: 6**

As the DST for a large textile company, you will assist the network administrator with deploying Windows XP Professional to more than 300 users. She is concerned that an attended installation would not only take an inordinate amount of time, but also would be prone to errors. One of the users is amazed that the computers can be installed without anyone responding to the questions posed during a typical installation. He understands how an answer file responds to common configurations shared by many workstations, such as the time zone and network adapter type, but he doesn't understand

how 300 workstations could be configured with the same computer name because you cannot have duplicate computer names on a network. What should you tell him?

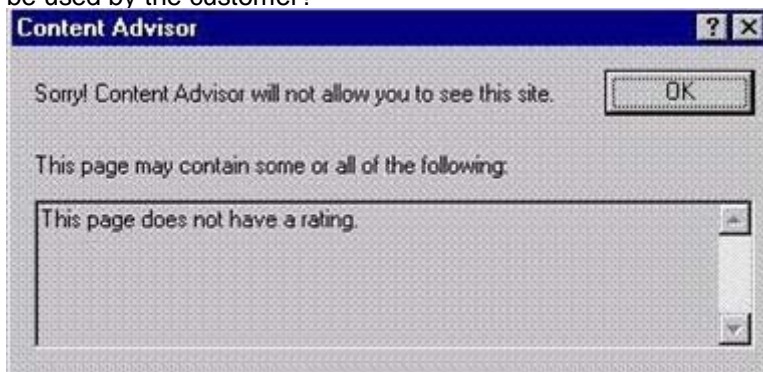
- A. You should tell the user that the answer file will name each of the workstations with a default name of computer1, and that these names will have to be changed manually after the installation.
- B. You should tell the user that the answer file contains two sections. One section responds to the common configuration questions, and the other section contains the unique information of each computer.
- C. You should tell the user that a computer programmer will need to create a separate application to handle the duplicate computer names generated by the answer.
- D. You should tell the user that a UDF prevents the computer from identifying multiple workstations with the same computer name, and that the answer file works in conjunction with the UDF.

**Answer: D**

**Question: 7**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). Your company contains several departments and you are in the sales department which sells computers to home users. There is a user named Tom who uses a Windows XP Professional client computer. This morning you receive a report from him, that is, after making changes to Microsoft Internet Explorer, he can not view a web site. Then he tries to log on to the Web site, but he receives an error message as the following:

Simon not only wants to access the Web site, but also he wants to make sure that he cannot access the Web sites with offensive content. However, according to your investment, you find no offensive content on the web sites, besides, the Web site could be accessed by the customer in the past. Now you get an order from the CIO, according to his requirement, you have to make sure that the Web site can be accessed by the customer, besides, you should make sure that Tom's computer is not able to access to other Web sites with offensive content. So, which instruction should be used by the customer?



- A. In Internet Options in Control Panel, the security settings should be changed to high.
- B. In Internet Options in Control Panel, the privacy settings should be changed to high.
- C. In Internet Options in Control Panel, the security settings should be added to the approved Web sites in Content Advisor.
- D. In Internet Options in Control Panel, the Users that can see sites with no rating check box should be selected in Content Advisor.
- E. In Internet Options in Control Panel, the Web site should be added to the approved Web sites in Content Advisor.

**Answer: E**

**Question: 8**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2), which runs Windows XP Home Edition. There is a user named Simon who uses a Windows XP Professional Service Pack 2 (SP2) client computer. This morning you receive a report from him, in the report, he says his Web-based e-mail application can not be used after the installation of SP2. That is to say, the application is only can be used before the installation. Even though Simon's main Web page and messages still can be seen after logging on to the Web site, however, when a message is opened or a new message is created, he can not open the message windows. So which reason causes the problem above?

- A. The reason that the Web site is down causes the problem above.
- B. The reason that Simon exceeded his message quota for this e-mail application causes the problem above.
- C. The reason that the e-mail application is prevented from being worked correctly by Windows Firewall causes the

problem above.

- D. The reason that the windows is prevented from being opened by the Microsoft Internet Explorer pop-up blocker causes the problem above.

**Answer: D**

**Question: 9**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). The company consists of several departments. There is a user named Simon who uses a Windows XP Professional client computer. This morning you receive a report from him, in the report, he tells you that he plans to use the IP name of a file server named S07 to connect to S07 from his computer, but he gets a failure. In fact, he can use the IP address instead of the IP name to have his Windows XP Professional client computer connected to S07. Because S07 is a UNIX-based server with file-sharing software so that client computers can connect to S07 by IP address. However, you can use IP name and IP address to have all Windows-based network resources connected to Simon's client computer. Then you find that other users have the same problem with Simon. Since you are the technical support, you are asked to solve this problem. You must make sure that all computers can use IP name to connect to S07. Of the options below, which one would you choose to solve this problem?

- A. You should ask an administrator to have S07 added to the database of the network DNS server.
- B. You should ask an administrator to have S07 added to the database of the network WINS server.
- C. You should ask an administrator to have S07 added to the database of the network Hosts file.
- D. Mnode for NetBIOS name resolution should be used to configure each computer.
- E. The Hosts file should be configured on each computer to make no entry for S07.

**Answer: A**

**Question: 10**

You are a DST and have just completed an upgrade of a Windows 98 workstation to a Windows XP Professional system and notice that several mission-critical software applications do not function under Windows XP. The manager wants to revert back to the original system so that he can produce several reports to give to the CEO tomorrow morning. What should you do?

- A. Go to the Control Panel and use the Add or Remove Programs option to remove Windows XP. This will return the operating system back to Windows 98.
- B. You should format the partition Windows XP Professional was installed on and reinstall Windows 98.
- C. Install a different computer with Windows 98 and then copy all the manager's data and mission-critical applications from the Windows XP workstation to the new Windows 98 workstation.
- D. Use the Microsoft Knowledge Base to search for the appropriate program drivers for the mission-critical applications.

**Answer: A**

**Question: 1**

Which of the following are actions you should take before performing an upgrade of a Windows operating system to Windows XP? (Choose all that apply.)

- A. Verify that any antivirus software is disabled.
- B. Verify that the computer being upgraded meets all the hardware requirements.
- C. Perform a backup of the current system.
- D. Verify that the software on the older system is compatible with the new operating system that you are about to install.

**Answer: A, B, C, D**

**Question: 12**

You are a DST for a help desk. A user calls your office and says she will be upgrading her computer from Windows NT 4.0 (SP4) to Windows XP Professional. She tells you that she read somewhere that she could generate a system compatibility report before doing the upgrade, but she does not remember the command needed to run the report? What should you tell her? (Choose the best answer.)

- A. You should tell her that she will not be able to do a direct upgrade to Windows XP Professional until she first applies Windows NT 4.0 Service Pack 5 (SP5).
- B. You should tell her that the command is winnt32 /upgradecheck.
- C. You should tell her that she could select the Check System Compatibility option on the splash screen that appears after she inserts the installation CD.
- D. You should tell her that she should select the Compatibility Report option from the Add or Remove Programs utility in Control Panel.

**Answer: A**

**Question: 13**

Which of the following are valid minimum hardware requirements for installing Windows XP Professional?

- A. 233 MHz processor
- B. 256 MB RAM
- C. 1 GB hard disk space
- D. Super VGA display (800 \* 600)

**Answer: A, D**

**Question: 14**

You are the DST for a small human resources firm that has 30 workstations, each running older Microsoft operating systems. The president of the company has announced that additional monies will be allocated to IT, and that she wants all workstations to be upgraded to Windows XP Professional. Which of the following workstations can be directly upgraded? (Choose all that apply.)

- A. Workstations running Windows 98
- B. Workstations running Windows NT 3.51
- C. Workstations running Windows NT 4.0 (Service Pack 5)
- D. Workstations running Windows 95

**Answer: A, C**

**Question: 15**

Which tools are available to transfer files and settings to a different computer?

- A. Files and Settings Transfer Wizard
- B. Migration Wizard
- C. File Transfer Utility (FTU)
- D. User State Migration Tool (USMT)

**Answer: A, D**

**Question: 16**

You are a DST for a small software manufacturing company. Several computer programmers ask you to upgrade their workstations from Windows 98 to Windows XP Professional. After upgrading the workstations, you receive a telephone call from one of the programmers stating that his sound card does not work. You telephone the other two programmers and discover that their sound cards do not work either. What should you do? (Choose the best answer.)

- A. Inform the programmers that Windows XP Professional does not support sound cards.
- B. Inform the programmers that they should run the Find New Hardware utility from the Systems Properties dialog box.
- C. Visit the sound card vendor's website to see if there is a Windows XP Professional driver available.
- D. Inform the programmers that they must purchase new sound cards.

**Answer: C**

**Question: 17**

You are a DST and you installed Windows XP Home Edition on a user's computer in a small downtown law firm that employs 60 attorneys. You receive a call from the network administrator that the user's workstation will need to join the Active Directory domain established by the company so that the attorney can access network resources. You return to the law office to configure the workstation. How should you proceed?

- A. Go to the Control Panel, select Systems, and enter the domain name into the dropdown logon dialog box.
- B. Upgrade the Windows XP Home Edition to Windows XP Professional.
- C. You should right-click the My Network Places icon on the user's desktop and select the Join Domain option.
- D. You need to install the Management Console MMC on the attorney's workstation and select the Joining a Domain option.

**Answer: B**

**Question: 18**

You are a DST and are asked by the network administrator to upgrade a user's Windows 95 workstation to Windows XP Professional. After checking the hardware on the workstation, you determine that the computer's hardware does not meet the minimum compatibility requirements. After informing the administrator of your findings, you are told to install the Windows XP operating system on a new workstation just purchased by the company, and to migrate the use's files from the old computer to the new workstation. You decide to use the Files and Settings Transfer Wizard as a solution to the task. What will you be able to migrate to the new workstation?

- A. Only folder and taskbar options
- B. Only the My Documents folder

- C. Only Internet and mail settings
- D. All of the above

**Answer: D**

**Question: 19**

You are a DST and a user asks you to help her install Windows XP Home Edition on her home computer. She is currently running Windows 98, but does not want to retain any of the programs or data or the operating system. You verify that the workstation meets all the hardware compatibility requirements, but the workstation does not contain a bootable CD-ROM. Because the computer is not on a network, the network installation option is not available. You place the installation diskette into the CD-ROM drive and are able to browse the CD. How could you install Windows XP Home Edition on the user's computer?

- A. Copy the i386 folder from the CD-ROM onto the workstation's C:\ drive, and then run the winnt32.exe program by double-clicking it.
- B. Copy the i386 folder from the CD-ROM, and then double-click the setup.exe program.
- C. Copy the i386 folder from the CD-ROM, and double-click the Install.exe program.
- D. Create a RIS boot diskette.

**Answer: A**

**Question: 20**

You are a desktop support technician (DST) for a music retail company that has all workstations running Windows XP Professional and one workstation running Windows 98 that is used for timekeeping. A user calls you to ask why he cannot access the SalesRpt folder. He tells you that four of his co-workers cannot access the folder either and that if this isn't fixed, heads are going to roll! What should be the first thing you do? (Choose the best answer.)

- A. You should tell the user to reboot his workstation to reestablish any share connections.
- B. Determine which workstation is sharing the folder and whether that workstation is accessible over the network.
- C. You should determine which workstation is sharing the folder and perform a shutdown.
- D. You should determine which workstation is sharing the folder and perform a restart.

**Answer: B**

**Question: 21**

You are a desktop support technician (DST) for a large bookstore that has only workstations running Windows XP Professional. A Power User wants to share a folder named Inventory, which is located on her FAT32 partition, with four other employees. She wants two of the employees to have Read permission to the contents of the folder because it contains information that the two employees should not be able to modify. She also wants the two other employees to have access to the same Inventory folder, but she wants these two people to have Full Control permission of the folder. She calls you and asks if it is possible for her to accomplish this goal. What should you tell her?

- A. You should tell the user that she needs to create a new folder named Inventory2, and that she should copy the contents of the folder Inventory into the new folder. She should then give read permission to the Inventory folder and Full Control permission to the Inventory2 folder.
- B. You should tell the user that she needs to format the hard drive with NTFS to accomplish her goal.
- C. You should tell the user that she can accomplish her goal by creating multiple share names for the Inventory folder.
- D. You should inform the user that only administrators have the ability to share folders.

**Answer: C**

**Question: 22**

You are a desktop support technician (DST) for a small collection agency. A user calls you and says that she is trying to share a folder that she created on her workstation running Windows XP Professional with several other co-workers, but that she doesn't have the option to select individuals or groups to access the shared folder. What could be the reason for this?

- A. Simple file sharing is enabled.
- B. The user does not have permission to share folders.
- C. Windows XP Professional does not allow for the sharing of network resources. Sharing folders can only be done on Windows 2000 Server or Windows 2003 Server.
- D. The user's workstation is not configured with an NTFS partition.

**Answer: A**

**Question: 23**

You are a DST for a large furniture distributor. On April 15, you installed 12 new computers with Windows XP

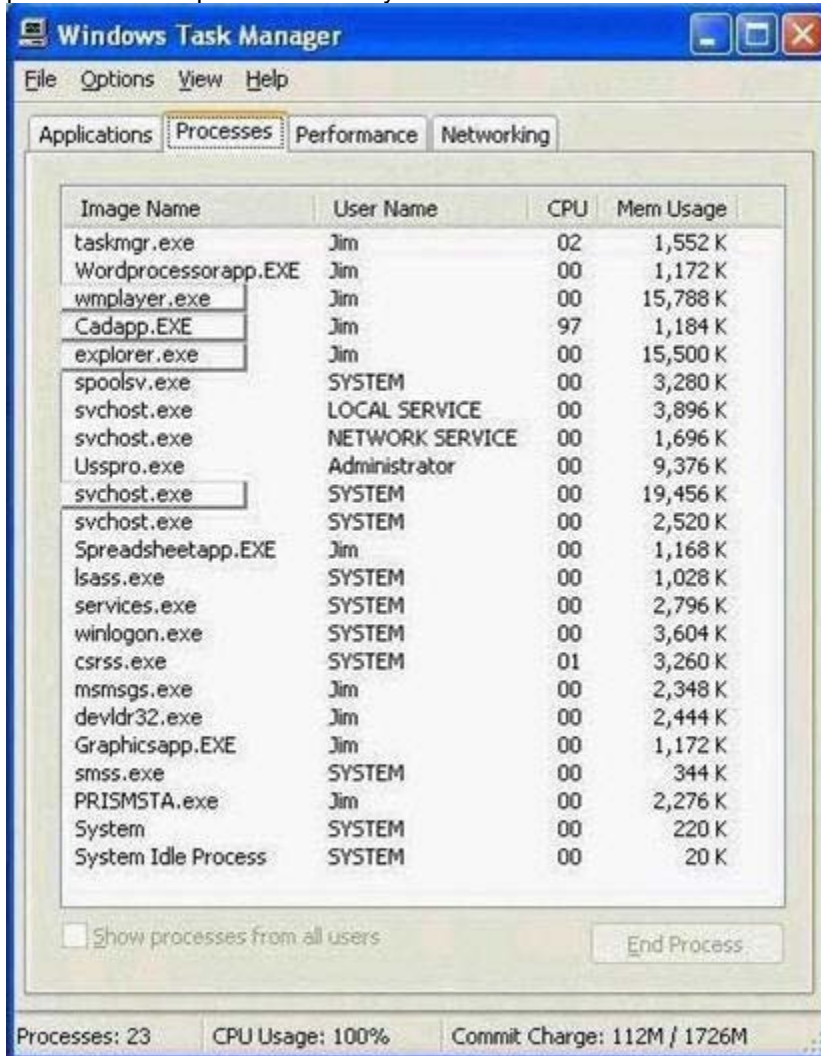
Professional for the accounting department. The next month you were asked by the branch manager to install a customized accounting software package on all 25 Windows XP Professional workstations, which are located in the accounting department. You receive a telephone call from the branch manager on May 15, who says: "What did you do? Almost half of my staff is not able to start their Windows XP Professional workstations!" You verify that the accountants having the problems were using the workstations you installed in April. What is the most likely cause of this problem?

A. The accountants that could not start their Windows XP workstations did not have the proper permissions.  
 B. The workstations that cannot start Windows XP have a boot sector virus.  
 C. The workstations that cannot start the Windows XP operating system were not activated within the required 30-day period.  
 D. The workstations that cannot start the Windows XP operating system are not using the NTFS file system.

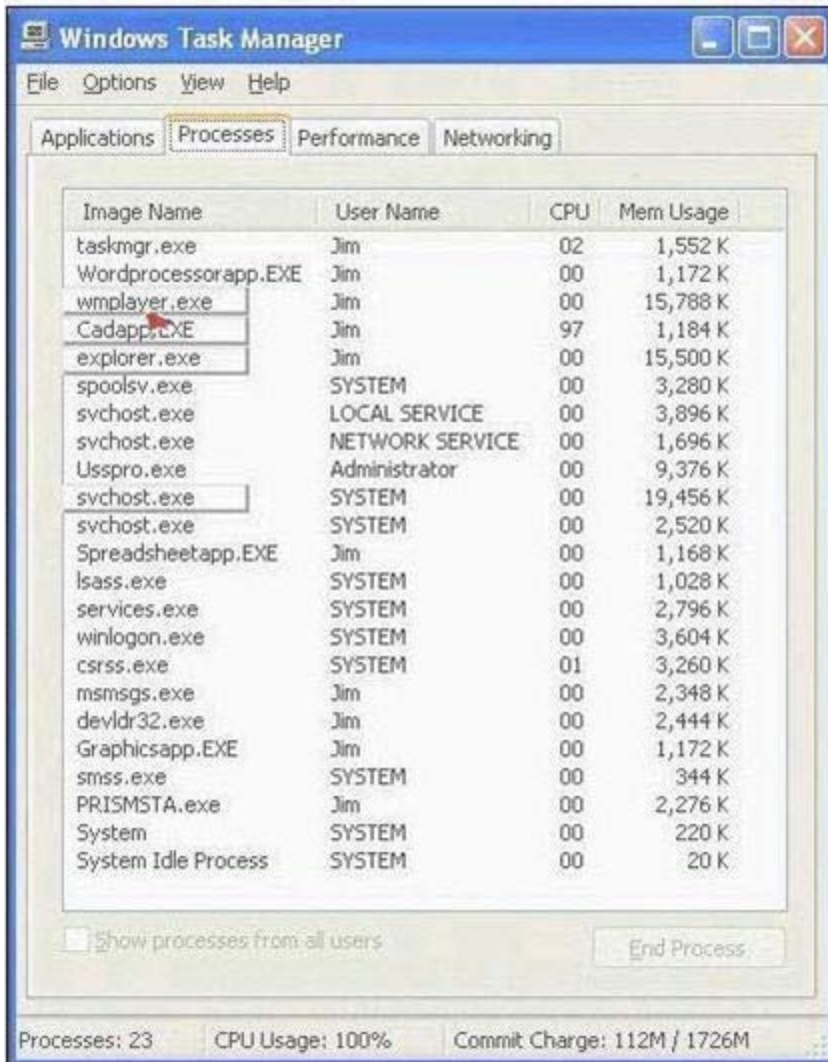
**Answer: C**

**Question: 24**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company has installed Windows XP Professional on all client computers. Your company contains several departments. There is a user named Simon in the Sales department. This morning you receive a report from him, in the report, he tells you that he installed three applications on his computer, when he runs all three applications at the same time, his computer and these applications responds quite slowly. He opens Task Manager and views all the running processes. Since you are the technical support, Simon asks for your help. You check and identify that certain process causes this slow response. So you have to end the process. Which process should you ask Simon to end?



**Answer:**



**Question: 25**

You are a DST for a help desk. You are installing Windows XP on a client's computer and choose Typical Setting as the installation option. The customer wants to know what the computer's default TCP/IP configuration will be. What will you tell the customer?

- A. IP address 192.168.0.100, subnet mask 255.255.255.0.
- B. IP address 192.168.0.100, subnet mask 255.255.255.0, default gateway 192.168.0.1.
- C. There are no default settings. TCP/IP will have to be configured the first time the computer is booted.
- D. An IP address is automatically obtained.

**Answer: D**

**Question: 26**

You are a DST for a small law firm. You installed Windows XP in an office that has 35 computers that are all running Windows XP. After leaving the user's office, you immediately receive a telephone call from her claiming that she cannot connect to the Internet. All the other users are able to connect with no problem.

You return to the user's office and type in the ipconfig command at her workstation and see the following IP configuration: IP address 169.254.101.1, subnet mask 255.255.0.0, and no IP address assigned for the default gateway. What could be a possible solution for this problem?

- A. You should enter a valid IP address for the default gateway.
- B. You should enter the ipconfig /renew command at the user's workstation to have TCP/IP configuration information sent to the workstation from the DHCP server.
- C. You should configure the IP address for the DNS server.
- D. You should contact the Internet service provider (ISP) that the company is using and notify it of the problem.

**Answer: B**

**Question: 27**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. There are several departments in your company. There is a user named Tom in the Marketing department. He has a client computer which has Windows XP Professional installed. But he finds that his computer is not able to connect to Internet Web sites. But his computer can connect to all internal resources by name. Tom reports this problem to you. You have a client computer which also runs Windows XP Professional, on this computer, you use its IP address to connect to an Internet Web site, but when you use its name, the connection fails. You find that all network users meet the same problem. You check and notice that someone installed a new firewall two days ago. Now as the technical support for your company, you have to solve this problem for all users, making them be able to connect to Internet Web sites. So what action should you perform?

- A. You should configure the network DNS server as a root server.
- B. You should configure the firewall, making it allow DNS traffic.
- C. You should configure the firewall, making it allow WINS traffic.
- D. You should configure the firewall, making it allow HTTP traffic.
- E. You should configure the network DNS server, making it allow recursion.

**Answer: B**

**Question: 28**

You work in an International company which is named Boniwell. Your company network consists of multiple Windows XP computers. Now you are appointed as the technical support for your company. Your company consists of several departments. The company has all client computers installed Windows XP Professional with Service Pack 2 (SP2). Microsoft Internet Explorer is used by all users as their Web browser. There is a user named Jason in the Sales department. When he tries to view a Web page, he is prompted to download a plug-in so that he can view the page correctly. Jason is not able to display any other Web pages correctly because installing the plug-in. Jason tries to solve this problem by restarting his computer, but he fails. Jason wants his Web browser to work correctly. Since you are the technical support, Jason asks you to solve this problem. So what instruction should you give him? (choose more than one)

- A. You should ask Jason to use Device Driver Roll Back.
- B. You should ask Jason to remove the plug-in by using the Add-In Manager.
- C. You should ask Jason to restore the computer to a previous date and time by using System Restore.
- D. You should ask Jason to use the Last Known Good Configuration option in the Windows Advanced Options menu.

**Answer: B, C**

**Question: 29**

You are a DST for a help desk. One of your customers has purchased a copy of Windows XP Professional to install on their home computer. You notice that the customer has a copy of Microsoft Flight Simulator on her desk, as well as a joy stick and several other game peripherals. The client tells you that they have several older games on their Windows 98 computer that they want to continue to use, but that they want Windows XP Professional to be used for their important business applications and tax data because it is more secure. After looking at the configuration of the computer, you note that there are three partitions: C, D, and E. Partition C contains the Windows 98 operating system. Partition D contains games and miscellaneous applications, and partition E is empty. You decide to perform a multiple boot installation and install Windows XP on partition E. What file system should you chose for the user's workstation?

- A. You should select FAT32 for all partitions because the user will dual boot between Windows 98 and Windows XP.
- B. You should use the NTFS file system on all the partitions because the user is concerned about security.
- C. You should run the Fdisk command on the hard drive and create a new partition on C:. You should then run the Format command on the partition and install the NTFS file system on all the partitions.
- D. You should install Windows XP Professional on the E: partition and convert the FAT32 file system to NTFS.

**Answer: D**

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