



70-272

(Supporting Users and Troubleshooting Desktop Applications)

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Question: 1

You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office XP. The company uses a Microsoft Exchange Server 2003 computer for all messaging. All users access e-mail by using Microsoft Outlook 2002. A user reports that he will be on vacation and wants Outlook to automatically reply to incoming e-mail messages. The user states that his computer will be turned off while he is on vacation. The user wants Outlook's reply to tell senders that he will be on vacation for two weeks. You need to ensure that the user successfully configures the automatic reply to senders.

What should you instruct the user to do?

- A. Enable the Out of Office Assistant.
- B. Create a new rule that replies to all incoming e-mail.
- C. Use the Scheduled Task Wizard to create a task that opens Outlook every morning.
- D. Delegate permissions on his Inbox to a co-worker. Instruct the co-worker to open the vacationing user's Inbox in Outlook.

Answer: A

Explanation:

Enabling the Out of Office Assistant will allow the user to set a message to automatically reply to users when on vacation.

Incorrect Answers:

- A. Creating a new rule is unnecessary. Since the Out of Office Assistant is designed to do this very task, the rule is not the best solution. In addition, a rule will only determine how incoming mail is handled, but will not automatically reply to users.
- B. Opening Outlook will not reply to any users. Simply opening Outlook will not do anything to the messages once opened, and if Outlook is not closed, will continue to open every day while the user is gone. When the user returns, he would have fourteen copies of Outlook open!
- C. Delegating the Inbox to a coworker would work, but only if the Send on Behalf permission is granted, and the coworker would have to reply to each email sent. This is a large burden on a coworker, and is not the best solution to the question.

Question: 2

You are a desktop support technician for Company. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that Microsoft Word uses the U.S. English dictionary for spell-checking. However, this dictionary does not contain several industry-specific words that are used in her document. The user wants Word to automatically recognize these words when they are spelled correctly, rather than highlighting them as misspelled

2

words. You need to ensure that Word does not highlight these industry-specific words are misspelled. What should you instruct the user to do?

- A. Right-click the Spelling & Grammar Status icon at the bottom of the Word window. Select Options from the context menu. Then click the Check Document button.
- B. Create a text file that contains the desired words. Open the Options dialog box. Then specify the text file's location in the Tools path on the File Location tab.
- C. Open the Options dialog box. Ensure that the Suggest from the main dictionary only check box is selected on the Spelling & Grammar tab.
- D. Open the Options dialog box. Create a custom dictionary. Then right-click the desired words in a document and select Add to Dictionary from the context menu.

Answer: D

Explanation:

The question tests your knowledge of how Word handles words not found in its main dictionary. There is no way to know this other than to do it. The answer listed is the correct way to do this. Microsoft creates a custom.dicfile for you when Word is installed. This is the custom dictionary file.

Incorrect Answers:

- A. There is no such icon as "Spelling and Grammar Status." Even if there were, clicking Check Document will only compare the words in the document against the main dictionary file. Since the custom words did not appear in the main dictionary, they will still show up as misspelled.
- B. There is no way to specify a custom dictionary from the File Location tab. This tab is for items such as save location, template location, etc. Below is the File Location tab for Office 2003, but office XP is exactly the same:
- C. Ensuring that the Check from main dictionary only checkbox is checked is the exact opposite of what needs to be done. If this box is checked, Word will never check for any documents outside of the main dictionary, and the industry specific words will always be marked as incorrect even if a custom dictionary is specified.

Question: 3

You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that when she scrolls through a Microsoft Word document that contains graphics, the graphics display becomes corrupted. You need to ensure that the graphics do not appear corrupted when the user scrolls through Word documents. What should you do first?

- 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 acceleration of the video adapter to a lower setting.

3

Answer: D

Question: 4

You are a desktop support technician for Company. A user in the company upgrades his computer from Windows 98 to Windows XP Professional. The user reports that a mission-critical custom application no longer works on his computer. He states that the application will not start, but it does not display any error messages. You discover that the custom application is a 32-bit Windows application that does not use the Windows registry. You confirm that the application is compatible with Windows XP Professional. You need to ensure that the custom application can successfully run on the user's computer. What should you do?

- A. Instruct the user to start the application by using the Start command.
- B. Instruct the user to modify the properties of the application's .exe file so that the application runs in Windows 98 compatibility mode.
- C. Ask an administrator to reset the domain computer account for the user's computer.
- D. Remotely adds the user's user account to the local Administrators group on the user's computer.

Answer: B

Explanation:

The user upgraded the computer from Win 98 to Win XP. The application will not start and doesn't display an error message. It must be run in compatibility mode for it to work.

Question: 5

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You install a program which installs its own Control Panel application. What should you do if you want to change the category in which this Control Panel application appears?

- A. Make a registry edit
- B. Use the Add / Remove Program Wizard
- C. Define a new replacement group policy
- D. This cannot be done

Answer: A

Explanation:

Some programs and devices install their own Control Panel applications. These applications should go into the proper category if you use Category view, but applications not written to Windows XP specifications might not. If you want to change

4

the category in which a Control Panel application appears, you can do so with a registry edit.

Question: 6

You are a desktop support technician for Company. All client computers run Windows XP Professional. The network consists of an Active Directory domain. A user reports that her research application is not available. You discover that the user 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. You need to ensure that the research application functions properly on the user's computer. What should you do?

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

Answer: C

Explanation:

Is because the software for the research department is maintained manually that is the only way to complete the task.

Question: 7

You are a desktop support technician for Company. A customer uses Microsoft Word on his home computer to produce proposals. The customer's computer runs Windows XP Professional and Microsoft Office XP. The customer reports that he frequently encounters problems with specific Word features. You discover that the problems have been addresses in an Office XP service release. You need to ensure that the customer installs the correct service release. What should you instruct the customer to do?

- A. Visit the Microsoft Windows Update Web site. Scan for and install all available updates.
- B. Visit the Microsoft Office Product Updates Web site. Scan for and install all available updates.
- C. Select the Detect and Repair wizard from the Help menu in Word.
- D. Repair Word by using Add or Remove Programs in Control Panel.

Answer: B

Explanation:

Customer has a problem in Word. This problem has been address in a service pack release, so pick B is the only choice.

5

Question: 8

You are a desktop support technician for Company. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that he is unable to install a new Microsoft Word template to his computer by using Add or Remove Programs in Control Panel. He states that he was first prompted for a CD, and he put the CD in the CD-ROM drive. However, he then receives an error message indicating that the Windows Installer package could not find the template. You discover that the user has just installed a new hard drive on his computer. You need to ensure that the user can install the new template. What should you do?

- A. Change the prompted path drive letter to C:\.
- B. Change the prompted path file extension to .msi.
- C. Change the prompted path filename to Normal.dot.
- D. Change the prompted path drive letter to point to the CD-ROM.

Answer: D

Explanation:

The user has installed a new hard drive. This has caused the drive letter that refers to the CDROM drive to change.

Question: 9

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to use the applications inside the Control Panel. Rate this comment: you can invoke most control panel applications via the command line.

- A. True
- B. False

Answer: A

Explanation:

Although Control Panel provides a suitable means of access to settings you make only occasionally, in many cases you can use a command line to go directly to a particular tab of interest, saving another click. You can use these command lines at a command prompt too.

Question: 10

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You plan to purchase a new computer that is On Now capable. Which of the following is a requirement?

- A. ACPI
- B. APM
- C. RDP
- D. ASR

Answer: A

Explanation:

On computers that are fully compliant with the Advanced Configuration and Power Interface (ACPI) specification—a requirement of On Now-capable computers—the operating system maintains efficient and reliable control of the power supplied to your monitor, disk drives, peripherals, and motherboard components, reducing power to those components appropriately when your computer is inactive.

Question: 11

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You plan to purchase a new computer that is On Now capable. Which of the following is a standard which puts power management completely in the control of XP?

- A. ACPI
- B. APM
- C. RDP
- D. ASR

Answer: A

Explanation:

The advantage of ACPI over APM is that ACPI puts power management completely in the control of the operating system. Because ACPI is an operating-system specification, Windows XP can provide a consistent approach to power management across all ACPI-compliant systems, thereby ensuring reliability while reducing training costs and user perplexity. With applications that are designed for ACPI, an ACPI-compliant system can also track the status of running or scheduled programs and coordinate power transitions with applications as well as hardware.

Question: 12

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You plan to use a BIOS update to upgrade your system from APM to ACPI support. What should you do so that your XP can function properly?

- A. reinstall Windows XP after performing the upgrade
- B. reinstall Windows XP before performing the upgrade
- C. modify the HAL after the upgrade
- D. recreate a new tailor made HAL before the upgrade
- E. None of the above.

Answer: A

Explanation:

If you use a BIOS update to upgrade a system from APM to ACPI support, you must reinstall Windows XP after performing the upgrade. That's because ACPI support is dependent on an ACPI HAL, which you can get only by reinstalling Windows. You can perform an upgrade installation.

Question: 13

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are installing a new XP configuration and you like to specify which HAL to install. What should you do?

- A. Boot from the Windows XP CD to initiate Setup. At the point in text-mode setup where a message at the bottom of the screen reads "Press F6 if you need to install a third party SCSI or RAID driver," press F5.
- B. Boot from the Windows XP CD to initiate Setup. At the point in text-mode setup where a message at the bottom of the screen reads "Press F6 if you need to install a third party SCSI or RAID driver," press F6.
- C. Boot from the Windows XP CD to initiate Setup. At the point in text-mode setup where a message at the bottom of the screen reads "Press F6 if you need to install a third party SCSI or RAID driver," press F8.
- D. Boot from the Windows XP CD to initiate Setup. At the point in text-mode setup where a message at the bottom of the screen reads "Press F6 if you need to install a third party SCSI or RAID driver," press F10.
- E. None of the above

Answer: A

Explanation:

To specify which HAL to install, follow these steps:

Boot from the Windows XP CD to initiate Setup.

At the point in text-mode setup where a message at the bottom of the screen reads "Press F6 if you need to install a third party SCSI or RAID driver," press F5.

Question: 14

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have problems enabling APM on your computer. What should you do?

- A. install the NTApM/Legacy Interface Node device
- B. upgrade the bios and retry
- C. at boot up press F6 and apply APM bios update
- D. first disable ACPI and then retry
- E. None of the above.

Answer: A

Explanation:

If you can't enable APM, installing the NTApM/Legacy Interface Node device might solve the problem. To do that, run the Add Hardware Wizard. In the wizard's list of installed hardware, select Add A New Hardware Device. Select manual installation and then, in the list of common hardware types, select NTApM /Legacy Interface Node.

Question: 15

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user requests that you install the NTApM/Legacy Interface Node device on his system. How do you proceed?

- A. run the Add Hardware Wizard and select manual installation.
- B. run the Add Hardware Wizard and select auto detect.
- C. Edit the registry
- D. You should not do this for him - this is never recommended

9

Answer: A

Explanation:

If you can't enable APM, installing the NTApM/Legacy Interface Node device might solve the problem. To do that, run the Add Hardware Wizard. In the wizard's list of installed hardware, select Add A New Hardware Device. Select manual installation and then, in the list of common hardware types, select NTApM /Legacy Interface Node.

Question: 16

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring power management on your XP computer. For Windows XP power management features to work properly, you should _____ BIOS.

- A. Disable
- B. Enable
- C. Install
- D. Remove

Answer: A

Explanation:

For Windows XP power management features to work properly, you should disable all power management features in your computer's BIOS (Basic Input/Output System... With ACPI, power management should be under the exclusive control of the operating system. When the operating system and the BIOS contend for control, problems often result.

Question: 17

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring power management on your XP computer. With ACPI, power management should be under the exclusive control of:

- A. the operating system.
- B. the operating system and the BIOS.
- C. the BIOS.
- D. the motherboard chipset

10

Answer: A

Explanation:

For Windows XP power management features to work properly, you should disable all power management features in your computer's BIOS (Basic Input/Output System... With ACPI, power management should be under the exclusive control of the operating system. When the operating system and the BIOS contend for control, problems often result.

Question: 18

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Multiple identities have been created on your OE. However, OE always returns to the identity that was in use when the program was closed. What should you do if you want to change this behavior?

- A. Edit the registry
- B. Edit the local settings of OE
- C. Configure the mail server options for OE
- D. Edit the mail reading settings of OE
- E. There is nothing you can do about this

Answer: E

Explanation:

On opening, Outlook Express always returns to the identity that was in use when the program was closed-regardless of how the Manage Identities dialog box is filled out. To switch identities, choose File, Switch Identity.

Question: 19

What feature of Outlook Express allows multiple users to send and receive mail, each using a separate account?

- A. Identities
- B. Group Sharing
- C. Fast user switching
- D. Virtual account

Answer: A

Explanation:

Outlook Express's identities feature allows multiple users to send and receive mail, each using a separate account. If your family shares a single Internet connection, you can let each member manage his or her own mail using Outlook Express.

Question: 20

You are a desktop support technician for Company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that her favorite Web sites are too difficult to locate. The user recently added several hundred sites to her Favorites list in Internet Explorer. You need to help the user arrange her Favorite list. What should you instruct the user to do?

- 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 the user'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

Explanation:

The simple answer is the correct answer. Simply sort the Favorites by name. Click Favorites, then right click on any of the favorites listed, and choose Sort by Name.

Incorrect Answers:

- B. There is no "Related Links" setting on the Tools menu.
- C. Synchronizing folders affects offline web page viewing. It does not change how anything, much less Favorites are displayed.
- D. Exporting the Favorites to a file, opening them in a word processing program and then re-importing them will not change anything. This could work if the favorites were reordered in the word processing program, but would be labor-intensive and not the best solution.

Question: 21

You are a desktop support technician for Company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that he is trying to establish a connection to Web sites that have URLs that start with https://. However, Internet Explorer does not establish a connection, and the user receives the following error message: "The page cannot be displayed". You need to ensure that the user can establish a secure connection to Web sites that have URLs that start with https://. What should you instruct the user to do in Internet Options in Control Panel?

- A. Select the Use SSL 2.0 and Use SSL 3.0 check boxes on the Advanced tab.
- B. Select the Do not save encrypted pages to disk check box on the Advanced tab.
- C. Click the Clear SSL State button.
- D. Click the Certificates button and import a user certificate to the personal certificate store.

Answer: A

Explanation:

We need to enable SSL (Secure Sockets Layer) to access pages over https.

Question: 22

You are a desktop support technician for Company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that she made some changes in Internet Explorer. As a result, she is being prompted to either allow cookies or block cookies for almost every Web site she visits. You need to ensure that the user can visit Web sites without being prompted to allow or block cookies. What should you instruct the user to do in Internet Options in Control Panel?

- A. Click the Default command button on the Privacy tab.
- B. Click the Default Level command button on the Security tab.
- C. Click the Restore Defaults command button on the Advanced tab.
- D. Click the Reset Web Settings command button on the Programs tab.

Answer: A

Explanation:

The Default setting will allow most cookies.

Question: 23

You are a desktop support technician for Company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that the Address bar in Internet Explorer does not retain any frequently used URLs. The user states that the contents of the Address bar is always empty. The user wants to access frequently used Web sites from the Address bar. You need to ensure that the Address bar stores frequently used URLs. What should you instruct the user to do in Internet Options in Control Panel?

- A. Configure the History settings to keep pages in history for 30 days.
- B. Configure the Temporary Internet files settings to check for newer versions of stored pages automatically.
- C. Select the Enable Personalized Favorites Menu check box on the Advanced tab.
- D. Increase the amount of disk space available in the Temporary Internet files settings.

Answer: A

Explanation:

User wants to access frequently used web sites from the address bar.

Question: 24

You are a desktop support technician for Company. All client computers run Windows XP Professional. A user reports that she visited a Web site four days ago. She located the Web site by performing several search queries. She wants to return to the Web site, but she did not add the Web site address to her Favorites folder. The user does not remember the exact address of the Web site. She wants to find out which Web site she previously visited. You need to ensure that the user can return to the Web site she visited four days ago by using the least amount of effort. What should you instruct the user to do?

- A. Click the History button on the Internet Explorer toolbar.
- B. View the contents of the Internet Temporary Files folder by date.
- C. View the list of Web sites in the Trusted sites security zone in Internet Options in Control Panel.
- D. Sort the objects in her Internet Explorer Downloaded Program Files folder by the last accessed date.

Answer: A

Explanation:

Using History is a way to review sites that were visited anywhere from today to two weeks in the past. Click the History button to open Internet History then select the day (or week) you wish to review. If the History button does not exist, right click anywhere in the button bar, and click Customize. Click the History button on the left, and add it to the right. Click Ok.

14

Incorrect Answers:

- B. You can sort the contents of the IE Temporary Files by date, but the temp files do not contain web sites, and as such would not help to retrieve a site visited four days ago.
- C. Viewing the sites in the Trusted Sites zone will not retrieve any history for a web site. It will only contain sites that you have added that are trusted by you. Trusted sites only allow for relaxed security.
- D. Since the question does not state that the user downloaded any files, but instead only searched, this is not an option. In addition, the downloaded program files folder by default is the IE temporary files location, so attempting this would result in the same problems as answer "B".

Question: 25

You are a desktop support technician for Company. All client computers run Windows XP Professional and Microsoft Office XP. The company uses a Microsoft Exchange Server 2003 computer for all messaging. The Exchange server is configured to accept POP3, IMAP4, and SMTP connections from remote users. The server is configured to allow SMTP relaying from authenticated users only. A user reports that he has just received a new portable computer. The user states that he can receive e-mail by using POP3, but he cannot send e-mail. You confirm that the user can make SMTP connections to the Exchange server. You also confirm that Outlook is configured to have the proper SMTP server address. You need to ensure that the user can use Outlook to send e-mail from his new computer. What should you instruct the user to do?

- A. Configure Outlook to act as an IMAP4 client.
- B. Configure Outlook to work only with message headers.
- C. Configure Outlook to use encrypted SMTP connections.
- D. Configure Outlook to use his POP3 credentials to authenticate to the SMTP server.

Answer: D**Explanation:**

The server allows SMTP relaying from authenticated users only. Therefore, we need to configure Outlook authenticate to the SMTP server by using his POP3 login credentials.

Question: 26

You are a desktop support technician for Company. All client computers run Windows XP Professional and run Microsoft Outlook Express as the default e-mail client. You deliver the user name and password required for POP3 access to each user. You instruct each user to configure Outlook Express with his or her user name and password. One user reports that he must provide his credentials each time he starts Outlook Express. You discover that all other users are immediately

15

allowed into Outlook Express without providing credentials. What is the most likely cause of the problem?

- A. A signature is not created.
- B. An S/MIME certificate is not present.
- C. Outlook Express is not configured to remember passwords.
- D. Outlook Express needs to be directed to the Inbox folder as startup.

Answer: C

Explanation:

To remember the password, you need to check the checkbox to remember the password in the account properties.

Question: 27

You are a desktop support technician for Contoso, Ltd. All client computers run Windows XP Professional and Microsoft Outlook 2002. The company's new written 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 user reports that when he attempted to send an encrypted e-mail message to the auditor, he receives the error message displayed in the exhibit.

You discover that all users are experiencing the same problem. You need to ensure that users can encrypt e-mail messages sent to the auditor. What should you do?

- 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

Explanation:

It is the auditor account that has a problem because of the error message or screen shot that is given in the example.

Question: 28

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have configured your desktop to use power management features but both standby and hibernate don't work. What should you do?

- A. install an updated driver for your display adapter.
- B. install an updated driver for your BIOS.
- C. install an updated driver for your SCSI BIOS.
- D. install an updated driver for your NIC.

Answer: A

Explanation:

Power management features-in particular standby and hibernation-rely on device drivers that support power management in addition to compatible hardware. In particular, incompatible video drivers prevent these features from working. The built-in VGA driver, for example, is a bare-bones driver that doesn't support power management. If standby and hibernate don't work, install an updated driver for your display adapter.

Question: 29

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. On your desktop there are several applications running. What will happen if you press the computer's power button?

- A. Windows XP Professional will notify applications that it's going to shut down
- B. All information will be lost instantly
- C. Windows XP Professional has the power button function completely disabled
- D. The applications will have corrupted DLLs
- E. None of the above

Answer: A

Explanation:

You may want to shut down your computer completely on occasion. You can do this in either of two ways: On the Start menu, choose Turn Off Computer, Turn Off. (If your computer is part of a domain, click Start, Shut Down, select Shut Down, and then click OK). Press the computer's power button. (If you've configured it to switch to standby or hibernation, press and hold the button for several seconds to perform a complete shutdown). In Windows XP, these two methods perform a controlled shutdown in exactly the same way: the operating system notifies applications that it's going to shut down (giving

17

them an opportunity to save unsaved work), waits for responses, and then shuts down.

Question: 30

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. A frozen application prevents you from shutting down in the normal ways. What should you do if you want to perform an emergency shutdown?

- A. press Ctrl+Alt+Del to display Task Manager, then open the Shut Down menu and hold down the Ctrl key as you click the Turn Off command.
- B. press Ctrl+Alt+Del to display Task Manager, then open the Shut Down menu and hold down the Alt key as you click the Turn Off command.
- C. press Ctrl+Alt+Del to display Task Manager, then open the Shut Down menu and hold down the F3 key as you click the Turn Off command.
- D. press Ctrl+Alt+Del to display Task Manager, then open the Shut Down menu and hold down the F4 key as you click the Turn Off command.
- E. None of the above.

Answer: A

Explanation:

If a frozen application prevents you from shutting down in the normal ways, you can use the following procedure. To perform an emergency shutdown, press Ctrl+Alt+Del to display Task Manager. Open the Shut Down menu and hold down the Ctrl key as you click the Turn Off command.

Question: 31

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering deploying hibernation. Rate this comment: Hibernation is an option on systems even if they're neither APM nor ACPI-compliant.

- A. True
- B. false

Answer: A

Explanation:

Hibernation is an option on many systems, even if they're neither APM (Advanced Power Management. nor ACPI-compliant). When you hibernate, Windows XP copies everything in memory to disk and then powers down all components of your computer.

18

Question: 32

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering deploying Hibernation on your desktop which is XP and ME dual boot configured. What will happen if you boot into another operating system while hibernating?

- A. your stored data will be corrupted or destroyed
- B. your stored data will be fine
- C. both OS will be corrupted
- D. the boot loader will be destroyed
- E. None of the above.

Answer: A

Explanation:

Never boot into another operating system while your computer is hibernating. That is, if your computer is set up so that it can boot into an operating system other than Windows XP, do not hibernate Windows XP and then boot into another operating system. Doing so can corrupt or destroy your stored data.

Question: 33

When a Windows XP Professional desktop hibernates, the OS stores the contents of memory on your computer's boot partition in a file. What is the name of this file?

- A. Hiberfil.sys
- B. Hibernate.sys
- C. Hiberfil.dat
- D. Hiberfil.reg
- E. Hiberfil.ini

Answer: A

Explanation:

When you hibernate, Windows stores the contents of memory on your computer's boot partition in a file named Hiberfil.sys. As long as hibernation is enabled, you can't delete it, rename it, or move it to another disk or partition.

Question: 34

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to configure your system for hibernation. In the Power Options Properties dialog box, what option should you select?

- A. Hibernate - Enable Hibernation
- B. ACPI - Enable Hibernation
- C. You must first enable APM before going to Power Options
- D. You don't do it through Power Options
- E. None of the above.

Answer: A

Explanation:

To configure your system for hibernation, in the Power Options Properties dialog box, click the Hibernate tab and select Enable Hibernation. You can configure other hibernation options to set an inactive time limit to automatically switch to hibernation (Power Schemes tab., assign a button on the computer to switch the computer to hibernation (Advanced tab., or require a password to resume from hibernation Advanced tab)). Although the check box mentions only standby, it affects emergence from hibernation also.

Question: 35

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to configure your system for hibernation. To configure your system for secure hibernation, in the Power Options Properties dialog box which tab should you choose?

- A. Advanced
- B. Security
- C. Power Schemes
- D. ACPI

Answer: A

Explanation:

You can configure other hibernation options to set an inactive time limit to automatically switch to hibernation (Power Schemes tab., assign a button on the computer to switch the computer to hibernation (Advanced tab., or require a password to resume from hibernation Advanced tab)). Although the check box mentions only standby, it affects emergence from hibernation also.

20

Question: 36

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to configure your system for hibernation. To assign a button on the computer to switch the computer to hibernation, in the Power Options Properties dialog box which tab should you choose?

- A. Advanced
- B. Security
- C. Power Schemes
- D. ACPI
- E. None of the above.

Answer: A

Explanation:

You can configure other hibernation options to set an inactive time limit to automatically switch to hibernation (Power Schemes tab., assign a button on the computer to switch the computer to hibernation (Advanced tab., or require a password to resume from hibernation Advanced tab)). Although the check box mentions only standby, it affects emergence from hibernation also.

Question: 37

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. If you want to log off, shut down, or restart a computer from the command line, what command you will use (choose all that apply).

- A. Shutdown
- B. Logoff
- C. Restart
- D. This cannot be done via the command line

Answer: A

Explanation:

Windows includes a command-line utility, Shutdown.exe that allows you to log off, shut down, or restart a computer.

Question: 38

You are a desktop support technician for Company. One client computer 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 is available when the user logs on to either operating system. The user reports 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 App1 stores files to the D:\App1\Data folder when logged into Windows XP Professional. You need to ensure that files created by using App1, when the user is logged into Windows XP Professional, are available to both Windows 98 and Windows XP Professional.

What should you do?

- A. Convert the C volume to NTFS.
- B. Instruct the user to share the D:\App1\Data folder.
- C. Instruct the user to store all files created by using App1 to C:\App1\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:\App1\Data folder to grant the Every one group Full Control permission.

Answer: C

Explanation:

She is unable to access the file she created while in Win XP through Win98 there is a file system problem (NTFS & FAT). Storing the files on her C drive will enable her to access in them both OS.

Question: 39

You are a desktop support technician for Company. All client computers run Windows XP Professional. All user data is stored on a network file server. Four users in the company use a computer named All_staff. Each user logs on to All_staff by using a separate logon name. All_staff runs an application named App1. You create a shortcut to App1 in the All Users profile on All_staff. Each of the four users can access App1 by using the shortcut. Some of the users report that one user deleted the shortcut to App1. Now, the other users cannot use App1 when they use All_staff. You need to ensure that one user cannot delete the App1 shortcut for other users. Your solution must ensure that the shortcut is configured automatically for each user. Your solution must not affect any other computers on the network. What should you do?

- A. Create one shortcut to App1. Save the shortcut in the Default Users profile on All_staff. Delete all profiles on All_staff.
- B. Create a shortcut to App1 for each user. Save each shortcut in the All Users profile on All_staff. Delete all profiles on All_staff.
- C. Ask an administrator to create one shortcut to App1. Ask the administrator to save it in the Default Users profile on a domain controller. Delete all profiles on All_staff.

22

D. Ask an administrator to save the shortcut

the administrator to create profiles on All_staff.

Answer: A

Question: 40

You are a desktop support technician for a company that runs Windows XP Professional. All users' desktops are cluttered with icons. A user states that he wants to clean up his desktop. He also wants to restore the original default settings. What should you do?

A user reports that his desktop settings are incorrect. He wants to restore the settings correctly. You need to ensure that the user's desktop has the original default settings.

- A. Delete the user's profile.
- B. Configure the desktop settings.
- C. Instruct the user to delete the icons.
- D. Instruct the user to restore the desktop settings.

configuration.

Answer: A

Explanation:

The user's data is stored in the user's profile. A new profile

profile. A new profile

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