

Exam 70-272 study material

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Free 70-272 Exam Preparation Questions

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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 you 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: 7

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 r 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: 8

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: 9

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

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