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Exam : **070-272**

Title : Supporting Users and Troubleshooting Desktop Applications

Version : DEMO

1.You are a desktop support technician for your company. A customer running Windows XP Home Edition reports that he cannot find several of the buttons that usually appear on the Standard Buttons toolbar in Microsoft Internet Explorer. You need to ensure that the customer can return the standard buttons to the Standard Buttons toolbar. What should you instruct the customer to do?

A.Click the Restore Defaults button on the Advanced tab in Internet Options in Control Panel.

B.Click the Reset Web Settings button on the Programs tab in Internet Options in Control Panel.

C.On the View menu in Internet Explorer, point to Toolbars and clear Lock the Toolbars.

D.On the View menu in Internet Explorer, point to Toolbars, select Customize, and click the Reset button

Correct:D

2.You are a desktop support technician for your company. All client computers run Windows XP Professional. Users store files on drive D of their computers and back up files daily to a network file server. A user reports that he is having trouble moving files from one folder to another. You discover that he is attempting to move files from a child folder to a parent folder. When he double-clicks the parent folder to view its contents, the child folder appears instead. The only way he can move the files is to open two instances of My Computer. You need to ensure that the user can open multiple folders from one instance of My Computer. What should you instruct the user to do?

A.Select the Simple File Sharing check box.

B.Select the Open each folder in its own window radio button.

C.Select the Launch folder windows in a separate process check box.

D.Select the Display simple folder view in Explorer's Folders list check box.

Correct:B

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 at times his taskbar is not visible. No other users report any problems with their taskbar. You need to ensure that the taskbar is visible at all times on the user's computer. What should you instruct the user to do?

A.Enable the taskbar lock feature

B.Remove the auto-hide feature for the taskbar.

C.Run the Accessibility Wizard from the Start menu.

D.Deselect the Hide inactive icons option for the taskbar.

Correct:B

4.You are a desktop support technician for your company. A customer running Windows XP Home Edition and Microsoft Outlook Express reports that he cannot compose an e-mail message by using the Korean character set. You verify that the computer has the Korean language pack installed. However, he still cannot type Korean characters. You need to ensure that the customer can type Korean characters. What should you instruct the customer to do?

A.Reinstall the Korean language pack.

B.Download a Korean version of Outlook Express.

C.Select Auto Encoding from the View menu in Outlook Express.

D.In Regional Options in Control Panel, select the input locale that relates to the regional settings.

Correct:D

5.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 he opens a Microsoft Word

document, Word does not display a toolbar that contains the Insert Comment button. You need to ensure that the appropriate toolbar is displayed when the user runs Word on his computer. What should you instruct the user to do?

A.Select Detect and Repair... from the Help menu.

B.Right-click one of the existing toolbars and select Reviewing from the context menu.

C.Copy a Normal.dot file from another computer to the My Documents folder on the user's computer.

D.Open a document that was created by another user. Select Shared Workspace from the Tools menu.

Correct:B

6.You are a desktop support technician for your company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that she recently made several changes in Internet Explorer. Now, every Web site she visits displays Web page text in Times New Roman font. The user wants Internet Explorer to display text by using its default configuration. You need to ensure that Internet Explorer displays text on Web pages by using its default configuration. What should you instruct the user to do?

A.Click the Restore Defaults button on the Advanced tab in Internet Options in Control Panel.

B.Click the Reset Web Settings button on the Programs tab in Internet Options in Control Panel.

C.Clear the Ignore font styles specified on Web pages check box in Internet Options in Control Panel.

D.On the View menu in Internet Explorer, point to Encoding and select Unicode (UTF-8).

Correct:C

7.You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Outlook Express. A user reports that he wants to import contacts from his home computer to Outlook Express on his work computer. The user states that he has a copy of the Windows address book file from his home computer that he has brought to the office. You need to ensure that the user can import the contacts from his home computer to Outlook Express on his work computer. What should you instruct the user to do?

A.Use the Import Wizard in Outlook Express.

B.Use the File and Settings Transfer Wizard.

C.Use the Synchronization option on the Start menu.

D.Use the Synchronize folder option on the Tools menu in Outlook Express.

Correct:A

8.You are a desktop support technician for your 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 Favorites 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.

Correct:A

9.You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office 2003. A user in the company connects a printer to his computer and shares it with other network users. The user reports that the other network users can see the

printer in a list of available printers on the network, but they cannot print to it. You need to ensure that network users can print to the printer. What should you instruct the user to do?

A.Enable simple file sharing in Windows Explorer.

B.Add the Domain Users group to his computer's Power Users group.

C.Modify the permissions on the shared printer so that the Users group has only Print permission

D.Modify the permissions on the shared printer so that the Users group has only Manage Documents permission.

Correct:C

10.You are a desktop support technician for your company. All client computers run Windows XP Professional with Service Pack 2 (SP2) and run an antivirus application. A user reports that she received an e-mail message from the company??s IT department stating that she needs to apply the most current Windows security patches to her computer. The user works from home and has a broadband connection to the Internet. You need to ensure that the user applies the most current Windows security patches to her computer. You instruct the user to log on to her computer as an administrator. What should you instruct the user to do?

A.Download the most recent virus signature file, and run the virus scanner.

B.In Security Center, open the Alert Settings dialog box, and select Automatic Updates.

C.Run the Microsoft Baseline Security Analyzer (MBSA) tool, and scan for security updates.

D.In Security Center, under Resources, click Check for the latest updates from Windows Update.

Correct:D

11.You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office XP. A user in the company shares a computer with two other users. The three users exchange documents by placing them in the local Shared Documents folder. The user reports that he wants to ensure that the three users who share the computer have the necessary permissions to read, write, and manage all files and folders in Shared Documents. Currently, each user has Full Control permission only on the files and folders that he or she places in Shared Documents. You need to ensure that all three users can read, write, and manage all existing and future files and folders in Shared Documents. What should you do?

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.

Correct:A

12.You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office 2003. A user reports that he wants to share the C:\Documents\Sales folder on his computer with other specific network users. The user states that he wants only members of the domain Sales group to be able to read or modify the files. No other users should have access to the files. You need to ensure that the user can share the files appropriately. What should you instruct the user to do?

A.Add the domain Sales group to the local Power Users group on his computer.

B.Enable simple file sharing. Share the folder that contains the files. Then select the check box to allow

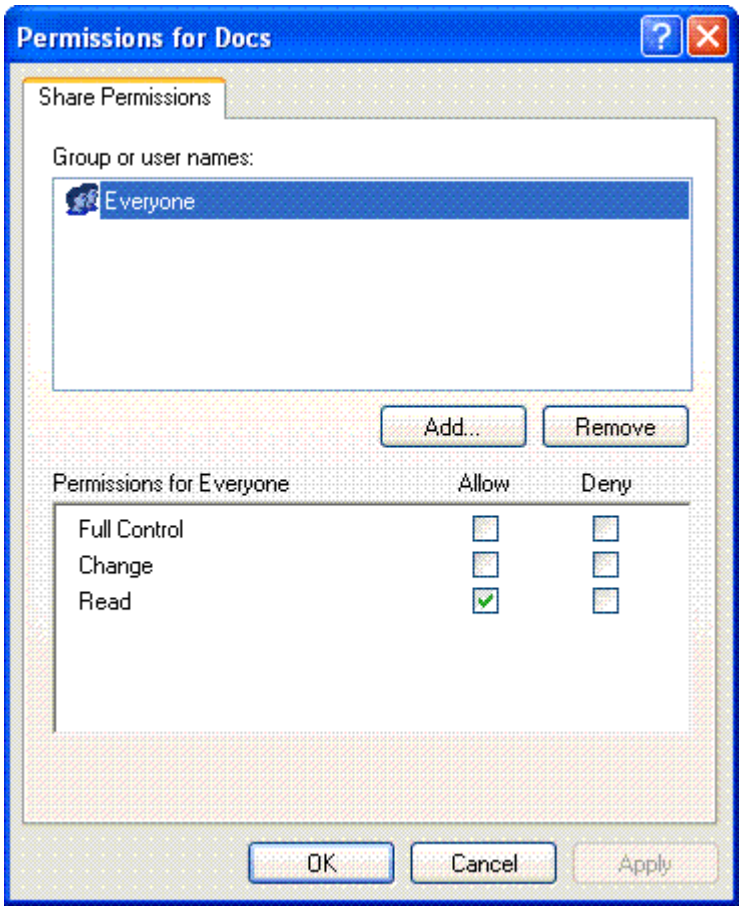
network users to change the files.

C.Disable simple file sharing. Share the folder that contains the files. Then configure the share permissions so that only the domain Sales group has Read permission and Change permission.

D.Move the files into the Shared Documents folder on his computer. Then configure the NTFS permissions on the files so that only the domain Sales group has Read permission and Change permission.

Correct:C

13.You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that he cannot access the documents on drive Z of his computer. The user states that another technician recently mapped drive Z to a file share on \\Files04. You use the Run option from the Start menu to open \\Files04, and find a single shared folder named Docs. You view the share permissions on Docs as shown in the following dialog box.



A.Instruct the user to map drive Z to \\Files04\Docs.

B.Instruct the user to copy the documents from drive Z to local computer.

C.Ask an administrator to modify the share permissions on \\Files04\Docs.

D.Ask an administrator to modify the NTFS permissions on the files in \\Files04\Docs.

Correct:A

14.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 he opened an e-mail attachment named Resume.doc, it ran a script instead of opening the file in Microsoft Word. The user ran a virus scanner on his computer. The virus scanner detected the Resume.doc file as a virus and

deleted the file. You need to ensure that the user can tell if a file he receives is actually a Word document or a script. What should you instruct the user do on the View tab of Folder Options in Control Panel?

A.Select the Show hidden files and folders option button.

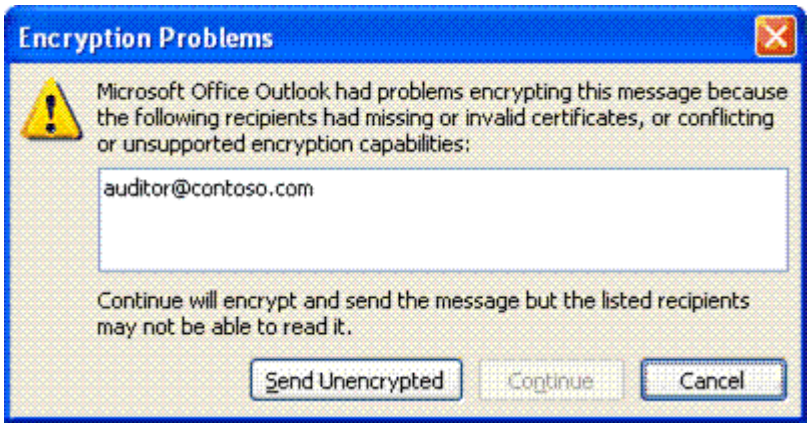
B.Select the Display the full path in the title bar check box.

C.Clear the Hide extensions for known file types check box.

D.Clear the Hide protected operating system files (Recommended) check box.

Correct:C

15.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 received the following error message.



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.

Correct:C

16.You are a desktop support technician for your company. All client computers run Windows XP Professional with Service Pack 2 (SP2). Users report that they frequently access a Web site that offers weather information that they need to do their work. The content is stored locally for offline use. The users say that they could view animated maps before they installed new computers. Now they cannot view the animated maps. The company relies on these animated maps to run the business. The users want to download dynamic content from the Web site. What should you instruct the users to do?

A.Download the latest updates for Microsoft Internet Explorer by using Windows Update.

B.In Internet Explorer, on the Tools menu, click Internet Options. On the Advanced tab, under Security, select Allow active content to run in files on my computer.

C.In Internet Explorer, on the Tools menu, click Internet Options. On the Privacy tab, set the privacy setting to Low.

D.In Windows Firewall, on the Exceptions tab, click Add a Program, and then add Internet Explorer.

Correct:B

17.You are a desktop support technician for your company. All client computers run Windows XP Professional. A user reports that she is receiving e-mail messages stating that she sent a virus. The user works at home and has a broadband connection to the Internet. You discovered that the user purchased an antivirus application and installed it on her computer. She ran the virus scanner on her computer, but it did not detect a virus. She continues to receive e-mail messages stating that she sent a virus. You need to identify the cause of these e-mail messages. You instruct the user to log on as an administrator. What should you instruct the user to do before running the virus scanner again?

A.Download the most recent virus signature file.

B.Run Network Diagnostics to scan her computer.

C.Connect to the Microsoft Windows Update Web site and scan her computer.

D.Run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for Windows vulnerabilities.

Correct:A

18.You are a desktop support technician for your company. All client computers run Windows XP Professional. The network consists of a Windows 2000 Active Directory domain. A department manager reports that some of the files on drive D on her computer were deleted and other data was modified. You need to track when unauthorized users attempt to modify or delete data from drive D on the manager's computer. What should you do first?

A.Run the secedit command on the client computer.

B.Run the gpupdate command on the client computer.

C.Configure the security access control list for drive D on the client computer to audit the Everyone group.

D.Configure the access control list for drive D on the client computer to assign the Deny - Change permission for the Everyone group.

Correct:C

19.You are a desktop support technician for your company. All client computers run Windows XP Professional. A user reports that macros that previously worked in Microsoft Excel do not run after she installed Windows XP Service Pack 2 (SP2). The user receives the following error message: ???Macros in this workbook are disabled because the security level is high, and the macros have not been digitally signed or verified as safe. To run the macros, you can either have them signed or change your security level. Click Help for more information.??? The user wants to configure Excel to automatically run macros that are included in spreadsheets. What should you instruct the user to do?

A.In Excel, on the Tools menu, click Options. On the Security tab, click Macros Security, and then set the macro security level to Low.

B.In Excel, on the Tools menu, click Options. On the Security tab, click Macros Security, and then set the macro security level to Medium.

C.In Excel, on the File menu, click Permission, and then select Unrestricted Access.

D.In Excel, on the Tools menu, click Protection, and then select Allow users to edit ranges.

Correct:A

20.You are a desktop support technician for your company. All client computers run Windows XP Professional with Service Pack 2 (SP2) and are part of a domain. The system administrator announces that all portable computers in the company must be configured to monitor essential security settings. A user needs to configure her computer to monitor essential security settings.

What should you instruct the user to do?

A.In the Group Policy editor, under Computer Configuration\Windows Settings\Security Settings\Software Restriction Policies\Security Levels, set the default to Disallowed.

B.In the Group Policy editor, under Computer Configuration\Administrative Templates\Windows Components\Security Center, select Turn on Security Center.

C.In Security Center, click Automatic Updates, and then select Turn off Automatic Updates.

D.In the Group Policy editor, under Computer Configuration\Administrative Templates\System\Windows File Protection, set Set Windows File Protection scanning to enabled.

Correct:B