

Exam 70-272 study material

Made available by CertsKing.com



Free 70-272 Exam Preparation Questions

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications

Question:1

A customer calls and tells you that while he was working on a presentation in PowerPoint, the application froze. He can still move his mouse pointer, and other applications are working, but the PowerPoint window has the words "Not Responding" in the title bar. The user cannot remember when he last saved his document, but he needs to recover his work. What should you tell him to do?

- A. Close all applications except for PowerPoint, and then press the reset button on his computer.
- B. Close all applications except for PowerPoint, and use the Microsoft Office Application Recovery tool.
- C. Use the Processes tab of Task Manager to end the POWERPNT.EXE process.
- D. Use the Applications tab of Task Manager to end the Microsoft PowerPoint application, and then start PowerPoint again to activate the AutoRecover function

Answer: B**Question:2**

A customer using Windows XP Home Edition calls and complains that he doesn't have enough room on his taskbar to show all of his open programs. He says he has to scroll to see the additional programs, and wants to know whether there is some way of grouping the programs together. He says he has seen it done on a friend's computer. What should you do?

- A. On the Taskbar tab of the Taskbar And Start Menu Properties dialog box, select the Group Similar Taskbar Buttons check box.
- B. On the Taskbar tab of the Taskbar And Start Menu Properties dialog box, select the Hide Inactive Icons check box.
- C. Right-click the taskbar, and choose Group Taskbar Buttons.
- D. You must tell the customer that this is a feature of Office 2003 and not Windows XP.

Answer: A**Question:3**

What is the name of the files created by Office applications so that documents can be restored in the event of an error or a crash?

- A. AutoSave files
- B. AutoRecover files
- C. AutoRestore files
- D. AutoRepair files

Answer: B**Question:4**

You have a customer who uses Outlook Express. When the customer views a message in the Preview pane for more than a few seconds, the message is marked as read. The customer would like for messages not to be marked as read automatically. What should you tell the customer?

- A. Use the Layout command on the View menu, and clear the Mark Message Read After Displaying For check box
- B. Use the Read tab of the Options dialog box to clear the Mark Message Read After Displaying For check box.
- C. Use the Compose tab of the Options dialog box to clear the Mark Message Read After Displaying For check box.
- D. Use the General tab of the Options dialog box to clear the Mark Message Read After Displaying For check box.

Answer: B

Question:5

One of your customers has recently upgraded to Office Professional Edition 2003. Now, whenever someone sends him a Word document as an attachment via e-mail and he opens the attachment, the document opens in Word in something called Reading Layout view. The customer has to constantly change the view to Normal, so he wants Word to open documents without using the Reading Layout view. What should you do?

- A. Tell the user to save the attachment to hard disk and then open the Word document.
- B. In Word, on the General tab of the Options dialog box, clear the Allow Starting In Reading Layout check box.
- C. In Word, on the Options tab of the Customize dialog box, clear the Allow Starting In Reading Layout check box.
- D. The customer cannot disable automatic starting in Reading Layout view.

Answer: B

Question:6

Which of the following types of resources can you view from Internet Explorer without launching a separate application? (Choose all that apply.)

- A. Websites
- B. HTML files stored on the local computer
- C. FTP sites
- D. Telnet sites

Answer: A, B, C

Question:7

You have a customer who recently decided to give up his rented office and move his business to his home. He has three computers running Windows XP Professional. The computers are networked together using a router attached to a cable modem. The customer uses a hosting company separate from his ISP to host his Web server and mail server. Each of the computers is configured to retrieve messages from a different account on the hosted mail server. When the customer moves his computers to his home, he is forced to change to a different ISP. He hooks the same router up to his new cable modem at home, and hooks his computers up the same way they were connected at the office. The computers can connect to one another on the network, and all three computers can access the Internet. When the customer opens Outlook Express on each computer, Outlook Express can receive messages but returns an error when the customer tries to send messages. This is true on all three computers. What do you suspect is the problem?

- A. The customer needs to use a different router.
- B. The customer forgot to notify his separate hosting company that he was moving.
- C. The customer needs to change the outgoing mail server configured in Outlook Express.
- D. The customer needs to configure his router to allow outgoing messages.

Answer: B

Question:8

One of your customers uses Outlook Express as her newsreader. Often, Outlook Express presents an error message stating that the connection to the news server has timed out. Your customer spoke to a friend who recommended that she increase the server timeout value. How can you do this?

- A. In Internet Explorer, use the Server Timeouts slider on the Advanced tab of the Internet Options dialog box.
- B. In Outlook Express, use the Server Timeouts slider on the Advanced tab of the news account's Properties dialog box.
- C. In Outlook Express, change the value for the Check For New Messages Every ___ Minutes option on the General tab of the Options dialog box.
- D. In Outlook Express, on the Connection tab of the Options dialog box, adjust the Server Timeouts slider.

Answer: B

Question:9

A customer complains to you that when she runs an application, the application's window always covers up her taskbar. She has to press the Windows key or minimize all her windows to access the taskbar. What should you do?

- A. Right-click any open area of the taskbar and choose the Always On Top command.
- B. On the Taskbar tab of the Taskbar And Start Menu Properties dialog box, select the Keep The Taskbar On Top Of Other Windows check box.
- C. On the Taskbar tab of the Taskbar And Start Menu Properties dialog box, clear the Auto-Hide The Taskbar check box.
- D. On the Taskbar tab of the Taskbar And Start Menu Properties dialog box, select the Lock The Taskbar check box

Answer: B

Question:10

A customer tells you that her Quick Launch bar has become too crowded because she has installed several programs that added shortcuts to it. She wants to remove some that she does not use. How can she do this?

- A. Click Start, point to All Programs, point to the Quick Launch folder, right-click any undesired shortcut in that folder, and choose the Delete command.
- B. Right-click any undesired shortcut on the Quick Launch bar and choose the Delete command.
- C. Hold down the alt key while dragging an undesired shortcut away from the Quick Launch bar.
- D. Disable the Quick Launch bar and re-create it.

Answer: B

Question:11

A customer tells you that he recently installed some new software that added an icon to the Quick Launch area of his Taskbar. However, the Quick Launch bar is not big enough to display the additional icon, and he has to press a button with two right arrows to access the additional icon. He would like to enlarge the Quick Launch bar but cannot seem to do so by dragging its right edge. In fact, he says he cannot even see the right edge. What should you tell the customer? (Choose all that apply.)

- A. He will need to remove an icon from the Quick Launch bar because it cannot be resized.
- B. The taskbar is locked. He needs to log in using an account with Administrator privileges to unlock it.
- C. The taskbar is locked. He should clear the Lock Taskbar check box on the Taskbar tab of the Taskbar And Start Menu Properties dialog box.
- D. The taskbar is locked. He should right-click the taskbar and select Lock The Taskbar. He should then be able to make the Quick Launch bar larger

Answer: C, D

Question:12
A customer tells you that she has always had trouble spelling certain words. She has noticed that Microsoft Word fixes the spelling of some words when she types them and wants to know whether she can add her own common misspellings. What should you tell her?

- A. Use Word's AutoFormat As You Type feature to add new words to the list.
- B. Use Word's AutoCorrect feature to add new words to the list.
- C. Use Word's AutoText feature to add new words to the list.
- D. Word does not support adding new words for automatic spelling correction.

Answer: B

Question:13

What is the name for the built-in taskbar toolbar that contains shortcuts to commonly used applications?

- A. System Tray
- B. Task Manager

- C. Notification area
- D. Quick Launch

Answer: D

Question:14

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. A new Cer-tech.com policy requires that users use Microsoft Internet Explorer as their Web browser. A Cer-tech.com user named Kara Lang is a member of the Research and Development department. One morning Kara Lang complains that favorite Web sites are too difficult to locate. Kara Lang recently added quite a few sites to her Favorites list in Internet Explorer. What should you do to help Kara Lang arrange her Favorite list?

- A. Sort her Internet Explorer Favorites by name.
- B. Select Show Related Links on the Tools menu in Internet Explorer to list her Favorites.
- C. Synchronize Kara Lang's current home page and make the file available when the user is working offline.
- D. Export her Favorites to a file. Open the file in a word processing application and save the file as an HTML file. Import the file into her Internet Explorer Favorites.

Answer: A

Question:15

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional and Microsoft Office 2003. A Cer-tech.com, user named Clive Wilson, hooks a printer up to his computer and shares it with other users on the Cer-tech.com network. You then receive a report from Clive Wilson that the other network users are able to view the printer in a list of available printers on the Cer-tech.com network, but they are unable to print to it. Clive Wilson informs you that it is essential for Cer-tech.com network users to be able to print to the printer. Which of the following is the option that you should take?

- A. You should instruct Clive Wilson to enable simple file sharing in Windows Explorer.
- B. You should instruct Clive Wilson to add the Domain Users group to his computer's Power Users group.
- C. You should instruct Clive Wilson to modify the permissions on the shared printer so that the Users group has only Print permission.
- D. You should instruct Clive Wilson to modify the permissions on the shared printer so that the Users group has only Manage Documents permission.

Answer: C

Question:16

Which of the following account types does Outlook Express support for retrieving messages? (Choose all that apply.)

- A. POP3Correct
- B. IMAPCorrect
- C. SMTPIncorrect
- D. HTTPCorrect

Answer: A, B, D

Question:17

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional and have an antivirus application installed. A Cer-tech.com user named Ally Wagner, who works from home and has a broadband connection to the Internet, reports that she has received an e-mail message from the Cer-tech.com IT

department stating that she needs to apply the most current Windows security patches to her computer. You have been given the task of ensuring that Ally Wagner applies the most current Windows security patches to her computer. Which of the following would you advise Ally Wagner to do, after she has logged on to her computer as an administrator?

- A. To download the most recent virus signature file and run the virus scanner.
- B. To connect to the Microsoft Windows Update Web site and scan her computer.
- C. To run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates.
- D. To run the Security Configuration and Analysis tool to configure her computer by using the hisecws.inf security template.

Answer: B

Question:18

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional and Microsoft Office 2003. A user at Cer-tech.com shares a computer with two other Cer-tech.com users. These three Cer-tech.com users exchange documents by placing them in the local Shared Documents folder. Currently, each of the three users who share the computer only has Full Control permission on the files and folders that he or she placed in Shared Documents. One of the users asks you to make sure that they have the required permissions to read, write, and manage all files and folders in Shared Documents. Which of the following is the task that you should complete to comply with this request?

- A. Modify the permissions on Shared Documents so that the Users group has Full Control permission.
- B. Modify the permissions on Shared Documents so that the Users group has Change permission and Read permission.
- C. Instruct each user to modify the permission on the folders they create so that the Creator Owner user has Full Control permission.
- D. Instruct each user to modify the permission on the folders they create so that the Creator Owner user has Change permission and Read permission.

Answer: A

Question:19

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional and Microsoft Office 2003. A user named Ally Wagner reports that she needs to share the C:\Documents\Sales folder on her computer with other specific network users and that she would like only members of a domain group named Sales to be able to read or modify the files. This means that besides the users mentioned, no other user should have access to the files. You are given the task of making sure that Ally Wagner has the ability to properly share the files. Which of the following is the option that you should take to complete this task instruct Ally Wagner to do?

- A. Instruct Ally Wagner to add the domain Sales group to the local Power Users group on her computer.
- B. Instruct Ally Wagner to first enable simple file sharing, to share the folder that contains the files next, and to then select the check box to allow network users to change the files.
- C. Instruct Ally Wagner to first disable simple file sharing, to share the folder that contains the files next, and to then configure the share permissions so that only the domain Sales group has Read permission and Change permission.
- D. Instruct Ally Wagner to first move the files into the Shared Documents folder on her computer, and then configure the NTFS permissions on the files so that only the domain Sales group has Read permission and Change permission.

Answer: C

Question:20

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Outlook 2002. A new Cer-tech.com security policy requires that all e-mail messages sent to the financial auditor must be encrypted. An administrator issues a digital certificate for

encrypting e-mail messages. Each user sends the user's digital certificate to the auditor by using an e-mail message. A Cer-tech.com user named Dean Austin is a member of the Research and Development department. Dean Austin complains that when he attempted to send an encrypted e-mail message to the auditor, he receives the error message displayed in the exhibit. During routine monitoring you discover that all users are experiencing the same problem. What should you do to ensure that users can encrypt e-mail messages sent to the auditor?



- A. Ask an administrator to configure all client computers to use IPsec.
- B. Ask an administrator to configure a data recovery agent in Encrypting File System (EFS).
- C. Instruct the auditor to send her digital certificate to all users by using an e-mail message.
- D. Instruct each user to use Encrypting File System (EFS) to encrypt the user's digital certificate. Then instruct each user to resend the digital certificate to the auditor by using an e-mail message.

Answer: C

Question:21

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional. A Cer-tech.com user named Amy Walsh is a member of the Research and Development department. One morning Amy Walsh complains that her research application is not available. During a routine maintenance, you discover that Amy Walsh has just changed jobs and all of her previous applications are available and function properly. You also discover that software for the research department is maintained manually. All other departments use Group Policy to deploy and control software. What should you do to ensure that the research application functions properly on Amy Walsh's computer?

- A. Run the secedit command on Amy Walsh's computer.
- B. Run the gpupdate command on Amy Walsh's computer.
- C. Install the research application on Amy Walsh's computer.
- D. Configure a software restriction policy on Amy Walsh's computer.

Answer: C

Question:22

In which of the following ways can you open Task Manager? (Choose all that apply.)

- A. Right-click an open area on the taskbar and choose Task Manager.
- B. Right-click an open area on the desktop and choose Task Manager.
- C. In any open folder, on the Tools menu, choose Task Manager.
- D. Press ctrl+alt+del

Answer: A, D Question:23

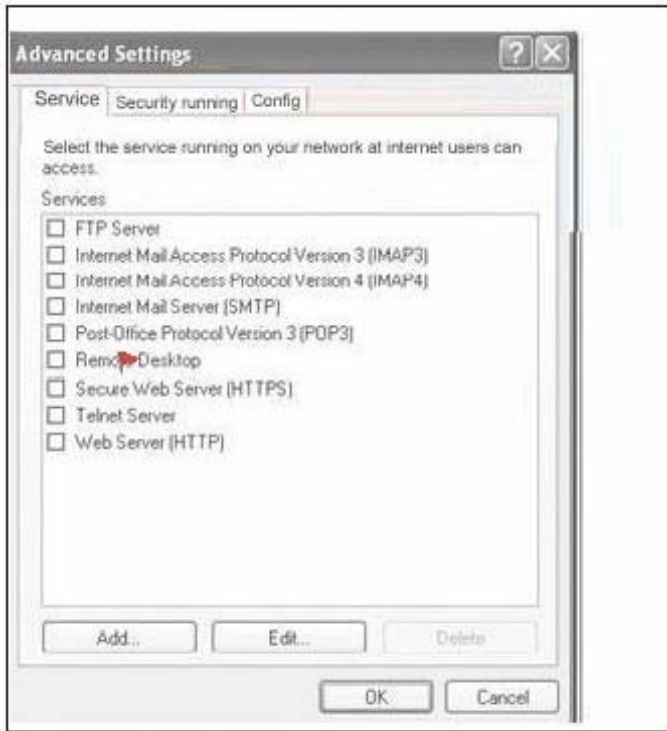
You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional. A Cer-tech.com user named Mia Hamm is a member of the Research and Development department. Mia Hamm complains that she is unable to use Remote Desktop connection from her work

computer to her computer at home. During a routine maintenance, you discover that Mia Hamm's home computer runs Windows XP Home Edition and uses a static IP address to connect to the Internet by using a persistent cable modem connection. You also notice that Mia Hamm configured her office computer to use a Remote Desktop connection and configured Internet Connection Firewall (ICF) on both computers. Your solution needs to ensure that each computer is as secure as possible. What should you do to allow only the Remote Desktop connection from the Mia Hamm's office computer to her home computer? To answer, configure the appropriate option or options in the two dialog boxes. If you use ICF in Windows XP, follow these steps on the remote machine (the machine you want to connect to using Remote Desktop):

- 1 Open the Network Connections folder (located in the Control Panel).
- 2 Right-click on the firewall connection and select Properties.
- 3 Click the Settings button on the Advanced tab.
- 4 Check the Remote Desktop box on the Services tab.
- 5 Close all of the dialog boxes.



Answer: Question:24



A customer tells you that she works on important documents in Word 2003 and saves them every few minutes to avoid losing work. She asks whether there is a way to have Word do this automatically. What do you tell her?

- A. She can enable Word's Auto Recover feature and configure how often it saves a copy that Word can restore should the program crash.
- B. She can enable Word's AutoSave feature and configure how often it saves a copy that Word can restore should the program crash.
- C. She can use Word's Version feature to configure how often Word saves a new version of the document.
- D. She cannot configure Word to automatically save documents.

Answer: A

Question:25

One of your customers has enabled Content Advisor on her home computer to protect her child from questionable content on the Internet. However, there are a number of sites with acceptable content that the child cannot access, probably because Content Advisor is not letting Internet Explorer display sites that have not been rated. Your customer wants to let the child view the acceptable sites, yet still maintain control of the sites the child visits. What is the best solution?

- A. Disable Content Advisor and instead set the Privacy setting in Internet Explorer to High.
- B. Configure Content Advisor so that users can see sites that have no rating.
- C. Enter the sites the child needs to access into Content Advisor's list of approved sites.
- D. You cannot configure this by using Content Advisor. The customer should purchase a third-party filtering program

Answer: C Question:26

You have a customer who routinely sends confidential messages. He sends messages in plain text, not HTML, because he communicates with many users of older mail clients. Although he does not want to go through the trouble of setting up encrypted messages, he wants to add a disclaimer to the bottom of every message he sends. What should you do?

- A. In Outlook Express, use the Signatures tab of the Options dialog box to create a signature, and specify that it be added to all outgoing messages.
- B. In Outlook Express, use the Compose tab of the Options dialog box to create mail stationery with the disclaimer at

- the bottom of the message.
- C. Configure Outlook Express to use Word as its default mail editor, and create an AutoText entry in Word with the text of the disclaimer.
 - D. Create a message with the text of the disclaimer and save it as a draft. When the customer creates a message, he should copy the draft message

Answer: A

Question:27

What is the correct name for the toolbar on the Windows XP taskbar that contains shortcuts for launching various programs?

- A. System Tray
- B. Task Manager
- C. Notification area
- D. Quick Launch

Answer: D

Question:28

You get a call from a user who has deleted several buttons from the Standard toolbar in Word 2003. She wants to know the best way to reset the toolbar to the way it was when Word was first installed. Where would you go in Word 2003 to do this?

- A. The Customization tab of the Options dialog box
- B. The Defaults tab of the Options dialog box
- C. The Toolbars tab of the Customize dialog box
- D. There is no way to reset a toolbar automatically. You will have to restore each command in turn.

Answer: C

Question:29

You get a call from the owner of a small business who runs Internet Explorer on her employees' computers. The owner would like to personalize the Internet Explorer title bar so that it shows the company's name. She also wants to customize the home page, default search page, and online support page that Internet Explorer uses and to prevent her employees from changing these settings. What tool can she use to do this?

- A. These options are all available on the Content tab of the Internet Options dialog box.
- B. She needs to run cmd.exe using the Run dialog box.
- C. She needs to run gpedit.msc using the Run dialog box.
- D. She needs to run the Local Security Policy tool, available in the Administrative Tools folder.

Answer: C

Question:30

You have a customer who has recently purchased a notebook computer and would like to copy the Outlook Express e-mail addresses from his desktop computer to the new notebook computer. What is the best solution?

- A. Use the Send Address Book feature in Outlook Express to mail the Address Book as an attachment to the e-mail account used on the notebook computer.
- B. Connect the notebook and desktop computers to the same network, and then use the Export command in Outlook Express to export the address book from the desktop computer to the notebook computer.
- C. Use the Export command in Outlook Express on the desktop computer to export the Address Book to a comma-separated text file. Use the Import command in Outlook Express on the notebook computer to import from the comma-separated text file.
- D. Copy the contents of the Program Files\Outlook Express folder on the desktop computer to the same folder on the

notebook computer

Answer: C

Question: 31

A customer tells you that when she logs on every morning, she always starts Microsoft Outlook and Internet Explorer. It would be nice if she could have these programs automatically start whenever she logs on. How can you help her? (Choose all that apply.)

- A. Configure a scheduled task that launches these programs at the same time she usually gets in each morning.
- B. Configure a scheduled task that launches these programs whenever the computer starts.
- C. Configure a scheduled task that launches these programs shortly before the user arrives every morning. Tell her to leave her workstation running and not to log off when leaving for the evening.
- D. Add shortcuts to these programs to the user's Startup folder.

Answer: B, D

Question: 32

A user would like to add a menu to Microsoft Word that works like the Favorites menu in Internet Explorer. What should you do?

- A. Use the Customize dialog box to add Word's built-in Work menu.
- B. Use the Customize dialog box to add Word's built-in Favorites menu.
- C. Use the Customize dialog box to add Word's built-in Recent menu.
- D. Use the Customize dialog box to add Word's built-in Documents menu.

Answer: A

Question: 33

Which of the following Internet Explorer features would you use if a parent wanted to configure Internet Explorer so that her child could browse the Web safely?

- A. Security Zones
- B. Content Advisor
- C. Privacy Settings
- D. Certificates

Answer: B

Question: 34

Which of the following Internet Explorer features would you use if you wanted to keep from having to enter the same personal information every time you registered for a different site?

- A. Profile Assistant
- B. Content Advisor
- C. AutoComplete
- D. Certificates

Answer: A

Question: 35

You have a customer who shares her computer running Windows XP with her husband. They each have their own user account. Her husband uses Outlook 2003 for e-mail, and she uses Outlook Express. After she installed Outlook 2003, her default mail handler changed to Outlook 2003. She would like to change it back to Outlook Express. What is the best solution?

- A. Reinstall Outlook Express, and choose to make it the default mail handler the first time it runs.
- B. Use the General tab of the Options dialog box in Outlook Express to make it the default mail handler.
- C. Use the Maintenance tab of the Options dialog box in Outlook Express to make it the default mail handler.
- D. Use the Folder Options tool in the Windows Control Panel window to change the file association for message files to Outlook Express instead of Outlook

Answer: B

Question: 36

A user calls and says that when she is working in Microsoft Word, she is constantly interrupted by a dialog box asking whether she wants to use Sticky Keys. She always clicks Cancel to get out of the dialog box but would like it to stop appearing. What should she do?

- A. Turn off the shortcut by using the Accessibility Options tool in Windows Control Panel.
- B. Turn off the shortcut by using the Display tool in Windows Control Panel.
- C. Use the Customize dialog box in Word to dissociate the Shift key shortcut from the Sticky Keys option.
- D. Use the Customize dialog box in Word to assign a different function to the Shift key

Answer: A

Question: 37

Which of the following commands can you use to determine the IP addresses of the DNS servers configured for a computer running Windows XP?

- A. ipconfig
- B. ipconfig /all
- C. ipconfig /dns
- D. ipconfig /servers

Answer: B

Question: 38

A customer using Windows XP Home Edition calls and complains that he has connected an external 56-Kbps modem to his computer using a serial cable. However, the download speeds for the modem seem very slow to the user. What should you check first?

- A. You should download the latest firmware from the modem manufacturer's website and update the modem.
- B. You should tell the user that external modems are limited by the speed of the serial port, which is far less than 56 Kbps.
- C. You should configure a higher speed using the Properties dialog box for the network connection configured for the modem.
- D. You should use the modem's Properties dialog box in Device Manager to change the port speed for the serial port.

Answer: D

Question: 39

One of your customers uses a notebook computer at home and occasionally takes it with her when she travels. At home, she has a printer connected to the computer's parallel port. When she travels, she disconnects the printer. However, when she starts the computer, she gets an error that the printer cannot be found. She wants to be able to disable the printer when she travels and re-enable it when she returns home. What should you tell the customer to do?

- A. Enter the setup screen for the computer's BIOS and disable the parallel port before she leaves home and enable the port when she returns.
- B. Use the Properties dialog box for the printer in Device Manager to disable the printer port before she leaves home and to enable the printer port when she returns.
- C. Use the Properties dialog box for the printer in Device Manager to disable the printer before she leaves home and

- to enable the printer when she returns.
- D. Use the msconfig.exe utility to disable the printer at Windows startup before she leaves home and to enable the printer when she returns

Answer: C

Question: 40

You receive a call from a customer that manages a small business. The business has 10 computers on a network, all running Windows XP Professional Edition and members of the same workgroup. One of the computers has several folders on it that the manager wants to share on the network but control access to. The manager right-clicks the folder and chooses the Properties command. You ask her to switch to the Security tab, but she says she does not see one. Which of the following could be the reason? (Choose all that apply.)

- A. The user is not logged on using an account with administrator permissions
- B. Simple File Sharing is enabled on the computer
- C. The drive containing the folder is formatted with the FAT32 file system
- D. The computer must be part of a domain in order to assign NTFS permissions

Answer: B, C

Question: 41

A customer calls and tells you that she is having strange problems on her computer. She believes that her computer has a virus. She has antivirus software installed, and the software has not identified a problem. What should you have the user do?

- A. Reinstall the antivirus software.
- B. Boot Windows into Safe Mode and run a virus scan.
- C. Update the antivirus software with the latest virus definitions and run a virus scan.
- D. Run the Windows System File Checker.

Answer: C

Question: 42

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional. When a user named Amy Wilson reports that she is unable to connect to the Internet, you find that she is able to connect to all internal network resources. You also discover that she can connect to external resources via IP address, but not by name. Of the following tasks, which is the one that you should complete to make sure that Amy Wilson can connect to internal and external resources by name?

- A. Configure Amy Wilson's computer to have the correct Lmhosts file.
- B. Configure Amy Wilson's computer to have the correct subnet mask.
- C. Configure Amy Wilson's computer to have the correct DNS server IP address.
- D. Configure Amy Wilson's computer to have the correct default gateway address.

Answer: C

Question: 43

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. Cer-tech.com has its headquarters in Chicago and a branch office in Dallas. A Cer-tech.com user named Rory Allen is a member of the Sales department. Rory Allen complains that he cannot use Remote Desktop to connect to his computer at the main office while he is on his computer at the branch office in Dallas. During a routine maintenance, you discover that Rory Allen has a computer at the Chicago office and a computer at the branch office. He runs Internet Connection Firewall (ICF) on both computers. You verify that Remote Desktop is enabled on the Rory Allen's computer at the Chicago office. You run the ping command between the

Rory Allen's two computers and find that they communicate with each other. You also ensure that the firewall between the Chicago office and the Dallas office allows for Remote Desktop connections. What should you do to ensure that Rory Allen can connect to his computer at the Chicago office by using a Remote Desktop connection while working at the Dallas office?

- A. Instruct Rory Allen to disable ICF on his computer located at the Chicago office.
- B. Instruct Rory Allen to disable ICF on his computer located at the Dallas office.
- C. Enable Internet Connection Sharing (ICS) on the user's computer located at the Chicago office.
- D. Enable Internet Connection Sharing (ICS) on Rory Allen's computer located at the Dallas office.

Answer: A

Question: 44

You work as a desktop technician at Cer-tech.com. The Cer-tech.com network contains a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows 2000 Server and all client computers run Windows XP Professional. Microsoft Office 2000 deployed on all client computers. The Cer-tech.com network contains an Exchange server named Server01. All Cer-tech.com users have a mailbox on Server01 and use Microsoft Outlook 2000 to access their mailboxes. A Cer-tech.com user named Ally Wagner uses a client computer named Client01. You install Microsoft Outlook 2002 on Client01. The next day Ally Wagner calls to complain that she cannot access any of the previously saved e-mail messages in Microsoft Outlook and that some of her personal folders have disappeared. You need to ensure that Ally Wagner can access all of her previously saved e-mail messages. What should you do?

- A. Configure Ally Wagner's Outlook profile on Client01 to open the original .pst file.
- B. Create a new .ost file on Client01 and resynchronize to Server01.
- C. Configure Ally Wagner's Outlook profile on Client01 to open the auto archive message store.
- D. Run the Outlook Detect and Repair... utility from the Help menu in Outlook 2002 on Client01.

Answer: A

Question: 45

What is the correct name for the area at the bottom right of the Windows XP desktop that contains the system clock?

- A. System Tray
- B. Task Manager
- C. Notification area
- D. Quick Launch

Answer: C

Question: 46

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional. Cer-tech.com contains a client computer named Client01 that runs both Windows 98 and Windows XP Professional in a dual-boot configuration. Windows XP Professional is installed on the D volume, which is NTFS. A custom application named QuickFin is available when the user logs on to either operating system. A Cer-tech.com user named Mia Hamm is a member of the Research department. Mia Hamm complains that when she logs on to Windows 98, she is unable to access files that were created when she was logged on to Windows XP Professional. You discover that QuickFin stores files to the D:\QuickFin\Data folder when logged into Windows XP Professional. What should you do to ensure that files created by using QuickFin, when the user is logged into Windows XP Professional, are available to both Windows 98 and Windows XP Professional?

- A. Convert the C volume to NTFS.
- B. Instruct the user to share the D:\QuickFin\Data folder.
- C. Instruct the user to store all files created by using QuickFin to C:\QuickFin\Data.
- D. Create a local user account for the user. Instruct the user to log on by using the local user account.

E. Configure the access control list on the D:\QuickFin\Data folder to grant the Everyone group Full Control permission.

Answer: C

Question: 47

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP. A Cer-tech.com user named Kara Lang is a member of the Research department.

Kara Lang complains that when she scrolls through a Microsoft Word document that contains graphics, the graphics display becomes corrupted. What should you do first to ensure that the graphics do not appear corrupted when Kara Lang scrolls through Word documents?

- A. Create a new user profile.
- B. Reduce the Display settings to 256 colors.
- C. Adjust the mouse pointer acceleration to a lower setting.
- D. Adjust the hardware accelerator of the video adapter to a lower setting.

Answer: D

Question: 48

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office 2003. A Cer-tech.com user named Dean Austin is a member of the Research and Development department. Dean Austin complains that his Microsoft Excel spreadsheet is not working properly. You discover that he receives a message stating that his security settings prevent him from running macros when he opens the Excel file. What should do to ensure that Dean Austin can open the Excel file and run the macros?

- A. Add Dean Austin to the computer's Power Users group.
- B. Add Dean Austin to the computer's Administrators group.
- C. In Excel, in the Macro option on the Tools menu, select Macros.
- D. In Excel, change the Macro security settings to Medium and enable macros if prompted.

Answer: D

Question: 49

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional with Service Pack 2 (SP2) and Microsoft Office XP. All users on the Cer-tech.com network make use of Microsoft Outlook as their e-mail client. You receive a complaint from a user named Kara Lang, who reports that in the past day she has received an automated response e-mail message from every e-mail address in her Outlook Contacts folder, stating that she sent an e-mail message. Kara Lang also states that she has not sent a single e-mail message in the past. You then confirm that other Cer-tech.com users are experiencing the same problem. You have to find out why Kara Lang's computer has automatically sent e-mail messages to all the e-mail addresses in her Outlook Contacts folder. Which of the following would you advise Kara Lang to do?

- A. To enable Windows Firewall and then select "Don't allow exceptions" on the General tab.
- B. To ensure that virus protection is monitored in Security Center, and then run an antivirus application
- C. To run Network Diagnostics.
- D. To enable Automatic Updates in Security Center and then restart the computer.

Answer: B

Question: 50

You work as the network administrator at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All servers on the Cer-tech.com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Cer-tech.com user named Andy Booth a member of the Finance departments attempting to install a new printer on his computer. Andy Booth complains that he was able to connect the printer to the computer, but Windows displays a message indicating that he does not have permission to install the printer drivers. During an investigation you discover that the user usually logs on to his computer by using a domain user account. His computer does have a local user account that he can use. Both accounts are members of the local User group on his computer, and no other local groups. You confirm that the user is allowed to have a locally connected printer. What should you do to ensure that the printer is installed on the computer without giving Andy Booth unnecessary privileges on his computer?

- A. Make Andy Booth a member of the local Administrators group. Instruct Andy Booth to install the printer.
- B. Log on to Andy Booth's computer by using an account that has administrative privileges. Install the printer.
- C. Instruct Andy Booth to search Windows Update for copies of the necessary device driver. Instruct Andy Booth to download the device driver and install the printer.
- D. Instruct Andy Booth to log on to the computer by using local user account instead of domain user account. Instruct Andy Booth to install the printer.

Answer: B**Question: 51**

You work as the desktop support technician at Cer-tech.com. The Cer-tech.com network consists of a single Active Directory domain named Cer-tech.com. All client computers on the Cer-tech.com network run Windows XP Professional and Microsoft Office 2003. A manager at Cer-tech.com named Andy Booth uses a client computer called Client01. Andy Booth reports that he is unable to modify the files in a shared folder located on his computer, named MyDocs. After a brief investigation, you discover that a folder named C:\Docs on Andy Booth's computer is shared as MyDocs and that he is able to modify the files when accessing them via C:\Docs. Andy Booth informs you that other users will need to access and modify the documents contained in MyDocs, and that these users will be connecting through a domain user account. The CIO instructs you to make sure that Andy Booth and all other required users are able to modify the files by accessing them through MyDocs. Which of the following is the option that you should take to achieve this objective?

- A. Instruct all users to map a network drive to \\ Client01\MyDocs when they need to modify a file.
- B. Instruct the manager to create a local user account for each network user that needs to modify the files in MyDocs.
- C. Instruct the manager to modify the share permissions on MyDocs so that the Users group has Read permissions and Change permissions.
- D. Instruct the manager to modify the share permissions on MyDocs so that the Guest group has Read permissions and Change permissions

Answer: C

For complete [Exam 70-272 Training kits and Self-Paced Study Material](http://www.certsking.com/70-272)

Visit:

<http://www.certsking.com/70-272.html>



The Best Leader In Certifications

<http://www.certsking.com/>

