Exam: 070-272

Title : Supporting Users and Troubleshooting Desktop Applications

Ver : 05.06.04

Note: Section A contains 85 questions. Section B contains 103 questions. The total number of questions is 188.

Section A

QUESTION 1
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and an application named App1. A user reports that whenever she attempts to open a file for App1, she is directed to the C:\Program Files folder, not to her home directory. You discover that the user runs App1 by clicking a shortcut on her desktop. You need to ensure that the user is directed to her home directory when she opens a file for App1. What should you do?
A. Alter the target path for the My Documents folder.
B. Alter the Target setting for the shortcut properties.
C. Alter the Start in setting for the shortcut properties.
D. Alter the PATH system variable to include the home directory.
Answer: B
Explanation: She is directed to the C:/program files folder not her home directory like she should be.

QUESTION 2
You are a desktop support technician for Certkiller. 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 Everyone 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 she will be abler to access in both OS.

QUESTION 3
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that when he attempts to access a shortcut to a Microsoft Access file on his desktop, he receives the following error message: "File missing or not available". You verify that the user can access e-mail and the Internet. The Access file is shared on a file server on the network, and you can access the file with no problem. What is the most likely cause of the error?
A. The user's network connection is faulty.

B. The user's shortcut is mapped to the incorrect network location.
C. The user does not have the latest Office updates on his computer.
D. The user does not have permission to read and execute on the network folder.
Answer: B
Explanation: Error message : file messaging or not available. Not other answers are correct.

QUESTION 4
You are a desktop support technician for Certkiller. 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: User have just installed a new hard drive so the path or drive letter has changed. That is why you are getting the error with the Windows Installer package.

QUESTION 5
You are a desktop support technician for Certkiller. 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: Check the options on the computer that is the correct one.

QUESTION 6
You are a desktop support technician for Certkiller. 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 7
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user repots 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: Connection to a page that starts with https:/ gives an error message " The page cannot be displayed: That is the only answer.

QUESTION 8
You are a desktop support technician for Certkiller. 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 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: One user must always provide his user name and password every time outlook is start.

QUESTION 9
You are a desktop support technician for Certkiller. 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.
D. Ask an administrator to create a shortcut for App1 for each user. Ask the administrator to save the shortcuts in the All Users profile on a domain controller. Delete all profiles on All_staff.
Answer:
Explanation:

QUESTION 10
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft XP.
A user reports that Microsoft Excel will no longer open on his computer. When the user attempts to open Excel, he receives an error message indicating that a required file or DLL is missing. You need to ensure that the user can open Excel. You want to achieve this goal as quickly as possible. What should you instruct the user to do?
A. Repair Office by using Add or Remove Programs in Control Panel.
B. Copy the DLL files from a network-based Office installation point to his local computer.
C. Visit the Microsoft Update Web site. Scan for and install all available updates.
D. Select Detect and Repair... from the Help menu in an Office application other than Excel.
Answer: D
Explanation: The error you get must be fixed as quickly as possible as D is the only answer because A will take more time.

QUESTION 11
You are a desktop support technician for Certkiller. 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 add the user's user account to the local Administrators group on the user's computer.
Answer: B
Explanation: The user upgrade 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 12
You are a desktop support technician for Certkiller. 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 ha 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: A
Explanation: User can receive email but not send it. The other answers don't make sense.

QUESTION 13
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. The company has two operator shifts: morning and evening. Both operator shifts share the same computer. The morning operator uses an application named App1, which is deployed by using Group Policy. The evening operator does not use App1. The evening operator reports that she can see a shortcut to App1, but that the application does not run. You log on to the evening operator's computer and see the shortcut for App1. You need to ensure that only the morning operator can see the shortcut to App1. What should you do?
A. Delete the evening operator's user profile.
B. Delete the shortcut from the All Users profile.
C. Delete the shortcut from the Default Users profile.
D. Create a new evening operator's user profile by copying the Default User's profile.
E. Create a new morning operator's user profile by copying the Default User's profile.
Answer:
Explanation:

QUESTION 14
You are a desktop support technician for Certkiller. 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 the a service pack release, so pick B is the only choice.

QUESTION 15
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All user data is stored on a network file server. A user reports that his desktop is cluttered with too many shortcuts and the Display settings are incorrect. He states that he wants to clean up his desktop and configure his Display settings correctly. He also wants to return the Start menu to its original default settings. You need to ensure that the user's desktop, Display settings, and Start menu are configured to have their original default settings. What should you do?
A. Delete the user's profile.
B. Configure the computer by using System Restore.
C. Instruct the user to set the Start menu to Classic mode.
D. Instruct the user to start the computer by using the last known good configuration.

Answer: C
Explanation: You want to return the desktop, display settings and start menu to the original default settings. C is the only answer for this question because the other answers will not work.

QUESTION 16
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that when she attempts to access Web pages on the Internet, she receives the following error message.

You discover that the use recently changed some Internet Explorer settings on her computer. You need to ensure that the user can view all content on Internet Web sites. What should you instruct the user to do in Internet Options in Control Panel?
A. Configure the security settings for the Internet zone to Medium.
B. Configure the security settings for the Local intranet zone to Low.
C. Configure the Privacy setting for the Internet zone to Low.
D. Configure the Advanced Privacy to always allow session cookies.
Answer: A
Explanation: The error message display that is the only way to fix it.

QUESTION 17
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user of a new computer reports that he cannot access any of his previously saved email messages in Microsoft Outlook. The user also reports that folders previously visible are missing. You verify that the user is able to receive new e-mail messages. You need to ensure that the user can access all of his previously saved e-mail messages.
What should you do first?
A. Configure the user's Outlook profile to open the original .pst file.
B. Create a new .ost file on the user's computer and resynchronize to the Exchange server.
C. Configure the user's Outlook profile to open the auto archive message store.
D. Run the Outlook Detect and Repair... utility on the user's computer.
Answer: C
Explanation: He cannot access any of his previously saved messages so C is the only answer.

QUESTION 18
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. The user reports that when he attempts to run a 32-application, he receives an error message indicating that the computer must have at least a 256-color display. You confirm that the user's computer is configured to display millions of colors and is capable of running the application. You need to ensure that the user can run the 32-bit application without degrading the computer's performance or the appearance of the Windows display. What should you do?
A. Instruct the user to run the application from a command prompt.

B. Instruct the user to configure the Windows display settings to display only 256 colors.
C. Install a video driver capable of producing a 256-color display.
D. Configure application compatibility for the application so that Windows reports a 256- color display to the application.
Answer: D
Explanation: No other answer makes sense.

QUESTION 19
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. You configure one dial-up connection on a user's portable computer. You test the dial-up connection and verify that it successfully establishes a connection to the Internet. One day later, the user reports that the modem on his portable computer will not dial. You verify that the user is using Microsoft Internet Explorer to connect to the Internet. You need to ensure that Internet Explorer on the user's computer automatically establishes a connection to the Internet. What should you instruct the user to do in Internet Options in Control Panel?
A. Configure the LAN settings to automatically detect settings.
B. Configure the connection settings to always dial the default connection.
C. Configure the dial-up connection settings to automatically detect settings.
D. Configure the dial-up settings to enter the address and port numbers of your company's proxy server.
Answer: B
Explanation: It must established a internet connection automatically. so this is how the user must change it in Internet options in control panel.

QUESTION 20
You are a desktop support technician for Certkiller. A customer running Windows XP Home Edition and Microsoft Outlook Express installs a new evaluation copy of a third-party e-mail client on his computer. The customer reports that Outlook Express is not the e-mail client that starts when he accesses saved e-mail messages. You need to ensure that Outlook Express is the e-mail client that starts when the customer accesses saved e-mail messages. What should you do?
A. Define a new view in Outlook Express that shows all messages.
B. Customize the existing view in Outlook Express to show all messages.
C. Configure Outlook Express to be the default e-mail client.
D. Configure Outlook Express to send and receive messages at startup.
Answer: C
Explanation: User wants outlook as his default email client.

QUESTION 21
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user in the company wants to be able to open all .bmp files by using a custom application. The user reports that when he double-clicks .bmp files, they open in Microsoft Paint, not in the custom application. You need to ensure that all .bmp files are opened by using the custom application. What should you do?
A. Create a software restriction policy for the custom application.
B. Configure the file association for .bmp files to open with the custom application.
C. Instruct the user to right-click on the .bmp file and select the Open with option.
D. Instruct the user to move the .bmp file to the same folder as the custom application.
Answer: B
Explanation: You want to use a custom application for your .bmp files not MS Paint which opens by default.

QUESTION 22
You are a desktop support technician for Certkiller. A home user running Windows XP Home Edition and Microsoft Internet Explorer reports that his Favorites list is frequently altered. You discover that he shares his computer with other family members. You need to ensure that his Favorites list stays consistent when he logs on. What should you do for each family member?
A. Create and use a user profile.
B. Create and use a Microsoft Outlook Express identity.
C. Create and use an Internet Explorer Address book identity.
D. Create a separate Favorites folder under the My Documents folder.
Answer: A
Explanation: The user favorites list keeps changing. You must make sure for the user. Creating a user profile for each family member will stop this change from happening.

QUESTION 23
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user in the company is attempting to modify documents that are located on \\Server1\Docs. The user reports that she cannot update any documents on \\Server1\Docs. However, she states that she can open all of the documents in that location. You view the NTFS permissions on the documents and verify that the user has the necessary permissions to make modifications to these documents. You need to ensure that the user can update the documents on \\Server1\Docs. Your solution must ensure that the updated documents are saved in \\Server1\Docs. What should you do?
A. Ask an administrator to modify the share permissions on \\Server1\Docs.
B. Ask an administrator to disable Volume Shadow Copy on the volume that contains \\Server1\Docs.
C. Instruct the user to map a network drive to \\Server1\Docs.
D. Instruct the user to copy the documents from \\Server1\Docs to her computer. Instruct her to modify the documents on her computer. Then instruct her to copy the documents back to \\Server1\Docs.
Answer: A
Explanation: The use is access a network share, so you have NTFS permissions and share permissions the apply to the directory. You must change the share permission for that user to be able to update the documents as needed.

QUESTION 24
You are a desktop support technician for Certkiller. 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.
Answer: B
Explanation: User needed own change and read permissions to complete there tasks Full control is too much because own ship of files is not is question.

QUESTION 25
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office 2003. A user reports 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. You need to ensure that the user can open the Excel file and run the macros. What should you instruct the user to do?
A. Add the user to the computer's Power Users group.
B. Add the user 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
Explanation: This is correct because the user will be prompted to open it or not.

QUESTION 26
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that she cannot share a printer. You discover that the user is trying to share the printer that is attached to a USB port on her computer. You also discover that she logs on to the computer by using a domain user account. You need to ensure that the user can share the printer. What should you do?
A. Instruct the user to attach the printer to a parallel port.
B. Instruct the user to configure Windows Explorer so that simple file sharing is enabled.
C. Add the user's domain user account to the local Users group on her computer.
D. Add the user's domain user account to the local Power Users group on her computer.
Answer: D
Explanation: Must be added to the local Power Users group to be able to add a printer to the computer. Local users group doesn't have enough rights.

QUESTION 27
You are a desktop support technician for Certkiller. A customer running Windows XP Home Edition with an antivirus application installed reports that he downloaded a program from the Internet and installed it on his computer. After installing the program, he began to receive e-mail messages from people whom he does not know. These e-mail messages state that he sent an e-mail message to them. The user removed the program but he is still receiving the e-mail messages with the same message content from people whom he does not know. You need to identify the cause of these e-mail messages. What should you instruct the user to do?
A. Connect to the Microsoft Windows Update Web site and scan his computer.
B. Download the most recent virus signature files and scan his computer for viruses.
C. Run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates.
D. Run the Security Configuration and Analysis tool and analyze his computer by using the hisecws.inf security template.
Answer: B

Explanation: Update the anti virus software on the computer because this is some type of worm virus speed through email.

QUESTION 28
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office 2003. A user in the company recently received a computer from another user in the company. The computer was not reformatted before the current user began using it. The user reports that he cannot delete a file named C:\Test\Test.doc, which was created by the computer's original user. When he tries to delete the file, he receives the following error message: "Access denied". This does not occur for any other files in the same folder. You need to ensure that the current user can delete this file. What should you do?
A. Instruct the user to move the file to the My Documents folder and delete the file.
B. Instruct the user to move the file to the Shared Documents folder and delete the file.
C. Connect to the computer by using an account that has local Administrator privileges. Modify the NTFS permissions on the file so that the Users group has Read permission.
D. Connect to the computer by using an account that has local Administrator privileges. Modify the NTFS permissions on the file so that the Users group has Full Control permission.
Answer: D
Explanation: Permission problem user needs full control to access the files.

QUESTION 29
You are a desktop support technician for Certkiller. A customer running Windows XP Home Edition with Service Pack 1 reports that she wants to ensure that her computer files are not damaged by a virus. She works from home four days a week. She uses a portable computer and a broadband connection to the Internet. You need to ensure that the customer's computer is always kept up to date with the most current Windows security updates. You instruct the customer to log on to her computer as an administrator. What else should you instruct the customer to do?
A. Connect to the Microsoft Windows Update Web site and scan her computer.
B. Configure Automatic Updates to automatically download the updates and install them on a specified schedule.
C. Run the Security Configuration and Analysis tool to configure her computer by using the hisecws.inf security template.
D. Create a scheduled task to run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates on a specified schedule.
Answer: B
Explanation: The customer's computers always kept up to date with her must current security updates, so configure everything automatically is the best way.

QUESTION 30
You are a desktop support technician for Certkiller. 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 bale 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.
Answer: D
Explanation: You are giving the sales group the correct permission needed to the folder.

QUESTION 31
You are a desktop support technician for Certkiller. 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 secedit 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 32
You are a desktop support technician for Certkiller. 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 to 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.
Answer: C
Explanation: That is the only answer that can do what the question is asking.

QUESTION 33
You are a desktop support technician for Certkiller. 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.
Answer: C
Explanation: Users must be able to print to the printer so the print permissions is fine. The manage documents permission to much right for what is needed.

QUESTION 34
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 following error message. 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 for the error message or screen shot that is given in the example.

QUESTION 35
You are a desktop support technician for Certkiller. 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 discover 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 Diagnostic 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.

Answer: A
Explanation: Before the user reruns the virus scanner again she must download the most recent virus updates.

QUESTION 36
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that his computer restarts several minutes after he logs on. You confirm that the computer does not display a Stop error or other system failures. The user did not recently install any new hardware or software and he did not make any recent system changes. Other users in the company also report the same problem is occurring on their computers. You need to identify the source of the problem. Which tool should you instruct the user to run on his computer?
A. Dr. Watson
B. A virus scanner
C. System Information
D. Network Diagnostics
Answer: A
Explanation: No other answer in the list is correct because Dr. Waston is the correct tool to use here.

QUESTION 37
You are a desktop support technician for Certkiller. 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.

You view the NTFS permissions on all files in Docs as shown in the following dialog box.

You need to ensure that the user can read the documents in \\Files04\Docs. What should you do?
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.
Answer: A
Explanation: The driver is incorrectly mapped. The question states that a technician changed the mapping to \\Files04. It should be mapped as:
\\Files04\Docs.
It is not a permission problem because the NTFS and Shared permissions both have the allow read permission and there is no deny permissions of any kind. Copying the documents to the local computer is not possible because you can't access the documents off the network.

QUESTION 38
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that he received an automated response e-mail message stating that he sent a message that contained a virus. The user ran a virus scanner on his computer, but did not detect the presence of a virus. The user reports that now he received four more messages stating that he had sent a virus in an e-mail message. You need to ensure that the user can find out if a virus is on his computer. What should you instruct the user to do?
A. Reinstall the virus scanner from the original product CD-ROM.
B. Connect to the Microsoft Windows Update Web site and scan his computer.
C. Download the most recent virus signature file on his computer and run the virus scanner again.
D. Run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for Windows vulnerabilities on his computer.
Answer: C

Explanation: User must be able to find out if a virus is on the computer downloading the recent codes is the only way.

QUESTION 39
You are a desktop support technician for Certkiller. 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
Answer: C
Explanation: You must track unauthorized attempts to modify or delete the file so auditing the everyone group is the correct choice.

QUESTION 40
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office 2003. A software developer reports that she must be able to install new software, updates, and device drivers on her computer. She also must be able to manage the computer's event logs. She states that she usually logs on to the computer by using a domain user account. You confirm that written company policy allows the developer to perform these tasks on her computer. However, the user account used to perform these tasks must not have access to network resources that require authentication. You need to ensure the computer is configured to meet the developer's requirements. What should you do?
A. Add the developer's domain user account to the computer's local Power Users group.
B. Add the developer's domain user account to the computer's local Administrators group.
C. Create a new local user account on the computer, and add it to the local Power Users group.
D. Create a new local user account on the computer, and add it to the local Administrators group.
Answer: B
Explanation: Adding the developer's domain account to the computer's local administrators group is correct because he must manage computer event logs in addition, to the updates, install new software etc. The local power's users group done not have the required permissions.

QUESTION 41
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and have an antivirus application installed. A user reports that files in a shared folder on his computer are being deleted. You verify that the user's computer has the most recent virus signature file and that no viruses are detected on his computer. You need to identify who is deleting files from the user's computer. What should you do?
A. View the system log in Event Viewer.
B. Enable successful object access for the shared folder.
C. Run the File Signature Verification tool and view the contents of the sigverif.txt file.
D. Run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for Windows vulnerabilities.
Answer: B
Explanation: You must identify who is deleting files auditing is the only way.

QUESTION 42
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user in the company uses Windows XP Professional computers at both the office and at home. The office computer is connected to the company network. The home computer uses a static IP address and connects to the Internet by using a persistent cable modem connection. The company network is connected to the Internet by a T1 line. The user reports that he wants to use a Remote Desktop connection from his office computer to control his home computer. You verify that the company's Internet firewall permits Remote Desktop connection traffic. However, the user cannot make a connection by using Remote Desktop. You need to ensure that the user can make a Remote Desktop connection from his office computer to his home computer. Your solution must prevent any other Internet traffic from reaching the home computer. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two)
A. On the user's office computer, enable Internet Connection Sharing (ICS).
B. On the user's office computer, add the user's domain user account to the Remote Desktop Users group.
C. On the user's home computer, enable Internet Connection Firewall (ICF).
D. On the user's home computer, enable the Remote Desktop option in the Internet Connection Firewall (ICF) services.
Answer:
Explanation:

QUESTION 43
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user in your company is attempting to connect a new USB keyboard to his computer. The computer has two USB ports, and both ports are being used by other devices. The user reports that he cannot connect the USB keyboard to his computer. You verify that the computer's available ports are a parallel port, a serial port, and two PS/2 ports. You need to ensure that the user can use the new keyboard and the two existing USB devices. Your solution must minimize additional hardware expense. What should you instruct the user to do?
A. Obtain a USB-to-PS/2 adapter. Attach the keyboard to an open PS/2 port by using the adapter.
B. Obtain a serial port version of one of the two existing USB devices. Then connect that device to the open serial port to free up a USB port for the keyboard.
C. Obtain a self-powered USB hub. Connect all three USB devices to the hub. Then connect the hub to the computer.
D. Obtain a bus-powered USB hub. Connect all three USB devices to the hub. Then connect the hub to the computer.
Answer: A
Explanation: It states you must minimize additional hardware expense. You have your PS/2 connect for your mouse and keyboard on your motherboard, so buying an adapter is the cheapest thing to due and will solve the problem.

QUESTION 44
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that she cannot print documents to a network-connected laser printer in her office. You discover that the printer is served by a Windows Server 2003 print server named PS52. You discover that the user can connect to PS52 by using its IP address, but she cannot connect to PS52 by using its name. The user states that currently she is not using any other network resources. You run the ping command to try to connect to PS52 by name, but

the attempt fails. You then run the ping command to try to connect to PS52 by using its IP address, and the attempt is successful. You need to ensure that all users can connect to PS52 by using its name. What should you do?
A. Ask an administrator to repair the Hosts file on PS52.
B. Ask an administrator to correct the DNS records for PS52.
C. Instruct the user to run the ipconfig /flushdns command from her computer.
D. Instruct the user to run the ipconfig /registerdns command from her computer.
E. Configure the user's computer to have a Hosts file containing an entry for PS52.
F. Configure the user's computer to have an Lmhosts file containing an entry for PS52.
Answer: B
Explanation: The user is having problems connecting to a Windows 2003 Print Server named PS52 by name. The user can connect by ping the IP address, but not the name. Therefore, getting the administrator to correct the DNS records for PS52 in the only answer.

QUESTION 45
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user calls you from a customer's office. The user reports that he cannot access the company Web site from his portable computer. When he tries to access the Web site, Internet Explorer displays the following error message: "Cannot find server or DNS Error". The user confirms that employees at the customer office do not receive this error message and are able to view Web sites on the Internet. You verify that the user's
computer is connected to the customer network. You instruct the user to ping the IP address of your company Web server on the Internet. The user reports that the ping command reported a successful reply. You need to ensure that the user can access the company Web site from the customer network. What should you instruct the user to do?
A. Configure the Privacy setting to Medium.
B. Configure the security level for the Internet zone to Medium.
C. Select the Repair option on the user's Local Area Connection.
D. Select Automatically detect settings check box for the LAN connection settings in Internet Options in
MISSING
Answer:
Explanation:

QUESTION 46
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user of a new computer reports that when she attempts to use Microsoft Outlook, she receives a message stating that the computer cannot connect to the company's Microsoft Exchange Server 2003 computer. You discover that the user just relocated from one branch office to another branch office. The user was able to connect to the Exchange
server from her old office. You instruct the user to run the ping command to connect to several IP addresses on your network. Some of the IP addresses are located in branch offices. Each attempt is successful. You need to ensure that the user's new computer can connect to the Exchange server. What should you do?
A. Configure the computer to have the correct subnet mask.
B. Configure the computer to have the correct default gateway address.
C. Configure the computer to have the correct IP address for the company DNS server.
D. Configure the computer to have the correct IP address for the company WINS server.

Answer:
Explanation:

QUESTION 47
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. The network consists of one Active Directory domain and one DNS server that accepts dynamic updates. A user reports that she can no longer connect to a file server named FS04. FS04 is a Windows Server 2003 computer that is a member of the domain. You discover that the user can connect to other file servers, and she was able to connect to FS04 a few hours ago. From your client computer, you run the ping command and successfully connect to FS04 by name. Another technician informs you that FS04 failed earlier today. This technician also informs you that the server currently responding as FS04 is a replacement server that was placed online a few minutes earlier. You need to ensure that the user can connect immediately to the replacement server named FS04. What should you do?
A. Instruct the user to run the netstat -a command.
B. Instruct the user to run the ipconfig /flishdns command.
C. Configure the user's computer to have the correct subnet mask for the subnet to which it is connected.
D. Configure the user's computer to have an Lmhost file that contains both the NetBIOS name and IP address for FS04.
Answer: B
Explanation: You must do a flushdns command because the server was replacement online a few minutes so the dns information is old.

QUESTION 48
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that when she tries to purchase an airline ticket online, she receives the following error message: "Cannot load the page, please contact your system administrator". You discover that she can access other sites without receiving the error message. What is the most likely cause of the error?
A. The network connection is faulty.
B. The TCP/IP stack has been corrupted.
C. Port 80 (HTTP) on the firewall is disabled.
D. Port 443 (HTTPS) on the firewall is disabled.
Answer: D
Explanation: He is on a secure web site purchasing airplane tickets. Thus port 443 (https) closed on the fire wall.

QUESTION 49
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All client computers are joined to an Active Directory domain. A user reports that he used the New Connection Wizard on his portable computer to create a virtual private network (VPN). When he attempts to establish a VPN connection to the company VPN server, he receives the following error message:

The user states that he did not change any of the default settings for the VPN connection. No other users report problems connecting the VPN server by using the default VPN connection settings. You verify that this user's computer is connected to the Internet before he attempts to establish a VPN connection. You need to ensure that the user can establish a VPN connection to the company VPN server. What should you do?
A. Instruct the user to enter the IP address of the company VPN server in the VPN connection properties page.
B. Instruct the user to select the Include Windows logon domains check box on the VPN connection properties page.
C. Ask an administrator to select the Allow access option button for the dial-up permissions on the user's user account.
D. Ask an administrator to configure the logon hours for the user's account to allow him to log on seven days per week, twenty-four hours per day.
Answer: B
Explanation: Confirmed the error on the knowledge base pages with MS.

QUESTION 50
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. The company has a main office and a branch office. The branch office is connected to the Internet by a persistent cable modem connection.
A user at the branch office reports that she is unable to find the log generated by Internet Connection Firewall (ICF) on a computer named Client1. You discover that Client1 is configured to have ICF log all dropped packets. You need to ensure that the user can find the log generated by ICF on Client1. What should you instruct the user to do?
A. View the security.log file.
B. View the pfirewall.log file.
C. View the system log in Event Viewer.
D. View the application log in Event Viewer.
Answer: B
Explanation: If you search the help on your local computer for ICF. Then view security log file you will see pfirewall.log file. This is the default name for the firewall.log, which is located in the Windows folder.

QUESTION 51
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that she cannot access any network resources. You discover that the user can log on to the computer, but she cannot access her e-mail messages or her mapped drives. You run the ping command on your client computer, but you cannot connect to the user's computer. You instruct the user to run the ipconfig command from her computer. You discover that the computer is using IP address 169.254.117.54. You need to ensure that the user can access network resources. What should you do first?
A. Instruct the user to run the netstat command.
B. Instruct the user to run the ipconfig /renew command.

C. Instruct the user to remove the user profile on the computer, restart the computer, and log on again.
D. Ask a network administrator to remove the user's computer account from the domain and then add it to the domain.
Answer: B
Explanation: There is a network problem with the computer is using a windows private ip address of 169.254.117.54. You must run the ipconfig /renew command to obtain a new ip address.

QUESTION 52
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. Your company uses a third-party virtual private network (VPN) device that is not configured to accept IPSec VPN connections.
A user reports that every time she attempts to remotely connect to the company network, she receives the following error message.

You discover that she used the New Connection Wizard on her computer to create a VPN connection to the new company network. The user then changed some of the VPN connections settings. You need to ensure that the user can always establish a VPN connection to the company's VPN device. What should you do?
A. Instruct the user to select PPTP VPN as the type of VPN on the VPN connection properties page.
B. Instruct the user to select the Use preshared key for authentication check box in the IPSec settings on the VPN connection properties page.
C. Ask an administrator to create additional PPTP ports on the VPN device.
D. Ask an administrator to install a computer certificate from your company's certification authority (CA) on the VPN device.
Answer: D
Explanation: As the error message tells you: "TheL2TP connection failed because there is no valid machine certificate on your computer for security authentication." So the administration must install a computer certificate on the VPN device.

QUESTION 53
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that she cannot connect to the Internet. You discover that the user can connect to all internal network resources, but she cannot connect to any external resources. You discover that she can connect to external resources by IP address, but not by name. You are able to connect to internal and external resources by name from your client computer. You need to ensure that the user can connect to internal and external resources by name. What should you do?
A. Configure the user's computer to have the correct Lmhosts file.
B. Configure the user's computer to have the correct subnet mask.
C. Configure the user's computer to have the correct DNS server IP address.
D. Configure the user's computer to have the correct default gateway address.
Answer: C

Explanation: User is having problems connecting to any external resources by name, so this a dns server problem.

QUESTION 54
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user in the company is attempting to connect a new Pocket PC to her portable computer. The user reports that according to the Pocket PC instructions, a USB port is required. You discover that her computer has only one USB port, and that it is being used by an external keyboard. The only available port on the user's computer is a serial port. You need to ensure that the user can connect the Pocket PC to her computer and still have her external keyboard. Your solution must minimize new hardware expenses. What should you instruct the user to do?
A. Use a USB-to-PS/2 adapter plug for the keyboard.
B. Install a PC card that provides additional USB ports.
C. Upgrade to a computer with additional built-in USB ports.
D. Obtain a USB-to-serial port adapter. Attach the keyboard to the available serial port.
E. Install a self-powered USB hub. Connect both the Pocket PC and the keyboard to the hub.
Answer: A
Explanation: That is the only answer because the user must still be able to connect her Pocket PC and external Keyboard, so a USB to PS/2 adapter for the keyboard is correct. It also meets the solution to minimize new hardware expense.

QUESTION 55
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. The company has a main office and a branch office. The branch office has a wireless network. The Service Set Identifier (SSID) of the wireless network is named CoBranch. Data on the wireless network is protected by using static Wired Equivalent Privacy (WEP) keys. A user travels from the main office to the branch office. The user's portable computer has a wireless network adapter that supports the Wireless Zero Configuration service. The wireless network connection icon in the taskbar notification area indicates that the wireless adapter is connected to CoBranch with a signal strength of Excellent. The user reports that she is unable to access her e-mail messages or connect to any Web sites on the Internet. You discover that the IP address displayed in the Wireless Network Connection Status dialog box is 169.254.66.227. You verify that the branch office DHCP server is running and configured correctly and that other branch office users are able to connect to the wireless network, access their email messages, and view Web sites on the Internet. You need to ensure that the user is able to access her e-mail and connect to Web sites on the Internet. What should you instruct the user to do?
A. Clear the Enable network access control using IEEE 802.1x check box on the Authentication tab of the Wireless Network Connection properties page.
B. Select the Data encryption (WEP enabled) check box on the Wireless Networks Properties tab of the Wireless Network Connection properties page. Then manually enter the network key assigned to the wireless access points.
C. Select the Network Authentication (Shored mode) check box on the Wireless Networks Properties tab of the Wireless Network Connection properties page.
D. Enter the SSID of the branch office wireless network on the Wireless Networks Properties tab of the Wireless Network Connection properties page.
Answer:
Explanation:

QUESTION 56
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user in the company has a computer that connects to her Pocket PC by using a USB cable. Her computer also has a USB keyboard, a USB mouse, and a USB camera attached. All of the devices are attached to a The user reports that she cannot synchronize her Microsoft Outlook contacts with her Pocket PC device. The Pocket PC ActiveSync software tells her that it cannot communicate with the device. The user state states that sometimes she also has keyboard and mouse problems, such as dropped keystrokes or a frozen mouse pointer. She reports that unplugging the camera usually solves these problems. You need to ensure that the user can use ActiveSync with her Pocket PC.
What should you do?
A. Reinstall the device drivers for the camera.
B. Replace the USB hub with a self-powered model.
C. Uninstall the ActiveSync software, and then reinstall it.
D. Update the device drivers fro the computer's USB controller.
Answer: B
Explanation: User has too many device attached to the computer including a bus power USB hub replace it with a self powered model will fix the problem

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QUESTION 57
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that he cannot browse the network or access his e-mail messages. You discover that the user's mapped network drives are not accessible. You look up the correct default gateway address for the user's subnet, but you are unable to ping to the gateway address from the user's computer. What is the most likely cause of the problem?
A. The user's computer does not have a valid DNS server address.
B. The user's computer does not have a hardware connection to the network.
C. The user's computer does not have a valid computer account in the domain.
D. The DHCP server is not renewing the client computer's IP address lease.
Answer: B
Explanation: No network connection, or email access. No mapped drives and can't ping the default gateway hardware connection problem

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QUESTION 58
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. The company has a main office and a branch office. Each computer in the branch office has a static IP address. A user at the branch office uses the New Connection Wizard to create a broadband connection to the Internet. The connection requires a user name and password. The user enables Internet Connection Sharing (ICS) on the Internet connection. The user tests the connection and is able to view Web sites on the Internet. The user reports that after enabling ICS he cannot connect to any other computers at the branch office. In addition, the other computers at the branch office cannot connect to his computer or access the Internet by using his computer. You need to ensure that all computers in the branch office can connect to each other and connect to the Internet by using the user's computer. What should you instruct the user to do?
A. Tell the other users in the branch office the user name and password for the Internet connection on his computer. Instruct all these users to create a broadband connection to the Internet by using the user name and password.
B. Clear the Allow other network users to control or disable the shared Internet connection check box on the

Advanced tab of the Internet connection properties page.
C. Select the Obtain an IP address automatically and the Obtain DNS server address automatically option buttons on the TCP/IP properties page.
D. Run the ipconfig /renew and the ipconfig /flushdns commands on all computers in the branch office.
Answer: C
Explanation: When ICS is enabled, all computers must use DHCP to obtain addresses. ICS will install by default a mini-DHCP server, and assign all computers that need to use ICS an ip in the range of 192.168.0.1-192.168.0.254. Since all the workstations are using static IP addresses, the connection can not be made.
Incorrect Answers:
A. Instructing all users to create a broadband connection will not work principally due to the fact that none of the users have a broadband connection on their workstation. The whole intent of this question is to allow all other users to utilize this connection and not have to create one of their own. Therefore, this can not be the correct answer.
B. Other users can not currently see the workstation, and especially not the ICS connection. Until the users can see the workstation, there is no need to change the permissions on the ICS. Therefore, this can not be the best answer.
D. Running ipconfig /renew will not have any effect on the computers in the office since they all use static IP addresses. Ipconfig /renew is only valid for workstations using DHCP.

QUESTION 59
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. The company has a main office and a branch office. The user reports 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. You discover that the user
has a computer at the main office and a computer at the branch office. The user runs Internet Connection Firewall (ICF) on both computers. You verify that Remote Desktop is enabled on the user's computer at the main office. You run the ping command between the user's two computers and find that they communicate with each other. You also ensure that the firewall between the main office and the branch office allows for Remote Desktop connections. You need to ensure that the user can connect to his computer at the main office by using a Remote Desktop connection while working at the branch office. What should you do?
A. Instruct the user to disable ICF on his computer located at the main office.
B. Instruct the user to disable ICF on his computer located at the branch office.
C. Enable Internet Connection Sharing (ICS) on the user's computer located at the main office.
D. Enable Internet Connection Sharing (ICS) on the user's computer located at the branch office.
Answer: A
Explanation: ICF will prevent Remote Desktop Connections from working by default. In order to allow this, the ICF must be set to allow RDC connections (Port 3389). Since there is no mention that this is done, this is the most likely problem. Disabling the ICF on the receiving computer (in this case the work computer) should resolve the problem.
Incorrect Answers:
B. Disabling the ICF of the branch office will not help the user to connect to the work office. ICF needs to be disabled on the workstation that is RECEIVING the request.
C. ICS is not relevant here. The user is not trying to share his internet connection. He is trying to connect from one computer to another. Since there is already a connection established (known because the two computers can ping each other), there is no need for ICS.
D. Incorrect for the same reason as "C". Remember to know the difference between ICS and ICF.

Note: By default, with the ICF enabled, the two computers would not be able to ping each other, as ICMP (ping) requests are dropped! Unless the ICF has been modified already, this situation will not exist in real life. However, for the purposes of this exam, answer "A" is still the best answer.

QUESTION 60
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that he cannot access the company network. The user can log on to the computer, but he does not have network access. You run the ping command from your computer, but you are unable to access the user's computer. The user then verifies that his network cable is attached and that the lights are blinking on the back of the network adapter. You run the ipconfig command from the user's computer, and the IP configuration does not match the network's IP information. You need to help the user to gain network access. What should you do first?
A. Run the virus scan on the user's computer.
B. Replace the network adapter on the user's computer.
C. Instruct the user to plug his network cable into another port on the switch.
D. On the user's computer, run the ipconfig /release command and then run the ipconfig /renew
Answer: D
Explanation: the user must run ipconfig /release and ipconfig /renew. The IP address that the user currently has is not the same one that the DHCP server has issued. This is why the workstation can not be pinged, but there is activity on the network card (shown by the flashing lights). Asking for a new IP address should resolve the problem.
Incorrect Answers:
A. This type of problem is not a symptom of a virus. This problem presents itself when the network and the workstation can not agree on where the PC resides. (Its address is incorrect.) Running a virus scanner is always a good idea, but it would not be the first thing to try in this case.
B. Replacing the network adapter is a possibility. However, since it involves time, effort, and work, it is not the BEST solution. The best solution is to always try the simplest things first. Releasing and renewing the address is far simpler that powering down the station, cracking open the case, replacing the NIC, then loading the drivers for the new NIC.
C. The user should never be plugging his own cables into the switch. Ideally, the cable is going to a wall outlet, and from there to a switch. In any event, since there is activity on the NIC, there is a strong probability that the switch port is functioning as it should.

QUESTION 61
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user in the company connects a digital camera to the only serial port on her computer. The computer also has a free USB port, a free parallel port, and a free IEEE 1394 port. The user reports that when she tries to use the camera, the receives a message indicating that the camera is not found. You discover that she usually has a Pocket PC attached to
the serial port, but that she disconnected it to open up the port for the camera. She synchronizes the Pocket PC with Microsoft Outlook by using special software that came with the Pocket PC. You need to ensure that the user can use the camera on the serial port. Your solution must not prevent the user from later reattaching and using the Pocket PC.
What are two possible ways to achieve this goal? (Choose two. Each correct answer presents a complete solution)
A. Instruct the user to temporarily disable the Pocket PC's synchronization software.

B. Instruct the user to connect the camera to a USB port by using a serial-to-USB adapter.
C. Instruct the user to open Device Manager and delete the serial port. Then instruct the user to run Add or Remove Hardware in Control Panel.
D. Instruct the user to uninstall the camera software. Then ask an administrator to reinstall the camera software by using an account that has local Administrator privileges.
Answer: A, B
Explanation: The problem is that Windows XP believes the serial port is still occupied even though the PocketPC has been removed. This is most likely due to the PocketPC software still holding the port. Disabling the software TEMPORARILY will allow the user to use the serial port for the camera, and allow the user to re-enable the software when the PocketPC is needed. Another solution is to obtain a serial to USB converter, and plug the camera into the USB port. This will allow the camera and PocketPC to run simultaneously, and thereby resolve the problem.
Incorrect Answers:
C. Deleting the serial port violates the requirement that the user be able to reattach the PocketPC. The user would have to reset the software each and every single time this was done, as the system would believe that a new serial device was attached, and render the software for the PocketPC device incorrect. This is far more work than is required.
D. Uninstalling the camera software will not resolve the problem, as the PocketPC device still has use of the serial port. This must be worked around before the camera will function. Remember that just because a serial device is no longer attached does not mean that the drivers that use the port are not active. NOTE ON THIS QUESTION :
It can be argued that "B" is incorrect since it violates the requirement that the user must be able to use the camera ON THE SERIAL PORT. If this logic is correct, then the correct answers must be "A" and "D". I believe that the best answers are above, but if this question is on your examination, you will need to decide the best answer for yourself. This is a GUIDE, and not necessarily the end-all of end-alls.

QUESTION 62
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that his taskbar has moved from the bottom of his desktop to the right hand side of his desktop. He states he wants the taskbar to be back at the bottom of his desktop. You need to ensure the taskbar is back at the bottom of the user's desktop. What should you instruct the user to do?
A. Lock the taskbar.
B. Drag and drop the taskbar.
C. Configure the taskbar to use the Classic Start menu.
D. Restart the computer by using the last known good configuration.
Answer: B
Explanation: The user dragged and dropped the taskbar to the right-hand side of the screen. To place it back in its original location, the simplest thing to do is to drag and drop it back. As long as the task bar is not locked, this is not only possible, but the best course of action.
Incorrect Answers:
A. Locking the taskbar will prevent the user from moving it at all. It will not allow him to put it back in its original location. This answer will completely prevent the completion of the request.
C. The Classic Start Menu will not move the task bar. It will only affect what happens when the Start button is clicked. Configuring this presents the Windows 2000 and earlier style interface when clicking Start. The XP Style has the two panels, color, Pinto, etc.
D. Restarting the computer with the last known good configuration will bring the computer back to the state it is

in currently, as there is nothing wrong with the workstation or with Windows XP. The net affect of performing is action would be that the computer would return to the same state it is in currently, and the taskbar will still be on the right-hand side.

QUESTION 63
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. Users store files on drive D: of their computer 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.
Answer: B
Explanation: The problem here is that the browser is reusing the folders to show subfolders. Enabling this setting from Tools -> Folder Options -> View -> Open each folder in its own window will allow the folder to open a new window when double clicked.
Incorrect Answers:
A. Simple File Sharing allows users to share files without having to worry about ACL's (Access Control Lists). It has nothing to do with how a folder is displayed.
C. There is no such checkbox as "Launch folder windows in a separate process". The closest match to this would be to launch each application in its own space, but this has not been used since Windows NT. This answer tests knowledge of the options available.
D. This answer is incorrect for the same reason as "A". How folders are shared has no bearing on what happens when a folder is double clicked.

QUESTION 64
You are a desktop support technician for Certkiller. 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.
Answer: A
Explanation: Importing the home address book into Outlook Express is the easiest solution. To do this, click File -> Import Wizard -> Import Address Book.
Incorrect Answers:
B. The File and Setting Transfer Wizard is used to migrate Office settings from one computer to another. It is not used to import address books.
C. There is no Synchronization on the Start menu. Even if there were, this answer would be incorrect for the

same reason "D" is incorrect.
D. Synchronization is used to make the offline copies of folders the same as a server's copies. If there are addresses stored on a server, it will synchronize those as well. However, this is not used for a PC to PC transfer. It is used for a server to PC transfer.

QUESTION 65
You are a desktop support technician for Certkiller. 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.
Answer: B
Explanation: The question states that the user can not see the Task Bar. No other users have problems, and he is not reporting any errors on the workstation. Therefore, the simple explanation is that the taskbar has been set to either not display or to auto hide. Disabling the
Incorrect Answers:
A. Locking the taskbar will prevent changes from being applied. This would be a good solution if the taskbar were constantly being changed or manipulated, but not in this situation.
C. The Accessibility Wizard handles items like on screen keyboard, speech for text, and Magnifier. It does not work with the tool bar in any way.
D. Hiding inactive icons will remove icons from view on the task bar that have not been used. This affects icons next to the clock, but will not affect the Task Bar itself. Remember that the Task Tray (where the icons are) and the Task Bar (where running programs are shown) are two different things.

QUESTION 66
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that he wants to clean up his taskbar. He wants fewer applications to be displayed in the notification area without modifying any other configurations. You need to ensure that the taskbar is cleaned up. Your solution must not modify any other configuration. What should you instruct the user to do?
To answer, configure the appropriate option or options in the dialog box in the answer area.

Answer: Group Similar taskbar buttons
Explanation: This is a dialog box answer. You must click in the correct place:
You must check the (Group Similar taskbar buttons) in that menu and only that one.)

QUESTION 67
You are a desktop support technician for Certkiller. 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 reimporting 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 68
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Outlook Express. A user reports that he wants to copy contacts from his mobile phone to Outlook Express. The mobile phone does not have a synchronization application that is compatible with Outlook Express. However, the mobile phone does support saving the contacts to a comma-delimited file. You need to help the user select a file type that allows him to import the contacts from his mobile phone to Outlook Express.

Which file type should you instruct the user to use?
A. An LDIF file
B. A text file
C. An Excel spreadsheet file
D. A Windows address book file
Answer: B
Explanation: Since the mobile phone does not support Outlook Express, a common format must be used. The only common format between the phone and Outlook Express is the comma delimited (text) file. Outlook Express can then import the file and saved as an Address Book.
Incorrect Answers:
A. A LDIF file is not supported by the phone, so there is no way to get the contacts from the phone to this format.
C. An Excel Spreadsheet file can not be imported into Outlook Express, so this format can not be used.
D. The phone can not put messages into this format, so this is not an option directly.

QUESTION 69
You are a desktop support technician for Certkiller. 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.
Answer: D
Explanation: Resetting the toolbars will set them to their default configuration. Any buttons that were added will be removed, and any that are missing will be readded. Note that this will make the toolbars appear as they did when Internet Explorer was originally configured.
Incorrect Answers:
A. Restoring the defaults from the Advanced tab will not reset the toolbars. These settings affect things like image place holders, whether a site's certificate is checked for revocation, and enabling the java compiler among other things.
B. Resetting the web settings will reset what program opens when a news link is clicked, a web page is selected to be edited, or what program opens when an email link is clicked. It will not affect the toolbars.
C. Locking the toolbars will prevent changes to the toolbars, but will not change the toolbars back to their original configuration.

QUESTION 70
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user travels with a portable computer. The user is required to encrypt all company data that is stored on the portable computer. The user reports that she has to view the properties of each file to find out whether a file is encrypted or unencrypted. You need to ensure that the user can distinguish encrypted files from unencrypted files without viewing the files' properties. What should you instruct the user to do?
A. Ensure that the files are compressed.
B. Ensure that the files are not compressed.

C. Set the folder options to show encrypted files in color.
D. Set the folder options to show protected operating system files.
Answer: C
Explanation: Users must be able to distinguish between encrypted and unencrypted files. The only way to do this is to have the encrypted files shown in color. Encryption is the process of protecting files by making the files unreadable unless a key is provided. Compression removes the "white space" in files; making them smaller on the hard drive but not altering any data.
Incorrect Answers:
A. Ensuring the files are compressed won't make any difference to encryption settings. These are two different attributes. Do not confuse the two.
B. Incorrect for the same reason as "A". Compression has no bearing on Encryption.
D. Showing protected operating system folders will have no effect on how encrypted files are shown. This setting will show files that are used by the OS, but not on files that the user creates and wants to keep other users from viewing.

QUESTION 71
You are a desktop support technician for Certkiller. 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).
Answer: C
Explanation: Clearing this checkbox will enable web pages to use the fonts that were originally intended. With this box checked, all fonts are replaced with Times New Roman by default.
Incorrect Answers:
A. Restoring defaults under the Advanced tab will not resolve the problem. The issue is that all the fonts are being replaced. There is no setting under Advanced that will change this. This must be done under Internet Options in Control Panel.
B. Resetting the web settings will not change the fonts. It will reset what application opens when a particular action is performed. For example, what program opens when a news link is encountered, a particular news reader opens, or when a web page is selected for editing, what program will open to edit the document.
D. There is no need to change the encoding type. UTF-8 is a common and accepted standard. Even if this were changed, it would not cause the fonts to be replaced with Times New Roman.

QUESTION 72
You are a desktop support technician for Certkiller. 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.
Answer: D
Explanation: This answer is much like one below relating to a foreign language. Understand that Windows gets its settings for languages from the Region and Language Settings in the Control Panel. Changing to Korean in the Region and Language Settings will enable him to enter in Korean.
Incorrect Answers:
A. The Korean Pack is probably correctly installed. This would not be the first thing to check, and certainly not the best answer. Any time answers are presented that prompt you to reinstall, look at them with extreme caution.
B. There is no need to download the Korean version of Outlook Express. The question states that the user needs to type in Korean. It does not make any mention of needing the menus and buttons to be in Korean.
C. Auto Encoding will allow the display of foreign language characters from incoming messages on the screen It will not, however change what the user types from standard text into Korean.

QUESTION 73
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser.
A user reports that his Address bar in Internet Explorer has disappeared. Now, he cannot type Web site URLs to connect to Web sites. You discover that the user has recently made some changes in Internet Explorer. You need to ensure that the user can type Web site URLs in the appropriate toolbar. What should you instruct the user to do?
A. Lock the toolbars.
B. Enable the Address bar.
C. Enable the Links toolbar.
D. Enable the Standard Buttons toolbar.
Answer: B
Explanation: Enabling the Address bar is the simplest, most direct answer. It also makes the most sense. Since she "made some changes" to her environment, one of the changes was in all likelihood the turning off of her Address bar. Simply re-enabling it should resolve her issue.
Incorrect Answers:
A. Locking the toolbars will prevent her from changing them, but will not turn on the needed toolbar.
C. The Links toolbar will show the items in the Links folder. It will not enable the Address bar, or modify it in any way.
D. The Standard buttons toolbar will show all the standard buttons (Stop, Reload, Back, etc.) It will not change the Address bar.

QUESTION 74
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that when she runs the Spelling and Grammar... utility on a Microsoft Word document, the French dictionary is used. English is the language of the document, so she wants to use the English dictionary when checking her document. You need to ensure that the user can use the English dictionary when running the Spelling and Grammar... utility. What should you instruct the user to do?
A. In Word, set the Spelling and Grammar language to English.
B. In Regional Options in Control Panel, choose English as the default language.

C. In Word, clear the Allow accented uppercase in French check box in the Edit options.
D. In Regional Options in Control Panel, add United States - International under Keyboard Layout /IME in the Input Locals options.
Answer: B
Explanation: The way this is set is not in Word where one would believe. Word takes these settings from the Regional and Language options. Changing these back to English will resolve the problem.
Incorrect Answers:
A. There is no setting in Word that will change the language. It uses whatever the language specified is in Regional and Language Options.
C. Changing the allow accented uppercase in French will not change the language. It will simply not display the uppercase accented words.
D. Changing the keyboard layout will not change the default language. It will only change what each key press does. For example, using a Polish keyboard, the "z" will display a "w" and vice verse. In English, a "z" displays a "z". The language does not change; only what character is displayed when a particular key is pressed.

QUESTION 75
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that she can no longer see graphic images on any Web site. Instead, she just sees a placeholder for the intended location of graphic images. You discover that the user recently made several changes in Internet Explorer on her computer. You need to ensure that the user can view graphic images in Internet Explorer for all Web pages that display graphic images. What should you instruct the user to do in Internet Options in Control Panel?
A. Click the Restore Defaults button on the Advanced tab.
B. Click the Reset Web Settings button on the Program tab.
C. Clear the Show image download placeholders check box on the Advanced tab.
D. Select the Enable visual styles on buttons and controls in web pages check box on the Advanced tab.
Answer: A
Explanation: One of the changes that was made was to show image placeholders instead of actual images. This setting is made under the Advanced tab of IE properties. This box exists to speed up web browsing by not downloading pictures. Below is the offending checkbox:

Incorrect Answers:

B. Resetting the Web Settings will reset the default application used to do things such as edit web pages, mail, news, etc. Here is that screen:

C. This is the exact checkbox that you want UNCHECKED. The reason the problem currently exists is that this checkbox has been checked, and images are no longer being displayed.
D. Enabling visual styles will simply allow Internet Explorer to display themes like the rest of Windows XP. This will keep all the color schemes, pointers, etc in Internet Explorer. This has nothing to do with the images that are displayed in Internet Explorer.

QUESTION 76
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Explorer as their Web browser. A user reports that he moved a toolbar in Internet Explorer by mistake. The user was able to move the toolbar back to its original position, but the user wants to prevent the toolbars from being moved in the future. You need to ensure that the user can prevent toolbars in Internet Explorer from being moved.
What should you instruct the user to do on the View menu in Internet Explorer?
A. Select Stop
B. Select Status Bar
C. Select Full Screen
D. Point to Toolbars and select Lock the Toolbars
Answer: D
Explanation: Locking the toolbars will prevent accidental movement or modification. None of the other answers make sense, given the explanations below.
Incorrect Answers:
A. Pressing Stop will stop all loading of whatever web page is being sent at the time. If the page is fully loaded, then this button has no effect. It has no effect on any toolbar.
B. Selecting the Status Bar is not possible. The most that can be done is to display it or not. This is done under

"View -> Status Bar". This shows the little bar at the bottom of the screen that details thins like current web page, what zone you're in, and whether a cookie has been blocked lately.
C. Selecting Full Screen will simply make IE fill the entirety of the screen, making the toolbars disappear. This will neither get them back once they have been altered nor prevent them from being changed again.

QUESTION 77
You are a desktop support technician for Certkiller. 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 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.doc file 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 78

You are a desktop support technician for Certkiller. 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.

Answer: B

Explanation: The Insert Comment button appears on the Reviewing Toolbar. Simply enabling this toolbar will show this button. To enable the toolbar, right click any open spot in the toolbar area. From the dropdown list, click Reviewing.

Incorrect Answers:

A. There is no need to do a Detect and Repair. Word is functioning as it should. The toolbar is simply not being

displayed. Don't get fooled into thinking that the "new feature" of Office is always the right answer. This should be a last resort-type option, only to be tried when the simple solutions do not work.
C. Normal.dot contains all information used to start a blank document in Word. It contains things like what is the default font, font size, color, etc. It does not contain information about the toolbars.
D. The Shared Workspace will not resolve the situation. It is designed to allow users to collaborate. Even though another user created the document, it is being edited on this workstation, and as such will get this workstation's environment; including the toolbars. Since the toolbar is not displayed when the user works alone, it will not display in a collaborative environment, either.

QUESTION 79
You are a desktop support technician for Certkiller. A customer running Windows XP Home Edition and Microsoft Outlook Express reports that he cannot access previously saved e-mail messages. You verify that there are no email
messages when the customer opens Outlook Express. You need to ensure that the customer can access his previously saved e-mail messages. What should you do?
A. Import the Internet account settings into Outlook Express.
B. Import the e-mail account configuration settings into Outlook Express.
C. Search for files with the .pst extension. Import the e-mail messages from the .pst file.
D. Search for files with the .dbx file extension. Import the e-mail messages from the .dbx file.
Answer: C
Explanation: The probable cause for this problem is that the user is not loading his PST file when Outlook launches. This is usually due to the user moving the PST file, and Outlook can no longer find it. Pointing Outlook Express to the PST will usually resolve the problem.
Incorrect Answers:
A. You can not import Internet Account Settings. Even if it were possible, the problem does not lie in the internet account. The question states that he does not have access to saved messages. This almost always indicates a PST file, and since PST files are almost always local, the internet connection is not the issue.
B. There is no problem with email account settings. The question does not state that the user can not log on. It merely states that he can not pull up previously saved messages.
D. DBX files are database files, and not used for Outlook or Outlook Express. Since they are not used, this can not be the correct answer.

QUESTION 80
You are a desktop support technician for Certkiller. 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 quires. 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.
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 81
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user reports that he always needs to reenter his user name and password on the Web page whenever he logs onto any Web site. The user wants Internet Explorer to automatically enter his user name and password when he logs on to Web sites. How should the user configure the AutoComplete Settings dialog box on his computer?
To answer, configure the appropriate option or options in the dialog box in the answer area.

Answer: user names and passwords on forms
Explanation: This is a dialog box answer. You must click in the correct place: Place a check mark in the (user names and passwords on forms)

QUESTION 82
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that e-mail messages sent to him by a colleague do not appear in his Microsoft Outlook Inbox. He can hear the notification tone, indicating that the e-mail messages are being received. You confirm that when the tone is heard, the unread e-mail count for the user's Inbox does not increase. You need to ensure that new e-mail messages appear in the user's Inbox. What should you do?
A. Run the Detect and Repair wizard.
B. Create and use a new Outlook user profile.
C. Disable the Outlook rule that is affecting the e-mail messages.
D. Change the Sort by option to include unread e-mail messages.

Answer: C
Explanation: In all likelihood, there is a filter that is preventing Outlook from receiving the messages. If this is the case, there would still be an audible alert, as the message is delivered then promptly deleted. That would explain why the message no longer exists.
Incorrect Answers:
A. Running a Detect and Repair is not necessary, as messages are indeed being delivered. This is an indication that Outlook is performing as it should.
B. Creating a new profile would allow the messages to be delivered, but is not the best option as all the user's other messages will not be accessible.
D. Changing the Sort By will not resolve the problem, as the messages do not exist anymore, and sorting in any fashion would not change that fact.

QUESTION 83
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. A user reports that he wants to move a shortcut from his desktop to the Start menu. You need to ensure that the shortcut is moved to the Start menu. What should you instruct the user to do?
A. Drag and drop the shortcut to the Start menu.
B. Configure the Start menu to use the Classic Start menu.
C. Increase the number of programs available on the Start menu.
D. Ensure that the recently used programs list is disabled.
Answer: A
Explanation: Drag and drop the shortcut is one way to move it.
Incorrect Answers:
B. Using the Classic Start Menu will not change shortcuts from the desktop in any way. Using this in conjunction with dragging and dropping would work, but is not necessary.
C. Increasing the number of programs available on the start menu would only increase the number of recently used programs, but would not add any shortcuts to it. By double clicking a shortcut, Recently Used Programs will display the actual program, not the shortcut, and only if the application is written correctly. (Not all applications will make use of the Recently Used Programs.)
D. Disabling the recently used programs is the opposite of "C", but incorrect for the same reason. Simply changing this will not add or remove shortcuts from the Start Menu.

QUESTION 84
You are a desktop support technician for Certkiller. 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. See the graphic below:

Incorrect Answers:
B. 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.
C. 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!
D. 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 85
You are a desktop support technician for Certkiller. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. A user wants to have the highest degree of protection against cookies that still allows her to log on to Web sites and store personal data. She wants to prevent cookies from advertisers on third-party Web sites from being stored on her computer. You need to ensure that the user's Internet options are configured properly. What should you instruct the user to do in Internet Options in Control Panel?
A. Enable the Content Advisor.
B. Configure the Privacy setting to Medium-High.
C. Configure the custom security setting to High for the Internet security zone.
D. Add all third-party Web sites to the Restricted sites security zone.
Answer: B
Explanation: Setting the Privacy to Medium-High is the best answer. This is another question where being able

to eliminate the incorrect answers leaves the best choice. See below.
Incorrect Answers:
A. Enabling the Content Advisor will block sites that contain offensive content. It does not have any effect on cookies for web pages that are allowed to load. Therefore, this answer can be eliminated.
C. Setting the custom security settings to High for the Internet zone looks like a good answer. However, this setting matches the settings used in the Restricted Sites zone. This disallows almost anything from running on a web site. This is far more restrictive than is required for this question.
D. Adding third party web sites to restricted sites is more restrictive than necessary, all sites outside the company are "third-party", and in addition, adding each site to the Restricted Sites would be time consuming, and would result in adding every site visited to the Restricted Sites list! Certainly not the best answer.

Section B

QUESTION 1
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are trying to help your users to secure their files. If you use the cipher command to generate a recovery agent certificate, what files will be created?
A. .pfx file
B. .cer file
C. .idx file
D. .lre file
Answer: A, B
Explanation: To generate a recovery agent certificate, follow these steps:
1. Log on as Administrator.
2. At a command prompt, type cipher /r:filename.
3. When prompted, type a password that will be used to protect the files you create. This generates both a .pfx file and a .cer file with the file name you specify.

QUESTION 2
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are trying to help your users to secure their files. It is always recommended that encryption is done on a _____ basis.
A. Per folder
B. Per file
C. Per user
D. Per application
E. None of the above
Answer: A
Explanation: Always encrypt folders, not files. When a folder is encrypted, all files created in that folder are encrypted. Many editing programs save a new copy of the document you are editing. This copy will be encrypted if you encrypt the folder, but it will be plain text if you only encrypt the original file.

QUESTION 3
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows

computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to edit the content of the Standard Buttons toolbar of your IE. What should you do (choose all that apply.:
A. choose View, Toolbars, Customize
B. right-click the toolbar and choose Customize from the shortcut menu
C. write a short script for execution with iexplore
D. you cannot do this
Answer: A, B
Explanation: To edit the content of the Standard Buttons toolbar, you may choose View, Toolbars, Customize (or right-click the toolbar and choose Customize from the shortcut menu.. To add a button to the toolbar, drag it from the Available Toolbar Buttons window of the Customize Toolbar dialog box to the location of your choice in the Current Toolbar Buttons window.

QUESTION 4
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user wants to display the IE Favorites Explorer bar. What shortcut keys should you tell him to press?
A. Ctrl+I
B. Ctrl+E
C. Ctrl+A
D. Ctrl+D
Answer: A
Explanation: To display the Favorites Explorer bar, you can do any of the following: Choose View, Explorer Bar, Favorites. Press Ctrl+I.
Click the Favorites button on the Standard Buttons toolbar.

QUESTION 5
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user wants to quickly add the current web page to the top level of the IE Favorites folder. What shortcut keys should you tell him to press?
A. Ctrl+I
B. Ctrl+E
C. Ctrl+A
D. Ctrl+D
Answer: D
Explanation: Pressing Ctrl+D adds the current page to the top level of your Favorites folder. Because most users quickly accumulate so many favorites that they need to use subfolders to organize them (each folder representing a category of favorites., you can think of this option as a fast but temporary method for adding a favorite.

QUESTION 6
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to ensure that Internet Explorer always opens a Web shortcut in

a new window, rather than replacing the material you're currently looking at. What should you do?
A. choose Tools, Internet Options and then click the Advanced tab. In the Browsing section of the Settings list, clear the Reuse Windows For Launching Shortcuts option.
B. choose Tools, Internet Options and then click the Advanced tab. In the Browsing section of the Settings list, check the Reuse Windows For Launching Shortcuts option.
C. You cannot do this
D. Encrypt the My Favorites folder
Answer: A
Explanation: To ensure that Internet Explorer always opens a Web shortcut in a new window, rather than replacing the material you're currently looking at, choose Tools, Internet Options and then click the Advanced tab. In the Browsing section of the Settings list, clear the Reuse Windows For Launching Shortcuts option.

QUESTION 7
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to have Internet Explorer downloads a copy of the current page to your Temporary Internet Files folder. What should you do?
A. Add this page to your favorite list. Select Make This Page Available Offline on the Web Document tab of the favorite's properties dialog box.
B. Choose Edit - Select All- Copy
C. Choose Edit - FrontPage
D. Press Ctrl PrtScr
Answer: A
Explanation: If you select Make This Page Available Offline on the Web Document tab of the favorite's properties dialog box, Internet Explorer downloads a copy of the page to your Temporary Internet Files folder (%UserProfile\Temporary Internet Files. and updates that page at periodic intervals (every day at a particular time, for example.. You can then read the page without having to reconnect to the Internet.

QUESTION 8
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. If you select Make This Page Available Offline on the Web Document tab of the favorite's properties dialog box, Internet Explorer will download a copy of the current page to which location?
A. %UserProfileTemporary Internet Files
B. %UserProfileApplication Data
C. %UserProfileLocal Settings
D. %UserProfileMy Documents
Answer: A
Explanation: If you select Make This Page Available Offline on the Web Document tab of the favorite's properties dialog box, Internet Explorer downloads a copy of the page to your Temporary Internet Files folder (%UserProfile\Temporary Internet Files. and updates that page at periodic intervals (every day at a particular time, for example.. You can then read the page without having to reconnect to the Internet.

QUESTION 9
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows

computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user asks you what program can be used to open and read a cookie file. Which of the followings programs can help?
A. Notepad
B. Photo Editor
C. Regedt32
D. NetDom
Answer: A
Explanation: A cookie is a small text file that enables a Web site to personalize its offerings in some way. The Web site downloads the cookie to your hard disk (Internet Explorer stores it in the folder %UserProfile%\Cookies., and then reads the cookie from your hard disk on your subsequent visits to the site.

QUESTION 10
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to clean up the cookies inside your computer. Which directory should you look into?
A. %UserProfile%Cookies
B. %UserProfileTemporary Internet Files
C. %UserProfileApplication Data
D. %UserProfileLocal Settings
E. %UserProfileMy Documents
Answer: A
Explanation: A cookie is a small text file that enables a Web site to personalize its offerings in some way. The Web site downloads the cookie to your hard disk (Internet Explorer stores it in the folder %UserProfile%\Cookies., and then reads the cookie from your hard disk on your subsequent visits to the site.

QUESTION 11
Internet Explorer 6 by supporting which standard can filter cookie transactions on the basis of the cookie's content and purposes?
A. P3P
B. PGP
C. RDP
D. ASP
Answer: A
Explanation: Internet Explorer 6 supports the emerging Platform for Privacy Preferences (P3P. standard. This enables Internet Explorer to filter cookie transactions on the basis of the cookie's content and purposes, in accordance with your stated privacy preferences.

QUESTION 12
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. To express your preferences regarding cookies, you want to fine tune your IE. Which of the followings are the valid options in the Privacy tab of the Internet Options dialog box of IE6 (choose all that apply.:
A. Block All Cookies

B. High
C. Medium High
D. Medium
E. Low
Answer: A, B, C, D, E
Explanation: To express your preferences regarding cookies, choose Tools, Internet Options, and then click the Privacy tab. On the Privacy tab of the Internet Options dialog box, you may use the slider to choose one of the following settings:
Block All Cookies High
Medium High
Medium
Low
Accept All Cookies

QUESTION 13
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring the privacy level of your IE. Which of the followings are the valid descriptions of a LOW privacy level (choose all that apply.:
A. Blocks third-party cookies from sites that do not have a compact privacy statement
B. Accepts cookies from third-party sites that use personally identifiable information without your explicit consent, but deletes those cookies when you close Internet Explorer
C. Accepts all first-person cookies
D. There is no such level
Answer: A, B, C
Explanation: Low
Blocks third-party cookies from sites that do not have a compact privacy statement Accepts cookies from third-party sites that use personally identifiable information without your explicit consent, but deletes those cookies when you close Internet Explorer Accepts all first-person cookies

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QUESTION 14
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring the privacy level of your IE. Which of the followings are the valid descriptions of a Medium High privacy level (choose all that apply.:
A. Blocks cookies from third-party sites that do not have a compact privacy statement
B. Blocks third-party cookies that use personally identifiable information without your explicit consent
C. Blocks first-party cookies that use personally identifiable information without your implicit consent
D. Accepts cookies from third-party sites that use personally identifiable information without your explicit consent, but deletes those cookies when you close Internet Explorer
E. Accepts all first-person cookies
Answer: A, B, C
Explanation: Medium High
Blocks cookies from third-party sites that do not have a compact privacy statement Blocks third-party cookies that use personally identifiable information without your explicit consent Blocks first-party cookies that use personally identifiable information without your implicit consent

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QUESTION 15
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring the privacy level of your IE. Which of the following is the default privacy level?
A. High
B. Medium High
C. Medium
D. Low
E. Accept All Cookies
Answer: C
Explanation: The valid levels in IE 6 are:
Block All Cookies
High
Medium High
Medium (Default.
Low
Accept All Cookies

QUESTION 16
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring the privacy level of your IE. You want certain cookies to be blocked by IE. How do you tell if IE blocks a cookie for you?
A. Check the corresponding icon on your status bar.
B. Choose View, Status Bar, View Status.
C. Choose View, Status Bar, View Cookies.
D. Check the security event log
Answer: A
Explanation: When Internet Explorer blocks or restricts a cookie, it displays an icon on your status bar. (Choose View, Status Bar, if your status bar is not visible..

QUESTION 17
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to manage the web cache used by IE. By default where are the internet content cached?
A. %UserProfile%Local Settings Temporary Internet Files.
B. %UserProfile%Local Settings Temporary Web Files.
C. %UserProfile%Local Settings Temporary.
D. %UserProfile%Local Settings Cache.
Answer: A
Explanation: Temporary Internet Files are stored by default in various subfolders of the hidden system folder %UserProfile%\Local Settings Temporary Internet Files. By default, Internet Explorer reserves a maximum of about 3 percent of the space on your system disk for the Web cache.

QUESTION 18
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to manage the web cache used by IE. By default how much space is reserved for web caching?
A. 3% of total disk space
B. 6% of total disk space
C. 10% of total disk space
D. 15% of total disk space
Answer: A
Explanation: Temporary Internet Files are stored by default in various subfolders of the hidden system folder %UserProfile%\Local Settings\Temporary Internet Files. By default, Internet Explorer reserves a maximum of about 3 percent of the space on your system disk for the Web cache.

QUESTION 19
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You suspect that your Internet Explorer is reading from the cache when it should be downloading afresh. What should you do (choose all that apply.:
A. hold down the Shift key while you click Refresh
B. press Shift+F5
C. hold down the Ctrl key while you click Refresh
D. press Shift+F6
Answer: A, B
Explanation: If Internet Explorer appears to be reading from the cache when it should be downloading afresh (for example, if you find yourself looking at yesterday's headlines at a newspaper site., hold down the Shift key while you click Refresh (or press Shift+F5..

QUESTION 20
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user desktop is connected to the internet through a DSL line directly. To protect this desktop, which of the following should you deploy?
A. ICF
B. ICS
C. ARS
D. ASR
Answer: A
Explanation: Internet Connection Firewall (ICF. is a software component that blocks unsolicited traffic from the Internet. It does this by monitoring all inbound and outbound communication involving the computers it protects.

QUESTION 21
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and

maintenance of desktop applications. Your user desktop is connected to the internet through a DSL line directly. To protect this desktop, you configure the connection firewall to log dropped packets. What format does this log use?
A. W3C
B. W3C Extended
C. BIN
D. ISC2
Answer: B
Explanation: The log uses the W3C Extended Log format, a standard logging format that allows you to analyze data using third-party utilities. To understand what the columns mean, look at the column headers in line 4.

QUESTION 22
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. On your desktop you have enabled ICF. After that your small web service no longer works according to the users who are expected to view your pages. What should you do?
A. Configure ICF to allow incoming web traffic
B. Configure ICF to allow outgoing web traffic
C. Configure the TCP/IP filter to explicitly allow port 80 traffic
D. Install IIS on your desktop
Answer: A
Explanation: By default, ICF blocks all unsolicited incoming data packets. If you run a Web, FTP, or Telnet site, or if you want to enable contact from the outside on some particular TCP port, you need to take some additional setup steps. To enable a service, such as HTTP Web Server, click the Services tab in the Advanced Settings dialog box.

QUESTION 23
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. On your desktop you have enabled ICF. After that no one from outside the internal network can ping your desktop. What should you do?
A. Configure the relevant ICF settings
B. Map the ICMP port to the LAN interface
C. Release and renew your DHCP configuration
D. Check your network connection and retry
Answer: A
Explanation: Error correction and diagnostic commands, such as Ping and Tracert, use Internet Control Message Protocol (ICMP. rather than TCP or UDP. These functions are also disabled by default on an ICF-protected network. To enable them, click the ICMP tab of the Advanced Settings dialog box.

QUESTION 24
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You enabled ICF on your computer. What ICF setting allows you to inspect outgoing traffic?
A. Configure the relevant ICF settings

B. Map the outgoing traffic port to the LAN interface
C. Release and renew your DHCP configuration
D. Check your network connection and retry
E. There is nothing you can do about it with ICF.
Answer: E
Explanation: ICF is concerned only with blocking unwanted inbound traffic. However, some viruses and Trojan horses do their mischief by lodging themselves on your system, reading your address books, and then using your computer to launch attacks.

QUESTION 25
Rate this comment: Outlook Express is set by default to prevent you from saving any attachment that could possibly be a virus.
A. True
B. True only when WinXP SP1 is applied
C. False
D. True only if ICF is running
Answer: A
Explanation: Outlook Express is set by default to prevent you from saving or opening any attachment that could possibly be a virus. If a message arrives containing such an attachment, Outlook Express notifies you that it has blocked access to the attachment.

QUESTION 26
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You concern about web browsing safety. By default, Internet Explorer 6 on WinXP can download which of the following kinds of active content (choose all that apply.:
A. ActiveX controls
B. Java applets
C. Scripts
D. IE 6 by default does not download active content
Answer: A, B, C
Explanation: Internet Explorer can download the following kinds of active content:
ActiveX controls
Java applets
Scripts

QUESTION 27
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You concern about web browsing safety. By default, for Internet Explorer 6 on WinXP, which of the following active content types constitute the greatest potential threat?
A. ActiveX controls
B. Java applets
C. Scripts
D. IE 6 by default does not download active content
Answer: A

Explanation: Of the three types of active content, ActiveX controls constitute the greatest potential threat because they have complete access to your system. They're also, for the same reason, the most useful and versatile kind of active content. Java applets and scripts are much less likely to be harmful.

QUESTION 28
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You concern about web browsing safety. By default, if Internet Explorer 6 displays a Security Warning dialog box when you attempt to download an active content file, what options do you have (choose all that apply.:
A. download and install
B. not to download
C. display a help message about these choices
D. download but not install
E. download and scan
Answer: A, B, C
Explanation: By default, Internet Explorer displays a Security Warning dialog box, like the one shown in Figure 20-8, before downloading an ActiveX control or Java applet. Your choices are to download and install (Yes., not to download (No., and to display a boilerplate help message about these choices (More Info..

QUESTION 29
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You concern about web browsing safety. Which of the following are the valid security zones defined by IE (choose all that apply.:
A. Local Intranet
B. Internet
C. Trusted Sites
D. Restricted Sites
E. None of the choices.
Answer: A, B, C, D
Explanation: Internet Explorer's security zones let you divide the universe of Internet sites into four categories, according to sites' perceived level of trustworthiness. Internet Explorer calls the categories "zones" and gives them the following names:
Local Intranet
Internet
Trusted Sites
Restricted Sites

QUESTION 30
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You concern about web browsing safety. By default, Internet Explorer populates the Local Intranet zone (which is one of the available security zones. with which of the following (choose all that apply.:
A. All intranet sites that you haven't moved into either the Trusted Sites zone or the Restricted Sites zone

B. All sites that bypass your proxy server
C. All network servers accessed via UNC paths
D. There is no such zone
Answer: A, B, C
Explanation: By default, Internet Explorer populates the Local Intranet zone with the following:
All intranet sites that you haven't moved into either the Trusted Sites zone or the Restricted Sites zone
All sites that bypass your proxy server
All network servers accessed via UNC paths

QUESTION 31
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to make sure that if a user tries to go to a Web page that is beyond the limits you set, Internet Explorer won't show the page. What should you do?
A. Set up Content Advisor
B. Enable ICS
C. Enable ICF
D. Configure security zones
Answer: A
Explanation: When Content Advisor is enabled, if a user tries to go to a Web page that is beyond the limits you set, Internet Explorer won't show the page. Instead it displays a warning message. Users who know the supervisor password (you supply this password when you first enable Content Advisor. can bypass the warning and view the page.

QUESTION 32
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have set up Content Advisor on a user desktop. Your user wants to bypass the content advisor warning when viewing a page. What should you do?
A. Give him the supervisor password
B. This is not possible
C. Tell him to refresh the browser and delete the existing cookies and then retry.
D. Tell him to download the page for offline viewing.
Answer: A
Explanation: When Content Advisor is enabled, if a user tries to go to a Web page that is beyond the limits you set, Internet Explorer won't show the page. Instead it displays a warning message. Users who know the supervisor password (you supply this password when you first enable Content Advisor. can bypass the warning and view the page.

QUESTION 33
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are deploying IE's Content Advisor. By default, IE comes with which content rating system?
A. RSACi
B. RBAC

C. RICS
D. REDT
Answer: A
Explanation: By default, Internet Explorer comes with one system, RSACi-the Recreational Software Advisory Council's Internet rating system. This system has four categories:
language, nudity, sex, and violence. Each category has five levels, numbered 0 through 4. A higher number indicates more explicit or intense content.

QUESTION 34
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are deploying IE's Content Advisor. By default, the content rating system that comes with IE has how many categories defined?
A. 4
B. 5
C. 6
D. 8
Answer: A
Explanation: By default, Internet Explorer comes with one system, RSACi-the Recreational Software Advisory Council's Internet rating system. This system has four categories:
language, nudity, sex, and violence. Each category has five levels, numbered 0 through 4. A higher number indicates more explicit or intense content.

QUESTION 35
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are deploying IE's Content Advisor. By default, the content rating system that comes with IE has several categories defined. Which of the following are the valid categories (choose all that apply.:
A. Language
B. Nudity
C. Sex
D. violence
Answer: A, B, C, D
Explanation: By default, Internet Explorer comes with one system, RSACi-the Recreational Software Advisory Council's Internet rating system. This system has four categories: language, nudity, sex, and violence. Each category has five levels, numbered 0 through 4. A higher number indicates more explicit or intense content.

QUESTION 36
When a WinXP 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 37
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You need to set up OE as your email client. In OE you need to setup several different email accounts which have similar settings. What should you do if you do not want to do repeat typing for every account?
A. Copy and paste the accounts
B. Export and import the accounts
C. Run an account creation script
D. Create the accounts form the command line
Answer: B
Explanation: If you don't ever want to be bothered re-creating an e-mail account, choose Tools, Accounts, select the account name, and then click Export. Outlook Express will save your account settings in an .iaf file. If you ever need to re-establish the account-on this computer or another-you can import that .iaf file.

QUESTION 38
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You need to set up OE as your email client. If you export an existing account, what file format will OE use for this export?
A. .iaf
B. .irc
C. .dbx
D. .idx
Answer: A
Explanation: If you don't ever want to be bothered re-creating an e-mail account, choose Tools, Accounts, select the account name, and then click Export. Outlook Express will save your account settings in an .iaf file. If you ever need to re-establish the account-on this computer or another-you can import that .iaf file.

QUESTION 39
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You need to set up OE as your email client. Rate this comment: By default, OE does not check addressees against entries in LDAP servers.
A. True
B. False
C. True only if there are LDAP servers on the same subnet
D. False - LDAP is never supported by OE
Answer: A
Explanation: By default, the program does not check addressees against entries in LDAP servers. But you can add this form of lookup as follows:

1. Choose Tools, Accounts.
2. On the Directory Service tab (or All tab. of the Internet Accounts dialog box, select the name of a directory service, and then click Properties.
3. On the General tab of the directory service's properties dialog box, select Check Names Against This Server When Sending Mail.

QUESTION 40
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You need to set up OE as your email client. What are used by OE to organize messages (choose all that apply.:
A. Folders
B. Boxes
C. Units
D. Domains
Answer: A
Explanation: Outlook Express uses folders to organize messages. The program creates one set of folders by default. Called Local Folders, these folders are used for any POP3 e-mail accounts you have. It also includes Outbox and Drafts folders that are shared by all your accounts.

QUESTION 41
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user is using OE as the email client. By default, OE checks every _____ minutes to see whether a user has mail?
A. 1
B. 5
C. 15
D. 30
E. 60
Answer: D
Explanation: By default, Outlook Express checks every 30 minutes to see whether you have mail. You can change that interval (or disable automatic checking. on the General tab of the Options dialog box.

QUESTION 42
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user is using OE as the email client. What shortcut keys can your user press so that he can send and receive at any time?
A. Ctrl+M
B. Ctrl+E
C. Ctrl+R
D. Ctrl+S
Answer: A
Explanation: Whether or not you fetch mail on a schedule, you can send and receive at any time by pressing

Ctrl+M. This keyboard shortcut checks all your e-mail accounts. To check a particular account only, choose Tools, Send And Receive, and then select the account you want to check.

QUESTION 43
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your users need to use OE to send plain text emails. What should you do to ensure that only plain text emails are sent to the intended recipients?
A. You need to make changes to the recipients' records in the address book
B. You need to make changes to the sending options of OE
C. You need to make changes to the server options of OE
D. You need to make changes to the signature options of OE
E. You do not need to do anything.
Answer: A
Explanation: To ensure that a particular person receives plain-text mail from you, open that person's record in Address Book by double-clicking the entry or by right-clicking it and choosing Properties. Select the Name tab and then select Send E-mail Using Plain Text Only.

QUESTION 44
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You use OE on your desktop. Currently OE is the only handler for news on your computer. What should you do to make OE the default handler?
A. You need to make changes to the recipients' records in the address book
B. You need to make changes to the sending options of OE
C. You need to make changes to the server options of OE
D. You need to make changes to the signature options of OE
E. You do not need to do anything.
Answer: E
Explanation: If you do not make Outlook Express the default handler for either mail or news, but no other mail or news client is installed on your system, Windows will treat Outlook Express as the default anyway.

QUESTION 45
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You use OE as your mail client. In OE's security section, which of the following are the defaults (choose all that apply.:
A. Restricted Sites Zone
B. Warn Me When Other Applications Try To Send Mail As Me
C. Filter attachment
D. Block spam
E. None of the choices.
Answer: A, B
Explanation: Before you begin using Outlook Express, you should choose Tools, Options, and then select the Security tab in the Options dialog box to review your security settings. Make sure that the following options are selected:

Restricted Sites Zone (More Secure. Warn Me When Other Applications Try To Send Mail As Me Both are selected by default, but it's a good idea to check anyway.

QUESTION 46
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You use OE as your mail client. OE by default shares the settings for which security zones available in Internet Explorer (choose all that apply.:
A. Internet zone
B. Restricted Sites zone
C. Danger zone
D. High secure zone
E. None of the choices.
Answer: A, B
Explanation: Outlook Express shares the settings for the two most restrictive security zones available in Internet Explorer-the Internet zone and the Restricted Sites zone. By setting Outlook Express to follow the security restrictions observed in the Restricted Sites zone, you get the maximum protection that you have set for this zone in Internet Explorer.

QUESTION 47
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You use OE as your mail client. OE by default has how many identities for use?
A. None
B. One
C. Two
D. One for each computer account
Answer: B
Explanation: Outlook Express initially uses a single identity, called Main Identity. You might want to replace this moniker with a real name-your own, perhaps. To do so, select Main Identity in the Manage Identities dialog box and click Properties.

QUESTION 48
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You use OE as your mail client. You want to change the default identity used by OE. What should you do?
A. select Main Identity - Properties in the Manage Identities dialog box
B. select Default Identity - Advanced Properties in the Manage Identities dialog box
C. select Identity - Settings in the Manage Identities dialog box
D. The default one cannot be changed
E. None of the choices.
Answer: A
Explanation: Outlook Express initially uses a single identity, called Main Identity. You might want to replace

this moniker with a real name-your own, perhaps. To do so, select Main Identity in the Manage Identities dialog box and click Properties.

QUESTION 80
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. One of your users complain that his desktop at home sometimes will be turned on by itself at midnite. Which of the following is the likely cause (choose all that apply.:
A. the wake-on-LAN feature has been enabled
B. the wake-on-LAN feature has been disabled
C. the UPS has been set to always on
D. the UPS has been set to always off
E. you have an outdated BIOS
Answer: A
Explanation: Some broadband Internet providers periodically probe your computer to see whether it's still connected. If your network interface card is configured to wake the computer, one of these probes will do it. If you don't want to disable the wake-on-LAN feature, you can ensure that probes from your Internet connection don't rouse your computer by turning off the computer's power completely.

QUESTION 50
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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. Now you want to consolidate all messages into one identity. What should you do?
A. Import and export the messages between identities
B. Copy and paste the messages folder by folder
C. Save all messages into a text file and then copy all content to the current identity
D. There is nothing you can do
E. None of the choices.
Answer: A
Explanation: You can use Outlook Express's Import command to import messages from one identity into another. Choose File, Import, Messages, Microsoft Outlook Express 6, and then specify the identity you want to import from

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QUESTION 51
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are using OE as your email application. Rate this comment: OE and Address Book are two separate applications.
A. True
B. False
Answer: A
Explanation: Outlook Express is tightly integrated with Address Book, a separate application designed to be shared by other programs that use contact information-fax clients, teleconferencing software, and the like. You can run Windows Address Book from Outlook Express by simply clicking Addresses on the toolbar.

QUESTION 52
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring the privacy level of your IE. You want certain cookies to be blocked by IE. How do you tell if IE blocks a cookie for you?
A. Check the corresponding icon on your status bar.
B. Choose View, Status Bar, View Status.
C. Choose View, Status Bar, View Cookies.
D. Check the security event log
Answer: A
Explanation: When Internet Explorer blocks or restricts a cookie, it displays an icon on your status bar. (Choose View, Status Bar, if your status bar is not visible..

QUESTION 53
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. On your XP desktop Outlook has been installed. What should you do if you want to share contact information between Outlook and Address Book?
A. Edit the registry
B. Configure Outlook's server option
C. Configure Outlook's mail reading option
D. Run wab -ex
E. Export the address book entries to Outlook one by one
Answer: A
Explanation: To share contact information between Outlook and Address Book, open Registry Editor, and go to HKCU\Software\Microsoft\WAB\WAB4. Add the DWORD value Use Outlook to this key (if it isn't already present., and set it to 1. To return to the unintegrated state, return to this registry value and either delete it or set it to 0.

QUESTION 54
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are using OE as your mail client. You want to exchange electronic business cards with other users via e-mail. What file format must you use for such exchange?
A. .vcf
B. .vdr
C. .vac
D. .vrb
Answer: A
Explanation: Address Book supports the vCard format, which allows you to exchange electronic business cards with other users via e-mail. To send your business card to another user, first create an address book record for yourself. Then select your record in Address Book, and choose File, Export, Business Card (vCard.. This creates a file with the extension .vcf.

QUESTION 55
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows

computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are using OE as your mail client. You want to exchange electronic business cards with other users via e-mail. What electronic business card standard does OE support?
A. vCard
B. X700
C. X600
D. eCard
E. sCard
Answer: A
Explanation: Address Book supports the vCard format, which allows you to exchange electronic business cards with other users via e-mail. To send your business card to another user, first create an address book record for yourself. Then select your record in Address Book, and choose File, Export, Business Card (vCard.. This creates a file with the extension .vcf.

QUESTION 56
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your user has set options in the Taskbar And Start Menu Properties dialog box. After that the taskbar becomes invisible. What should you tell him do to get it back (choose all that apply.:
A. press the Windows logo key
B. press Ctrl+Esc.
C. press Alt+Esc.
D. press Shift+Esc.
Answer: A, B
Explanation: Regardless of how you set options in the Taskbar And Start Menu Properties dialog box, you can make the taskbar visible at any time by pressing the Windows logo key or Ctrl+Esc.

QUESTION 57
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. On your user desktop you want to be able to see the taskbar at all times except when a window is maximized or placed over the taskbar. What should you do?
A. from the Task bar And Start Menu Properties dialog box clear the Keep The Taskbar On Top Of Other Windows option
B. from the Task bar And Start Menu Properties dialog box check the Keep The Taskbar On Top Of Other Windows option
C. from the Task bar And Start Menu Properties dialog box clear the Auto-Hide The Taskbar option
D. from the Task bar And Start Menu Properties dialog box check the Auto-Hide The Taskbar option
Answer: A
Explanation: By default, the taskbar remains visible even when you're working in a maximized program. If that's inconvenient for any reason, you can tell it to get out of the way. The Taskbar And Start Menu Properties dialog box offers two options to control this behavior. Keep The Taskbar On Top Of Other Windows. Clearing this check box means you'll be able to see the taskbar at all times except when a window is maximized or placed over the taskbar. desktop. To display the taskbar, move the mouse pointer to the edge of the desktop where the taskbar is located.

QUESTION 58
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 the category in which a Control Panel application appears, you can do so with a registry edit.

QUESTION 59
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 60
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 _____ the power management features in your computer's 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 61
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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
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 62
Under the WinXP On Now initiative, which of the following are the valid design goals (choose all that apply.:
A. Boot from power off to a usable state in 30 seconds.
B. Resume from hibernation in 20 seconds.
C. Resume from standby in 5 seconds.
D. Never off
Answer: A, B, C
Explanation: On Now is a Microsoft initiative to advance PC hardware so it supports instant on capability, yet appears to be off (that is, it's quiet and uses little or no power. when it's not in use. Microsoft set the following design goals for a typical consumer PC running Windows XP:
Boot from power off to a usable state in 30 seconds.
resume from hibernation in 20 seconds.
Resume from standby in 5 seconds.

QUESTION 63
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 the Windows XP power management features. How should you proceed?
A. open Power Options in Control Panel
B. define a power management group policy
C. edit the registry
D. define a custom startup script
Answer: A
Explanation: To configure any of the Windows XP power management features, open Power Options in Control Panel. (If you use Category view in Control Panel, you'll find Power Options under Performance And Maintenance..

QUESTION 64
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 the Windows XP power management features. In Control Panel's Category view, under which category can you find the Power Options?
A. Performance And Maintenance

B. Energy Saving
C. Accessibility
D. System Information
Answer: A
Explanation: To configure any of the Windows XP power management features, open Power Options in Control Panel. (If you use Category view in Control Panel, you'll find Power Options under Performance And Maintenance..

QUESTION 65
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering the use of the Standby feature. Why is it preferable over hibernation (choose 2.:
A. it doesn't require free disk space
B. it allows nearly instant system reactivation
C. it supports all intel CPUs
D. it does not cost extra to activate
Answer: A, B
Explanation: Standby uses only enough power to preserve the contents of memory-typically only a few watts. Its advantages over hibernation are that it doesn't require free disk space and it allows nearly instant system reactivation.

QUESTION 66
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering the use of the Standby feature. To be safe, which of the following should be used along with this feature?
A. UPS
B. RAID 5
C. Hibernation
D. RAID 1
Answer: A
Explanation: If the power goes out while your computer is on standby, you lose whatever is in memory. If you have any unsaved documents, for example, they're gone. With an uninterruptible power supply (UPS., however, you can prevent data loss during blackouts.

QUESTION 67
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering the use of the Standby feature. Why is it NOT preferable over hibernation?
A. it requires free disk space
B. it does not allow nearly instant system reactivation
C. it does not support many intel CPUs
D. it costs extra to activate
E. data loss during power outage

Answer: E
Explanation: If the power goes out while your computer is on standby, you lose whatever is in memory. If you have any unsaved documents, for example, they're gone. With an uninterruptible power supply (UPS., however, you can prevent data loss during blackouts.

QUESTION 68
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are studying the possibility of deploying the standby feature. Rate this comment:
standby simply shifts to a low-power state by shutting down hard drives, fans, the CPU, and other power-hungry components, while hibernation saves the contents of memory to the hard disk and then shuts off all power.
A. True
B. false
Answer: A
Explanation: Standby simply shifts to a low-power state by shutting down hard drives, fans, the CPU, and other power-hungry components-but it continues to draw some power to retain the contents of memory and to be ready to spring back to life quickly. Hibernation saves the contents of memory to the hard disk and then shuts off all power.

QUESTION 69
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are studying the possibility of deploying the standby feature. How do you make your system switch to standby (choose all that apply.:
A. switch automatically after a period of inactivity
B. switch manually
C. switch based on script
D. switch based on local GPO
Answer: A, B
Explanation: On systems that support standby, you can allow the system to switch to standby automatically after a period of inactivity or you can switch to standby manually.

QUESTION 70
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 71
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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. WinXP will notify applications that it's going to shut down
B. All information will be lost instantly
C. WinXP 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 them an opportunity to save unsaved work., waits for responses, and then shuts down.

QUESTION 72
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 73
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows

computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering to deploy Hibernation. Rate this comment: Hibernation is an option on systems even if they're 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.

QUESTION 74
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are considering to deploy 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 75
When a WinXP 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 76
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 77
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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.

QUESTION 78
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 79
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 will you 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 80
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. One of your users complain that his desktop at home sometimes will be turned on by itself at midnite. Which of the following is the likely cause (choose all that apply.:
A. the wake-on-LAN feature has been enabled
B. the wake-on-LAN feature has been disabled
C. the UPS has been set to always on
D. the UPS has been set to always off
E. you have an outdated BIOS
Answer: A
Explanation: Some broadband Internet providers periodically probe your computer to see whether it's still connected. If your network interface card is configured to wake the computer, one of these probes will do it. If you don't want to disable the wake-on-LAN feature, you can ensure that probes from your Internet connection don't rouse your computer by turning off the computer's power completely.

QUESTION 81
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. Your desktop uses APM for power management. Sometimes it fails to come out of standby. What should you do?
A. check the time-out settings in your BIOS Setup program.
B. update your BIOS.
C. disable APM in WinXP
D. disable APM in the BIOS
E. None of the above
Answer: A
Explanation: If your computer uses APM for power management and sometimes fails to come out of standby, check the time-out settings in your BIOS Setup program. If these thresholds are lower than the ones set in the Power Options Properties dialog box, you might sometimes be unable to emerge from standby. To resolve the problem, set the BIOS time-out settings to their maximum values.

QUESTION 82
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 83
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 84
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 85
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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:
1. Boot from the Windows XP CD to initiate Setup.
2. 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 86
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 NT Apm/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 NT Apm/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 NT Apm/Legacy Interface Node.

QUESTION 87
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 NT Apm/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
Answer: A
Explanation: If you can't enable APM, installing the NT Apm/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 NT Apm/Legacy Interface Node.

QUESTION 88
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are configuring IE on an XP desktop. By default IE maintains connections with which of the following programs related to the use of the Internet (choose all that apply.:
A. An HTML editor
B. An e-mail client
C. A newsgroup reader
D. An Internet conferencing program
E. A calendar program
Answer: A, B, C, D, E
Explanation: Internet Explorer maintains connections with six programs related to your use of the Internet:
An HTML editor
A newsgroup reader
An Internet conferencing program
A calendar program
A contact manager

QUESTION 89
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to cache server-based files and folders on your local system. What should you do?
A. make sure offline files are enabled on your local computer.
B. make sure MS Office 2000 SP1 or above is installed on your local computer.
C. make sure MS Office 2000 SP2 or above is installed on your local computer.
D. Make sure you are granted the appropriate permissions for caching files
Answer: A
Explanation: Before you can cache server-based files and folders on your local system, you have to make sure offline files are enabled on your local computer. And to enable offline files, you must first disable Fast User Switching (if that feature is currently enabled.. With Fast User Switching disabled, you will need to close any running programs before switching user
accounts.

QUESTION 90
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. What should you do if you want to enable offline files?
A. disable Fast User Switching
B. enable Fast User Switching
C. disable local caching
D. enable EFS
Answer: A
Explanation: Before you can cache server-based files and folders on your local system, you have to make sure offline files are enabled on your local computer. And to enable offline files, you must first disable Fast User Switching (if that feature is currently enabled.. With Fast User Switching disabled, you will need to close any

running programs before switching user
accounts.

QUESTION 91
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have set up your computer for offline files. You now want to make individual files and folders available for offline use. To do so, you need to work on:
A. The client
B. The server
C. Both the client and the server
D. The network connection
Answer: A
Explanation: After you have set up your computer for offline files, you make individual files and folders available for offline use by right-clicking them in Windows Explorer and choosing Make Available Offline. You select files and folders that reside on the server computer while working from the client computer (the one that will go offline., not the server.

QUESTION 92
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have configured offline files. You want to adjust the caching property. What command or tool should you use?
A. Shared Folders management console
B. Control Panel - System Information - Performance and Maintenance
C. Control Panel - System Information - Hardware Driver
D. Control Panel - Hardware Wizard
Answer: A
Explanation: To adjust the caching property, do the following on the server computer:
1. Type%systemroot%\system32\fsmgmt.msc at a command prompt. This runs the Shared Folders management console.
2. In the console tree (the left pane., select Shares.
3. In the details pane (the right pane., right-click the share whose property you want to set and then choose Properties.

QUESTION 93
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have configured offline files. You want to adjust the caching property. What command should you use to call up the relevant management console?
A. %systemroot%system32fsmgmt.msc
B. %systemroot%system32admgmt.msc
C. %systemroot%system32hwmgmt.msc
D. %systemroot%system32sdmgmt.msc
Answer: A
Explanation: To adjust the caching property, do the following on the server computer:

1. Type%systemroot%\system32\fsmgmt.msc at a command prompt. This runs the Shared Folders management console.
2. In the console tree (the left pane., select Shares.
3. In the details pane (the right pane., right-click the share whose property you want to set and then choose Properties.

QUESTION 94
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have setup the use of offline files. Somehow your network connections are very unstable. Should you keep automatic caching enabled?
A. YES, you should
B. NO, you should have it disabled
Answer: B
Explanation: If you use automatic caching as a means of maintaining continuity in an environment where network connections are sometimes broken, you can disable this functionality on particular client computers.

QUESTION 95
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have setup the use of offline files. Rate this comment: when you open a cached document from a client computer, the original document on the server is opened.
A. True
B. True only if someone else is also using the document
C. True only if automatic caching is not enabled
D. False
Answer: A
Explanation: When Automatic Caching Of Documents is selected, Windows caches a server based file or folder automatically as soon as you access it from the client computer. When you open a cached document from a client computer, the cached copy is used, but the original document on the server is also opened to prevent other people from changing the file while you have it open.

QUESTION 96
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have setup the use of offline files. Rate this comment: with automatic caching it is guaranteed that your server resources remain in the cache.
A. True
B. True only if you have enough local drive space
C. True only if you have applied the relevant hot fixes
D. False
Answer: D
Explanation: Because it doesn't require the separate step of copying a server resource into your cache, automatic caching is more convenient and easier to use than the default manual caching. On the other hand, with automatic caching, Windows doesn't guarantee that your server resources remain in the cache

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QUESTION 97
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You plan to set up application caching. In terms of caching, is it true that even application programs can be cached?
A. Yes, readable and changeable
B. Yes, readable but not changeable
C. No
D. No unless you use Terminal Service on the server side
Answer: B
Explanation: You can use the Automatic Caching Of Programs setting for folders that contain programs and documents that are read but not changed. (In fact, you should restrict permissions on such folders to read-only.. Automatic caching of programs can speed up access to programs and documents, because after a file is cached, your system does not have to
retrieve it from the server again; only the local copy is opened. You can use the Automatic Caching Of Programs setting for folders that contain programs and documents that are read but not changed. Automatic caching of programs can speed
up access to programs and documents, because after a file is cached, your system does not have to retrieve it from the server again; only the local copy is opened.

QUESTION 98
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You have setup the use of offline files. By default, when are your offline files and folders synchronized (choose all that apply.:
A. when you log off
B. when you log back on
C. every 15minutes
D. every 30 minutes
Answer: A, B
Explanation: By default, your offline files and folders are synchronized when you log off your account and synchronized again when you log back on. This means that your work is current when you leave the office, and your server is brought up to date when you return.

QUESTION 99
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You want to be able to start Internet Explorer as quickly as possible. What command line command should you use so that you may have IE open without a home page:
A. iexplore -no home
B. iexplore -nh
C. iexplore -n
D. iexplore -blank
Answer: A
Explanation: To start Internet Explorer as quickly as possible, have it open without a home page. You can create

a shortcut with the following command string: iexplore -no home, but when you start Internet Explorer this way, some of the menu commands are unavailable until you actually load a page.

QUESTION 100
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. When you add a shortcut of any kind to your IE's Links toolbar, the shortcut will be stored in what folder?
A. %UserProfile%FavoritesLinks
B. %UserProfile%Local SettingsLinks
C. %UserProfile%My DocumentsFavoritesLink
D. %UserProfile%FavoritesApplication DataLink
Answer: A
Explanation: When you add a shortcut of any kind to your Links toolbar, Internet Explorer stores the shortcut in the folder %UserProfile%\Favorites\Links.

QUESTION 101
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 is an address book that holds contact information of multiple identities. What command or tool should you use if you want to see the contacts of all the identities defined in OE?
A. wab /a
B. wab /all
C. wab *.*
D. wab OE.*
Answer: A
Explanation: Address Book normally shows only the current identity's contacts and the shared contacts. You can see the contacts of all the identities defined in Outlook Express by starting Address Book from a command line-type the command string wab /a.

QUESTION 102
You are the desktop application support specialist for Certkiller.com. Certkiller.com uses a variety of windows computers. WinXP 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 103
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.