Microsoft 70-271

70-271 Supporting Users and Troubleshooting a MS Windows XP OS

Practice Test

Version 2.1

QUESTION NO: 1

You are a desktop support technician for your company. The network does not include an Active Directory domain. All users log on to the computers by using local user accounts, and each user is a local administrator on the user's computer.

A user named Tom uses a Windows XP Professional client computer. The computer was previously used by another user in another department. Tom stores many confidential files on the computer. The company requires that only Tom have access to these files. However, the company does not permit the files to be encrypted.

You need to ensure that the former user of the computer does not have access to any files stored on the computer.

What should you instruct Tom to do?

A. Delete the former user's local user account.
B. Delete the former user's folder in C:\Documents and Settings.
C. Remove the former user's account from the local Users group.
D. Rename the built-in Administrator account to have Tom's name.

Answer: A

Explanation:
Deleting the former users profile will only force the creation of a new profile if he logs in to the computer. Renaming the built-in administrator account will not help as the former user probably will log in with his own user account and deleting the former users account from the Users group will not help as he also is a member of the local Administrators group. The only way to make sure he doesn't access the files is by making sure that he can not log on to the computer. This is accomplished by removing (or disabling) his account and possibly also changing the built-in administrator password.

QUESTION NO: 2

You are a desktop support technician for your company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser.

Users access the Internet Web site for Wide World Importers. Wide World Importers uses a digital certificate to secure the information on the Web site.

A new user reports that she cannot access the Wide World Importers Web site by typing www.wideworldimporters.com in the Address bar in Internet Explorer.

You need to ensure that the user can access the Wide World Importers Web site.

What should you do?

A. Instruct the user to click theClear SSL State button in Internet Options in Control Panel
B. Install the digital certificate for the Wide World Importers Web site into Internet Explorer.
C. Set the security level for the Internet zone to Low.
D. Instruct the user to type https://www.wideworldimporters.com in the Address bar in Internet Explorer.

Answer: D

Explanation:
As stated wideworldimporters.com uses digital certificates to secure the information on the website and in order to establish a secure communication channel you have to use https instead of http. Https is http over SSL.

QUESTION NO: 3

You are a desktop support technician for your company. All client computers run Windows XP Professional with Service Pack 2 (SP2). All users use Microsoft Internet Explorer as their Web browser.

Some of your company's external Web sites have pop-up windows. After installing SP2, users cannot display these pop-up windows.

The users need to be able to display the pop-up windows.

Which action or actions should you instruct the users to perform? (Choose all that apply.)

A. Change the Group Policy setting to allow users to use Internet Explorer.
B. Move the Web sites from the company network to the Internet.
C. Change the Group Policy setting to allow users to display pop-up windows.
D. Use the Information Bar to enable pop-up windows on the Web sites.
E. Add the Web sites to the list of trusted sites in Internet Explorer.

Answer: D

QUESTION NO: 4

You are a desktop support technician for your company. The network consists of an Active Directory domain.

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A user reports that his Windows XP Professional portable computer cannot connect to any network resources and cannot authenticate to the domain. The computer was able to connect yesterday. No other users are reporting a problem today. The computer's IP configuration is shown in the exhibit. (Click the Exhibit button.)

You verify that the computer is physically connected to the network and that it can ping its loopback address and its own IP address. The computer can also ping all other IP addresses on the network, but it cannot connect to any network resources by name. An administrator informs you that the DNS and DHCP servers were moved to a different subnet last night.

You need to ensure that the user's computer can connect to network resources and authenticate to the domain.

What should you do first?
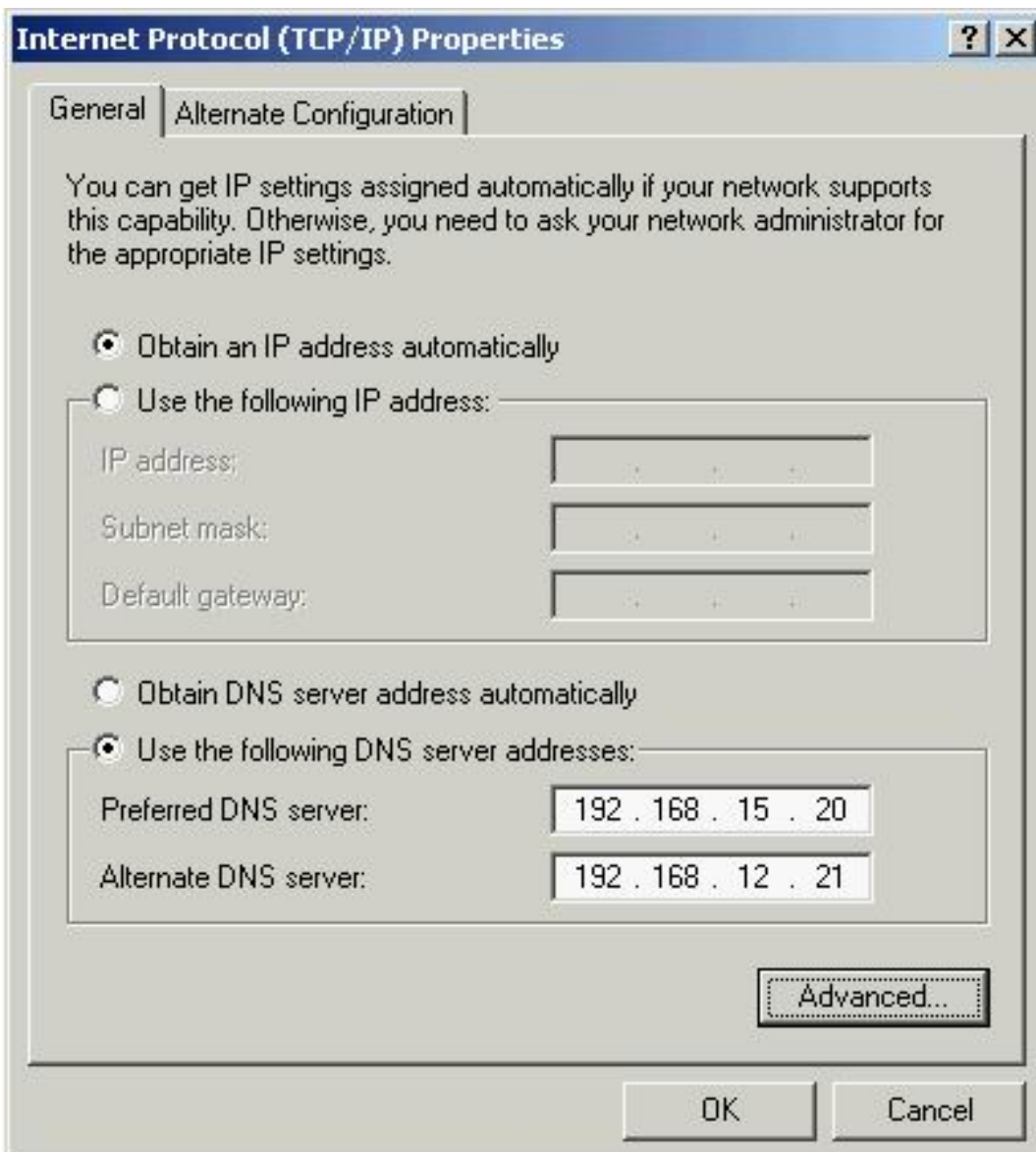
A. Instruct the user to run theipconfig /renew command from a command prompt window.

B. Configure the user's computer to obtain DNS server addresses automatically.

C. Ask an administrator to repair the DHCP server.

D. Ask an administrator to authorize the DHCP server in Active Directory.

Answer: B

Explanation:

The computer is configured with manually entered IP addresses to DNS servers and as the DNS and DHCP servers where moved, the computer is now unable to perform name resolution. Configure the computer to receive its DNS server IP address from the DHCP in order to correct this problem and to avoid it in the future.

QUESTION NO: 5

You are a desktop support technician for your company. A user reports that his Windows XP Professional client computer cannot connect to a file server named Server7. The user is attempting to connect to Server7 by using its name. You are able to use your Windows XP Professional client computer to connect to Server7 by IP address, but not by name.

You discover that Server7 is a UNIX-based server. Server7 runs file-sharing software so that client computers can connect to it. The user's Windows XP Professional client computer can connect to all Windows-based network resources by name and by IP address.

Other users report the same problem connecting to Server7.

You need to ensure that all computers can connect to Server7 by name.

What should you do?

A. Ask an administrator to add Server7 to the database of the network WINS server.

B. Ask an administrator to add Server7 to the database of the network DNS server.

C. Configure each computer to usemnode for NetBIOS name resolution.

D. Configure the Hosts file on each computer so that it does not have an entry for Server7.

Answer: B

Explanation:

If you are not able to connect to a resource by its Fully Qualified Domain Name (FQDN) but can connect to other resources by FQDN then it has to be a problem with that resource. The first thing to look up in this case is the DNS registration of the resource. If you are running a dynamic DNS in your domain it is not sure that a Unix computer will register itself to that DNS as Unix mostly rely on static DNS Servers.

QUESTION NO: 6

You are a desktop support technician for your company. The network consists of an Active Directory domain. All client computers run Windows XP Professional.

A user wants to configure the screen resolution of her monitor. The user reports that when she attempts to open Display in Control Panel, she receives the following error message: "Your system administrator disabled the Display control panel."

You verify that the user is entitled to have the permission to change her display settings. You also verify that there are no domain settings that prevent access to Display in Control Panel.

You need to ensure that the user can open Display in Control Panel to configure any display settings.

What should you do on the user's computer?

A. Ask an administrator to disable the Remove Display in Control Panel in the local Group Policy object (GPO).
B. Select the Custom option button for visual effects in System in Control Panel.
C. Add the user's domain user account to the local Administrators group.
D. Configure the Human Interface Device Access service to start automatically.

Answer: A

Explanation:
Deny Access to the Display Settings   (All Windows) - This option disables the display settings control panel icon, and stops users from accessing any display settings. This setting can be applied either by a GPO or by modifying the registry.

QUESTION NO: 7

You are a desktop support technician for your company. The network consists of an Active Directory domain.

A user reports that he upgraded his computer from Windows 98 to Windows XP Home Edition. After the installation, the user is not able to log on to the domain from the Welcome screen.

You need to ensure that the user can log on to the domain.

What should you do?

A. Instruct the user to clear the Use the Welcome Screen check box in User Accounts in Control Panel.

B. Instruct the user to log on as an administrator and change the workgroup name to the name of the domain in System in Control Panel.

C. Instruct the user to run the Network Setup Wizard.

D. Instruct the user to upgrade to Windows XP Professional and join his computer to the domain.

Answer: D

Explanation:

Microsoft has crippled the Home version of Windows XP and made it impossible to join it to domains and in that way forced the majority of companies to invest in the slightly more expensive Windows XP Pro.

QUESTION NO: 8

You are a desktop support technician for your company. All client computers were upgraded from Windows 2000 Professional to Windows XP Professional.

Two months later, a virus corrupts the operating system on one of the client computers. An administrator reformats the hard disk on the client computer and installs Windows XP Professional.

After the installation, the user reports that he cannot access his USB hard disk. The user says that he was able to access the USB hard disk during the two months after the operating system was upgraded. You discover that the manufacturer of the hard disk does not currently offer a driver for Windows XP Professional.

You need to enable the user to access his hard disk.

What should you do?

A. Instruct the user to restart the computer by using the Last Known Good Configuration option.

B. Instruct the user to use System Restore.

C. Instruct the user to use Device Manager to roll back the driver for the USB hard disk.

D. Install the USB hard disk driver for Windows 2000 Professional.

Answer: D

Explanation:

The user states that the hard disk functioned as intended after the upgrade from Windows 2000 to Windows XP but before the hard disc crash. This tells us that the Windows 2000 driver for the USB hard disk worked with Windows XP and therefore you should install the driver as long as

there is no Windows XP driver provided by the manufacturer.

QUESTION NO: 9

You are a desktop support technician for your company. All client computers run Windows XP Professional.

A user in the sales department has a CD-RW device installed on her computer. She purchases a CD from the local computer store. She reports that she is unable to write data to the CD by using her CD-RW device. However, she was able to write to the blank media that was shipped with the computer.

You need to ensure that the user can use her CD-RW device.

What should you do?

A. Ask an administrator to use Group Policy to allow users the ability to access removable media.
B. Ask an administrator to add the user to the Power Users group on the user's computer.
C. Instruct the user to log on by using the local administrator account.
D. Instruct the user to use blank CD-R media.

Answer: D

Explanation:
Only CD-R and CD-RW are open for writing.

QUESTION NO: 10

You are a desktop support technician for your company. A user reports that her Windows XP Professional client computer cannot connect to any network resources. She reported this problem to another technician earlier today. That technician made a change to her TCP/IP configuration. However, the user's computer is still unable to connect to any network resources. The new TCP/IP configuration is shown in the exhibit. (Click the Exhibit button.)

You confirm that the TCP/IP address of the user's computer is valid for the subnet that contains the user's computer. The network does not contain a DHCP server.

You need to ensure that the user's computer can connect to network resources.

What should you do?

A. Configure the computer to obtain an IP address automatically.

B. Instruct the user to run theipconfig /renew command.

C. Configure the computer to use the correct IP addresses of the DNS servers on the network

D. Instruct the user to run theipconfig /registerdns command.

Answer: C

Explanation:

Without at least one properly configured IP address to a DNS Server you will not be able to perform name resolution (translation of Fully Qualified Domain Name (FQDN) addresses to IP addresses.) and therefore you will not be able to connect to any resources on the network.

QUESTION NO: 11

You are a desktop support technician for your company. All client computers run Windows XP Professional.

A remote user has a portable computer that runs Windows XP Professional. The user's account is a member of the local Administrators group on his computer. The user wants to install Windows XP Service Pack 2 (SP2) and wants to know which installation options are available.

Which action or actions should you instruct the user to perform? (Choose all that apply.)

A. Order SP2 from Microsoft on a product CD.

B. Download SP2 from an official Microsoft FTP server.

C. Install Windows XP from a product CD that includes SP2.

D. Install SP2 from Windows Update.

Answer: A,C,D

QUESTION NO: 12

You are a desktop support technician for your company. All client computers run Windows XP Professional. Each computer has one hard disk that has one partition.

A user who works in the engineering department logs on to his computer by using administrative credentials. The user reports that he made changes to the Boot.ini file on his computer but did not create a backup of this file before making changes. He restarted his computer and received the following error message: "Windows could not start because of a computer disk hardware configuration problem. Could not read from the selected boot disk."

Each time the user restarts the computer, he receives the same error message.

You need to ensure that the user can log on to his computer. You instruct the user to restart his computer by using the Windows XP Professional CD-ROM and run the Recovery Console.

What else should you instruct the user to do?

A. Run thefixmbr command.
B. Run thebootcfg /rebuild command.
C. Copy the Ntdetect.com system file to the root of the system root partition.
D. Copy theNtldr system file to the root of the system root partition.

Answer: B

Explanation:
The bootcfg command is a Microsoft Windows XP Recovery Console command that manipulates the Boot.ini file. This command has a function that can scan your hard disks for Microsoft Windows NT 4.0, Microsoft Windows 2000, and Windows XP installations, and then add them to an existing Boot.ini file. The function can also rebuild a new Boot.ini file if one does not exist. With the bootcfg command, additional Boot.ini file parameters can be added to existing or new entries. To use the bootcfg command, start the Recovery Console with the Windows XP CD-ROM, and then click Recovery Console . Or, install the Recovery Console locally, and then select the command from the Boot menu.

The bootcfg /rebuild command scans the hard disks of the computer for Windows NT 4.0, Windows 2000, or Windows XP installations, and then displays the results. You can add the detected Windows installations. You may receive a message that is similar to the following message:
Total Identified Windows Installs: 2 [1] C:\Windows Add installation to boot list? (Yes/No/All): Enter Load Identifier: (Custom description for an operating system loading from the Boot menu) Enter Operating System Load Options: (that is: / fastdetect) [2] D:\Windows Add installation to boot list? (Yes/No/All): Enter Load Identifier: (Custom description for an operating system loading from the Boot menu) Enter Operating System Load Options: (that is: / fastdetect)

QUESTION NO: 13

You are a desktop support technician for your company. All client computers run Windows XP Professional. Portable computers have a 64-MB video adapter.

A user reports that he is having trouble with his portable computer during a presentation. You verify that he connected the cables properly and configured his portable computer to display to the projector, but the projector displays the following error message: "Can't display graphic." When you configure the computer to show only on the LCD, the projector displays the following error