

CertifyMe

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CertifyMe - 70-240

Exam A

QUESTION 1

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Kara Lang uses a Windows XP Professional client computer named Certkiller -WS273. Kara Lang uses Microsoft Outlook 2002 to send e-mail messages. Kara Lang wants Certkiller -WS273 to be configured to view Microsoft Outlook shortcuts on the left side of the Microsoft Outlook window when ever she is busy with e-mail messages.

Which option should be used on the View menu of Microsoft Outlook?

- A. Kara Lang should use the Outlook Bar option.
- B. Kara Lang should use the Folder List option.
- C. Kara Lang should use the Preview Pane option.
- D. Kara Lang should use the Auto Preview option.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Outlook Bar option in the View menu will display Outlook shortcuts on the left side when creating an e-mail message.

Incorrect Answers:

- B: The Folder List option controls whether the Folder List is displayed in Outlook.
- C: The Preview Pane option shows the content of the e-mail messages that will appear at the bottom of the Outlook screen.
- D: The Auto Preview option controls what kind of view you want, maybe a small preview of each e-mail message.

QUESTION 2

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Ally Wagner is the CEO of Certkiller .com and uses a client computer named Certkiller -WS272. You have been instructed to add a new personal folder to Microsoft Outlook 2002 for Ally Wagner.

What should you do?

- A. In Outlook 2002, select Toolbars from the View menu. Then click the New button.
- B. In Outlook 2002, select Data File Management from the File menu. On the Outlook Data Files dialog box, click the Close button.
- C. In Outlook 2002, select Data File Management from the File menu. On the Outlook Data Files dialog box, click the Add button. Then click the OK button twice.
- D. In Outlook 2002, select Data File Management from the File menu. Then click the Open Folder button. In the Open Outlook Data File window, click the Outlook data file
and then click OK twice.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Ally Wagner click File, click New, click Outlook data file and then click the OK button twice; it will create a new Outlook personal folder file.

Incorrect Answers:

- A: Click View and then click Outlook Bar in the View menu; will not create a new Outlook personal folder file.
- B: Click File and click Data File Management and then click the Close button, will not create a new Outlook

personal folder file.

D: Click File, click Open, click Outlook data file and then click the file in the Open Outlook Data File window and click OK twice; will not create a new Outlook personal folder file.

QUESTION 3

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Andy Reid is the manager of the Finance department at Certkiller .com. Andy Reid needs to send a confidential report to members of the board. Andy Reid attempts to encrypt the message to ensure that no unauthorized recipients can read the e-mail.

He encrypts a test message and sends it to his secretary. However, the secretary reports that the message was not encrypted.

Andy Reid contacts you for assistance. He wants to ensure that he can send encrypted e-mail messages. What should you do?

- A. Instruct Andy Reid to obtain a digital ID from the Exchange Server.
- B. Instruct Andy Reid to use NTFS file encryption.
- C. Instruct Andy Reid to obtain an encrypted e-mail message from the Exchange Server.
- D. Instruct Andy Reid to obtain an encryption algorithm from the Exchange Server.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

For Andy Reid to send encrypted e-mail messages, he should get a digital ID from the Exchange server.

Incorrect Answers:

B: NTFS file encryption can be used to encrypt files on an NTFS partition. It cannot be used to encrypt email messages.

C: Obtaining an encrypted e-mail message will not allow Andy Reid to encrypt his own messages.

D: Andy Reid does not need an encryption algorithm to send encrypted messages.

QUESTION 4

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Booth uses a client computer named Certkiller -WS270. Andy Booth uses Microsoft Outlook 2003 to send e-mail messages to users on the Certkiller .com network. Some of the messages Andy Booth sends contain critical information. Andy Booth wants to ensure that only authorized recipients can read his e-mail messages. He also wants the recipients of his e-mail messages to be warned if the message was tampered with enroute to the recipient's inbox.

What should Andy Booth do?

- A. He should create a rule in Microsoft Outlook.
- B. He should compress and then encrypt his e-mail messages.
- C. He should use Antivirus software to scan all outgoing e-mail messages.
- D. He should encrypt and digitally sign his e-mail messages.
- E. He should use a firewall.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Booth should use encryption and digital signatures. Encryption is used to encrypt the messages and the digital signatures are used to allow the receiver to read the content.

Incorrect Answers:

A: Rules are applied to incoming e-mail messages. They are not used to secure outgoing messages.

B: A file cannot be compressed and encrypted at the same time.

- C: Scanning outgoing e-mail messages for virus does not ensure that only authorized users can read the e-mail.
E: Firewall provides packet-filtering for traffic entering a network. It does not secure e-mail messages.

QUESTION 5

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Mia Hamm is a member of the Research department.

One morning Mia Hamm complains that the dictionary does not contain several industry-specific words that are used in her Microsoft Word document.

Mia Hamm wants Microsoft Word to automatically recognize these words when they are spelled correctly, rather than highlighting them as misspelled words.

What should you do to ensure that Word does not highlight these industry-specific words are misspelled?



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- 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

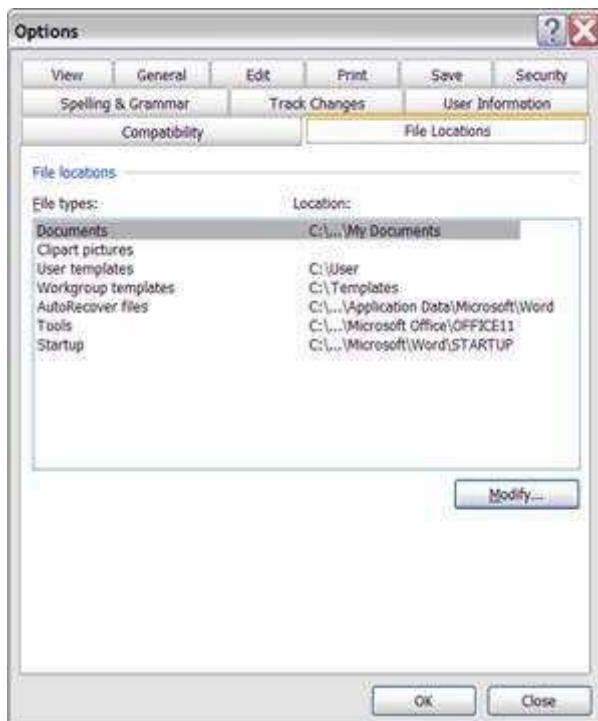
Explanation:

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.dic 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 6

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Kara Lang is a member of the Research department. Kara Lang complains that when she scrolls through a Microsoft Word document that contains graphics, the graphics display becomes corrupted.

What should you do first to ensure that the graphics do not appear corrupted when Kara Lang scrolls through Word documents?

- A. Create a new user profile.
- B. Reduce the Display settings to 256 colors.
- C. Adjust the mouse pointer acceleration to a lower setting.
- D. Adjust the hardware accelerator of the video adapter to a lower setting.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The settings are configured to rely too much on the processor on the graphics card which seems to be a little too weak for the current settings.

Adjust graphics hardware acceleration by clicking Start, point to Settings, and then click Control Panel. Double-click Display. On the Settings tab, click Advanced. Click the Troubleshoot tab. Move the Hardware Acceleration slider two notches to the left of Full (the Disable all cursor and advanced drawing accelerations setting). Click OK, and then click OK again.

QUESTION 7

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Rory Allen is a member of the Sales department. Rory Allen complains that Office applications display animated characters when he accesses Help. Rory Allen wants Office to

permanently stop displaying the Help character.

What should you instruct Rory Allen do to configure Office so that the character is no longer displayed?

- A. Right-click the character and select Hide.
- B. Delete the Microsoft Agent DLL file located in the Windows System32 folder.
- C. Select Hide the Office Assistant from the Help menu in each Office application.
- D. Right-click the character and select Options from the context menu. Then clear the Use the Office Assistant check box.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Office Assistant is a feature included in Microsoft Office starting with Microsoft Office 97, and has been dubbed "Clippy" or "Clippit" after its default animated paperclip representation. However, Clippit is actually the default assistant's official name. Right-clicking on the character and selecting Hide will only remove the assistant temporarily. Manually removing .dll files from the system is never a good way to solve a problem as this could cause more problems. Selecting Hide the Office Assistant from the Help menu is the same action as right-clicking on the assistant and selecting Hide. Clearing the Use the Office Assistant from the Options menu when right-clicking the assistant is the correct way to permanently remove the Office Assistant.

QUESTION 8

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Booth is a member of the Research and Development department. One morning Andy Booth complains that he receives a document containing mechanical drawings for a new design, but the document will not open on his computer.

What should you do to ensure that Andy Booth can open the document?

- A. Open the document by using the Windows Photo and Fax Viewer.
- B. Open a new Microsoft Paint document. Drag the file into the paint document.
- C. Open a new Microsoft Word document. Drag the file into the new Word document.
- D. Download and install the Microsoft Visio Viewer from the Microsoft Office Download Center Web Site.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

.vsd files are created in Microsoft Visio. Microsoft offers free of charge a Microsoft Visio Viewer that allows anyone to view Visio drawings and diagrams inside their Microsoft Internet Explorer version 5.0 or later Web browser.

QUESTION 9

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has upgraded her second computer from Microsoft Windows 98 to Microsoft Windows XP Home. She needs to use a financial application that does not run on Windows XP Home. On her other computer she used to configure the application to run on Windows XP in Windows 98 mode. Kara Lang cannot remember how to invoke the necessary tool.

What should you do?

- A. Instruct Kara Lang to open Component Services.
- B. Instruct Kara Lang to open Computer Management.

- C. Instruct Kara Lang to open the executable's Properties dialog box.
- D. Instruct Kara Lang to open the Upgrade Advisor.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The executable's Properties dialog box will allow Kara Lang to choose the operating system for the financing application to run.

Incorrect Answers:

- A: The Component Services will allow the user to configure software component, not application compatibility settings.
- B: The Computer Management will allow the user to configure device drivers, format hard drives etc.
- D: The Upgrade Advisor is run before an upgrade.

QUESTION 10

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh has just upgraded a Windows 98 client computer named Certkiller -WS272 to Windows XP Home. Before the upgrading she installed a graphics application, which worked fine. After the upgrade she received a dialog box stating that she should set the display to 640x480 in 256 color mode.

What should Amy Walsh do?

- A. Run the graphics application with a second hardware profile.
- B. Configure the compatibility settings for the graphics application's executables.
- C. When the graphics application is running she should change the display settings to the values needed.
- D. Down grade Certkiller -WS272 to Microsoft Windows 98.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should configure the compatibility settings for the graphics application's executables in the Properties dialog box.

Incorrect Answers:

- A: You can setup a second hardware profile to support multiple device configurations, not to run the graphics application.
- C: There is no need to display settings to the values which is needed to run the graphics application.
- D: Amy Walsh does not need to down grade the operating system. She should configure the compatibility settings.

QUESTION 11

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Dean Austin works from home. Dean Austin upgrades his computer named Certkiller -WS290, from Windows 98 to Windows XP Professional. Dean Austin complains 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.

During an investigation 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. What should you instruct Dean Austin to do to ensure that the custom application can successfully run on the user's computer?

- A. Instruct Dean Austin to start the application by using the Start command.

- B. Instruct Dean Austin 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 Dean Austin's computer.
- D. Remotely add the Dean Austin's user account to the local Administrators group on the user's computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 12

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional workstation named Certkiller - WS271. Mia Hamm is using this computer. Mia Hamm has contacted you to report the invoice management application has problems. During the questioning you learned that Mia Hamm has installed a customer relationship management application on Certkiller -WS271.

Before the installation of the customer relationship management application, the invoice management application worked without any problems. Mia Hamm needs her invoice management application. What should you do?

- A. Find out if the two applications can coexist by using the Program Compatibility Wizard.
- B. Use the Upgrade Advisor to find out the source of the problem.
- C. Find out if the registry keys are overwritten.
- D. Find out if the Windows system dynamic link libraries (DLLs) were overwritten during the installation process

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should check the registry and find out if the registry keys were not overwritten.

Incorrect Answers:

A: To find out if the two applications can coexist, you should not use the Program Compatibility Wizard.

B: You should have use the Upgrade Advisor to see if the two applications can coexist before installing it.

D: Windows XP does not allow the Windows system DLLs to be overwritten.

QUESTION 13

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Kara Lang uses a Windows XP Professional client computer named Certkiller -WS278. Kara Lang has installed a new software development framework on Certkiller -WS278. When Kara Lang needs to use the Windows Explorer, the computer hangs. You need to find out if any components were overwritten when installing the framework.

What tool should you use?

- A. Dr. Watson
- B. File Signature Verification
- C. Regedit
- D. Scandisk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should use the File Signature Verification to find out if the correct versions of the system files are installed.

Incorrect Answers:

A: The Dr. Watson is used to log errors if application errors occur.

C: The Regedit is used to view and edit the system registry.

D: The Scandisk is used to check for hard disk errors.

QUESTION 14

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Kara Lang uses a Windows XP Professional computer named Certkiller - WS270 that has two hard disks. Drive C: has 200 MB of free space and has the Windows 95 operating system installed on it. Drive D: has 2 GB of free disk space and has the Windows XP Professional operating system installed on it and secure data files and other information which is encrypted.

Kara Lang has contacted you because she cannot install an accounting application on Certkiller -WS270. She received the following error: "Disk requirement not been met. Please adhere to the disk requirement before proceeding with the installation".

Kara Lang installed the accounting application on drive D: which has 2 GB of memory and the accounting application only needs 500 MB of free space for installation. Kara Lang needs to install the accounting application.

What should Kara Lang do?

- A. On Drive C, free up disk space.
- B. On Drive D, free up disk space.
- C. Format drive C with NTFS.
- D. Format drive D with FAT.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should free space in drive C. You do get applications that need temporary disk space. Other applications do need disk space on drive C. Although drive C has only 200 MB; she should free the disk space on drive C.

Incorrect Answers:

B: Kara Lang does not need disk space on drive D. Drive D has enough disk space. Some applications need disk space that requires drive C.

C: Drive C contains Windows 95. Windows 95 does not support NTFS.

D: Formatting drive D to FAT is not an option because Kara Lang has encrypted files on that drive. Files can only be encrypted on drive which is formatted with NTFS.

QUESTION 15

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 16

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. One morning Amy Walsh complains that her research application is not available.

During a routine maintenance, you discover that Amy Walsh 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.

What should you do to ensure that the research application functions properly on Amy Walsh's computer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 17

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson works from home. Dean Austin uses Microsoft Word, which runs Windows XP Professional and Microsoft Office XP.

One morning Clive Wilson complains that he frequently encounters problems with specific Word features.

During an investigation you discover that the problems have been addressed in an Office XP service release.

What should you instruct Clive Wilson to do to ensure that he installs the correct service release?

- 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 Microsoft Word.
- D. Repair Word by using Add or Remove Programs in Control Panel.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 18

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Ally Wagner is a member of the Sales department. One morning Ally Wagner complains that she is unable to install a new Microsoft Word template to her computer by using Add or Remove Programs in Control Panel. Ally Wagner states that she was first prompted for a CD, and she put the CD in the CD-ROM drive. She then receives an error message indicating that the Windows Installer package could not find the template.

During the troubleshooting of the computer you discover that Ally Wagner has just installed a new hard drive on her computer.

What should you do to ensure that Ally Wagner can install the new template?

- 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 19

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You want to use the applications inside the Control Panel.

Is the following statement TRUE or FALSE: You can invoke most control panel applications via the command line.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 20

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You plan to purchase a new computer that is OnNow capable.

Which of the following is a requirement?

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

D. ASR

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

On computers that are fully compliant with the Advanced Configuration and Power Interface (ACPI) specification-a requirement of OnNow-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 21

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You plan to purchase a new computer that is OnNow capable.

Which of the following is a standard which puts power management completely in the control of Windows XP?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 22

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 23

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 24

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What should you do to enabling APM on your computer?

- A. Install the NT Apm/Legacy Interface Node device.
- B. Upgrade the BIOS and then enable APM.
- C. At boot up, press F6 and apply APM BIOS update.
- D. First disable ACPI and then enable APM.
- E. None of the above.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 25

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows

Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. A Certkiller .com user named Amy Wilson 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 her - this is never recommended.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 26

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 27

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 28

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid is a member of the Research and Development department. Andy Reid wants to install Microsoft Office XP on his new computer. He runs Office setup. However, the setup fails and rolls back the installation.

What should you do to re-run Office setup on Andy Reid's computer and observe the installation process?

- A. Instruct Andy Reid to visit the Microsoft Office Product Updates Web site, and to select the option to scan the computer for updates.
- B. Connect to Andy Reid's computer by using Remote Assistance. Instruct Andy Reid to remove Office by using Add or Remove Programs in Control Panel. Use the Add and Remove Programs application on your computer to Office setup.
- C. Connect to Andy Reid's computer by using Remote Assistance. In the Remote Assistance window, rerun the Office setup by connecting to a network-based installation point and double-click the appropriate .msi file.
- D. Remotely stop and restart the Windows Installer service on Andy Reid's computer.
Use the Windows Installer command-line utility on your computer to rerun Office setup.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To try to recreate the error you have to run the installation in the users' privileges so running the installation on your computer with your privileges will not help you to solve the problem (answer B and D). Visiting the Microsoft Office Product Updates Web site will not help the user in any way as long as he doesn't have Microsoft Office installed on his computer.

QUESTION 29

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Clive Wilson works for a company named Testlabs.com. Clive Wilson was trying to configure Outlook Express to connect to his company's e-mail server. After hours of struggling he configured most of the properties of the account but got stuck with the ports. Clive Wilson cannot remember which ports to use for the incoming and outgoing mail servers.

Clive Wilson has contacted you for assistance. What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Instruct Clive Wilson to use port 25 for incoming mail.
- B. Instruct Clive Wilson to use port 110 for incoming mail.
- C. Instruct Clive Wilson to use 110 for outgoing mail.
- D. Instruct Clive Wilson to use port 25 for outgoing mail.
- E. Instruct Clive Wilson to use port 21 for incoming mail.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Clive Wilson should use port 25 for outgoing mail. With this port you can connect to the Simple Mail Transfer Protocol (SMTP) server. The SMTP server is used to deliver mail. Clive Wilson should use port 110 for incoming mail. With this port you can connect to the Post Office Protocol 3 (POP3) server. The POP3 server is used to download messages.

Incorrect Answers:

A: Clive Wilson should use port 25 for outgoing mail, not incoming mail.

C: Clive Wilson should use port 110 for incoming mail, not outgoing mail.

E: Clive Wilson should use port 110 for incoming mail, not port 24. Port 21 is used for FTP.

QUESTION 30

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a Microsoft Exchange Server 2003 computer named Certkiller -SR10 for a messaging. The Certkiller .com users access e-mail by using Microsoft Outlook 2002.

A Certkiller .com user named Andy Reid is a member of the Marketing department.

Andy Reid will be on vacation and wants Outlook to automatically reply to incoming e-mail messages. Andy Reid states that his computer will be turned off while he is on vacation. He wants Outlook's reply to tell senders that he will be on vacation for two weeks.

What should you do to ensure that Andy Reid successfully configures the automatic reply to senders?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 31

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

Multiple identities have been created on your Outlook Express. However, Outlook Express 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 Outlook Express.
- C. Configure the mail server options for Outlook Express.
- D. Edit the mail reading settings of Outlook Express.
- E. There is nothing you can do about this.

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

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 32

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

The CIO wants to know 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 33

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a computer that is running Microsoft Windows 2000 Professional. Ally Wagner has problems setting up her Home page in the Internet Explorer. She claims that she cannot find any settings that allow her to set the Home page, in the Internet Option dialog box.

Which of the following questions should you ask?

- A. Ask Ally Wagner if she is the administrator of the computer.
- B. Ask Ally Wagner which version of the Internet Explorer is on the computer.
- C. Ask Ally Wagner if the computer is a member of a workgroup or domain.
- D. Ask Ally Wagner if she checked every tab page in Internet Options.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the computer is a member of the domain, then probably a Group Policy object stops you from changing the Internet Explorer settings. If the computer is a member of a workgroup, then maybe local policies stops you from changing the Internet Explorer settings.

Incorrect Answers:

A: You do not have to be an administrator to set the Home page, unless it is prevented with a Group Policy or Local Policy.

B: There is no need to ask this question. All versions of Internet Explorer allow a user to define Home pages.

D: There is no need to ask the customer if she is confident.

QUESTION 34

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user, named Dean Austin, has asked you to assist him with his Internet Explorer toolbars. One of the users in his department has used Dean Austin's computer. Now Dean Austin cannot find the buttons that are on the Internet Explorer toolbars. Dean Austin wants his Internet Explorer to be the way it was before.

What should Dean Austin do to get the Internet Explorer toolbar the way it was with the least amount of administrative effort?

- A. Click the Tools menu, then the Internet Options and then click the Settings.
- B. Click the File menu and then the Properties.
- C. Click the View menu and point to the Toolbars and click Customize and then click Reset.
- D. Click the View menu and point to the Toolbars and click Customize and then rearrange the buttons.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Dean Austin click the View menu and point to the Toolbars and click Customize and then click Reset, it will return the Internet Explorer toolbar to the default state.

Incorrect Answers:

A: If he clicks the Tools menu, then the Internet Options and then clicks the Settings Local Policy. It will result in controlling the settings for the temporary files.

B: Clicking the Properties will display the current Web page.

D: Dean Austin can click the View menu and point to the Toolbars and click Customize and then rearrange the buttons. This will take much longer where he could have just reset it.

QUESTION 35

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Whenever Kara Lang uses the Internet Explorer, she keeps getting prompt to accept cookies. Kara Lang does not want to be prompted about cookies when she is busy on the Internet. What should she do on the Internet Options dialog box? (Choose TWO.)

- A. On the Privacy tab, click the Default button.
- B. Change the Privacy settings to Low.
- C. Change the Privacy settings to Accept All Cookies.
- D. Click the Advance button on the Privacy tab and clear the Override automatic cookie handling option.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Kara Lang click the Default button On the Privacy tab and click Advance button on the Privacy tab and clear the Override automatic cookie handling option, it will override the cookie handling option. This action will also allow her to accept, block etc. cookies.

Incorrect Answers:

B: Kara Lang should not change the Privacy settings to Low. This will override automatic cookie handling and it will be set to prompt.

C: Kara Lang should not change the Privacy settings to Accept All Cookies. She is prompt for cookies, so the Private settings is not available.

QUESTION 36

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Andy Booth has contacted you. Andy Booth has a Windows 98 computer which was upgraded to Windows XP Home. Andy Booth said that when he uses the Internet Explorer to view Web pages, three buttons are displayed on certain parts of the page.

Andy Booth does not want these popup ads to interfere with the Web page screening.

What should Andy Booth do?

- A. Andy Booth should associate images with Microsoft Paint rather then using a graphics program.
- B. Andy Booth should specify the Windows Firewall to block harmful images.
- C. Andy Booth should disable the image toolbar.
- D. Show image download placeholders.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Booth should disable the image bar. This will then stop the ads from popping up.

Incorrect Answers:

A: Andy Booth should associate images with Paint or any other program that he uses to view images.

B: Andy Booth cannot block certain kinds of images.

D: This action will not prevent the toolbar from being shown.

QUESTION 37

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson has a Windows XP Professional computer with Service Pack 2. Clive Wilson is using Internet Explorer to access Web sites. Clive Wilson has added many Web pages to his Favorites in Internet Explorer. Clive Wilson now finds it difficult to find certain items in the Favorite menu. He would like the Favorite to be alphabetically arranged.

What should you do?

- A. Right-click on an item in the Favorites menu and specify Sort by Name.
- B. You should click the Tool menu, the Internet Options and then the Settings button.

- C. Right-click on an item in the Organize Favorites dialog box and specify Sort by Name.
- D. Click on the Tools menu and click Synchronize.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When you right-click on an item in the Favorites menu and specify Sort by Name, it will arrange the items in alphabetical order.

Incorrect Answers:

B: You should not click the Tool menu, the Internet Options and then the Settings button.

This will control the settings for your temporary Internet files.

C: In the Organize Favorites dialog box, the Sort by Name is not available.

D: The Synchronize option is used to update the Web pages that were saved.

QUESTION 38

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh works in the Marketing department of her company. The Web site, at the sister company, that Amy Walsh connects to regularly do not keep her information and does not seem to be fully functional. Amy Walsh needs to use the features of the Web site but does not want to compromise security when she visits other sites.

What should you do?

- A. Modify the Security settings for the Internet zone to Enable.
- B. Add the Web site to the Internet zone.
- C. Add the Web site to the Trusted Sites zone.
- D. Disable the Windows Firewall.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To ensure that the user has all the functionality of the trusted Web site, she should add the Web site to the Trusted Sites zone.

Incorrect Answers:

A: If you enable the security settings for the Internet zone, then you will open the computer to dangerous content from the Web sites that was not even added to your sites.

B: The Internet zone contains all the Web sites that have not been added to one on the other zones. You can only add Web sites to the Local Intranet zone.

D: You should not disable the Web site.

QUESTION 39

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Marketing department. A Certkiller .com employee named Mia Hamm works in the Marketing department. Due to the strain of the work, Mia Hamm uses her laptop to check the listings on a Web page which is added to her Favorite folder. At home she does not connect to the Internet or network. Mia Hamm would like to view the Web site from home.

What should she do?

- A. Click the File menu and click Import and Export.
- B. Click the Favorite item for the Web site and then click the refresh button.
- C. Right-click the Favorite item for the Web site and then "Make available offline".

- D. Click the Tools menu and click Synchronize.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The "Make available offline" will bring up the Offline Favorite Wizard. With this she can specify the amount of links she wants on the page.

Incorrect Answers:

A: You should not click Import and Export. This will result in copying cookies and Favorites to a file. It can then also import it to Internet Explorer from a file.

B: This action will reload the page if you are connected. It can also fail to find the page if not connected.

D: You should not click the Tools menu and click Synchronize. You should Right-click the Favorite item for the Web site and then "Make available offline".

QUESTION 40

You work as a help desk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works on a Windows XP Professional computer named Certkiller - WS279. Andy Reid want to configure Internet Explorer so that it does not store cookies with that can be personally attributed to him without his permission. A new Certkiller .com security policy states that Certkiller .com users may not download signed or unsigned ActiveX controls from the Internet. You need to configure Certkiller -WS279 to meet Andy Reid's requirements and those of the new security policy.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You should set the security for the Internet zone to Low.
- B. You should set the privacy to Low.
- C. You should set the security for the Internet zone to Medium.
- D. You should set the privacy to Medium.
- E. You should set the security for the Internet zone to High.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should setup the security to High and setup the privacy to High.

The High security setting will prevent the users from down loading signed or unsigned ActiveX controls. The Medium privacy setting will prevent the storing of personalized cookies.

Incorrect Answers:

A: If you set the security to Low, it will allow the user to down loading signed or unsigned ActiveX controls.

B: If you set the privacy to Low, it will allow Internet Explorer to store personalized cookies.

C: If you set the security to Medium, it will allow the user to download signed ActiveX but not unsigned ActiveX controls.

QUESTION 41

You work as a desktop technician at Certkiller .com. The Certkiller .com has several customers that you provide technical support to.

A Certkiller .com customer named Ally Wagner is the manager at one of Certkiller .com's customers. All the client computers at Ally Wagner's company run Windows XP Professional and use Internet Explorer 6 as the default browser. Ally Wagner wants to prevent users at her company from downloading ActiveX controls from Web sites on the Internet.

Ally Wagner asks for your assistance. What should you do?

- A. Instruct Amy Walsh to configure the Privacy settings in Internet Explorer.
- B. Instruct Amy Walsh to configure the Content Advisor settings in Internet Explorer.
- C. Instruct Amy Walsh to configure the Security settings for the Internet zone.
- D. Instruct Amy Walsh to configure the Security settings for the Local Intranet.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should setup the security settings for the Internet zone. If it is on High, it will prevent the users from download ActiveX controls.

Incorrect Answers:

A: Privacy settings have to do with cookies that can be stored if not set to High.

B: Content Advisor is used to specify whether Internet Explorer blocks Web sites that have offensive content.

D: The Local Intranet includes Web sites on the company's intranet not the Internet.

QUESTION 42

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has upgraded her computer from Microsoft Windows 98 to Microsoft Windows XP Professional. Ally Wagner has now a problem; she cannot run the accounting application that she used before the upgrade. You tell Ally Wagner to run the application in Windows 98 mode, but she does not know how to implement the change. In the exhibit, what should Ally Wagner do?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

On the application Property dialog box, the Compatibility tab is used to select the operating mode

QUESTION 43

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Rory Allen has contacted you. Rory Allen is running a legacy application on his client computer named Certkiller -WS277. Rory Allen has just upgraded a Windows 98 client computer to Windows XP Home. After the upgrade the legacy application does not want to work. A fellow worker also run the same legacy application on his Windows XP Home client computer, without any problems.

You need to fax Rory Allen the correct instructions. Choose from the list on the left the correct procedure to over come this problem.

Select and Place:

Steps, Select from these	Steps, place here
Downgrade to Microsoft Windows 98.	<i>Place here.</i>
Upgrade to Microsoft Windows XP Home.	<i>Place here, if any.</i>
Run the Upgrade Advisor utility.	<i>Place here, if any.</i>
Run the Program Compatibility Wizard.	<i>Place here, if any.</i>
Open Help and Support Center from the Start menu.	<i>Place here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
Downgrade to Microsoft Windows 98.	Open Help and Support Center from the Start menu.
Upgrade to Microsoft Windows XP Home.	Run the Program Compatibility Wizard.
Run the Upgrade Advisor utility.	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen should run the Program Compatibility Wizard from the Help and support Center that will gather a list of programs installed on CertK LING-WS277. Rory Allen can also choose the operating system under which the application should run.

Incorrect Answers:

The Upgrade Advisor should be run before an upgrade.

There is no need to down grade the operating system.

QUESTION 44

[DRAG DROP] You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

A Certkiller .com customer named Dean Austin which has a Windows XP Professional computer has contacted you. Dean Austin has bought a 16-bit accounting application at your company. He has problems with the 16-bit accounting application which is designed for Windows XP Professional. When ever Dean Austin runs Microsoft FrontPage the 16-bit accounting application crashes.

From the list on the left, select the steps to troubleshoot the problem.

Select and Place:

Steps, Select from these

- Install Windows XP Home on the test computer
- Install a copy of the application on the test computer.
- Have the user open the log file and read its entries to you.
- Have the user send you the log file.
- Escalate the issue to a software developer.
- Have the user locate the Dr. Watson file.
- Have the user open the registry.
- Try to reproduce the problem.

Steps, place here

- Place here.*
- Place here, if any.*

Correct Answer:

Steps, Select from these	Steps, place here
Install Windows XP Home on the test computer	Have the user locate the Dr. Watson file.
Install a copy of the application on the test computer.	Have the user send you the log file.
Have the user open the log file and read its entries to you.	Escalate the issue to a software developer.
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
Have the user open the registry.	<i>Place here, if any.</i>
Try to reproduce the problem.	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Dean Austin should send the Dr. Watson log file. This file contains the information needed for a higher-level technician. If the developer discovers the cause of the problem, he could fix the 16-bit accounting application.

Incorrect Answers:

Dean Austin should not alter anything in the registry. Any changes that are made to the registry are permanent.

You should not use a test computer and install the 16-bit accounting application to reproduce the problem.

You should have the software developer debug the application.

Reading the Dr. Watson log files is impossible. The debug symbols are not human-readable.

QUESTION 45

[DRAG DROP] You work as a help desk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm works from home for her company. Mia Hamm has a laptop that is running Microsoft Windows 2000 Professional. She uses her laptop to access her company's network, which contains a virtual private connection. The laptop connects to the network with a maximum speed of 1.5 Mbps.

Mia Hamm needs to connect to his e-mail by using his company's Exchange server.

She needs to use a protocol that allows e-mail messages. She also wants the messages to remain on the server after she downloads the messages, which will be used for future use. You need to give Mia Hamm instructions.

From the list on the left you can select the instructions.

Select and Place:

Steps, Select from these	Steps, place here
Choose the HTTP e-mail server type.	<i>Place here.</i>
Click the E-mail Accounts button.	<i>Place here, if any.</i>
Open the Mail Control Panel applet.	<i>Place here, if any.</i>
Choose the IMAP4 e-mail server type.	<i>Place here, if any.</i>
Choose E-mail Accounts from the Tools menu.	<i>Place here, if any.</i>
Choose the Add a E-mail Account option.	<i>Place here, if any.</i>
Open Outlook	<i>Place here, if any.</i>
Choose the Microsoft Exchange Server e-mail server type.	<i>Place here, if any.</i>
Choose the POP3 e-mail server type.	<i>Place here, if any.</i>

Correct Answer:

Steps, Select from these

Choose the HTTP e-mail server type.

Choose the IMAP4 e-mail server type.

Choose E-mail Accounts from the Tools menu.

Open Outlook

Choose the POP3 e-mail server type.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm should open the Mail Control Panel applet and click the E-mail Accounts and choose the Add a New E-mail Account option. After that, she should choose the Exchange Server e-mail server type.

Incorrect Answers:

Mia Hamm cannot create a new Exchange e-mail account from within Outlook.

Mia Hamm messages are stored on the Exchange server. She should not use POP3, IMAP4 or HTTP.

Mia Hamm cannot add Exchange Server accounts while Outlook is running.

QUESTION 46

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Andy Reid has contacted you. Andy Reid wants to also Internet Explorer to remember passwords for Web sites that he has visit.

In the exhibit, what should Andy Reid do?

Steps, place here

Open the Mail Control Panel applet.

Click the E-mail Accounts button.

Choose the Add a E-mail Account option.

Choose the Microsoft Exchange Server e-mail server type.

Place here, if any.

Point and Shoot:



Correct Answer:



Section: (none)**Explanation****Explanation/Reference:**

Explanation:

He should click the Auto Complete button on the Content tab of the Internet Options.

When doing this the Auto Complete Settings dialog box will appear. It will allow Andy Reid to specify whether Internet Explorer should remember field values and password on forms.

QUESTION 47

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains three Windows 2000 Server computers and 50 Windows XP Professional client computers. The Certkiller .com network is not connected to the Internet.

A user named Andy Booth works in the Marketing department. Andy Booth is using a Windows XP Professional computer named Certkiller -WS270 that was used by a different user. Whenever Andy Booth views Web sites in Internet Explorer, the font that is used are Times New Roman. On the other computers in the Marketing department, the same Web sites have different fonts.

Andy Booth wants the original font of the Web page that is displayed. In the exhibit, what should Andy Booth do?

Point and Shoot:**Correct Answer:**



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Booth must use the Accessibility button and turn off the Ignore font style that is specified on Web pages options.

Incorrect Answers:

If you change the Fonts settings without changing the Accessibility settings, will only changes the font on the Web page that did not specify a font.

QUESTION 48

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Amy Walsh uses a Windows XP Professional client computer. Amy Walsh works as a secretary in their company. Amy Walsh has contacted you to discuss her problem with regards to sending e-mail. Whenever she is sending an e-mail message and clicks the e-mail address links, the Microsoft Outlook Express starts. She can use the Outlook Express but it is not configured. Now she rather wants to use her Hotmail account. You need to associate e-mail address links to her Hotmail account.

In the exhibit below, which tab should Amy Walsh use?

Point and Shoot:



Correct Answer:



Section: (none)**Explanation****Explanation/Reference:**

Explanation:

The Program tab will allow Amy Walsh to specify the e-mail application that is invoked when she clicks on an e-mail address that is linked on the Web page.

QUESTION 49

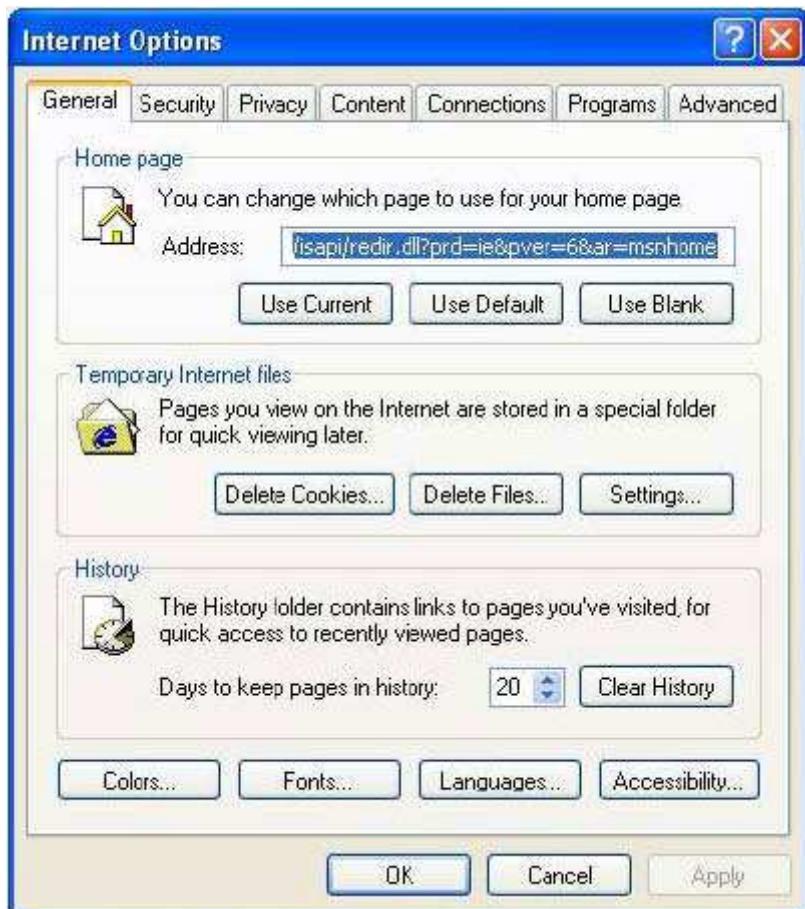
[HOTSPOT]

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a Research department. A Certkiller .com user named Amy Wilson who works in the Research department has contacted you. Amy Wilson uses the Internet Explorer to do more research for her department on the Internet. Amy Wilson does not want these sites to place cookies that have personal information of his computer.

Which tab in the exhibit should Amy Wilson click to block and restrict cookies?

Point and Shoot:

Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Wilson has to use the Privacy tab. With this tab she can set the general policy as well as to set policies for specific Web sites.

Incorrect Answers:

The Security tab is used to define the security settings for each Web content zone. It is also used to add sites to each zone.

The Content tab is used to manage Content Advisor settings and certificates.

The Connection tab is used to manage dial-up networking and virtual private connections, proxy server setting, etc.

The Program tab is used for internet services, e.g. e-mail, calendars etc.

The Advance tab is used to define settings related to accessibility.

QUESTION 50

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a computer that is running Microsoft Windows 2000 Professional. Ally Wagner complains that her Home page in Internet Explorer has changed. She claims that she cannot find uniform resource locator of the previous Home page but knows where the Favorites menu is. Ally Wagner needs instructions to reset her Home page.

From the list, select the instructions.

Select and Place:

Steps, Select from these	Steps, place here
Click the Web site link on the Favorites menu.	<i>Place here.</i>
Click the Use Current button.	<i>Place second step here, if any.</i>
Open Internet Explorer.	<i>Place third step here, if any.</i>
Open Internet Options on the Tools menu.	<i>Place fourth step here, if any.</i>
Copy the Web site URL from the Address bar.	<i>Place fifth step here, if any.</i>
Past the Web site URL into the Address text box.	<i>Place sixth step here, if any.</i>
Open Outlook	<i>Place seventh step here, if any.</i>
Open the Internet Options applet in Control Panel.	<i>Place eighth step here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
	Open Internet Explorer.
	Click the Web site link on the Favorites menu.
	Open Internet Options on the Tools menu.
	Click the Use Current button.
Copy the Web site URL from the Address bar.	<i>Place fifth step here, if any.</i>
Past the Web site URL into the Address text box.	<i>Place sixth step here, if any.</i>
Open Outlook	<i>Place seventh step here, if any.</i>
Open the Internet Options applet in Control Panel.	<i>Place eighth step here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should open the Website link and then open the Internet Options and click the Use Current button to set the Home page to the viewed page.

Incorrect Answers:

There is no need to copy the and past the Web site URL. The Use Current button is used to allow users to set a Home page, so that the users don't have to remember the URL.

The Options Control Panel applet is not used to access the Favorite menu.

QUESTION 51

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently trying to help Certkiller .com users to secure their files.

Which of the following best describes the recommended method of encryption?

- A. On a per folder basis.
- B. On a per file basis.
- C. On a per user basis.
- D. On a per application basis.
- E. None of the above.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 52

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is the directory that you should look into when you want to clean up the cookies inside your computer?

- A. %UserProfile%Cookies
- B. %UserProfileTemporary Internet Files
- C. %UserProfileApplication Data
- D. %UserProfileLocal Settings
- E. %UserProfileMy Documents

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 53

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer (). Which three of the following statements are adequate descriptions of a LOW privacy level? (Choose THREE.)

- 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.

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 54

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com uses a third-party virtual private network (VPN) device that is not configured to accept IPSec VPN connections.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that every time she attempts to remotely connect to the company network, she receives the following error message.



During a routine maintenance, you discover that Amy Walsh used the New Connection Wizard on her client computer named Certkiller -WS270 to create a VPN connection to the new company network. Amy Walsh then changed some of the VPN connections settings.

What should you do to ensure that Amy Walsh can always establish a VPN connection to the company's VPN device?

- A. Select PPTP VPN as the type of VPN on the VPN connection properties page.
- B. 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 Certkiller .com's certification authority (CA) on the VPN device.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IPSec is not used, so L2TP connections should not be used either.

Instead reconfigure to use PPTP VPN.

QUESTION 55

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Rory Allen is a member of the Sales department. Rory Allen complains that Office applications display animated characters when he accesses Help. Rory Allen wants Office to permanently stop displaying the Help character.

What should you instruct Rory Allen do to configure Office so that the character is no longer displayed?

- A. Right-click the character and select Hide.
- B. Delete the Microsoft Agent DLL file located in the Windows System32 folder.
- C. Select Hide the Office Assistant from the Help menu in each Office application.
- D. Right-click the character and select Options from the context menu. Then clear the Use the Office Assistant check box.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Office Assistant is a feature included in Microsoft Office starting with Microsoft Office 97, and has been dubbed "Clippy" or "Clippit" after its default animated paperclip representation. However, Clippit is actually the default assistant's official name. Right-clicking on the character and selecting Hide will only remove the

assistant temporarily. Manually removing .dll files from the system is never a good way to solve a problem as this could cause more problems. Selecting Hide the Office Assistant from the Help menu is the same action as right-clicking on the assistant and selecting Hide. Clearing the Use the Office Assistant from the Options menu when right-clicking the assistant is the correct way to permanently remove the Office Assistant.

QUESTION 56

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson works from home. Dean Austin uses Microsoft Word, which runs Windows XP Professional and Microsoft Office XP.

One morning Clive Wilson complains that he frequently encounters problems with specific Word features. During an investigation you discover that the problems have been addressed in an Office XP service release.

What should you instruct Clive Wilson to do to ensure that he installs the correct service release?

- 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 Microsoft Word.
- D. Repair Word by using Add or Remove Programs in Control Panel.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 57

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 58

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Amy Walsh uses a Windows XP Professional client computer. Amy Walsh works as a secretary in their company. Amy Walsh has contacted you to discuss her problem with

regards to sending e-mail. Whenever she is sending an e-mail message and clicks the e-mail address links, the Microsoft Outlook Express starts. She can use the Outlook Express but it is not configured. Now she rather wants to use her Hotmail account. You need to associate e-mail address links to her Hotmail account.

In the exhibit below, which tab should Amy Walsh use?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Program tab will allow Amy Walsh to specify the e-mail application that is invoked when she clicks on an e-mail address that is linked on the Web page.

QUESTION 59

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a computer that is running Microsoft Windows 2000 Professional. Ally Wagner complains that her Home page in Internet Explorer has changed. She claims that she cannot find uniform resource locator of the previous Home page but knows where the Favorites menu is. Ally Wagner needs instructions to reset her Home page.
From the list, select the instructions.

Select and Place:

Steps, Select from these	Steps, place here
Click the Web site link on the Favorites menu.	<i>Place here.</i>
Click the Use Current button.	<i>Place second step here, if any.</i>
Open Internet Explorer.	<i>Place third step here, if any.</i>
Open Internet Options on the Tools menu.	<i>Place fourth step here, if any.</i>
Copy the Web site URL from the Address bar.	<i>Place fifth step here, if any.</i>
Past the Web site URL into the Address text box.	<i>Place sixth step here, if any.</i>
Open Outlook	<i>Place seventh step here, if any.</i>
Open the Internet Options applet in Control Panel.	<i>Place eighth step here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
	Open Internet Explorer.
	Click the Web site link on the Favorites menu.
	Open Internet Options on the Tools menu.
	Click the Use Current button
Copy the Web site URL from the Address bar.	<i>Place fifth step here, if any.</i>
Past the Web site URL into the Address text box.	<i>Place sixth step here, if any.</i>
Open Outlook	<i>Place seventh step here, if any.</i>
Open the Internet Options applet in Control Panel.	<i>Place eighth step here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should open the Website link and then open the Internet Options and click the Use Current button to set the Home page to the viewed page.

Incorrect Answers:

There is no need to copy the and past the Web site URL. The Use Current button is used to allow users to set a Home page, so that the users don't have to remember the URL.

The Options Control Panel applet is not used to access the Favorite menu.

QUESTION 60

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com uses a third-party virtual private network (VPN) device that is not configured to accept IPSec VPN connections.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that every time she attempts to remotely connect to the company network, she receives the following error message.



During a routine maintenance, you discover that Amy Walsh used the New Connection Wizard on her client computer named Certkiller -WS270 to create a VPN connection to the new company network. Amy Walsh then changed some of the VPN connections settings.

What should you do to ensure that Amy Walsh can always establish a VPN connection to the company's VPN device?

- A. Select PPTP VPN as the type of VPN on the VPN connection properties page.
- B. 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 Certkiller .com's certification authority (CA) on the VPN device.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IPSec is not used, so L2TP connections should not be used either.

Instead reconfigure to use PPTP VPN.

QUESTION 61

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Clive Wilson works for a company named Testlabs.com. Clive Wilson was trying to configure Outlook Express to connect to his company's e-mail server. After hours of struggling he configured most of the properties of the account but got stuck with the ports. Clive Wilson cannot remember which ports to use for the incoming and outgoing mail servers.

Clive Wilson has contacted you for assistance. What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Instruct Clive Wilson to use port 25 for incoming mail.
- B. Instruct Clive Wilson to use port 110 for incoming mail.
- C. Instruct Clive Wilson to use 110 for outgoing mail.
- D. Instruct Clive Wilson to use port 25 for outgoing mail.
- E. Instruct Clive Wilson to use port 21 for incoming mail.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Clive Wilson should use port 25 for outgoing mail. With this port you can connect to the Simple Mail Transfer Protocol (SMTP) server. The SMTP server is used to deliver mail. Clive Wilson should use port 110 for incoming mail. With this port you can connect to the Post Office Protocol 3 (POP3) server. The POP3 server is used to download messages.

Incorrect Answers:

A: Clive Wilson should use port 25 for outgoing mail, not incoming mail.

C: Clive Wilson should use port 110 for incoming mail, not outgoing mail.

E: Clive Wilson should use port 110 for incoming mail, not port 24. Port 21 is used for FTP.

Exam B

QUESTION 1

You work as a help desk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works on a Windows XP Professional computer named Certkiller - WS279. Andy Reid wants Certkiller -WS279 to be configured so that Internet Explorer will automatically download signed ActiveX controls from a Web site. If the ActiveX controls are unsigned, he wants to be prompted to download unsigned ActiveX controls.

You need to configure Certkiller -WS279 to meet these requirements. What should you do?

- A. Change the Internet Explorer security settings for the Internet zone to Low.
- B. Change the Internet Explorer privacy settings to Low.
- C. Change the Internet Explorer privacy settings to Medium.
- D. Change the Internet Explorer security settings Internet zone to High.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If you specify the security for the Internet zone to Low, it will allow downloading signed ActiveX controls automatically.

Incorrect Answers:

B: If the privacy setting is on Low, it will enable Internet Explorer to store cookies that identify a user without his or her consent.

C: If you setup the privacy to Medium privacy will prevent the user to download cookies.

D: If you should setup the security to High it will prevent the users from down loading signed or unsigned ActiveX controls.

QUESTION 2

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Amy Walsh 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 Amy Walsh does not remember the exact address of the Web site. She wants to find out which Web site she previously visited.

What should you instruct the Amy Walsh to do?

- A. Click the History button on 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 Internet Explorer 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 Internet Explorer temporary files location, so attempting this would result in the same problems as answer "B".

QUESTION 3

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser. A Certkiller .com user named Kara Lang is a member of the Research and Development department. One morning Kara Lang complains that favorite Web sites are too difficult to locate. Kara Lang recently added quite a few sites to her Favorites list in Internet Explorer.

What should you do to help Kara Lang arrange her Favorite list?

- 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 Kara Lang's current home page and make the file available when the user is working offline.
- D. Export her Favorites to a file. Open the file in a word processing application and save the file as an HTML file. Import the file into her Internet Explorer Favorites.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

Incorrect Answers:

B: There is no "Related Links" setting on the Tools menu.

C: Synchronizing folders affects offline web page viewing. It does not change how anything, much less Favorites are displayed.

D: Exporting the Favorites to a file, opening them in a word processing program and then re-importing them will not change anything. This could work if the favorites were reordered in the word processing program, but would be labor-intensive and not the best solution.

QUESTION 4

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Clive Wilson is a member of the Finance department.

One morning Clive Wilson complains that he is trying to establish a connection to Web sites that have URLs that start with https://. But, 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 Clive Wilson can establish a secure connection to Web sites that have URLs that start with https://.

What should you instruct Clive Wilson 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 5

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Amy Walsh is a member of the Research department.

One morning Amy Walsh complains 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 Amy Walsh can visit Web sites without being prompted to allow or block cookies. What should you 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Default setting will allow most cookies.

QUESTION 6

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Dean Austin is a member of the Research and Development department.

One morning Dean Austin complains 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. Dean Austin wants to access frequently used Web sites from the Address bar.

What should you do in Internet Options in Control Panel to ensure that the Address bar stores frequently used URLs?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 7

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Ally Wagner is a member of the Sales department.

One morning Ally Wagner complains that she visited a Web site three days ago.

Ally Wagner does not remember the exact address of the Web site. She wants to find out which Web site she previously visited.

What should do to ensure that Ally Wagner can return to the Web site she visited three days ago by using the least amount of effort?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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, and 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 Internet Explorer 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 Internet Explorer temporary files location, so attempting this would result in the same problems as answer "B".

QUESTION 8

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2).

A Certkiller .com user named Amy Wilson is a member of the Sales department. One morning Amy Wilson complains that she cannot receive these files, and instead receives the following error message: "To help protect your security, Internet Explorer blocked this site from downloading files to your computer." What should you do to configure Microsoft Internet Explorer to automatically download files?

- A. In Internet Explorer, on the Tools menu, click Internet Options. On the General tab, click Settings, and set Check for newer versions of stored pages to Every visit to the page.
- B. In Internet Explorer, on the Tools menu, click Internet Options. Set the home page to the URL for the company's internal Web site.
- C. In Internet Explorer, on the Tools menu, click Internet Options. On the Privacy tab, set the privacy settings to Low.
- D. In Internet Explorer, on the Tools menu, click Internet Options. On the Security tab, select the Local intranet icon, click Custom Level, and set the security level to Low.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This issue has nothing to do with cached files or current home page as the error message clearly states that it is a security issue so Option A&B is invalid.

Changing the privacy settings to low is not a good idea as these settings are for Internet not your local intranet. Changing the Security level for your local intranet to Low is the correct answer assuming that you can trust your own network.

QUESTION 9

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2).

A Certkiller .com user named Amy Wilson is a member of the Research department. One morning Amy Wilson complains that when she connects to the company's external Web site, she periodically receives reminders to update her in-house software. The company reminds the users by using a small window that opens when the Web site loads. What should you do to allow Amy Wilson to see these update reminders when she connects to the company's external Web site?

- A. In Microsoft Internet Explorer, on the Tools menu, click Internet Options. On the Privacy tab, select Block pop-ups. Click Settings, and add the company's external Web site to the list of exceptions.
- B. In Internet Explorer, on the Tools menu, click Internet Options. On the Security tab, click the Local intranet icon. Click Custom Level, and set the security level to Medium.
- C. In Security Center, click Windows Firewall, and set it to Off.
- D. Close Internet Explorer. Disable any antivirus software, and then access the Web site.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When Windows XP Service Pack 2 is installed, Internet Explorer provides a pop-up blocker for blocking pop-up windows and displays a notification in the information bar when a pop-up is blocked. Clicking the information bar allows you to show the blocked pop-up, allow all pop-ups on the current site, and configure other settings. To manually add a site to the list of exception do as stated in option A.

Changing the security level on the local intranet to Medium will not help as the External Web site is probably located in a DMZ, uses a separate network and therefore will not be included in the sites listed under local intranet.

To disable the Windows Firewall or antivirus software is generally a bad idea and should never be done unless the computer is disconnected from the network or on a 100% secure network.

QUESTION 10

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Andy Reid is a member of the Research department frequently accesses the testlabs.com Web site. The user reports that pop-up advertisements always appear when she views the Web site at www.testlabs.com.

What should you do in Internet Options in Control Panel to ensure that pop-up advertisement do not appear when the user connects to www.testlabs.com and to ensure that any changes do not affect the appearance of other Web sites?

- A. Configure the security level of the Internet security zone to High.
- B. Add the URL www.testlabs.com to the restricted sites security zone, and disable Active Scripting for this zone.
- C. Add the URL www.testlabs.com to the Privacy settings for Web sites, and block cookies for this Web.
- D. Add the URL www.testlabs.com to the Local intranet security zone, and configure the security level to Medium.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

While it is possible to completely disable active scripting, there are legitimate sites for which you want active scripting enabled so you should add the testlabs.com Web site to the restricted zone and then apply the active scripting restriction to this zone. Disabling active scripting for your intranet would probably stop some internal Web sites from functioning as intended. Raising the security level for the Internet security zone to high would not solve the problem and probably stop a lot of legitimate sites from working. Cookies are mostly used to store session specific data about the visitor and have nothing to do with pop-ups.

QUESTION 11

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Mia Hamm is a member of the Marketing department.

One morning Mia Hamm complains that whenever she types <http://www.Certkiller.com> into the Address bar, she receives the following error message: "Your security settings prohibit ActiveX Controls on this page." You confirm that access to www.contoso.com is not blocked by the company firewall.

What should you instruct Mia Hamm to do in Internet Options in Control Panel?

- A. Configure the Privacy settings to Low.
- B. Add www. Certkiller .com to the Trusted sites list.
- C. Select the Check for signatures on downloaded programs check box on the Advanced tab.
- D. Select the Override automatic cookie handling check box in the Advanced Privacy Settings dialog box.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Settings for cookies or downloaded programs has nothing to with Active X settings. Configuring the Privacy settings to low is not a good idea as this will affect all sites the user will try to connect to. The right solution in this case, if Certkiller .com is a legitimate site, would be to add the site to the trusted sites list. On the Internet Explorer Tools menu, click Internet Option. Click the Security tab, and then click the Trusted sites security zone. Click the Sites button and type the address to the site in the Add this Web site to the zone box and click the Add button.

QUESTION 12

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Kara Lang is a member of the Sales department. One morning Kara Lang complains that it takes much longer to view Web pages when she clicks the Back button. You discover that the user recently changed some Internet Explorer settings on his computer.

What should you do in Internet Options in Control Panel to increase the speed at which Internet Explorer displays previously viewed pages?

- A. Click the Clear History button.
- B. Select the Enable page transition check box on the Advanced tab.
- C. Clear the Reuse windows for launching shortcuts check box on the Advanced tab.
- D. Configure the temporary Internet files settings to automatically check for newer versions of stored pages.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The "Check for newer versions of stored pages" is by default set to Automatically which means that Internet Explorer checks for a newer version at the first visit after Internet Explorer was started but if a page is rarely updated Internet Explorer will learn this and will not check every time.

QUESTION 13

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm works for a company named testlabs.com and her e-mail

address is miahamm@testlabs.com. Mia Hamm complaints that she receives a large amount of junk e-mail, after she has joined an Internet newsgroup. Mia Hamm wants to received less junk e-mail, but wants lawful newsgroup subscribers to send messages.

What should Mia Hamm do?

- A. Do not use the E-mail address or Reply address field to specify an e-mail address. She should specify miahamm@testlabs.com in the Form field when posting messages.
- B. Specify miahamm@NOSPAMtestlabs.com in the E-mail address field.
- C. Do not use the E-mail address or Reply address field to specify an e-mail address. She should specify miahamm@testlabs.com as a signature on all messages.
- D. Specify miahamm@testlabs.com in the Reply address field. She should not specify an e-mail address in the E-mail address field.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If she specifies miahamm@NOSPAMtestlabs.com in the E-mail address field, the newsgroup knows not to send NOSPAM for this address.

Incorrect Answers:

A: She must specify miahamm@NOSPAMtestlabs.com in the E-mail address field. This is required for news accounts.

C: She should not specify miahamm@testlabs.com as a signature on all messages. The automatic programs will locate the e-mail address.

D: She cannot use the Reply address field only. News account requires an e-mail address in the E-mail address field.

QUESTION 14

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Andy Reid reports that he is unable to connect to one of Certkiller .com's newsgroup servers. When Andy Reid connects to the server, he is prompts with the following error message:



What could cause the problem?

- A. The Certkiller -SR02 does not exist.
- B. There is no username or password.
- C. The wrong protocol is used to connect to Certkiller -SR02.
- D. The wrong port is used to connect to Certkiller -SR02.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The default Network News Transfer Protocol (NNTP) port is 119.

Andy Reid is using port 120.

Incorrect Answers:

A: The Microsoft newsgroup server does exist because the error said that it cannot connect.

B: The message says that it cannot connect. There is no sign in the error messages that the wrong password or username was used.

C: Outlook uses NNTP, so did not use the wrong protocol.

QUESTION 15

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A customer, named Rory Allen, reports that he is having problems downloading newsgroups from the Microsoft's newsgroup servers. When Andy Reid clicks on privatenews.microsoft.com account name in Outlook Express, he is prompted with the following error message:



What could cause the problem?

- A. An incorrectly configured news account.
- B. There is no account in the news server.
- C. In the user field account is privatenews.microsoft.com.
- D. The server does not exist.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problem is that the news account is wrongly configured. No account was specified and the server requires it.

Incorrect Answers:

B: If there was no account, Outlook Express will prompt for account information.

C: The message states that the account has the problem. There is no sign of privatenews.microsoft.com that does not exist.

D: The Microsoft newsgroup server does exist because the error said that it cannot be found.

QUESTION 16

Exhibit:



You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Outlook 2002.

A new Certkiller .com 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 Certkiller .com user named Dean Austin is a member of the Research and Development department. Dean Austin complains that when he attempted to send an encrypted e-mail message to the auditor, he receives the error message displayed in the exhibit.

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

- A. Ask an administrator to configure all client computers to use IPSec.
- B. Ask an administrator to configure a data recovery agent in Encrypting File System (EFS).
- C. Instruct the auditor to send her digital certificate to all users by using an e-mail message.
- D. Instruct each user to use Encrypting File System (EFS) to encrypt the user's digital certificate. Then instruct each user to resend the digital certificate to the auditor by using an e-mail message.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 17

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Amy Walsh uses a Windows XP Professional client computer. She has reported that she is trying to use Outlook Express to read her e-mail messages. The Web host company has told her to use mail.testlabs.com as the mail server. She has received a username and password, but cannot send messages to anyone. Amy Walsh has configured POP3 as the mail server type.

What should Amy Walsh do?

- A. Use the IP address as a replacement for the domain name.
- B. Make sure that mail.testlabs.com is a Simple Mail Transfer Protocol (SMTP) server for outgoing mail.
- C. Use Hypertext Transfer Protocol (HTTP) rather than Post Office Protocol 3 (POP3).
- D. Make sure that outgoing mail server account information is specified to use Internet Message Access Protocol (IMAP).

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should make sure that mail.testlabs.com is a Simple Mail Transfer Protocol (SMTP) server for outgoing mail. Outlook Express requires an SMTP server to deliver mail.

Incorrect Answers:

A: If there was a domain problem, she would not have received incoming messages.

C: Amy Walsh should not use Hypertext Transfer Protocol (HTTP). This is used with incoming mail servers only.

D: Amy Walsh should not use Internet Message Access Protocol (IMAP). This is used with incoming mail servers only.

QUESTION 18

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you about her problems with her Internet e-mail account. Mia Hamm is accessing her Internet e-mail using Post Office Protocol 3 (POP3). Mia Hamm uses Microsoft Outlook 2003 to access their company's Microsoft Exchange Server 2003 business. Mia Hamm has also permission to access his personal account while at his work. Mia Hamm can access his Internet e-mail successful. Whenever Mia Hamm wants to access her already read e-mail messages at home, it is not available.

What could be the problem?

- A. The messages go to the Exchange mailbox instead of her personal folder.
- B. Outlook is not specified to leave messages on the POP3 server.
- C. POP3 server is not part of their company's network.
- D. Messages are delivered to a personal folder than the Exchange mailbox.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It can be that Outlook is not specified to leave messages on the POP3 server.

Incorrect Answers:

A: The problem is not that the messages go to the Exchange mailbox instead of her personal folder. The problem is a POP3 configuration issue.

C: It is not necessary that the company is part of the POP3 server. Outlook does not need to use POP3 to access messages.

D: The problem is not that the messages go to the personal folder instead of her Exchange mailbox. The problem is a POP3 configuration issue.

QUESTION 19

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com manager named Rory Allen has contacted you. He would like to use Outlook Express to read the company's e-mail. Rory Allen also wants to know if he could use Outlook Express for his Hotmail account.

What should you tell him?

- A. Hotmail is Internet based mail which cannot be used with Outlook Express.
- B. Change the Properties of the current e-mail account to use Hotmail.
- C. Create a new profile using the Mail Control Panel applet.
- D. Create an extra Mail account in Outlook Express.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen should create an extra mail account in Outlook Express. She can then define Hotmail as the service provider.

Incorrect Answers:

A: You can use the Outlook to connect to the Hotmail. The only change is that he should choose HTTP as the incoming mail server type instead of the POP3.

B: Rory Allen should not change the Properties of the current e-mail account to use Hotmail. He needs to download messages from the company and Hotmail.

C: Rory Allen is using the Outlook Express. By creating a new profile using the Mail Control Panel applet will result in a Microsoft Outlook profile.

QUESTION 20

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers. Both Outlook Express and Microsoft Outlook 2002 is installed on all client computers.

A new Certkiller .com policy requires that all Certkiller .com users use only Microsoft Outlook 2002 for messaging. A Certkiller .com employee named Amy Wilson uses a Windows XP Professional client computer named Certkiller -WS279. Amy Wilson informs you that she previously used Outlook Express but now uses Microsoft Outlook 2002 to comply with the new company policy. However, she complains that her list of contacts is not available in Outlook 2002.

You need to ensure that Amy Wilson's contacts are available in Outlook 2002. You need to accomplish this with the least amount of administrative effort.

What should you do?

- A. You should import Amy Wilson's Outlook 2002 contacts into her Outlook Express installation.
- B. You should import Amy Wilson's Outlook Express contacts into her Outlook 2002 installation.
- C. You should uninstall Outlook Express on Certkiller -WS279.
- D. Enter Amy Wilson's contacts from Outlook Express into Outlook 2002, manually.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should import Outlook Express contacts into Outlook 2002.

Incorrect Answers:

A: You should not import Outlook contacts into Outlook Express. You should import Outlook Express contacts into Outlook.

C: To uninstall Outlook Express, will not result in the contacts to transfer to Outlook 2002.

D: To manually enter the contact will result in a lot of time. The scenario states with the least amount of administrative effort.

QUESTION 21

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a Microsoft Exchange Server 2003 computer named Certkiller -SR10 for all messaging. The Certkiller -SR10 is configured to accept POP3, IMAP4, and SMTP connections from remote users. Certkiller -SR10 is also configured to allow SMTP relaying from authenticated users only.

A Certkiller .com user named Rory Allen is a member of the Research department.

Rory Allen has just received a new portable computer. Rory Allen 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.

What should you do to ensure that Rory Allen can use Outlook to send e-mail from his new computer?

- 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The server allows SMTP relaying from authenticated users only.

Therefore, we need to configure Outlook authenticate to the SMTP server by using his POP3 login credentials.

QUESTION 22

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and 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.

A Certkiller .com user named Andy Booth is a member of the Research and Development department. One morning Andy Booth complains that he must provide his credentials each time he starts Outlook Express. During maintenance, you discover 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 has not been 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 23

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Andy Booth is a member of the Research department. Andy Booth running Windows XP Home Edition and Microsoft Outlook Express reports that he can no longer send e-mail messages. You verify that he can successfully receive e-mail messages.

What should you do?

- A. Provide Andy Booth with the correct POP3 configuration.
- B. Provide Andy Booth with the correct NNTP configuration.
- C. Provide Andy Booth with the correct SMTP configuration.
- D. Provide Andy Booth with the correct IMAP4 configuration.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

POP3 - Post Office Protocol, Version 3. Used to fetch e-mail, usually without leaving a copy of the e-mail on the mail server.

NNTP - Network News Transfer Protocol. The protocol used by client and server software to carry USENET postings back and forth over a TCP/IP network.

SMTP - Simple Mail Transfer Protocol. Used to send e-mail to and between servers.

IMAP4 - Internet Message Access Protocol 4. Used to fetch e-mail and is richer in functionality than POP and is designed to allow clients to access and manage mailboxes on the server as if they were local.

QUESTION 24

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows 2000 Professional.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas.

Certkiller .com contains a Finance department and a Research department. You are the desktop technician in the Chicago branch. A Certkiller .com user named Andy Reid is a member of the Research department which is in the Dallas branch office.

Andy Reid has a laptop named Certkiller -WS272 that runs Windows XP Professional.

Certkiller -WS272 is attached to a docking station at the office. This provides him with access to the LAN and the Internet. When Andy Reid is at home, he uses a dial-up modem to connect to the ISP. Andy Reid uses Outlook Express for all e-mail activities and uses two separate POP3 accounts to use at home and at work. These two POP3 accounts have an entry in the Internet Accounts dialog box. Andy Reid has contacted you about a problem he has. He complains that his home e-mail messages and his office e-mail messages are mixed together. Andy Reid needs to keep separate the office messages from the home messages.

What should he do?

- A. Specify Outlook Express to use offline files.
- B. Create an identity for the home and for the office.
- C. Use the Secure Password Authentication to log on to the office account.
- D. Specify each Outlook Express mail server account to authenticate outgoing mail with the appropriate POP3 credentials.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Reid should create an identity for the home and for the office contacts. An Outlook Express has its own e-mail folders, Internet access accounts and address book.

Incorrect Answers:

A: The use of offline files will not separate his messages.

C: Andy Reid will only use the Secure Password Authentication if asked by the administrator to log onto his office account. This will not separate the messages.

D: It would be good for Andy Reid to specify each Outlook Express mail server account to authenticate outgoing mail with the appropriate POP3 credentials. This would reduce spam.

QUESTION 25

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Microsoft Office XP is installed on all client computers.

A Certkiller .com user named Kara Lang works as a secretary. She uses a Windows XP Professional client computer named Certkiller -WS278. Kara Lang is in the process of creating a letterhead in Microsoft Word. She creates a header that contains the Certkiller .com logo and some text. Kara Lang wants to insert a double underline beneath the text.

Kara Lang has contacted you for assistance in this matter. What should you do?

- A. Instruct Kara Lang to use the Forms toolbar in Microsoft Word.
- B. Instruct Kara Lang to use the Drawing toolbar in Microsoft Word.
- C. Instruct Kara Lang to use the WordArt toolbar in Microsoft Word.
- D. Instruct Kara Lang to use the Reviewing toolbar in Microsoft Word.

Correct Answer: B

Section: (none)**Explanation****Explanation/Reference:**

Explanation:

The lines tool is found on the Drawing toolbar.

Incorrect Answers:

- A: The Forms toolbar is used to add form fields, table etc.
- C: The Drawing toolbar is used to add lines, arrows WordArt text, etc.
- D: The Reviewing toolbar provides a text highlighting tool.

QUESTION 26

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What will happen if you press the computer's power button on your desktop there are several applications running?

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

Correct Answer: A

Section: (none)**Explanation****Explanation/Reference:**

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 27

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What should you do if you want to perform an emergency shutdown when a frozen application prevents you from shutting down in the normal ways?

- 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.

Correct Answer: A

Section: (none)**Explanation****Explanation/Reference:**

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 28

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You are considering deploying Hibernation. Rate this comment: Hibernation is an option on systems even if they're neither APM nor ACPI-compliant.

A. True

B. False

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:**

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 29

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You are considering deploying Hibernation on your desktop which is XP and ME dual boot configured. What will happen if you boot into another operating system while hibernating?

A. Your stored data will be corrupted or destroyed.

B. Your stored data will be fine.

C. Both operating systems will be corrupted.

D. The boot loader will be destroyed.

E. None of the above.

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:**

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 30

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

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

The new technician wants to know the name of this file?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 31

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 32

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 33

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The new technician wants 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 34

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The new technician wants to log off, shut down, or restart a computer from the command line, what command will he use? (Choose all that apply.)

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

computer.

QUESTION 35

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Dean Austin is a member of the Research and Development department. Dean Austin has a computer that runs both Windows 98 and Windows XP Professional in a dual-boot configuration. Dean Austin reports that an application is available on the Start menu when he runs Windows 98, but it is not available on the Start menu when he runs Windows XP Professional.

What should you do to ensure that the application will run on either Windows 98 or Windows XP Professional?

- A. Ask an administrator to install the application when the computer is running Windows XP Professional.
- B. Ask an administrator to reinstall the application when the computer is running Windows 98. Then instruct the administrator to select the option to install for All users during the installation.
- C. Instruct the user to start the computer with Windows XP Professional running. Instruct him to create a shortcut to the application's .exe file located in the Windows 98 folder structure. Then instruct him to select the Run in separate memory space check box.
- D. Instruct the user to start the computer with Windows XP Professional running. Instruct him to create a shortcut to the application's .exe file located in the Windows 98 folder structure. Then instruct him to configure the Compatibility mode tab to run the application under Windows 98.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Because Windows XP has no problems reading the Windows 98 partition but Windows 98 might have problems read the Windows XP partition its better to keep the program in its original place. Create a shortcut within Windows XP and configure the Compatibility mode to run the application in a Windows 98 environment. Although most programs run properly on Windows XP, some older applications (especially games) that were written for a specific operating system such as Microsoft Windows 95 or Windows 98 do not work as expected (or do not install at all). When this happens, install or run the program using one of the available program compatibility options in Windows XP. Choosing a program compatibility mode for a program allows that program to run in its native environment, which should cause the program to run properly and perform as expected.

QUESTION 36

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 98 client computers.

Certkiller .com contains a Marketing department. A Certkiller .com employee named Mia Hamm works in the Marketing department. Certkiller .com contains a Windows 98 workstation named Certkiller -WS271.

Mia Hamm is working on Certkiller -WS271. Certkiller -WS271 contains a third party accounting application named CK_Acc. During the previous month a beta version of the third party accounting application which is compatible with its predecessor and it was available to the public which runs on Windows XP Professional. These two versions run different user interfaces (UIs). Mia Hamm needs the latter version for Certkiller .com. Your administrator partitions the hard drive into two drives named C and D and installs Windows XP Professional on one of the partitions. When Mia Hamm starts Windows XP Professional and CK_Acc, she created a test account application and exports it to the file. She then reboots in Windows 98 and starts CK_Acc to import the files, but she was not successful. She cannot access the files.

What could be the problem?

- A. The new data files were stored on an NTFS partition.
- B. The beta version of CK_Acc is not compatible with the former version.
- C. Mia Hamm imported by using the beta version of CK_Acc.
- D. Mia Hamm exported by using the former version of CK_Acc.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The administrator format the second partition with NTFS. Windows 98 does not support NTFS, only FAT.

Incorrect Answers:

B: The beta version is not incompatible. The scenario states that the two is compatible.

C: The importing is not the problem. The versions have UIs that differs them.

D: The exporting is not the problem. The versions have UIs that differs them.

QUESTION 37

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner's computer is running Microsoft Windows 98 on drive C and Microsoft Windows XP Professional on drive D: Ally Wagner did move the confidential encrypted files from drive D to drive C. Ally Wagner's computer is part of a workgroup. She now has a security problem. The other users in the workgroup can access and read the encrypted files. Ally Wagner wants to know what is the problem.

What should you tell Ally Wagner?

- A. Windows 98 can be installed on FAT16 and FAT32. FAT16 and FAT32 do not support encryption.
- B. When folders are moves to another location, the permissions to the folder are lost.
- C. You are not the owner of the file. Another user has changed the permissions.
- D. When encrypted files are always decrypted when they are moving.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It is true that FAT16 and FAT32 do not support encryption. Ally Wagner did move the files from NTFS to a FAT partition.

Incorrect Answers:

B: The statement in B: is misleading. It is only true if the destination folder resides on a different partition from the source folder.

C: This is not true. If a user moves a folder, he will still be the owner of the folder.

D: Moving files will not decrypt it. It will only become decrypted if it is moved fro NTFS to FAT.

QUESTION 38

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Rory Allen has contacted you. Rory Allen has a laptop that is running Windows 98. He wants to install another operating system, Windows XP Home on the laptop. He wants to know if should be aware of anything.

What should you tell Rory Allen?

- A. You cannot install service packs on Windows XP Home because it will affect Windows 98.
- B. Make sure that all files that need to access from Windows 98 remains on the FAT partition.
- C. Windows 98 will become unstable due to registry merging.
- D. Windows XP Home should be installed on a separate partition.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen should know that all files that need to access from Windows 98 remains on the FAT partition. He should also know that Windows 98 cannot read files on NTFS.

Incorrect Answers:

A: Windows XP Home is on a separate partition. It cannot affect Windows 98.

C: The two operating systems are on separate partitions, so it cannot become unstable.

QUESTION 39

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a client computer named Certkiller -WS290 that runs both Windows 98 and Windows XP Professional in a dual-boot configuration. Windows XP Professional is installed on the D volume, which is NTFS. A custom application named QuickFin is available when the user logs on to either operating system.

A Certkiller .com user named Mia Hamm is a member of the Research department.

Mia Hamm complains that when she logs on to Windows 98, she is unable to access files that were created when she was logged on to Windows XP Professional. You discover that QuickFin stores files to the D:\QuickFin\Data folder when logged into Windows XP Professional.

What should you do to ensure that files created by using QuickFin, when the user is logged into Windows XP Professional, are available to both Windows 98 and Windows XP Professional?

- A. Convert the C volume to NTFS.
- B. Instruct the user to share the D:\QuickFin\Data folder.
- C. Instruct the user to store all files created by using QuickFin to C:\QuickFin\Data.
- D. Create a local user account for the user.
Instruct the user to log on by using the local user account.
- E. Configure the access control list on the D:\QuickFin\Data folder to grant the Everyone group Full Control permission.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

She is unable to access the file she created while in Windows 98 through Windows XP there is a file system problem (NTFS & FAT). Storing the files on her C drive will enable her to access them both operating systems.

QUESTION 40

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner is the administrator of her computer which is running Windows XP Home. Ally Wagner has a third party graphics application, which she wants to share with a co-worker. Ally Wagner and the co-worker have different user accounts to log on to the computer. The third party graphics application resides in a folder on drive C and copies the application's executables from a CD-ROM disk. The problem is that the shortcut of the third party graphics application is not available to her brother. The theme of both desktops is different. Ally Wagner needs her co-worker to also use third party graphics application.

What should you do?

- A. Change the co-worker's user account type to Computer Administrator.
- B. Copy the third party graphics application's shortcut to the Desktop folder in the All Users profile.
- C. The third party graphics application should be reinstalled for all users.
- D. Configure the co-workers Theme the same as yours.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When copying the third party graphics application's shortcut to the Desktop folder in the All Users profile will allow the shortcut to be available for the co-worker.

Incorrect Answers:

A: By changing the account type of the co-worker to Computer Administrator, will not make the third party graphics application available on the desktop.

C: Ally Wagner does not need to reinstall the third party graphics application. She already copy the executable files.

D: Even if you change the Desktop Theme, it will not make the shortcut available.

QUESTION 41

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Rory Allen works in the Marketing department. Rory Allen works on a client computer named Certkiller -WS274 has an uninterruptible power supply (UPS) attached and installed. Rory Allen runs an accounting application that was installed by one of the managers. Rory Allen has problems running the application. During the investigation you discover that the manager has logged onto the computer and install the accounting application. As soon as Rory Allen runs the accounting application he receives the following error message. "The Software/TestDev/DocumentGenerator registry subkey is missing".

If the manager runs the program, there is not problem with the accounting application. You then log on with Rory Allen username and run the REGEDIT.

Which registry key should you examine?

- A. HKEY_USERS
- B. HKEY_LOCAL_MACHINE
- C. HKEY_CURRENT_USER
- D. HKEY_CLASSES_ROOT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The HKEY_USERS contains all the subkeys for all the users of the computer system. You should locate the user's security identifier for the Software/TestDev/DocumentGenerator subkey. The key is created for the manager and not for Rory Allen.

Incorrect Answers:

B: The HKEY_LOCAL_MACHINE contains the computer-specific information. It is not necessary to examine this, if the subkey was in here, the application should have worked for Rory Allen.

C: The HKEY_CURRENT_USER contains registry entries for the current logged user. It is not necessary to examine this, if the subkey was in here, the application should have worked for Rory Allen.

D: The HKEY_CLASSES_ROOT contains registry entries for the registered dynamic link libraries and the Component Object Model objects. It is not necessary to examine this, if the subkey was in here, the application should have worked for Rory Allen.

QUESTION 42

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers.

Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

A Certkiller .com customer named Dean Austin has contacted you. Dean Austin and his brother are doing auditing for companies from there home. Dean Austin has problem with there accounting application. He said he is shown a splash screen but the accounting application does not run. You then go out to do the house call. Dean Austin contains a computer running Windows XP Home. Dean Austin said the program did work an half an hour ago. He also said that his brother also used the program before the he used the

computer. You need to troubleshoot the problem.
What should you do?

- A. Make sure that the brother did not change the NTFS permissions on the application's executables.
- B. Make sure that Dean Austin's brother did not change his account to a non-administrative account.
- C. Make sure that the compatibility mode of the application is configured for Windows XP.
- D. Verify if Fast Switching is enabled.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Fast Switching allows a user to run an application in a user's session while the other one is logged on. You do get applications and programs that do not allow multiple instances. It can be that Dean Austin's brother has switch back to Dean Austin account without logging off.

Incorrect Answers:

A, B: You should not check for permissions. The program did run and it showed Dean Austin a splashed screen.

C: The program did work an half an hour ago. Incompatibility is not the issue.

QUESTION 43

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a network file server named Certkiller -SR11 where all user data is stored.

The five Certkiller .com users in the company use a computer named Certkiller -WS290. The Certkiller .com users' logs on to Certkiller -WS290 by using a separate logon name. Certkiller -WS290 runs an application named Easy Find.

You create a shortcut to Easy Find in the All Users profile on Certkiller -WS290.

Each of the five users can access Easy Find by using the shortcut.

Some of the users report that one user deleted the shortcut to Easy Find. Now, the other users cannot use Easy Find when they use Certkiller -WS290.

You need to ensure that one user cannot delete the Easy Find 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 Easy Find. Save the shortcut in the Default Users profile on Certkiller -WS290. Delete all profiles on Certkiller -WS290.
- B. Create a shortcut to Easy Find for each user. Save each shortcut in the All Users profile on Certkiller -WS290. Delete all profiles on Certkiller -WS290.
- C. Ask an administrator to create one shortcut to Easy Find. Ask the administrator to save it in the Default Users profile on a domain controller. Delete all profiles on Certkiller -WS290.
- D. Ask an administrator to create a shortcut for Easy Find for each user. Ask the administrator to save the shortcuts in the All Users profile on a domain controller. Delete all profiles on Certkiller -WS290.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

By placing the shortcut in the default users profile and then deleting the users' profiles you will force the creation of a new profile for each user that contains the new shortcut. If a user deletes the shortcut after this it will only affect the user who deleted it.

QUESTION 44

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a network file server named Certkiller -SR11 where all user data is stored. A Certkiller .com user named Andy Booth is a member of the Research department. Andy Booth complains 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. What should you do to ensure that Andy Booth's desktop, Display settings, and Start menu are configured to have their original default settings?

- A. Delete Andy Booth's profile.
- B. Configure the computer by using System Restore.
- C. Instruct Andy Booth to set the Start menu to Classic mode.
- D. Instruct Andy Booth to start the computer by using the last known good configuration.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The user's data is stored on a file server. Therefore we can delete the user's profile. A new profile with the default settings will be created next time the user logs in.

QUESTION 45

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Due to company growth Certkiller .com has two operator shifts: morning and evening. Both operator shifts share the same computer. The morning operator uses an application named WinQuick, which is deployed by using Group Policy. The evening operator does not use WinQuick.

The evening operator reports that she can see a shortcut to WinQuick, but that the application does not run. You log on to the evening operator's computer and see the shortcut for WinQuick.

What should you do to ensure that only the morning operator can see the shortcut to WinQuick?

- A. Delete the evening operator's user profile.
- B. Delete the WinQuick shortcut from the All Users profile.
- C. Delete the WinQuick 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the application is not meant for all users of a computer then you should make sure the shortcut exist only in those users' profiles that are allowed to use the application.

QUESTION 46

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Ally Wagner works in the Dallas branch office. She has contacted you. Ally Wagner is working on a client computer named Certkiller -WS273 which is running Windows XP Professional. Ally Wagner wants to setup Outlook Express. She wants to connect to the Microsoft.private.windows.longhorn.general newsgroup. Ally Wagner only observed how a colleague of hers connected to Microsoft.private.windows.longhorn.general newsgroup, and wants also to connect to this newsgroup.

After a few unsuccessful attempts, she contacts you because she does not know the steps. Ally Wagner received the following steps from Microsoft with the following information.

Server: privatenews.microsoft.com Userid: privatenews\tester Password: abc123 From the list below, select

the steps Ally Wagner should used, in correct order.

Select and Place:

Steps, Select from these

Choose Accounts from the Tools menu.

Subscribe to the desired newsgroup.

Choose Newsgroups from the Tools menu.

Add a new News account.

Enter your personal information and the information that the newsgroup provided.

Steps, place here

Place here.

Place second step here.

Place third step here.

Place fourth step here.

Place fifth step here.

Correct Answer:

Steps, Select from these

Steps, place here

Choose Accounts from the Tools menu.

Add a new News account.

Enter your personal information and the information that the newsgroup provided.

Choose Newsgroups from the Tools menu.

Subscribe to the desired newsgroup.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should create an account for the Microsoft's newsgroup server. She can do this by choosing the Accounts from the Tool menu and add new News account.

Incorrect Answers:

If Ally Wagner chooses the "add a new News account, the Internet Connecting Wizard will be invoked. She should enter her name and e-mail address and the information she received from Microsoft. Only if Ally Wagner has completed the Wizard, she will have the option to download newsgroups from the server.

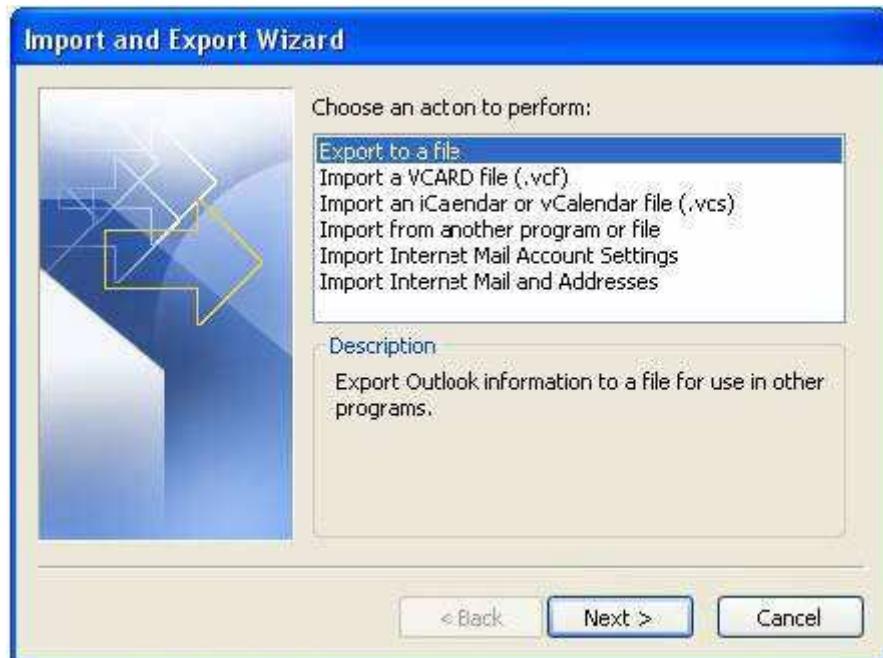
QUESTION 47

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network

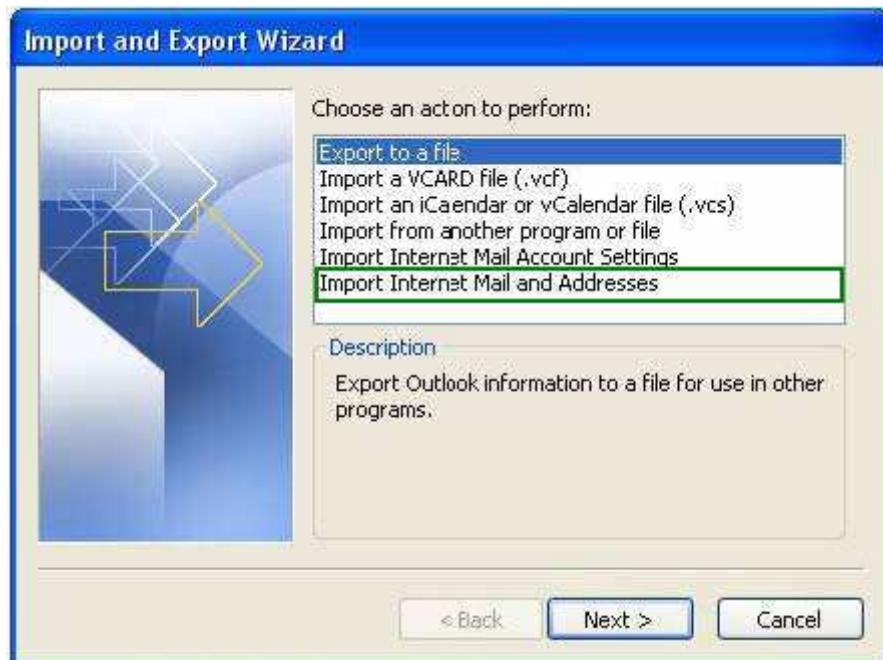
run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com hires a sales consultant named Kara Lang. One morning she has contacted you and wants to move the contact information from Microsoft Outlook Express information to her Microsoft Office Outlook 2003 Contacts folder.

As seen on the exhibit, what actions should Kara Lang performs?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

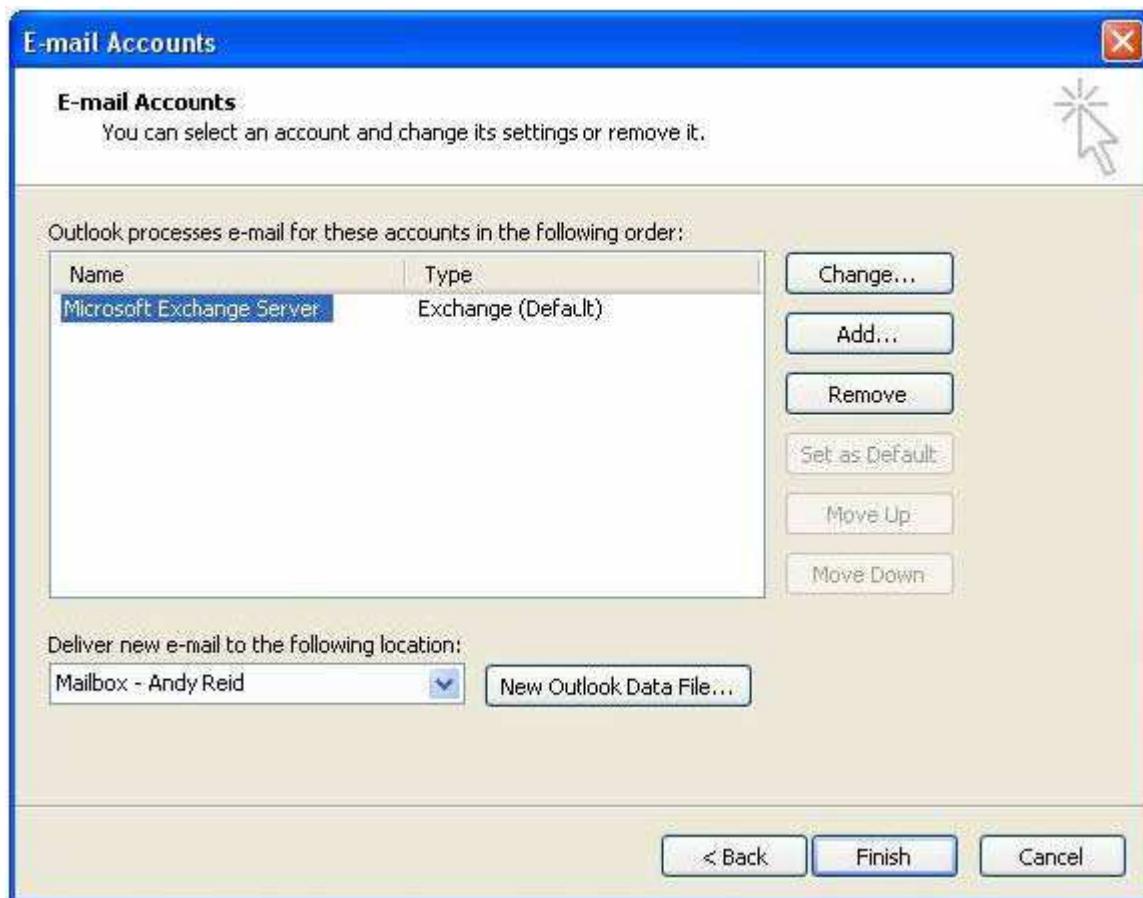
To import the Microsoft Outlook Express information, she must click the Import Internet Mail and Addresses. This will allow her to Microsoft Outlook Express information to her Microsoft Office Outlook 2003 Contacts folder.

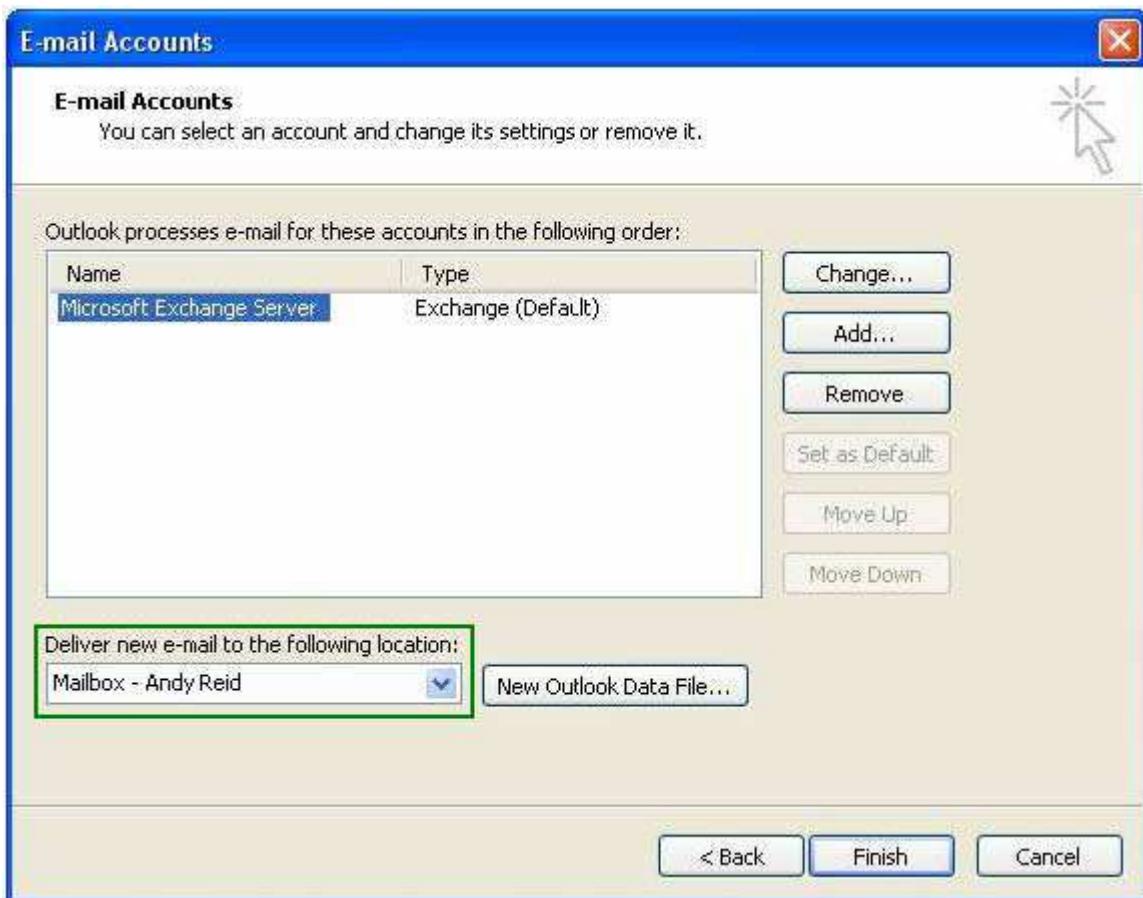
QUESTION 48

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com Representative named Andy Reid uses a Windows XP Professional laptop computer named Certkiller -WS271. Due to his work, Andy Reid travels a lot. Certkiller .com uses Microsoft Exchange Server 2003 to provide messaging and collaboration. All the Certkiller .com users are using Microsoft Outlook 2003.

Andy Reid would like to access his e-mail messages when his laptop is not connected to Certkiller .com's network. In the exhibit, which control should Andy Reid click?

Point and Shoot:**Correct Answer:**



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Reid should choose the option to deliver messages to his personal folder. He then can access his messages when the laptop is not connected to the network.

QUESTION 49

[DRAG DROP] You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department, Sales department and a Quality Assurance department. You have received instruction from the CIO to prepare a computer for a tester. The tester is responsible for testing the latest version of a product that was developed in the Research department, which works on Windows XP Professional and Windows XP Home. The computer will be accessible from the network and will house encrypted files. These files must be accessible only to the tester. You need to prepare the hard disk for the two operating systems.

From the list on the left, select the tasks.

Select and Place:

Steps, Select from these	Steps, place here
Install Windows XP Professional on an NTFS partition.	<i>Place here.</i>
Create two partitions.	<i>Place here, if any.</i>
Format one partition with FAT32.	<i>Place here, if any.</i>
Install Windows XP Home on an NTFS partition.	<i>Place here, if any.</i>
Format one partition with NTFS.	<i>Place here, if any.</i>
Install Windows XP Home on a FAT32 partition.	<i>Place here, if any.</i>
Create one partition.	<i>Place here, if any.</i>
Format both partitions with FAT32.	<i>Place here, if any.</i>
Install Windows XP Professional on a FAT32 partition.	<i>Place here, if any.</i>
Format both partitions with NTFS.	<i>Place here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
	Create two partitions.
	Format both partitions with NTFS.
Format one partition with FAT32.	Install Windows XP Home on an NTFS partition.
	Install Windows XP Professional on an NTFS partition.
Format one partition with NTFS.	<i>Place here, if any.</i>
Install Windows XP Home on a FAT32 partition.	<i>Place here, if any.</i>
Create one partition.	<i>Place here, if any.</i>
Format both partitions with FAT32.	<i>Place here, if any.</i>
Install Windows XP Professional on a FAT32 partition.	<i>Place here, if any.</i>
	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should create two partitions. You then can run both operating systems, each on a partition. You also need to format the partitions with NTFS.

Incorrect Answers:

You should not partition a partition with FAT. FAT does not support encryption.

Windows XP Home supports NTFS but not Encrypted File System (EFS). EFS is supported with Windows XP Professional.

QUESTION 50

[DRAG DROP] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang is employed by a small company named Contoso.com that contains 10 employees. Contoso.com contains two computers running Windows XP Home. Contoso.com contains a Sales department. Five of the employees share one computer. Kara Lang the manager of their company also shares the computer with 5 employees. She installed an application to track customer related issues. Kara Lang did install the application executables from the Internet and it was saves on drive D. The shortcut for the application is on the desktop. Kara Lang starts the application by clicking Start, All Programs and then the shortcut.

The employees of their company are complaining that they cannot locate the shortcut when they log on to

the computer. Kara Lang than make sure that the executables is still existing. Kara Lang needs application to be available to the employees of their company.
What should you do? (From the list on the left, select the instructions)

Select and Place:

Steps, Select from these

Choose Paste from the Edit menu in Windows Explorer.

Open the Add or Remove Programs applet in Control Panel.

Navigate to C:\Documents and Settings\klang\Start Menu Programs.

Open Windows Explorer.

Reinstall the application.

Right-click the shortcut and choose Cut from the context menu.

Right-click the application and click Remove from the context menu.

Navigate to C:\Documents and Settings\All Users\Start Menu Programs.

Steps, place here

Place here.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Open the Add or Remove Programs applet in Control Panel.	Open Windows Explorer.
	Navigate to C:\Documents and Settings\ klang\Start Menu Programs.
	Right-click the shortcut and choose Cut from the context menu.
	Navigate to C:\Documents and Settings\ All Users\Start Menu Programs.
Reinstall the application.	Choose Paste from the Edit menu in Windows Explorer.
	Place here, if any.
Right-click the application and click Remove from the context menu.	Place here, if any.
	Place here, if any.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The shortcut of the application exists on Kara Lang's Start Menu folder. She needs to put it in the All Users folder. This will make it available to the other users.

Incorrect Answers:

There is no need to reinstall the application. Kara Lang did copy the executable to the computer.
You should not use the Add and Remove Programs applet and click the application and click remove. This action will remove the application from the computer.

QUESTION 51

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Ally Wagner is the CEO of Certkiller .com and uses a client computer named Certkiller -WS272. You have been instructed to add a new personal folder to Microsoft Outlook 2002 for Ally Wagner.

What should you do?

- A. In Outlook 2002, select Toolbars from the View menu. Then click the New button.
- B. In Outlook 2002, select Data File Management from the File menu. On the Outlook Data Files dialog box, click the Close button.
- C. In Outlook 2002, select Data File Management from the File menu. On the Outlook Data Files dialog box, click the Add button. Then click the OK button twice.
- D. In Outlook 2002, select Data File Management from the File menu. Then click the Open Folder button. In the Open Outlook Data File window, click the Outlook data file and then click OK twice.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Ally Wagner click File, click New, click Outlook data file and then click the OK button twice; it will create a new Outlook personal folder file.

Incorrect Answers:

A: Click View and then click Outlook Bar in the View menu; will not create a new Outlook personal folder file.

B: Click File and click Data File Management and then click the Close button, will not create a new Outlook personal folder file.

D: Click File, click Open, click Outlook data file and then click the file in the Open Outlook Data File window and click OK twice; will not create a new Outlook personal folder file.

QUESTION 52

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a computer that is running Microsoft Windows 2000 Professional. Ally Wagner has problems setting up her Home page in the Internet Explorer. She claims that she cannot find any settings that allow her to set the Home page, in the Internet Option dialog box.

Which of the following questions should you asked?

- A. Ask Ally Wagner if she is the administrator of the computer.
- B. Ask Ally Wagner which version of the Internet Explorer is on the computer.
- C. Ask Ally Wagner if the computer is a member of a workgroup or domain.
- D. Ask Ally Wagner if she checked every tab page in Internet Options.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the computer is a member of the domain, then probably a Group Policy object stops you from changing the Internet Explorer settings. If the computer is a member of a workgroup, then maybe local policies stops you from changing the Internet Explorer settings.

Incorrect Answers:

A: You do not have to be an administrator to set the Home page, unless it is prevented with a Group Policy or Local Policy.

B: There is no need to ask this question. All versions of Internet Explorer allow a user to define Home pages.

D: There is no need to ask the customer if she is confident.

QUESTION 53

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Whenever Kara Lang uses the Internet Explorer, she keeps getting prompt to accept cookies. Kara Lang does not want to be prompt about cookies when she is busy on the Internet. What should she do on the Internet Options dialog box? (Choose TWO.)

- A. On the Privacy tab, click the Default button.
- B. Change the Privacy settings to Low.
- C. Change the Privacy settings to Accept All Cookies.
- D. Click the Advance button on the Privacy tab and clear the Override automatic cookie handling option.

Correct Answer: AD

Section: (none)**Explanation****Explanation/Reference:**

Explanation:

If Kara Lang click the Default button On the Privacy tab and click Advance button on the Privacy tab and clear the Override automatic cookie handling option, it will override the cookie handling option. This action will also allow her to accept, block etc. cookies.

Incorrect Answers:

B: Kara Lang should not change the Privacy settings to Low. This will override automatic cookie handling and it will be set to prompt.

C: Kara Lang should not change the Privacy settings to Accept All Cookies. She is prompt for cookies, so the Private settings is not available.

QUESTION 54

You work as a help desk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works on a Windows XP Professional computer named Certkiller - WS279. Andy Reid want to configure Internet Explorer so that it does not store cookies with that can be personally attributed to him without his permission. A new Certkiller .com security policy states that

Certkiller .com users may not download signed or unsigned ActiveX controls from the Internet. You need to configure Certkiller -WS279 to meet Andy Reid's requirements and those of the new security policy.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You should set the security for the Internet zone to Low.
- B. You should set the privacy to Low.
- C. You should set the security for the Internet zone to Medium.
- D. You should set the privacy to Medium.
- E. You should set the security for the Internet zone to High.

Correct Answer: DE**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

You should setup the security to High and setup the privacy to High.

The High security setting will prevent the users from down loading signed or unsigned ActiveX controls. The Medium privacy setting will prevent the storing of personalized cookies.

Incorrect Answers:

A: If you set the security to Low, it will allow the user to down loading signed or unsigned ActiveX controls.

B: If you set the privacy to Low, it will allow Internet Explorer to store personalized cookies.

C: If you set the security to Medium, it will allow the user to download signed ActiveX but not unsigned ActiveX controls.

QUESTION 55

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What will happen if you press the computer's power button on your desktop there are several applications running?

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

Correct Answer: A

Section: (none)**Explanation****Explanation/Reference:**

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 56

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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.

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:**

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 57

[DRAG DROP] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang is employed by a small company named Contoso.com that contains 10 employees. Contoso.com contains two computers running Windows XP Home. Contoso.com contains a Sales department. Five of the employees share one computer. Kara Lang the manager of their company also shares the computer with 5 employees. She installed an application to track customer related issues. Kara Lang did install the application executables from the Internet and it was saves on drive D. The shortcut for the application is on the desktop. Kara Lang starts the application by clicking Start, All Programs and then the shortcut.

The employees of their company are complaining that they cannot locate the shortcut when they log on to the computer. Kara Lang than make sure that the executables is still existing. Kara Lang needs application to be available to the employees of their company.

What should you do? (From the list on the left, select the instructions)

Select and Place:

Steps, Select from these	Steps, place here
Choose Paste from the Edit menu in Windows Explorer.	<i>Place here.</i>
Open the Add or Remove Programs applet in Control Panel.	<i>Place here, if any.</i>
Navigate to C:\Documents and Settings\klang\Start Menu Programs.	<i>Place here, if any.</i>
Open Windows Explorer.	<i>Place here, if any.</i>
Reinstall the application.	<i>Place here, if any.</i>
Right-click the shortcut and choose Cut from the context menu.	<i>Place here, if any.</i>
Right-click the application and click Remove from the context menu.	<i>Place here, if any.</i>
Navigate to C:\Documents and Settings\All Users\Start Menu Programs.	<i>Place here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
Open the Add or Remove Programs applet in Control Panel.	Open Windows Explorer.
	Navigate to C:\Documents and Settings\ klang\Start Menu Programs.
	Right-click the shortcut and choose Cut from the context menu.
	Navigate to C:\Documents and Settings\ All Users\Start Menu Programs.
Reinstall the application.	Choose Paste from the Edit menu in Windows Explorer.
	Place here, if any.
Right-click the application and click Remove from the context menu.	Place here, if any.
	Place here, if any.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The shortcut of the application exists on Kara Lang's Start Menu folder. She needs to put it in the All Users folder. This will make it available to the other users.

Incorrect Answers:

There is no need to reinstall the application. Kara Lang did copy the executable to the computer. You should not use the Add and Remove Programs applet and click the application and click remove. This action will remove the application from the computer.

QUESTION 58

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a computer that is running Microsoft Windows 2000 Professional. Ally Wagner has problems setting up her Home page in the Internet Explorer. She claims that she cannot find any settings that allow her to set the Home page, in the Internet Option dialog box. Which of the following questions should you asked?

- A. Ask Ally Wagner if she is the administrator of the computer.
- B. Ask Ally Wagner which version of the Internet Explorer is on the computer.
- C. Ask Ally Wagner if the computer is a member of a workgroup or domain.
- D. Ask Ally Wagner if she checked every tab page in Internet Options.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the computer is a member of the domain, then probably a Group Policy object stops you from changing the Internet Explorer settings. If the computer is a member of a workgroup, then maybe local policies stops you from changing the Internet Explorer settings.

Incorrect Answers:

A: You do not have to be an administrator to set the Home page, unless it is prevented with a Group Policy or Local Policy.

B: There is no need to ask this question. All versions of Internet Explorer allow a user to define Home pages.

D: There is no need to ask the customer if she is confident.

QUESTION 59

You work as a help desk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works on a Windows XP Professional computer named Certkiller - WS279. Andy Reid want to configure Internet Explorer so that it does not store cookies with that can be personally attributed to him without his permission. A new Certkiller .com security policy states that Certkiller .com users may not download signed or unsigned ActiveX controls from the Internet. You need to configure Certkiller -WS279 to meet Andy Reid's requirements and those of the new security policy. What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You should set the security for the Internet zone to Low.
- B. You should set the privacy to Low.
- C. You should set the security for the Internet zone to Medium.
- D. You should set the privacy to Medium.
- E. You should set the security for the Internet zone to High.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should setup the security to High and setup the privacy to High.

The High security setting will prevent the users from down loading signed or unsigned ActiveX controls. The Medium privacy setting will prevent the storing of personalized cookies.

Incorrect Answers:

A: If you set the security to Low, it will allow the user to down loading signed or unsigned ActiveX controls.

B: If you set the privacy to Low, it will allow Internet Explorer to store personalized cookies.

C: If you set the security to Medium, it will allow the user to download signed ActiveX but not unsigned ActiveX controls.

QUESTION 60

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What will happen if you press the computer's power button on your desktop there are several applications running?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 61

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You are considering deploying Hibernation. Rate this comment: Hibernation is an option on systems even if they're neither APM nor ACPI-compliant.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 62

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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.

Exam C

QUESTION 1

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and a proprietary application named WinClean.

A Certkiller .com user named Clive Wilson is a member of the Sales department.

One morning Clive Wilson complains that his desktop shortcut for WinClean no longer runs WinClean. The user states that he recently moved the WinClean program folder from drive C to drive D. He states that he used the same folder structure to move the contents to drive D.

You attempt to run WinClean by using the executable file located in drive D, but the application still fails to run.

What should you do to ensure that the application works with the program files located on drive D of Clive Wilson's computer?

- A. Instruct Clive Wilson to modify the shortcut to use the new folder structure located on drive D.
- B. Instruct Clive Wilson to delete the shortcut on the desktop. Then ask an administrator to reinstall WinClean on drive D.
- C. Instruct Clive Wilson to delete the shortcut on the desktop. Then instruct Clive Wilson to create a new shortcut that uses the new folder structure located on drive D
- D. Ask an administrator to delete the current user profile. Instruct Clive Wilson to log on to his computer and run WinClean.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

As the application fails to execute, even when you try to run the application from the new folder on the D drive, it will not help to modify or create a new shortcut. The application probably needs registry entries that were written during the installation of the application that points to the original location of the application. Only way to correct this is by reinstalling the application.

QUESTION 2

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner's computer at work has a dual boot configuration with Windows XP Professional and Windows 2000 Professional. Ally Wagner shares the computer with another employee named Mia Hamm. Ally Wagner and Mia Hamm are working shifts. Ally Wagner uses Windows XP Professional and Mia Hamm uses Windows 2000 Professional. Mia Hamm has installed an accounting application that should be used by Ally Wagner and her self. Mia Hamm did register the accounting application using one license.

Whenever Ally Wagner runs the accounting application, she receives an error, that the accounting application is not registered.

What should you do to troubleshoot the problem?

- A. The Program Compatibility Wizard should be run.
- B. Copy the database registry from Windows 2000 Professional to Windows XP Professional.
- C. The Upgrade Advisor should be run.
- D. Reinstall the application under Windows XP Professional.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should reinstall the application in Windows XP Professional.

There are two operating systems. Each of them has their own database registry, and each operating system is on a partition.

Incorrect Answers:

- A: This will allow the application to run in a specific operating system mode.
- B: Copy the database registry to Windows XP Professional will make the operating system unstable.
- C: They should run the Upgrade Advisor before upgrading to Windows XP Professional to see if the program is compatible with the operating system.

QUESTION 3

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a Sales department. The Certkiller .com users named Mia Hamm and Kara Lang works in the Sales department. Due to the long hours, these two employees work shifts. They both share a computer named Certkiller -WS270 which runs Windows XP Professional. Mia Hamm has contacted you because she cannot access the application which they both use. Mia Hamm used to access the application by clicking the shortcut on the Desktop. When she does the application produces a Missing Shortcut error. Kara Lang does not have this problem. She activates the application the same way Mia Hamm does. What could cause the problem?

- A. The application is still running in Kara Lang's session with Fast User Switching.
- B. Kara Lang is the administrator and not Mia Hamm.
- C. The executable of the application was moved from its location.
- D. You cannot create two shortcuts for the same application.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm and Kara Lang have their own separate Desktop. Kara Lang can successfully access the application, which means she must have moved the executable and configured the shortcut to point to the new location.

Incorrect Answers:

- A: It cannot be Fast Switching. Mia Hamm received a Missing Shortcut error.
- B: This is not the issue here. Both of them did run the application.
- D: You can create two shortcuts for one application. One shortcut cannot point to more than one application.

QUESTION 4

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office 2002.

A Certkiller .com user named Mia Hamm works in the Certkiller .com Graphics department. Mia Hamm has been assigned a new client computer named Certkiller -WS272. Mia Hamm needs to design a logo for a customer. However, Mia Hamm complains that when she opens Adobe Photoshop CS2, the screen sometimes becomes corrupt. You are required to troubleshoot the problem.

What should you do?

- A. Replace the monitor of Certkiller -WS272.
- B. Update the video driver of Certkiller -WS272.
- C. On Certkiller -WS272, reinstall Windows XP Professional.
- D. Install more RAM on Certkiller -WS272.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The screen becomes disrupted during the presentation. Mia Hamm also said that it occurs frequently. It can

be that the video driver is not compatible with the application. If she upgrades the video card, the problem will be rectified.

Incorrect Answers:

A: You switch on the computer and there was nothing wrong. If it was the CRT, then the problem will persist.

C: Reinstalling Windows XP Professional would not solve the problem.

D: Adding more RAM will not resolve the problem.

QUESTION 5

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a client computer named Certkiller -WS270 which is used by multiple users and has a new application named WinBlast. WinBlast must be available to all users of the computer.

A Certkiller .com user named Andy Reid is a member of the Research department.

Andy Reid that also uses Certkiller -WS270 reports that he does not have access to WinBlast, nor can he run the executable for WinBlast located in the program files.

You discover that only the user who installed WinBlast can run it.

What should you do to ensure that each user that logs on to the client computer can run WinBlast?

- A. Reinstall WinBlast by using the All Users option.
- B. Repair WinBlast by using Add or Remove Programs in Control Panel.
- C. Configure a software restriction for WinBlast on Certkiller -WS270.
- D. Create a new user profile for each user by copying the Default User profile.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should use the All Users option to install the application so that shortcuts, needed registry changes and permissions get associated to the All Users "profile" that gets added upon every users profile on that computer.

Incorrect Answers:

Repairing the application will not help as the application itself is not broken as it works for the user that originally installed it. Software restrictions are used to specify software that is or isn't allowed to run so that you can protect your organization from untrusted programs (and prevent users from distractions, too).

Copying the default profile to all users will not help as the shortcut and possibly registry values that were created during the installation will be associated to the installing users profile, not to the default profile.

QUESTION 6

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Rory Allen receives a computer that had been previously used by another user. Rory Allen has no saved any documents or other personal information on the computer.

Rory Allen reports that Office is configured with the former user's toolbar customizations, spelling and grammar settings, and other preferences.

What should you do to reset Office to its default settings on the user's computer as quickly as possible?

- A. Instruct the user to select Delete and Repair... from the Help menu in an Office application.
- B. Instruct the user to remove Office and reinstall it by using Add or Remove Programs in Control Panel.
- C. Create a new local user account on the computer for this user, and instruct the user to log on by using this new account.
- D. Remotely delete the HKEY_LOCAL_MACHINE\Software\Microsoft\Office registry key on the user's computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The user did not only get a previously used computer but also a previously used user account. Office customizations such as the toolbar, spelling and grammar and other preferences are all saved in the users profile in a subfolder in the local settings\application data\Microsoft folder.

QUESTION 7

You work as a helpdesk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Rory Allen has contacted you. Rory Allen reports that he cannot open Microsoft Office Word 2003. Rory Allen said that he used Microsoft Office Word 2003 the day before.

How can Rory Allen repair Word?

- A. Rory Allen should use the Performance and Maintenance.
- B. Rory Allen should use the Add or Remove Programs.
- C. Rory Allen should use the Help and Support.
- D. Rory Allen should use the Microsoft Office Application Recovery.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

There is a ways to repair Word. Rory Allen should use the Add or Remove Programs, and click reinstall or repair. The next thing is to click Detect and Repair Errors in My Office Installation.

Incorrect Answers:

A: Rory Allen should not use the Performance and Maintenance. You can use the Performance and Maintenance to view and change the System Properties.

C: Rory Allen should not use the Help and Support. You cannot use the Help and Support to repair any functions.

D: Rory Allen should not use the Microsoft Office Application Recovery. The Microsoft Office Application Recovery allows you to recover documents from Office applications.

QUESTION 8

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Marketing department. You were authorized by the CEO to purchase Microsoft Office 2003. Three Certkiller .com employees named Mia Hamm, Amy Walsh and Amy Wilson work in the Marketing department. All three of the employees have installed Microsoft Office 2003 on their computers. They used the same CD-ROM and product key. After three days the manager named Andy Reid from the Marketing department has contacted you. He is worried because all three of the employees are running Microsoft Office 2003 and are using it.

What should you tell Andy Reid?



<http://www.gratisexam.com/>

- A. Microsoft Office 2003 is not activated.
- B. The three employees have tampered with the registry.
- C. Microsoft Office 2003 will uninstall after 50 launches.

D. Microsoft Office 2003 does not enforce licensing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It can be that the application is not activated. The user can start the application 50 times before he or she will be prompt for an activation key.

Incorrect Answers:

B: It does not state that the activation code is stored on the computer.

C: Microsoft Office 2003 will not uninstall after 50 launches. The users will not be able to save any documents.

D: On all versions of Office, there is a product license.

QUESTION 9

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang contacts you to complain that she cannot make create or make changes to any document.

What should you ask Kara Lang? (Choose all that apply.)

A. Is Microsoft Office installed on more than one computer?

B. Are the documents created from a template?

C. Which version of Microsoft Office are you using?

D. Have you activated Microsoft Office?

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Some of the versions of Microsoft Office need an activation key. If so, activations is needed after you start the application more than 50 times.

Incorrect Answers:

A: It depends on the particular product key. Activation will fail if it is used on more than one computer.

B: Template make easy document. You do not need to ask this question.

QUESTION 10

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Clive Wilson has contacted you. He wants the latest Microsoft Office XP update. Clive Wilson does not know where he could get the updates.

What should Clive Wilson do?

A. Clive Wilson should use the Office Tools on the Web option, which resides in the Help menu of Microsoft Word.

B. Clive Wilson should use Microsoft Office Tools and then Activate Product.

C. Clive Wilson should use the Help and Support.

D. Clive Wilson should use the Windows Update

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Clive Wilson should use the Office Tools on the Web option. The Web browser would navigate him or he can do it manually.

Incorrect Answers:

B: Clive Wilson should not use Microsoft Office Tools and then Activate Product. This is used to activate Office.

C: Clive Wilson should not use the Help and Support. This is used to troubleshoot operating system issues.

D: Clive Wilson should not use the Windows Update. This is used to update the operating system and not to update Microsoft Office.

QUESTION 11

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Booth is a member of the Sales department.

Andy Booth complains that 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. What should you do to ensure that Andy Booth can open Excel and to achieve this goal as quickly as possible?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should not try to replace missing DLL files manually as there may be different version of the DLL file and additional files missing. The easiest way to correct this problem is by choosing Repair in the Add/ Remove programs in Control Panel

QUESTION 12

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office 2003.

A Certkiller .com user named Dean Austin is a member of the Research and Development department.

Dean Austin complains that that his Microsoft Excel spreadsheet is not working properly. You discover that he receives a message stating that his security settings prevent him from running macros when he opens the Excel file.

What should do to ensure that Dean Austin can open the Excel file and run the macros?

- A. Add Dean Austin to the computer's Power Users group.
- B. Add Dean Austin to the computer's Administrators group.
- C. In Excel, in the Macro option on the Tools menu, select Macros.
- D. In Excel, change the Macro security settings to Medium and enable macros if prompted.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is correct because the user will be prompted to open it or not.

QUESTION 13

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson is a member of the Research and Development department. Clive Wilson complains that macros that previously worked in Microsoft Excel do not run after he installed Windows XP Service Pack 2 (SP2). Clive Wilson receives the following error message: "Macros in this workbook are disabled because the security level is high, and the macros have not been digitally signed or verified as safe."

What should you do to configure Excel to automatically run macros that are included in spreadsheets?

- A. In Excel, on the Tools menu, click Options. On the Security tab, click Macros Security, and then set the macro security level to Low.
- B. In Excel, on the Tools menu, click Options. On the Security tab, click Macros Security, and then set the macro security level to Medium.
- C. In Excel, on the File menu, click Permission, and then select Unrestricted Access.
- D. In Excel, on the Tools menu, click Protection, and then select Allow users to edit ranges.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Office XP offers three levels of macro security - High, Medium, and Low. By default, all Office XP applications are installed with the macro security level set to High, which means that if a user opens an Office document that contains suspicious macros, Office disables the macros before opening the file. (A suspicious macro is any macro or other executable code that has not been digitally signed by a certified source.) If the security level is set to Medium, users are warned when a document contains suspicious code, but they can choose to open the file and run the macros anyway. If the security setting is set to Low, no security check is performed.

QUESTION 14

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm is working for a printing company. She is busy doing research for her book. Mia Hamm uses a laptop and connects by modem to his personal Internet Service Provider (ISP). She uses the company's network to access the Internet. When Mia Hamm is at her home with the laptop, the laptop still wants to the Internet and attempts to dial the ISP instead of using the network connection. What should Mia Hamm do?

- A. Select the Dial whenever a network connection is not present option.
- B. At the command prompt run the ipconfig /renew command.
- C. Select the Never dial a connection option, which resides in the Internet Connections dialog box.
- D. Use the Alternate Configuration tab, which is on the Internet Protocol (TCP/IP) Properties dialog box.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm should use the Select the Dial whenever a network connection is not present. When she is then at work, it would use there Internet connection and when she is at home it would use her own Internet connection.

Incorrect Answers:

- B: This command will let Mia Hamm renew the computer lease on the IP address.
- C: This option will allow Mia Hamm to only use the network at her office and not the one at home.
- D: The Alternate Configuration tab is used for correct TCP/IP configuration on different networks that does not use Dynamic Host Configuration Protocol to assign TCP/IP configuration parameters.

QUESTION 15

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000

Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a Sales department. A Certkiller .com user named Dean Austin works in the Sales department. Dean Austin visits a lot of Web pages to do research in the cost price of products. Dean Austin wants to remove some of the Web pages that he's not visiting regularly. He needs to access the most needed site quickly.

What should you tell Dean Austin to do?

- A. Increase the number of days to keep pages in history.
- B. Add the pages that are visited often to the Favorites menu.
- C. Store cookies for the pages that it regularly visits.
- D. Decrease the number of days to keep pages in history.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Dean Austin should add the pages that he visited regularly, to the Favorites menu.

Incorrect Answers:

A, C: Increase or Decrease the number of days will not help. If the settings for the days are over, he still then needs to access these pages.

D: This is not a cookies related issue.

QUESTION 16

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a Windows XP Home computer and wants to configure the launching programs and files in an IFRAME. Ally Wagner wants to know why this setting is disabled on her computer.

What explanation can you give Ally Wagner?

- A. This will prevent you from accessing the Internet from Windows Explorer.
- B. This prevents a Web page from invisibly loading Web content from another site onto the same page.
- C. This will prevent Internet Explorer from using scrollbars so that Web pages are more viewable.
- D. It has no effect on Windows XP because of its security enhancements.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The IFRAME is an invisible section of a Web page that contains content from another location. If the setting is disabled, it will not load other content of other invisible Web site.

Incorrect Answers:

A: Windows Explorer and Internet Explorer use the same object model. Internet cannot be browse from the Windows Explorer. This setting will not prevent you from accessing the Internet from Windows Explorer.

C: This setting does not have an effect on the scroll bar.

D: This is effective in Windows XP Professional. it is set to be prompt.

QUESTION 17

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Mia Hamm is a member of the Research and Development department. Mia Hamm complains that that when she attempts to access Web pages on the Internet, she receives the

following error message:



During a routine maintenance, you discover that that Mia Hamm recently changed some Internet Explorer settings on her computer.

What should you do in Internet Options in Control Panel to ensure that Mia Hamm can view all content on Internet Web sites?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The security settings are set too high. Lowering them to 'Medium' will allow signed ActiveX controls.

QUESTION 18

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2).

A Certkiller .com user named Kara Lang is a member of the Research and Development department. Kara Lang complains that she frequently access a Web site that offers weather information that she needs to do their work. The content is stored locally for offline use. Kara Lang says that they could view animated maps before she installed new computers. Now she cannot view the animated maps.

What should you do to download dynamic content from the Web site?

- A. Download the latest updates for Microsoft Internet Explorer by using Windows Update.
- B. In Internet Explorer, on the Tools menu, click Internet Options. On the Advanced tab, under Security, select Allow active content to run in files on my computer.
- C. In Internet Explorer, on the Tools menu, click Internet Options. On the Privacy tab, set the privacy setting to Low.
- D. In Windows Firewall, on the Exceptions tab, click Add a Program, and then add Internet Explorer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Definition of active content - Refers to content on a Web site that is either interactive, such as Internet polls or opt-in features, or dynamic, such as animated GIFs, stock tickers, weather maps, JavaScript applications, embedded objects, streaming video and audio or ActiveX applications.

To allow any Web site to run scripts and ActiveX controls on your computer - In Internet Explorer, on the Tools menu, click Internet Options. On the Advanced tab, scroll down to the Security section of the list. Select the Allow active content to run in files on My Computer check box, and then click OK.

To accomplish this via the Registry, modify the following registry value:

HKCU \ Software \ Microsoft \ Internet Explorer \ Main \ FeatureControl \ FEATURE_LOCALMACHINE_LOCKDOWN

QUESTION 19

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that she is unable to change the address of her home page in Internet Explorer.

During a routine maintenance, you discover that the Address field in Amy Walsh's Internet Options in Control Panel is unavailable and prevent the home page address from being changed.

Which of the following is the cause of the problem?

- A. A Group Policy object (GPO) is enabled to customize the home page URL.
- B. The Privacy settings on the user's computer have been configured to High.
- C. The URL of the home page on the user's computer has been added to the Restricted sites security zone.
- D. The user only has the Allow - Read NTFS permission on the c:\Program Files\Internet Explorer directory.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Group Policy supports the administration and customization of Microsoft Internet Explorer on computers running Windows 2000, Windows XP, and Windows Server 2003. The GPO contains a Custom URLs setting for specifying the URLs that appear on users' browsers, such as the Home page, Search page, and customized Favorites and Links. High Privacy settings will not affect the possibility to change Home page URL. Even if the URL of the home page had been added to the Restricted sites security zone it would not stop the user from changing the home page URL. A user's home page settings are not stored in the C:\Program Files\Internet Explorer directory, it is stored in the users profile.

QUESTION 20

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson is working as a journalist. She always sends her messages via Outlook Express to their main office. Today she needs to send the picture which will accompany the report of a news event with My newsgroups post. When Amy Wilson access Outlook Express there was no Picture option on the Insert menu.

What should Amy Wilson do?

- A. For security reasons, pictures cannot be sent with Outlook Express newsgroup post.
- B. Picture options for a newsgroup reside in the Insert menu of the e-mail messages. The picture can be copies and past into the message.
- C. Pictures can be inserted by using the message signatures.
- D. The default format for Outlook Express newsgroups messages is text. You need to choose the Hypertext Markup Language (HTML). It supports inserting pictures from the Insert menu.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Wilson can only send pictures from the Insert menu if the HTML format is used.

Incorrect Answers:

A: Security settings do not stop the sending of picture in Outlook Express.

B: Amy Wilson does not need to copy and past messages. Amy Wilson can only send pictures from the Insert menu if the HTML format is used.

C: You do not need message signatures to insert pictures. If so, you need a signature for each picture that is posted to a newsgroup.

QUESTION 21

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Sales department. A Certkiller .com customer named Rory Allen has contacted you. Rory Allen is conversing to the customers via e-mail. When Rory Allen is advertising a new product he uses Outlook Express, but now he wants to his contact information as an attachment to new customers. What should Rory Allen do?

- A. When creating a new message, choose My Business Card from the Insert menu which resides in the New Message window.
- B. In the Outlook Express Tools menu, choose Option and click the Signature tab and specify a signature for outgoing messages.
- C. In the Outlook Express Tools menu, choose Option and click the Compose tab and check the Mail option in the Business Card section.
- D. Create a new mail messages rule to specify that your contact information is automatically sent to the chosen member or customer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen should choose My Business Card from the Insert menu. This will allow him to send his contact information to the customer.

Incorrect Answers:

B: The Signature tab cannot send attachments.

C: The Compose tab will allow for every message to have an attachment. He only wants it for new customers.

D: Messages rule do not support attachment configuration.

QUESTION 22

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Microsoft Office 2000 deployed on all client computers.

The Certkiller .com network contains an Exchange server named Certkiller -EX01.

All Certkiller .com users have a mailbox on Certkiller -EX01 and use Microsoft Outlook 2000 to access their mailboxes.

A Certkiller .com user named Ally Wagner uses a client computer named Certkiller -WS272. You install Microsoft Outlook 2002 on Certkiller -WS272. The next day Ally Wagner calls to complain that she cannot access any of the previously saved e-mail messages in Microsoft Outlook and that some of her personal folders have disappeared.

You need to ensure that Ally Wagner can access all of her previously saved e-mail messages.

What should you do?

- A. Configure Ally Wagner's Outlook profile on Certkiller -WS272 to open the original .pst file.
- B. Create a new .ost file on Certkiller -WS272 and resynchronize to Certkiller -EX01.
- C. Configure Ally Wagner's Outlook profile on Certkiller -WS272 to open the auto archive message store.
- D. Run the Outlook Detect and Repair... utility from the Help menu in Outlook 2002 on Certkiller -WS272.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

During the setup of Outlook the program will create a new default .pst file. You will have to copy the old .pst file from the old computer to the new computer and then redirect Outlook to the new .pst file.

Incorrect Answers:

B: By default, Outlook removes e-mail messages from the Exchange server when it downloads them to the client computer. Therefore, synchronizing with the Exchange server will not recover saved e-mail messages.

C: Ally Wagner's saved e-mail messages are located in the auto archive message store on the new installation.

D: The Detect and Repair utility can be used to restore the default settings of a Microsoft Office application. However, it will not point the new installation of Outlook to the old .pst file that stores saved e-mail messages.

QUESTION 23

You work as the network administrator at Certkiller.com. The Certkiller.com network consists of a single Active Directory domain named Certkiller.com. All servers on the Certkiller.com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2).

Certkiller.com is in the business of developing small applications for its customers.

For testing purposes, users in the development department and the testing department send executable files to each other by using Microsoft Outlook Express.

A Certkiller.com user named Amy Wilson in the testing department reports that she cannot receive e-mail attachments when she uses Outlook Express. The user needs the attachments to conduct business, and she needs to receive them by using Outlook Express.

What should you do?

- A. In Outlook Express options, on the Security tab, clear Do not allow attachments to be saved or opened that could potentially be a virus.
- B. In Outlook Express options, on the Read tab, select Automatically download message when viewing in the Preview pane.
- C. In Outlook Express options, on the Security tab, set the Microsoft Internet Explorer security zone to Internet zone.
- D. In Outlook Express options, on the Security tab, clear Block images and other external content in HTML e-mail.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Service calls regarding attachments can be varied, but they likely revolve around attachments that cannot be opened or attachments that cannot be sent. Sometimes an attachment is unavailable or does not have a program associated with it. Sometimes e-mail with attachments remains in the Outbox or causes error messages on sending. The first problem is the most common; almost all service calls regarding the inability to open attachments can be resolved by clearing a single check box. When a user reports that attachments are unavailable and cannot be opened, follow these steps:

1. From the Tools menu, choose Options, and select the Security tab.
2. Clear the Do Not Allow Attachments To Be Saved Or Opened That Could Potentially Be A Virus check box. Click OK.
3. Close and reopen Outlook Express.

If this does not solve the problem, or if the problem is one of the others mentioned, you have to delve a little deeper. If the user is a member of a domain, check domain policies for dealing with attachments. In some instances, network policies will not allow attachments to be opened. This policy is not common, however, as attachments are a large part of corporate life; but if the preceding procedure does not resolve the problem, you need to check on this.

QUESTION 24

You work as the network administrator at Certkiller.com. The Certkiller.com network consists of a single Active Directory domain named Certkiller.com. All servers on the Certkiller.com network run Windows Server 2003 and all client computers run Windows XP Professional and run Microsoft Outlook Express as the default e-mail client.

A Certkiller.com user named Andy Booth is a member of the Finance department.

Andy Booth complains that he is not immediately receiving all of his e-mail messages. Andy Booth states that when he clicks the Send and Receive All button, he then receives the e-mail messages. He also states that when he restarts Outlook Express, he receives e-mail messages.

What should you do to ensure that Andy Booth receives his new e-mail messages more quickly?

- A. Configure user authentication for the outgoing e-mail server.
- B. Configure Outlook Express to remember the user's password.
- C. Create an e-mail rule for processing all messages.
- D. Reduce the interval for checking e-mail messages.
- E. Reduce the Outlook Express process thread priority.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is how you change the time interval for Outlook Express to check for new messages:

1. Launch Outlook Express
2. Select Tools, Options.
3. Set the desired time interval in the 'Send/Receive' area on the General Tab.

Incorrect Answers:

User authentication for outgoing e-mail server has nothing to do with incoming e-mail.

Configuring Outlook Express to remember the user's password will not affect how often Outlook Express looks for new messages. E-mail rules will only process messages once they are received. Reducing the process thread priority will only change the priority of the Outlook Express application when the computer is under heavy load.

QUESTION 25

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm works for a company named Acme.com and works on a Windows XP Professional computer. Mia Hamm wants to burn a file which contains a business presentation to colleagues in another country. The burning process failed. Mia Hamm is concerned because the file is still visible in the D: drive and there is no CD-R disc in her computer. She wants to know what is now wrong with her system.

- A. There is a virus that targets only Windows XP family operating systems.
- B. Before the files can be deleted, you should burn the files to a usable CD-R disc.
- C. The files are stored on the hard drive in the profile folder.
- D. Reboot the computer to clear the CD-R drive's memory.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

These files are stored in the user's profile folder. This will then allow the user to again burn a CD-R disc then the user does not need to copy the files again.

Incorrect Answers:

A: This is not a virus problem. It is a feature of Windows XP.

B: If the user wants to delete the files he or she can just open the D: drive and delete the temporary files.

D: There is no need that Mia Hamm should delete the files. It is not stored on the CD-R drive's memory but on the hard drive.

QUESTION 26

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What should you do to the desktop that use power management features but both standby and hibernate don't work?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 27

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Dean Austin is a member of the Research and Development department. Dean Austin complains that when he attempts to run a 32-bit application, he receives an error message indicating that the computer must have at least a 256-color display.

During an investigation you confirm that Dean Austin's computer is configured to display millions of colors and is capable of running the application.

What should you do to ensure that Dean Austin can run the 32-bit application without degrading the computer's performance or the appearance of the Windows display?

- 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

No other answer makes sense.

QUESTION 28

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. The default installation of Microsoft Office 2003 Standard is installed on all client computers.

A Certkiller .com user named Mia Hamm uses a client computer named Certkiller -WS271. Mia Hamm needs to prepare a report for an upcoming board meeting. Mia Hamm contacts you to inform you that she cannot locate the Reports template in Microsoft Word 2002 on Certkiller -WS271.

Mia Hamm wants to be able to use the Reports template to prepare the report.

What should you do?

- A. Install Microsoft Visio on Certkiller -WS271.
- B. Reinstall Microsoft Office 2003 on Certkiller -WS271, using the default settings.
- C. Inform Mia Hamm that the Reports template is located on the New Document tab of the Task Pane.
- D. Use the Add/Remove Programs Wizard on Certkiller -WS271 to install the Reports template.

Correct Answer: D

Section: (none)**Explanation****Explanation/Reference:**

Explanation:

The Reports template is not included as part of the default installation of Microsoft Office 2003; therefore you need to install the template.

Incorrect Answers:

A: Microsoft Visio is not included in the Standard edition of Microsoft Office 2003; however, Microsoft Visio cannot be used in this scenario.

B: The Reports template is not included as part of the default installation of Microsoft Office 2003.

C: Once installed, Reports template can be located on the New Document tab of the Task Pane. However, the Reports template is not included as part of the default installation of Microsoft Office 2003. Therefore you need to install it first.

QUESTION 29

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional Second Edition.

You are busy tracking down the source of a Macro virus on a client computer named Certkiller -WS277. Certkiller -WS277 is used by a Certkiller .com user named Ally Wagner. You discover that Ally Wagner recently received an e-mail message that contained a Microsoft Excel spreadsheet as an attachment, and that the virus was deployed when Ally Wagner opened the Microsoft Excel spreadsheet. You want to configure Microsoft Excel to ensure that only signed macros from trusted sources are allowed to run when a Microsoft Excel spreadsheet is opened. You also want to ensure that Ally Wagner cannot change the list of trusted sources.

You open Microsoft Excel on Certkiller -WS277. Then you select Macro from the Tools menu and select Security. What should you do next? (Choose all that apply.)

- A. On the Security Level tab, set the security level to High.
- B. On the Security Level tab, set the security level to Medium.
- C. Create a computer policy that blocks changes to the Trusted Sources list.
- D. On the Trusted Publishers tab, blocks changes to the Trusted Sources list.

Correct Answer: AC**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

If you set the security level to High, it will disable all macros except the ones that are from a trusted source. To prevent the user from changing the list of trusted sources you need to create a computer policy that blocks changes to the Trusted Sources list.

Incorrect Answers:

A: If you set the security level of High, it will disable all macros except the ones that are from a trusted source. However, this is not enough because the user can still add or change the list of resources that is in the trusted sources list.

B: A security level of Medium will allow the user to choose whether or not to run a macros from a publisher that is not on the Trusted Sources list.

D: There is not option to blocks changes to the Trusted Sources list on the Trusted Publishers tab.

QUESTION 30

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com hires a new trainee named Andy Reid. Andy Reid is assigned a client computer named Certkiller -WS272. Andy Reid is new to Microsoft Office. You want to make help readily available to Andy Reid when he uses any of the Microsoft Office applications.

What should you do?

- A. In Microsoft Office, click on the Help on the taskbar and then click Detect and Repair.
- B. In Microsoft Office, click on the Help on the taskbar and then click Show Office Assistant.

- C. In Microsoft Office, click on the Help on the taskbar and then click Microsoft Office Online.
- D. In Microsoft Office, click on the Tools on the taskbar and then click Options and select the Help for WordPerfect users option.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Show Office Assistant option will allow help to be available when Andy Reid is using an Office application.

Incorrect Answers:

A: Detect and Repair, will restore the default setting for the Office applications. It will not ensure that help is available when Andy Reid uses Office applications.

C: Microsoft Office Online will open the Microsoft Office home page on the Microsoft Web site. It will not ensure that help is available when Andy Reid uses Office applications.

D: The Help for WordPerfect users option is for users that are migrating to Microsoft Office from Corel WordPerfect. We have no indication if Andy Reid is familiar with WordPerfect.

QUESTION 31

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Rory Allen is running Windows XP Home Edition and Microsoft Outlook Express installs a new evaluation copy of a third-party e-mail client on his computer.

Rory Allen complains that Outlook Express is not the e-mail client that starts when he accesses saved e-mail messages.

What should you do to ensure that Outlook Express is the e-mail client that starts when Rory Allen accesses saved e-mail messages?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

User wants outlook as his default email client.

QUESTION 32

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Microsoft Office XP is installed on all client computers.

A Certkiller .com user named Ally Wagner joins the Admin department and is assigned a client computer named Certkiller -WS272. On her first day Ally Wagner calls to complain about the Picture toolbar appearing when she uses Microsoft Word XP. You need to assist Ally Wagner in removing the Picture toolbar in Microsoft Word using the least amount of administrative effort.

What should you do?

- A. Click the Help menu in Microsoft Word XP and run Detect and Repair utility.
- B. Locate the normal.dot file on Certkiller -WS272 and delete it. Then restart Microsoft Word XP.
- C. Right-click the toolbar in Microsoft Word XP and ensure that the Picture toolbar is cleared.
- D. Open the Add/Remove Programs applet in Control Panel and reinstall the Microsoft Word XP.

Correct Answer: C

Section: (none)**Explanation****Explanation/Reference:****Explanation:**

You should be able to open or close the toolbar by right-clicking any toolbar in Microsoft Word and clearing to Picture toolbar.

Incorrect Answers:

A: The Detect and Repair utility will reset the all Microsoft Office XP application to the default setting. However, it would require less effort to right-click the toolbar in Microsoft Word and clear to Picture toolbar.

B: The normal.dot file stores the Microsoft Word document template. It does not open or close the Picture toolbar.

D: Reinstalling Microsoft Word 2003 will allow Ally Wagner to revert to the default settings without the toolbars but this would require more administrative effort.

QUESTION 33

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh contacts you to complain that there are too much buttons on her Micro Word toolbar. Amy Walsh wants to remove the buttons that she is not using.

What should Amy Walsh do?

- A. Amy Walsh should drag the button from the toolbar to the documented area.
- B. Amy Walsh should right-click the toolbar area, click Customize and uncheck the toolbar on the toolbars tab.
- C. Amy Walsh should right-click the button and select Delete from the context menu.
- D. Amy Walsh should right-click the toolbar area, click Customize and drag the button from the toolbar to the document area.

Correct Answer: D**Section: (none)****Explanation****Explanation/Reference:****Explanation:**

Amy Walsh should right-click the toolbar area, click Customize and drag the button from the toolbar to the document area. If the Customize dialog box is displayed, Amy Walsh can do the following: she can drag the unwanted button from the toolbar or right-click the button and click Delete.

Incorrect Answers:

A: Amy Walsh must drag the button from the toolbar to the documented area, but she needs to right-click the toolbar area and click Customize dialog box.

B: When Amy Walsh clears the toolbar on the toolbars tab, it will remove the entire toolbar.

C: Right-click the button and select Delete from the context menu, will not remove the unwanted buttons.

QUESTION 34

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson has a client computer hat is running Windows XP Professional. Amy Wilson has created quite a few toolbars in Excel to help with the calculations of there company income.

Now Amy Wilson wants to remove the standard toolbar, but there is no Delete button available.

What advice can you give Amy Wilson?

- A. The standard toolbar must be available.
- B. Right-click the standard toolbar, and select Delete.
- C. The standard toolbar can be hidden, not deleted.
- D. Drag the standard toolbar from the toolbar area to the document area.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The standard toolbar cannot be deleted, but it can be hidden.

Incorrect Answers:

A: It is not a must that the toolbar should be available, it can be hidden.

B: You cannot delete a toolbar; however, you can delete the buttons.

D: Dragging the standard toolbar from the toolbar area, will not delete the toolbar.

QUESTION 35

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What should you do to be able to see the taskbar at all times except when a window is maximized or placed over the taskbar?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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.

Incorrect Answers:

B: 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.

C, D: Auto-Hide The Taskbar. With this option selected, the taskbar retreats into the edge of the desktop. To display the taskbar, move the mouse pointer to the edge of the desktop where the taskbar is located.

QUESTION 36

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Andy Reid has set options in the Taskbar And Start Menu Properties dialog box. After that the taskbar becomes invisible.

What should you do? (Choose all that apply.)

- A. Press the Windows logo key.
- B. Press Ctrl+Esc.
- C. Press Alt+Esc.
- D. Press Shift+Esc.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 37

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Clive Wilson want to edit the content of the Standard Buttons toolbar of your Internet Explorer.

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 Internet Explore.
- D. You cannot do this.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 38

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Mia Hamm is a member of the Research and Development department. One morning Mia Hamm complains that she moved a toolbar in Internet Explorer by mistake. She was able to move the toolbar back to its original position, but she wants to prevent the toolbars from being moved in the future.

What should you do on the View menu in Internet Explorer to ensure that Mia Hamm can prevent toolbars in Internet Explorer from being moved?

- A. Select Stop
- B. Select Status Bar
- C. Select Full Screen
- D. Point to Toolbars and select Lock the Toolbars

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 things like current web page, what zone you're in, and whether a cookie has been blocked lately.

C: Selecting Full Screen will simply make Internet Explorer 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 39

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Rory Allen 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.

What should you do to ensure that Rory Allen can return the standard buttons to the Standard Buttons toolbar?

- A. Click the Restore Defaults button on the Advanced tab in Internet Options in Control Panel.
- B. Click the Reset Web Settings button on the Programs tab in Internet Options in Control Panel.
- C. On the View menu in Internet Explorer, point to Toolbars and clear Lock the Toolbars.
- D. On the View menu in Internet Explorer, point to Toolbars, select Customize, and click the Reset button.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 added again. 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 40

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Booth is a member of the Research and Development department. Andy Booth complains that that when he opened an e-mail attachment named Resume.doc, it ran a script instead of opening the file in Microsoft Word. Andy Booth than ran a virus scanner on his computer. The virus scanner detected the Resume.doc file as a virus and deleted the file.

What should you do on the View tab of Folder Options in Control Panel to ensure that Andy Booth can tell if a file he receives is actually a Word document or a script?

- A. Select the Show hidden files and folders option button.
- B. Select the Display the full path in the title bar check box.
- C. Click on the Restore Defaults button.
- D. Clear the Hide extensions for known file types check box.
- E. Clear the Hide protected operating system files (Recommended) check box.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Clearing the Hide extensions for known file types check box will show the full file extension. For example,

the resume.doc file was probably named resume.doc.scr. The .scr shows that the file is actually a script file.
Incorrect Answers:

- A: The Show hidden files and folders will show all files and folders except protected operating system files, even those that are marked as hidden. This however will not show the file extension.
- B: The Display the full path in the title bar will not show the file extension for known file types.
- C: By default, Windows XP hides extensions for known file types.
- E: Clearing the Hide protected operating system files (Recommended) option will show all protected operating system files. This however will not show the file extension for known file types.

QUESTION 41

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm uses a Windows XP Professional client computer named Certkiller -WS273. Mia Hamm works as a secretary for Certkiller .com. Mia Hamm complains anything she types on Certkiller -WS273 is incorrect when she uses the Microsoft Word.
What should Mia Hamm do?

- A. Find out if grammar is checked with spelling.
- B. Find out if another language is set as the default language.
- C. Make sure that Word is not specified to check spelling.
- D. Make sure that the default custom dictionary is activated.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If another language is selected that every word would be wrong. She has to check if another language is selected. If so she should set the default language.

Incorrect Answers:

- A: There is no need to do this. If it is specified to check the grammar and spelling, Mia Hamm can check both the grammar and the spelling.
- C: It is best for Word to check spelling will the user is typing.
- D: The custom dictionary contains words that are not available in the predefined dictionary.

QUESTION 42

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server. All client computers run Windows XP Professional and Office XP.

Certkiller .com contains a Research department and a Sales department. The Research department does research on topics while some of the employees in the Research department compile the research in a book form. A Certkiller .com employee named Clive Wilson has contacted you. He is busy compiling the book, but most of the words in the topic only exist in the topic and Word does not recognize the word. Clive Wilson did add the word to the dictionary, word does recognize the word. As soon as word is exited and restarted, Word does not recognize it.

Clive Wilson wants to know what could be the problem.

- A. The activation of the custom dictionary should be done.
- B. The dictionary file is missing.
- C. During the typing, the Spelling and Grammar is not specified.
- D. Dictionary entries are not designed to be saves across Word sessions.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problem is that the custom dictionary is not activated. Clive Wilson should activate the custom dictionary.

Incorrect Answers:

- B: The dictionary files are not missing, because Clive Wilson did put entries in the dictionary.
- C: This has nothing to do with Spelling and Grammar. It is a dictionary problem.
- D: All entries are saved to a dictionary file.

QUESTION 43

You work as a help desk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm works from home for her company. Mia Hamm said that she used to use the "(c)" and "(r)" and Word would correct the copyright and trademark symbols. Mia Hamm said that it does not happen any more.

What proofing tool should Mia Hamm use?

- A. AutoText
- B. AutoCorrect
- C. AutoFormat
- D. Smart Tags

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The AutoCorrect proofing tool will allow Word to automatically replace the incorrect text with the correct text.

Incorrect Answers:

- A: The AutoText allows the user to type the first few letters of the word and Word will complete the word.

- C: The AutoFormat will allow Word to change the format of the text.

- D: The Smart Tags will allow the user to define text that Word should recognize. It will then allow the user to perform some action on the text.

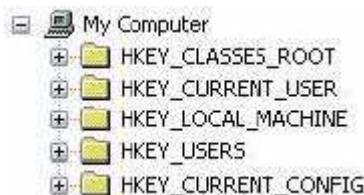
QUESTION 44

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

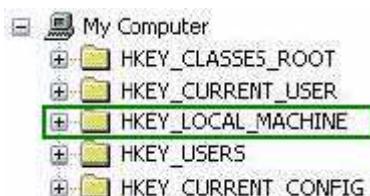
Certkiller .com contains a Research department, Sales department and a Quality Assurance department. You have received instruction from the CIO to prepare a computer for a tester. The tester is responsible for testing the latest version of a product that was developed in the Research department, which works on Windows 2000 Professional. The Quality Assurance department contains a computer to run the new applications. The manager wants all the testers to run the application. The Quality Assurance department's manager has installed a 16-bit graphics application on the computer in the Quality Assurance department, but no tester can run the 16-bit graphics application. They received the following error message: "The Software/TestDev/DocumentGenerator registry subkey is missing". You then connect to the registry on the computer remotely.

In the exhibit, what registry key should you examine?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should examine the HKEY_LOCAL_MACHINE key. This key has the computer-specific information. If the subkey is there, it will be available to the other users.

Incorrect Answers:

There is no need to examine the HKEY_CURRENT_USER key. When you connect remotely, the key will not be available. The HKEY_CURRENT_USER key contains the registry entries that are specific to a user that is currently logged on.

There is no need to examine the HKEY_CURRENT_CONFIG key. When you connect remotely, the key will not be available. The HKEY_CURRENT_CONFIG key contains the settings for the current loaded hardware profile.

There is no need to examine the HKEY_CURRENT_ROOT key. When you connect remotely, the key will not be available. The HKEY_CURRENT_ROOT key contains registry entries for the registered dynamic link libraries and the Component Object Model objects.

There is no need to examine the HKEY_USER key. When you connect remotely, the key will not be available. The HKEY_USER key contains all the subkeys for all the users of the computer system.

QUESTION 45

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang is visiting a Web site regularly, but she is always presented with a page that indicates that she should enable cookies before she can browse the site as seen on the exhibit. What tab should Kara Lang click to visit those sites?

Point and Shoot:



Correct Answer:



Section: (none)**Explanation****Explanation/Reference:**

Explanation:

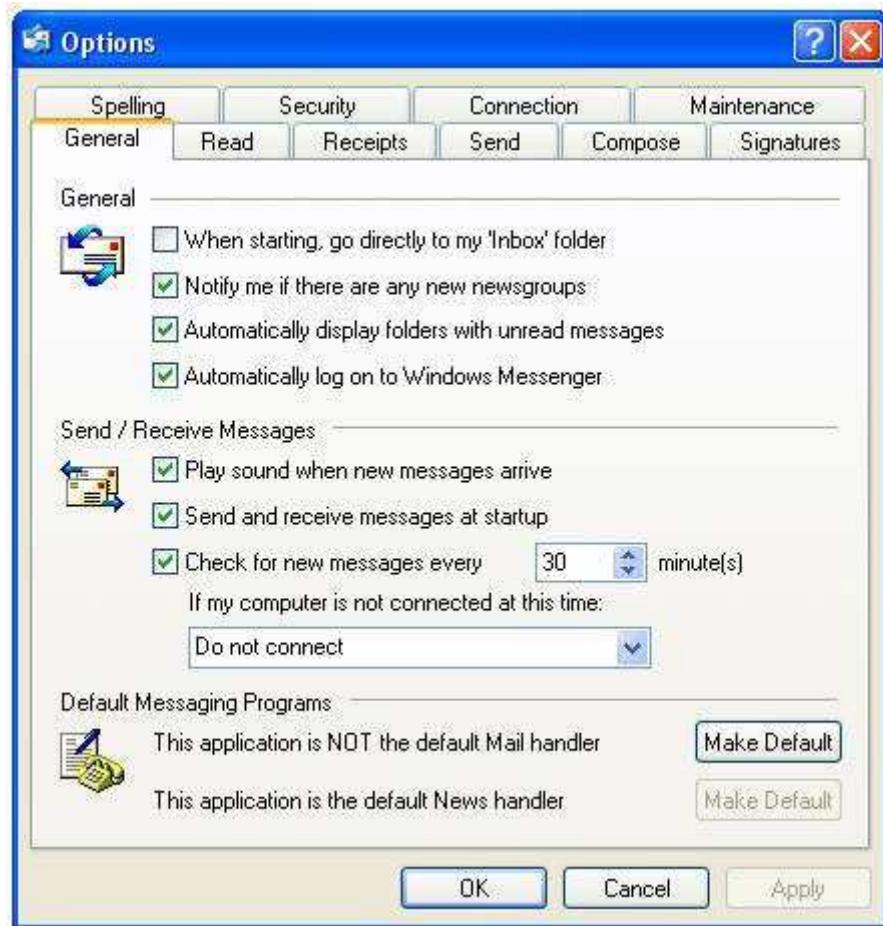
The Privacy tab will allow her to set the default handling of cookies.

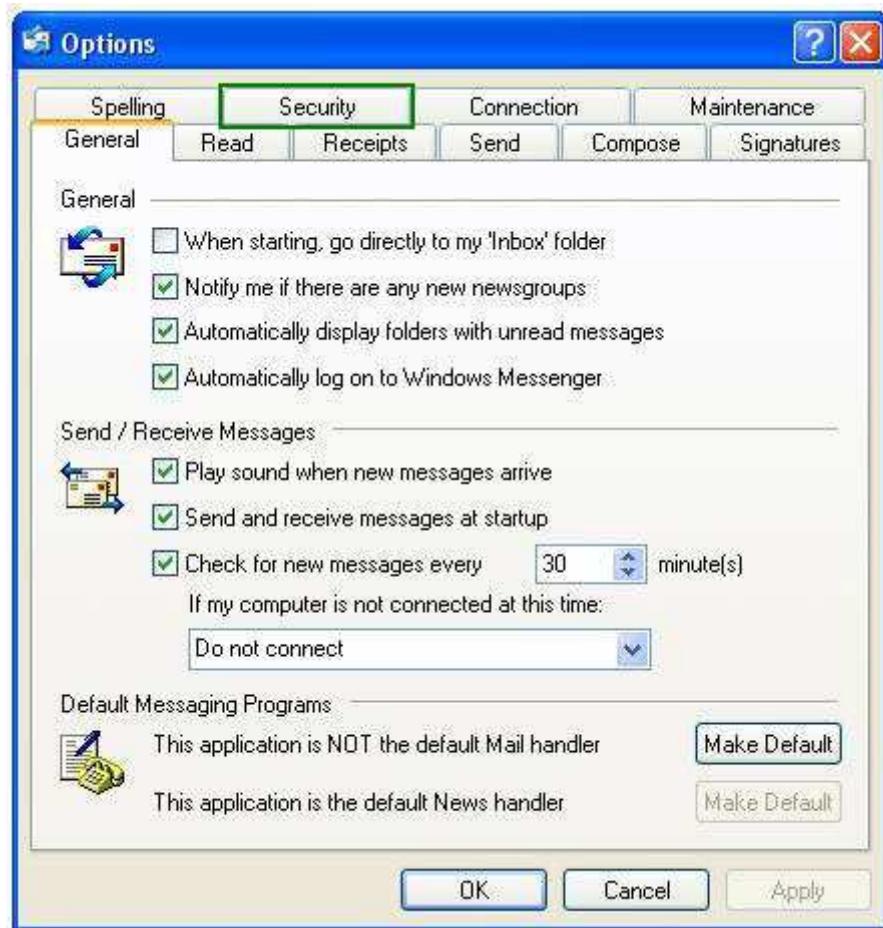
QUESTION 46

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson is working as a journalist. She sometimes needs to send messages to a colleague which is sensitive. She is scared that the messages can be intercepted. Amy Wilson needs Outlook Express to be configured so that only the intended person can access the messages.

In the exhibit, what should Amy Wilson click?

Point and Shoot:**Correct Answer:**



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Wilson should use the security tab. She can encrypt the messages and use a digital signature. Amy Wilson then should use a public key, while the recipient uses a private key.

QUESTION 47

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has problems to locate the Control Panel applet. Kara Lang likes the new look, but would like to revert to the old look of the Control Panel.

In the exhibit, select the instructions for Kara Lang.

Select and Place:

Steps, Select from these

Choose Windows Classic from the Themes list on the Theme tab.

Open Windows Explorer.

Right-click the desktop and choose Properties from the context menu.

Choose Folder Options from the Tools menu.

Right-click the Start menu and choose Properties from the context menu.

Choose Use Windows Classic folders on the General tab.

Choose the Classic Start menu option on the Start menu tab.

Click the Switch to Classic View link.

Open the Control Panel.

Steps, place here

Place here.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Choose Windows Classic from the Themes list on the Theme tab.	Open the Control Panel.
Open Windows Explorer.	Click the Switch to Classic View link.
Right-click the desktop and choose Properties from the context menu.	<i>Place here, if any.</i>
Choose Folder Options from the Tools menu.	<i>Place here, if any.</i>
Right-click the Start menu and choose Properties from the context menu.	<i>Place here, if any.</i>
Choose Use Windows Classic folders on the General tab.	<i>Place here, if any.</i>
Choose the Classic Start menu option on the Start menu tab.	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should switch to the Classic view. She should open the Control Panel and click the Switch to Classic View link.

Incorrect Answers:

If Kara Lang chooses the Use Windows Classic folders, it would change the view of the other windows such as My Documents, My Computer etc.

Kara Lang should not select the Windows Classic, she still likes the new look.

Kara Lang should not select the Classic Start menu, she still likes the new look.

The Windows Explorer is used to manage files and folders.

QUESTION 48

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang works for a book company. They bind and publish books. There company has open a new department where poetry would be written and published. Kara Lang is part of the poetry department and wants to write five poems which must be in the same format.

A week before she used to past a poem to the text to get the format. Kara Lang wants to know if there is a way in Word that she can use without pasting an example poem to get the format. According to Kara Lang, her colleague uses a button in Word.

How would you allow Kara Lang to create a button in Word? (In the exhibit below, list the correct order of the instructions)

Select and Place:

Steps, Select from these

Drag the Auto Text entry to the toolbar.

Type the frequently used text.

Insert the Auto Text entry and give it a name.

Click the named of the Auto Text entry in the Commands window.

Highlight the text and click Auto Text on the Insert menu.

Click the Auto Text category on the Commands tab.

Click Customize on the Tools menu.

Steps, place here

Place first step here.

Place second step here.

Place third step here.

Place fourth step here.

Place fifth step here.

Place sixth step here.

Place seventh step here.

Correct Answer:

Steps, Select from these

Steps, place here

Type the frequently used text.

Highlight the text and click Auto Text on the Insert menu.

Insert the Auto Text entry and give it a name.

Click Customize on the Tools menu.

Click the Auto Text category on the Commands tab.

Click the named of the Auto Text entry in the Commands window.

Drag the Auto Text entry to the toolbar.

Section: (none)

Explanation

Explanation/Reference:

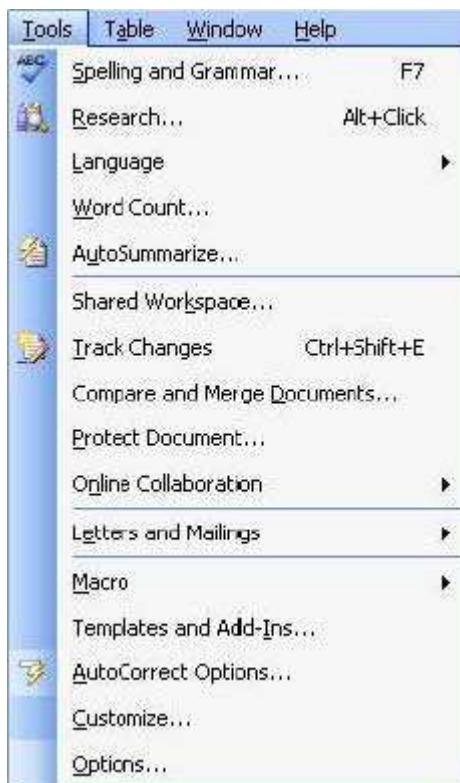
Explanation:

Kara Lang should use AutoText and customize the toolbar. The text that is used should be highlighted. He then should click insert, AutoText and again AutoText again. This action will invoke the AutoText tab. Kara Lang should give the AutoText entry a name and pick Add. This action will add the entry tot the AutoText entry list.

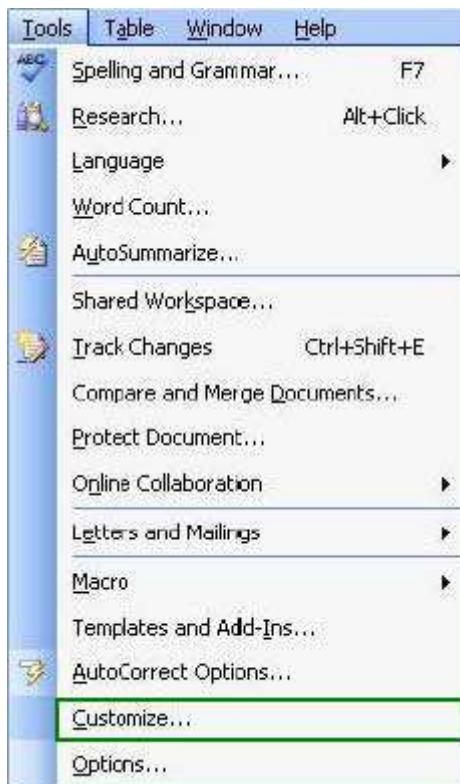
QUESTION 49

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. A Certkiller .com user named Andy Reid uses a Windows XP Professional client computer named Certkiller -WS272. Andy Reid has a project that he is in the graphics business as a part time income. He has a project where he must design a menu for a hotel. Andy Reid is using the tables, borders and shadings from the menu for the designs. Andy Reid wants the buttons available without going to the menu of Word. In the exhibit, what menu option should Andy Reid use?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

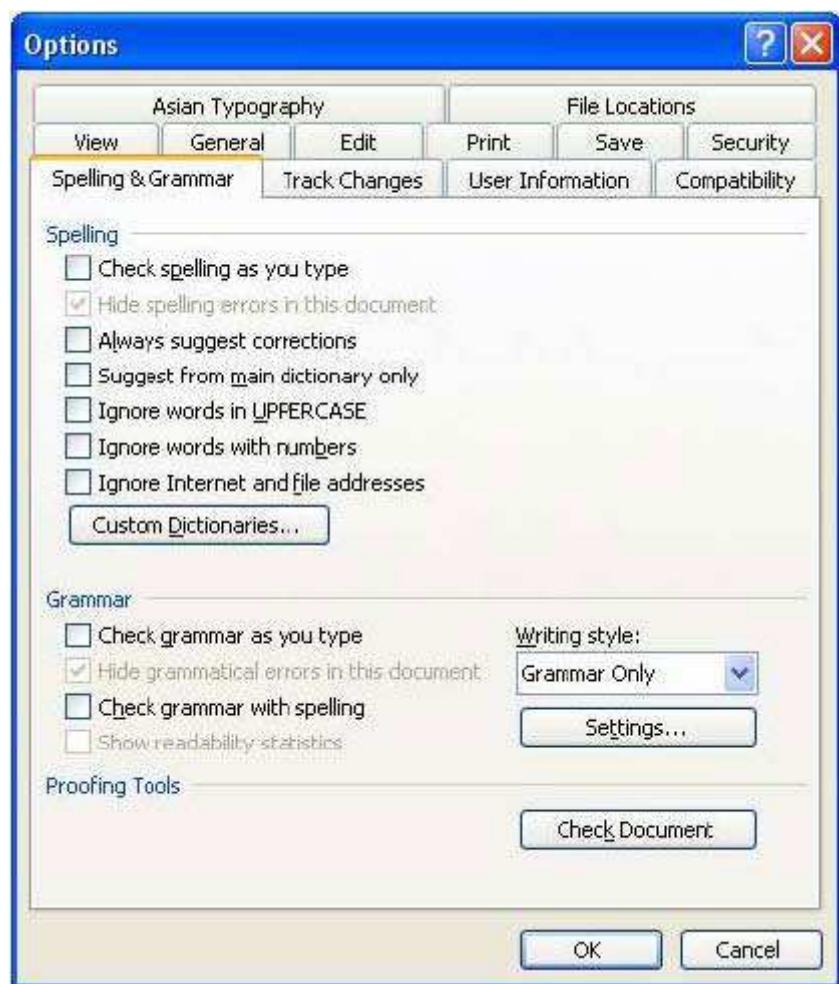
Andy Reid should use the Customize option. This option will allow Andy Reid to modify and define the toolbars. He should click the Toolbar tab and check the Tables and Borders option.

QUESTION 50

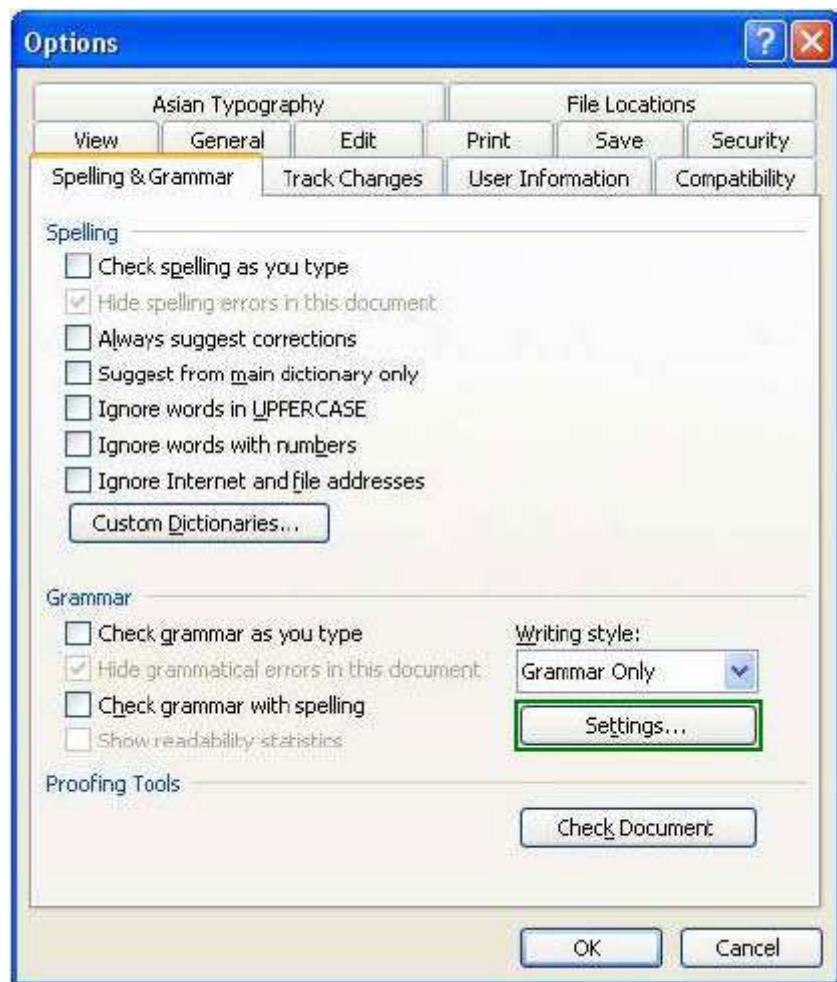
[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner wants to specify Word to provide suggestions for her documents. Usually when Ally Wagner is finished with a paragraph she needs to manually run the Spelling and grammar. Ally Wagner wants Word to check if her grammar and spelling is correct while she is busy building the sentence.

Which option in the exhibit should she use?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should use the Settings button in the Grammar section.

QUESTION 51

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Kara Lang is a member of the Research and Development department. One morning Kara Lang complains that favorite Web sites are too difficult to locate. Kara Lang recently added quite a few sites to her Favorites list in Internet Explorer.

What should you do to help Kara Lang arrange her Favorite list?

- 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 Kara Lang's current home page and make the file available when the user is working offline.
- D. Export her Favorites to a file. Open the file in a word processing application and save the file as an HTML file. Import the file into her Internet Explorer Favorites.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

Incorrect Answers:

B: There is no "Related Links" setting on the Tools menu.

C: Synchronizing folders affects offline web page viewing. It does not change how anything, much less Favorites are displayed.

D: Exporting the Favorites to a file, opening them in a word processing program and then re-importing them will not change anything. This could work if the favorites were reordered in the word processing program, but would be labor-intensive and not the best solution.

QUESTION 52

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The new technician wants 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.

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:****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 53

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh contacts you to complain that there are too much buttons on her Micro Word toolbar. Amy Walsh wants to remove the buttons that she is not using.

What should Amy Walsh do?

- A. Amy Walsh should drag the button from the toolbar to the documented area.
- B. Amy Walsh should right-click the toolbar area, click Customize and uncheck the toolbar on the toolbars tab.
- C. Amy Walsh should right-click the button and select Delete from the context menu.
- D. Amy Walsh should right-click the toolbar area, click Customize and drag the button from the toolbar to the document area.

Correct Answer: D**Section: (none)****Explanation****Explanation/Reference:****Explanation:**

Amy Walsh should right-click the toolbar area, click Customize and drag the button from the toolbar to the document area. If the Customize dialog box is displayed, Amy Walsh can do the following: she can drag the

unwanted button from the toolbar or right-click the button and click Delete.

Incorrect Answers:

A: Amy Walsh must drag the button from the toolbar to the documented area, but she needs to right-click the toolbar area and click Customize dialog box.

B: When Amy Walsh clears the toolbar on the toolbars tab, it will remove the entire toolbar.

C: Right-click the button and select Delete from the context menu, will not remove the unwanted buttons.

QUESTION 54

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional Second Edition.

You are busy tracking down the source of a Macro virus on a client computer named Certkiller -WS277. Certkiller -WS277 is used by a Certkiller .com user named Ally Wagner. You discover that Ally Wagner recently received an e-mail message that contained a Microsoft Excel spreadsheet as an attachment, and that the virus was deployed when Ally Wagner opened the Microsoft Excel spreadsheet. You want to configure Microsoft Excel to ensure that only signed macros from trusted sources are allowed to run when a Microsoft Excel spreadsheet is opened. You also want to ensure that Ally Wagner cannot change the list of trusted sources.

You open Microsoft Excel on Certkiller -WS277. Then you select Macro from the Tools menu and select Security. What should you do next? (Choose all that apply.)

- A. On the Security Level tab, set the security level to High.
- B. On the Security Level tab, set the security level to Medium.
- C. Create a computer policy that blocks changes to the Trusted Sources list.
- D. On the Trusted Publishers tab, blocks changes to the Trusted Sources list.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If you set the security level to High, it will disable all macros except the ones that are from a trusted source. To prevent the user from changing the list of trusted sources you need to create a computer policy that blocks changes to the Trusted Sources list.

Incorrect Answers:

A: If you set the security level of High, it will disable all macros except the ones that are from a trusted source. However, this is not enough because the user can still add or change the list of resources that is in the trusted sources list.

B: A security level of Medium will allow the user to choose whether or not to run a macros from a publisher that is not on the Trusted Sources list.

D: There is no option to blocks changes to the Trusted Sources list on the Trusted Publishers tab.

QUESTION 55

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Rory Allen is running Windows XP Home Edition and Microsoft Outlook Express installs a new evaluation copy of a third-party e-mail client on his computer.

Rory Allen complains that Outlook Express is not the e-mail client that starts when he accesses saved e-mail messages.

What should you do to ensure that Outlook Express is the e-mail client that starts when Rory Allen accesses saved e-mail messages?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

User wants outlook as his default email client.

QUESTION 56

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh contacts you to complain that there are too much buttons on her Micro Word toolbar. Amy Walsh wants to remove the buttons that she is not using.

What should Amy Walsh do?

- A. Amy Walsh should drag the button from the toolbar to the documented area.
- B. Amy Walsh should right-click the toolbar area, click Customize and uncheck the toolbar on the toolbars tab.
- C. Amy Walsh should right-click the button and select Delete from the context menu.
- D. Amy Walsh should right-click the toolbar area, click Customize and drag the button from the toolbar to the document area.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should right-click the toolbar area, click Customize and drag the button from the toolbar to the document area. If the Customize dialog box is displayed, Amy Walsh can do the following: she can drag the unwanted button from the toolbar or right-click the button and click Delete.

Incorrect Answers:

A: Amy Walsh must drag the button from the toolbar to the documented area, but she needs to right-click the toolbar area and click Customize dialog box.

B: When Amy Walsh clears the toolbar on the toolbars tab, it will remove the entire toolbar.

C: Right-click the button and select Delete from the context menu, will not remove the unwanted buttons.

QUESTION 57

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What should you do to be able to see the taskbar at all times except when a window is maximized or placed over the taskbar?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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.

Incorrect Answers:

B: 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.

C, D: Auto-Hide The Taskbar. With this option selected, the taskbar retreats into the edge of the desktop. To display the taskbar, move the mouse pointer to the edge of the desktop where the taskbar is located.

QUESTION 58

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Mia Hamm is a member of the Research and Development department. One morning Mia Hamm complains that she moved a toolbar in Internet Explorer by mistake. She was able to move the toolbar back to its original position, but she wants to prevent the toolbars from being moved in the future.

What should you do on the View menu in Internet Explorer to ensure that Mia Hamm can prevent toolbars in Internet Explorer from being moved?

- A. Select Stop
- B. Select Status Bar
- C. Select Full Screen
- D. Point to Toolbars and select Lock the Toolbars

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 things like current web page, what zone you're in, and whether a cookie has been blocked lately.

C: Selecting Full Screen will simply make Internet Explorer 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 59

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm uses a Windows XP Professional client computer named Certkiller -WS273. Mia Hamm works as a secretary for Certkiller .com. Mia Hamm complains anything she types on Certkiller -WS273 is incorrect when she uses the Microsoft Word.

What should Mia Hamm do?

- A. Find out if grammar is checked with spelling.
- B. Find out if another language is set as the default language.
- C. Make sure that Word is not specified to check spelling.
- D. Make sure that the default custom dictionary is activated.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If another language is selected that every word would be wrong. She has to check if another language is selected. If so she should set the default language.

Incorrect Answers:

- A: There is no need to do this. If it is specified to check the grammar and spelling, Mia Hamm can check both the grammar and the spelling.
- C: It is best for Word to check spelling will the user is typing.
- D: The custom dictionary contains words that are not available in the predefined dictionary.

QUESTION 60

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang is visiting a Web site regularly, but she is always presented with a page that indicates that she should enable cookies before she can brows the site as seen on the exhibit. What tab should Kara Lang click to visit those sites?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Privacy tab will allow her to set the default handling of cookies.

Exam D

QUESTION 1

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Ally Wagner is working from home. Ally Wagner has a computer that is running Windows XP Home Edition and Microsoft Internet Explorer. Ally Wagner complains that her Favorites list is frequently altered. You discover that she shares her computer with other family members. What should you do for each family member to ensure that Ally Wagner's Favorites list stays consistent when she logs on?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 2

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Microsoft Office 2002 deployed on all client computers.

The Certkiller .com network contains an Exchange server named Certkiller -EX01.

All Certkiller .com users have a mailbox on Certkiller -EX01 and use Microsoft Outlook 2002 to access their mailboxes.

A Certkiller .com user named Rory Allen uses a client computer named Certkiller -WS272. Rory Allen needs to send several sensitive e-mail messages to Certkiller .com's bank. The e-mail messages will contain customer information. Rory Allen wants the e-mail messages to be secured so that only the intended recipient can read the e-mail messages.

What should you do?

- A. Select the Options sheet on the Tools menu of Microsoft Outlook 2002, and open the Security tab. Then select the Encrypted content and attachments for outgoing messages option.
- B. Select the Options sheet on the Tools menu of Microsoft Outlook 2002, and open the Security tab. Then select the Send clear text signed message when sending signed messages option.
- C. Select the Options sheet on the Tools menu of Microsoft Outlook 2002, and open the Security tab. Then select the Add digital signature to outgoing messages option.
- D. Select the Options sheet on the Tools menu of Microsoft Outlook 2002, and open the Security tab. Then select the Request secure receipt for all S/MIME signed messages option.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Encrypted content and attachments for outgoing messages option is enabled, the e-mail message and its attachments will be encrypted. This will prevent the unauthorized recipients from reading the e-mail messages.

Incorrect Answers:

B: The Send clear text signed message when sending signed messages option will allow user who do not have S/MIME to read e-mail without verifying the digital signature on the e-mail messages.

C: The Add digital signature to outgoing messages option will allow the recipient to check whether the e-mail message was altered during transmission. It does not prevent unauthorized recipients from reading the e-mail messages.

D: The Request secure receipt for all S/MIME signed messages option require the recipient to send acknowledgement on receiving a digitally signed e-mail message. It does not prevent unauthorized recipients from reading the e-mail messages.

QUESTION 3

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1,500 Windows XP Professional client computers. Certkiller .com uses Microsoft Outlook 2003 for e-mail messaging. All Certkiller .com client computers configured to digital signatures for all outbound e-mail messages.

Mia Hamm, the manager of the Certkiller .com Sales department reports that several of Certkiller .com's customers have complained that they are unable to read e-mail messages sent to them as their computers do not support S/MIME digital signatures. Mia Hamm wants to ensure that all Certkiller .com customers can read the digitally signed e-mail messages sent by the Sales department.

What should you do?

- A. Instruct members of the Sales department to select the Add digital signature to outgoing messages option in Microsoft Outlook 2003.
- B. Instruct members of the Sales department to select the Send immediately when connected option in Microsoft Outlook 2003.
- C. Instruct members of the Sales department to select the Request secure receipt for all S/MIME signed messages option in Microsoft Outlook 2003.
- D. Instruct members of the Sales department to select the Send clear text signed messages when sending signed messages option in Microsoft Outlook 2003.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Send clear text signed messages when sending signed messages option will allow recipients who do not have S/MIME support to read the e-mail message without having to verify the digital signature.

Incorrect Answers:

A: All outgoing messages are sent with digital signatures; therefore the Add digital signature to outgoing messages option is already specified.

B: The Send immediately when connected option will ensure that Microsoft Outlook sends e-mail messages as soon as the client computer is connected to the Internet.

C: The Request secure receipt for all S/MIME signed messages option will request that the receiver send a digitally signed S/MIME receipt to the sender when the messages are opened.

QUESTION 4

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Andy Reid is working in the Sales department. Andy Reid is working as a sales representative for Certkiller .com. He is conversing with the customers via Microsoft Outlook. Due to his traveling, he has asked you to create a backup folder for all the messages he received from Microsoft Outlook.

What should you do?

- A. Copy the folder.
- B. Archive the folder.
- C. Move the folder.
- D. Export the folder.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Andy Reid exports the folder, he should choose the source folder and the destination folder. Even when the Exchange server is not available he can still use Outlook to open the .PST file

Incorrect Answers:
A: If Andy Reid wants to copy the folder, then it will not make the folder available automatically.

B: Andy Reid wants to export the folder. If he archive the folder it would be deleted it after the archive.

C: If Andy Reid wants to move the folder, then it will not make the folder available automatically.

QUESTION 5

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. She said that her e-mail messages are disappearing from the Sent Item folder. Most of the messages are important deals for the company. The recent messages do not disappear in the Sent Item folder. Mia Hamm wants to know why this is happening.

What should you tell her?

- A. The Microsoft Outlook rule is specified to delete old messages.
- B. The size limit of the Sent Items is reached.
- C. AutoArchive is activated.
- D. The messages are not opened in a certain period of time, it will be deleted.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problem is that the AutoArchive is activated. She should look on the Sent Items folder's of the properties dialog box and go into the AutoArchive tab.

Incorrect Answers:

A: If that would have been on, the user would have known about it. You need to update the rule to let the old messages be deleted.

B: This is not the case. The user said that she can see the new messages and not the old messages.

D: Outlook cannot delete the messages be cause of this.

QUESTION 6

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. The communication of their company to their clients is via Microsoft Office Outlook 2003. The Microsoft Outlook of their company is configured to use Post Office Protocol 3 (POP3). Kara Lang contacts you to complain that she cannot find her e-mail messages. Kara Lang said that when she receives a message, it appears in the Inbox and Sent Items folder. If Kara Lang opens the folder it has no messages. Kara Lang needs the messages that were sent to her a few months ago.

What should Kara Lang do?

- A. Compact Outlook.pst
- B. Open Outlook.pst
- C. Switch off AutoArchiveing of the Sent items folder
- D. Open Archive.pst

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The messages are obviously archived. If Kara Lang opens the Archive.pst, the messages will appear in the

Folder list.

Incorrect Answers:

A: Compact Outlook.pst will not restore the messages. You will not find any messages in this personal folder.

B: You will not find any messages in this personal folder.

C: If she switches off the AutoArchiveing of the Sent items folder, she will not receive any messages.

QUESTION 7

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You explained for the CIO that when a Windows XP Professional desktop hibernates, the OS stores the contents of memory on your computer's boot partition in a file.

What is the name of this file?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 8

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. Multiple identities have been created on the Outlook Express.

What should you do to consolidate all messages into one identity?

- 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 above.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 9

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You have received instruction from the CIO to set up Outlook Express as your email client.

In Outlook Express 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 10

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You have received instruction from the CIO to set up Outlook Express as your email client. True or false: Outlook Express and Address Book are two separate applications.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 11

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

Certkiller .com contains a client computer which has Outlook installed on it.

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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 UseOutlook 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 12

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You have received instruction from the CIO to set up Outlook Express as your email client. If you export an existing account, what file format will Outlook Express use for this export?

- A. .iaf
- B. .irc
- C. .dbx
- D. .idx

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 13

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Rory Allen 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 e-mail messages when Rory Allen opens Outlook Express.

What should you do to ensure that Rory Allen can access his previously saved e-mail mess?

- 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The probable cause for this problem is that the user is not loading his dbx files when Outlook Express launches. This is usually due to the user moving the dbx files, and Outlook Express can no longer find them.

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.

C: PST files are used with Outlook, not Outlook Express.

QUESTION 14

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows

Server 2003 and all client computers run Windows XP Professional. You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You are using Outlook Express as your mail client. You want to exchange electronic business cards with other users via e-mail. What electronic business card standard does Outlook Express support?

- A. vCard
- B. X700
- C. X600
- D. eCard
- E. sCard

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 15

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Outlook Express.

A Certkiller .com user named Dean Austin is a member of the Research department.

Dean Austin complains 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.

Which file type should you use to help Dean Austin select a file type that allows him to import the contacts from his mobile phone to Outlook Express?

- A. An LDIF file.
- B. A text file.
- C. An Excel spreadsheet file.
- D. A Windows address book file.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 save it 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 16

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Outlook Express.

A Certkiller .com user named Kara Lang is a member of the Sales department. Kara Lang complains that she wants to import contacts from her home computer to Outlook Express on her work computer. Kara Lang states that she has a copy of the Windows address book file from her home computer that she has brought to the office.

What should you do to ensure that Kara Lang can import the contacts from her home computer to Outlook Express on her work computer?

- A. Use the Import Wizard in Outlook Express.
- B. Use the File and Settings Transfer Wizard.
- C. Use the Synchronization option on the Start menu.
- D. Use the Synchronize folder option on the Tools menu in Outlook Express.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 17

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You are using Outlook Express 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 18

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. Users access their e-mail accounts from work and from home.

A Certkiller .com user named Mia Hamm is a member of the Marketing department.

One morning Mia Hamm complains that the e-mail messages she reads from home are not on the server when she accesses her e-mail account from the office.

What should you do to ensure that all messages stay on the server until the user deletes them, regardless of whether she reads them from home or at the office?

- A. Configure Outlook Express to use IMAP.

- B. Configure Outlook Express to use POP3.
- C. Configure Outlook Express on the user's work and home computer to use the same SMTP server.
- D. Configure Outlook Express on the user's work and home computer to use the same POP3 server.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IMAP leaves the e-mail on the server and instead manages the mailboxes on the server as they were local, independent of where you access the e-mail from. POP3 (by default settings) downloads the e-mail to the local hard drive and deletes the message from the server. There is actually no need for the users computers to use the same SMTP server as this is for sending messages and the POP3 server is probably already configured to be the same, otherwise username and password would not work at either home or office.

QUESTION 19

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All the client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a Microsoft Exchange Server 2003 computer named Certkiller -SR10 for a messaging.

A Certkiller .com user named Amy Walsh is a member of the Sales department. Amy Walsh complains that Microsoft Outlook is not working properly on her new computer. Outlook did not work properly on her old computer. The user states that she can send and receive e-mail normally, but she is unable to access her Calendar, Tasks, Journal, or Contacts. The icons for these features are available, but none of her data appears in Outlook.

Amy Walsh connects to her mailbox by using Outlook Web Access and verifies that her calendar, Tasks, Journal, and contacts are available.

What should you do to ensure that all features of Outlook function on Amy Walsh's new computer?

- A. Configure the user's computer to access e-mail as an IMAP4 client.
- B. Configure the user's computer to access e-mail as an Exchange client.
- C. Instruct the user to copy the .ost file from her old computer to her new computer, overwriting the .ost file on her new computer.
- D. Instruct the user to copy the .pst file from her old computer to the new computer. Then instruct her to open the .pst file in Outlook on her new computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Calendar, Tasks, Journal and Contacts part of Outlook will not work properly with IMAP4 or POP3, you'll have to use Exchange client mode. The .ost file only exists if the client is running in Exchange cached mode and copying the .pst file from the old computer, which didn't work either, will not solve the problem.

QUESTION 20

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm uses a client computer named Certkiller -WS279. Microsoft Office 2002 is installed on Certkiller -WS279. Mia Hamm goes on three weeks vacation. In her absence, Certkiller .com hires a temporary employee to fulfill Mia Hamm's duties. When Mia Hamm returns from vacation, she complains that the temporary employee made several custom changes to Microsoft Word and Microsoft Excel. Mia Hamm does not want to retain the changes and wants to have the default settings restored. You need to ensure that the default settings for both Microsoft Word and Microsoft Excel are restored as soon as possible.

What should you do?

- A. Install the latest Service Pack for Office 2002 from the Windows Update Web site on Certkiller -WS279.
- B. Run the Microsoft Office 2002 setup program from the installation CD on Certkiller -WS279 and select the Reinstall option.
- C. Select Detect and Repair from the Help menu in an Office application on Certkiller -WS279, and run the Detect and Repair wizard.
- D. Run the Microsoft Office 2002 setup program from the installation CD on Certkiller -WS279 and select the Repair option.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should run the Detect and Repair Wizard from within an Office 2003 application and select the Discard my customized settings and restore default settings option.

Incorrect Answers:

- A: Installing the latest Service Pack for Office 2002 will not return Office 2002 back to the default settings.
- B: It is not necessary to reinstall Office 2002. You can restore the default settings by running the Detect and Repair wizard.
- D: Repairing the Office 2002 installation will replace corrupted application files but will preserve the customized settings.

QUESTION 21

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP and Microsoft Office 2003.

A Certkiller .com Sales Representative named Dean Austin is going to travel from his office in New York to Hamburg, Germany to do a presentation. Dean Austin has prepared his presentation in Microsoft PowerPoint as well as in Microsoft Word.

The Microsoft Word document is written in both English and German. Dean Austin wants to run a spelling and grammar check against the German version of the Word document.

You need to ensure that Dean Austin can run a spelling and grammar check against the German version of the Word document using the least amount of administrative effort.

What should you do?

- A. Instruct Dean Austin to open the German version of the document and press F7 on the keyboard.
- B. Instruct Dean Austin to autoformat the German version of the document by selecting AutoFormat from the Format menu. Then he can press F7 on the keyboard.
- C. Instruct Dean Austin to select Language on the Tools menu and then select Set Language. Then he must select the Detect language automatically option.
- D. Instruct Dean Austin to open the Regional and Language Options in Control Panel and click one the Language tab. After clicking on the Detail button, he should change the Default input language to German.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Dean Austin must select the Language from the Language option and check Detect language automatically and then run the Spelling and Grammar check.

Incorrect Answers:

- A: The Spelling and Grammar utility will check the document against the default language, which would be English in this scenario.
- B: AutoFormat will format the document. It will not run the Spelling and Grammar utility.
- D: It is not necessary to change the default input language when Word can be configured to Detect language automatically.

QUESTION 22

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. She complains that her computers toolbar looks the same as that of her company. The difference is that there are no buttons for Word, PowerPoint, Outlook etc. Kara Lang also said the there is QuickShelf there as a title. Kara Lang wants to know what is wrong with her computer. What should you inform Kara Lang?

- A. The toolbar is not supported by Office.
- B. From your computer, uninstall QuickShelf.
- C. Make sure that Auto Hide is not checked, by right-clicking the toolbar.
- D. Make sure that Office is checked, by right-clicking the toolbar.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Office Shortcut Bar contains a multiple toolbars, where QuickShelf is one. She should right-clicking the toolbar and make sure that Office is checked.

Incorrect Answers:

- A: This is incorrect. The Office Shortcut Bar contains a multiple toolbars.
- B: Kara Lang should not uninstall QuickShelf. This represents the Microsoft Bookshelf.
- C: This will allow the Office Shortcut Bar to be visible when she moves the mouse to the bar's desktop area.

QUESTION 23

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. The technicians do sometimes on-site work for your clients. A desktop technician named Andy Reid has trouble reconfiguring Microsoft Office on his computer at the client's location. Andy Reid has asked you to simplify the Office configuration. What should Andy Reid do?

- A. Save the settings to a floppy disk with a Briefcase tool and import it to the each new computer.
- B. Save the Office settings to a public Web server with the Save My Settings Wizard.
- C. Download and run Office Internet Free/Busy Service.
- D. Create a roaming user profile; store it on a public File Transfer Protocol server.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Doing this will allow the settings to be available when he has access to the Web server.

Incorrect Answers:

- A: Andy Reid should not do this. Be maybe will not find the folder location for the settings.
- C: This tool is an add-on feature of Outlook. It allows schedules to be available on the Internet.
- D: Andy Reid cannot use a roaming profile. It is specified to an Active Directory forest.

QUESTION 24

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You are configuring Internet Explorer on an XP desktop. By default Internet Explorer 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.

Correct Answer: ABCDE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Internet Explorer maintains connections with six programs related to your use of the Internet:

* An HTML editor * An e-mail client * A newsgroup reader * An Internet conferencing program * A calendar program * A contact manager

QUESTION 25

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

What should you do to cache server-based files and folders on your local system?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 26

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 27

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Booth is a member of the Marketing department. Andy Booth wants to be able to open all .bmp files by using a custom application.

Andy Booth complains that when he double-clicks .bmp files, they open in Microsoft Paint, not in the custom application.

What should you do to ensure that all .bmp files are opened by using the custom application?

- 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You want to use a custom application for your .bmp files not MS Paint which opens by default.

QUESTION 28

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

The Certkiller .com network consists of two subnets named Subnet1 and Subnet2.

Computers on Subnet1 are assigned to the 192.168.1.32/24 network while computers on Subnet2 are assigned to the 192.168.1.64/24 network. You use a client computer named Certkiller -WS272 that is located on Subnet1. The Certkiller .com network also has a proxy server named Certkiller -SR04 that all client computers use to connect to the Internet.

Certkiller .com's web developers have created a corporate Web site named www. Certkiller -corp.com for Certkiller .com users on the local intranet. You need to reconfigure the client computers so that they do not Certkiller -SR04 when connecting to www. Certkiller -corp.com.

What should you do? What should you do?

- A. Instruct all users to open Internet Options and add www. Certkiller -corp.com to the Restricted zone on the Security tab.
- B. Instruct all users to open Internet Options and add www. Certkiller -corp.com to the Trusted Sites zone on the Security tab.
- C. Instruct all users to open Internet Options and add www. Certkiller -corp.com to the Internet zone on the Security tab.
- D. Instruct all users to open Internet Options and click on the LAN Settings button on the Connections tab. Then they should select the Automatically detect settings option.
- E. Instruct all users to open Internet Options and click on the LAN Settings button on the Connections tab. Then they should click on the Advanced button and add www. Certkiller -corp.com to the Exceptions textbox.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To bypass the proxy server, you need to add the web site to the exceptions box on the Advanced page of the Connections tab.

Incorrect Answers:

A: Adding the Web site to the Restricted zone on the will prevent users from accessing the site altogether.

B: Adding the Web site to the Trusted Sites zone will allow users to access the site, but Internet Explorer would still access the site through the proxy server.

C: The Automatically detect settings option allows Internet Explorer to find the proxy server settings, when the browser is started.

QUESTION 29

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Rory Allen uses a client computer named Certkiller -WS271 develops unsigned ActiveX controls for the Certkiller .com website. A network administrator creates a Web site named CK_Controls the local intranet for Rory Allen to test his ActiveX controls. Rory Allen wants to use Internet Explorer on Certkiller -WS271 to test the ActiveX controls, but he does not want to be prompted to download ActiveX controls when you browse to the CK_Controls Web site. You need to configure Certkiller -WS271 to meet Rory Allen's requirements.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. In Internet Explorer on Certkiller -WS271, add the CK_Controls Web site to the Local intranet zone.
- B. In the Internet Options of Internet Explorer on Certkiller -WS271, ensure that the default security settings are selected.
- C. In the Internet Options of Internet Explorer on Certkiller -WS271, select the Allow scripting of Internet Explorer web browser control option.
- D. In the Internet Options of Internet Explorer on Certkiller -WS271, change the security settings for the Local intranet zone.
- E. In Internet Explorer on Certkiller -WS271, add the CK_Controls Web site to the trusted site zone.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To prevent Internet Explorer from prompting for download of unsigned ActiveX controls, you need to add the intranet Web site to the Local intranet zone and then change the security settings by clicking on the Custom Level button on the Security tab, and select the Download unsigned ActiveX controls option.

Incorrect Answers:

B: The default security level in the trusted site zone and the Local intranet zone does not allow the automatic downloading of ActiveX and will prompt the user for unsigned ActiveX controls.

C: The Allow scripting of Internet Explorer web browser control option is not related to downloading unsigned ActiveX controls.

E: You should add the intranet Web site to the Local intranet zone, not the trusted site zone.

QUESTION 30

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com uses Internet Explorer 6.0 as their default browser.

A Certkiller .com user named Rory Allen works in the Marketing department. Rory Allen has been assigned a client computer named Certkiller -WS272. Rory Allen has built up a large list Web sites that he visits frequently to promote Certkiller .com's products and Web sites. All the Web sites are bookmarked in Rory Allen's Favorites folder. He reports that he does not use some of the Web sites in his Favorites folder and finds it difficult to locate the Web sites that he does use. Rory Allen would like to organize his Favorites folder to make it easier to find specific Web sites.

What should you instruct Rory Allen to do?

- A. Delete the unnecessary Web sites from the Favorites menu.
- B. Open the Favorites menu; then right-click the Favorites menu and select the Make available offline option.
- C. Open the Favorites menu; then right-click the Favorites menu and select the Sort by Name option.
- D. Delete the unnecessary Web sites from the Favorites menu; then create folders in the Favorites menu and move the Web sites to the appropriate folders.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should create folder in the Favorites menu and move the Web sites to their matching folders and delete the Web site that Rory does not used.

Incorrect Answers:

A: Deleting the unnecessary Web sites from the Favorites folder would be an option; but he should also organize the bookmarks into folders.

B: The Make available offline option will cache the web site and make it available when the user is not connected to the internet. This will not help to organize the Favorites folder.

C: Sorting the bookmarks by name would be an option, but he should also organize the bookmarks into folders.

QUESTION 31

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office 2003. All the client computers are configured to use Internet Explorer as their default browser and all client computers are configured as DHCP clients.

Dean Austin works in the Purchasing department at Certkiller .com. Dean Austin has been assigned a mobile computer named Certkiller -WS273. Dean Austin is in the process of making a presentation at a supplier named. He has connected Certkiller -WS273 to the network at Bilco Suppliers. During discussions after the presentation, one of the Bilco Suppliers users requests update information Certkiller .com's projected growth. The information is located on a secure section of the Certkiller .com Web site; however, Dean Austin cannot connect to the Certkiller .com Web site from Certkiller -WS273.

Dean Austin gives you a call to report the problem to you. You need to resolve the problem as soon as possible and ensure that Dean Austin can connect to the Certkiller .com Web site from the network at Bilco Suppliers.

What should you instruct Dean Austin to do?

- A. Open the Internet Options page on Certkiller -WS273 and enable automatic proxy detection.
- B. Open a command prompt window on Certkiller -WS273 and run the ipconfig /renew command.
- C. Configure Certkiller -WS273 to use 66.164.1.21 as its IP address.
- D. Assign the Allow-Full Control share permissions to the C:\Inetpub\wwwroot folder on the Web server to Dean Austin's Active Directory user account.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Proxy servers are used to provide Internet service for the LAN. If the Proxy server used a specific LAN, then users that use the Web browsers should configure the appropriate settings to use that the proxy server access the Internet Web sites.

Incorrect Answers:

B: The ipconfig /renew command will attempt to renew the IP address leased from the DHCP server on Certkiller -WS273. However, Certkiller -WS273 is on a remote network and thus would not be able to contact the DHCP server. Furthermore, renewing the IP address lease will not enable him to connect to the Web site.

C: 66.164.1.21 is a public IP address used by hosts on the Internet. Configuring Certkiller -WS273 to use this IP address will not enable him to connect to the Web site.

D: You do not need to configure share permissions on Web content folders to grant users access to the Web site.

QUESTION 32

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All the client computers are configured to use Internet Explorer as their default browser.

Rory Allen, who works in the Purchasing department at Certkiller .com, has contacted you to complain about receiving pop-up advertisements when he visits certain Web sites on the Internet. Rory Allen informs you that Web sites of some of Certkiller .com's suppliers also use pop-up messages to provide details about their products. Rory Allen wants to choose which pop-up messages should be allowed to open. What should you do?

- A. Instruct Rory Allen to open Internet Options and set the Active Scripting option for the Internet zone to Enable.
- B. Instruct Rory Allen to open Internet Options and set the Active Scripting option for the Internet zone to Disable.
- C. Instruct Rory Allen to open Internet Options and set the Use Pop-up Blocker option for the Internet zone to Enable.
- D. Instruct Rory Allen to open Internet Options and set the Active Scripting option for the Internet zone to Prompt.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Scripting is used to produce pop-up messages. Therefore you should set the Internet Options to prompt the users when active scripting occurs.

Incorrect Answers:

A: Enable active scripting will result in pop-up messages on all the Web sites. Rory Allen is already receiving pop-up messages; therefore this option is enabled.

B, C: This will prevent any pop-up messages from loading, including the pop-up messages that have useful information.

QUESTION 33

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner needs your assistance with her Internet Explorer. She states, when typing the Web page, which she visited frequently, Internet Explorer does not automatically complete the address. Ally Wagner also cannot find the address in the drop-down list. Ally Wagner needs Internet Explorer to automatically complete the address.

What should she do?

- A. The disk space that is set aside for the temporary Internet files should be increased.
- B. Specify the Privacy settings to accept all cookies.
- C. Add the Web page to the Trusted Sites zone.
- D. Increase the days to keep the page in history.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The default history settings are 20 days. You can set it over 31 days.

Incorrect Answers:

A: Internet Explorer does not use temporary Internet files for the list of Web addresses.

B: Internet Explorer does not use cookies for the list of Web addresses. Cookies is used to store customize content.

C: If you add a Web site to the Trusted Sites zone, it will allow ActiveX controls and scripting that you might not allow for sites that you do not trust.

QUESTION 34

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server

computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional workstation named Certkiller - WS271. Mia Hamm is using this computer. Certkiller -WS271 has Windows XP Professional with Service Pack 2.

One of the support technicians has installed a pop-up blocker on Certkiller -WS271. Mia Hamm has contacted you to report she still receives pop-up advertisements that impede her work. Mia Hamm would like the Flash to be removed from Certkiller -WS271.

What should you do?

- A. In Internet Explorer Tools menu, select the Internet Options.
- B. In Internet Explorer Tools menu, select the Pop-up Blocker.
- C. In Internet Explorer Tools menu, select the Manage Add-ons.
- D. In Internet Explorer Tools menu, select the Windows Update.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Manage Add-ons is used to disable the Flash add-on.

Incorrect Answers:

A: The Internet Option displays the Settings dialog box. This will then allow you to move temporary Internet files. It can also be used to download ActiveX objects.

B: This will allow you to enable the pop-up blocker and to change the settings.

D: This will allow you to open the Windows Update Web site.

QUESTION 35

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang uses a computer for doing research about an important project. She browses the Internet frequently to gather information. A friend of hers has visited her and changes her Internet Explorer setting a few weeks before she started with her research. Kara Lang's computer is starting to run low on disk space.

Which object in Internet Explorer is causing the problem?

- A. Temporary Internet files
- B. Cookies
- C. Digital certificates
- D. Downloaded ActiveX controls

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problems are lying in the configurations of the Temporary Internet files. Each time she visited a Web site, the page is downloaded to the computer. She needs to customize the amount of disk space.

Incorrect Answers:

B: Cookies is not the problem. Cookies do not take more than 2 KB.

C: Digital certificates are not the problem. Digital certificates do not take more than 2 KB.

D: ActiveX controls vary in size. They are small to ensure fast download.

QUESTION 36

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang needs your help with her Internet Explorer. She states, when typing the Web page, which she visited frequently, Internet Explorer does not automatically complete the address in the Address bar. Kara Lang also cannot find the address in the drop-down list. When Kara Lang goes into the History button, she notices that there are entries for the a few weeks ago. Kara Lang needs Internet Explorer to automatically complete the address she visits frequently.

What should she do?

- A. The disk space that is set aside for the temporary Internet files should be increased.
- B. Modify the Privacy settings to accept all cookies.
- C. Add the Web page to the Trusted Sites zone.
- D. Use the AutoComplete Settings dialog box and enable AutoComplete for Web address.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should use the AutoComplete Settings dialog box and enable AutoComplete for Web address.

Incorrect Answers:

A: Internet Explorer does not use temporary Internet files for the list of Web addresses.

B: Internet Explorer does not use cookies for the list of Web addresses. Cookies is used to store customize content.

C: If you add a Web site to the Trusted Sites zone, it will allow ActiveX controls and scripting that you might not allow for sites that you do not trust.

QUESTION 37

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Clive Wilson works in the Marketing department. Certkiller .com contains a Windows XP Professional workstation named Certkiller -WS274. Clive Wilson is using this computer. Certkiller -WS274 has the Windows XP Professional with Service Pack 2. Clive Wilson wants to delete the temporary files and clean up the history. Clive Wilson did notice a setting that allows you to view objects. If Clive Wilson deletes these objects, what would be the result?

- A. All the downloaded images will be removed from Certkiller -WS274.
- B. All cached Web pages will be removed from Certkiller -WS274's Internet Explorer history.
- C. All cookies will be removed from Certkiller -WS274.
- D. All the downloaded ActiveX will be removed from Certkiller -WS274.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The objects that Clive Wilson see is the ActiveX controls. If you delete the objects, then all the ActiveX will be removed from Certkiller -WS274.

Incorrect Answers:

A: The downloaded images can only be removes when you delete the temporary Internet files.

B: You can remove the Web pages by clicking the Delete Files button.

C: Internet Explorer does not use cookies for the list of Web addresses. Cookies is used to store customize content.

QUESTION 38

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You want to manage the web cache used by Internet Explorer. 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 39

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The CIO want to ensure that Internet Explorer always opens a Web shortcut in a new window, rather than replacing the material he is 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 40

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You want to manage the web cache used by Internet Explorer. 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 41

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The CIO want to have Internet Explorer downloads a copy of the current page to his 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. From the Edit menu, click on Select All. Then from the Edit menu again, click Copy.
- C. From the Edit menu, click on FrontPage.
- D. Press the Ctrl+PrtScr key combination.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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.

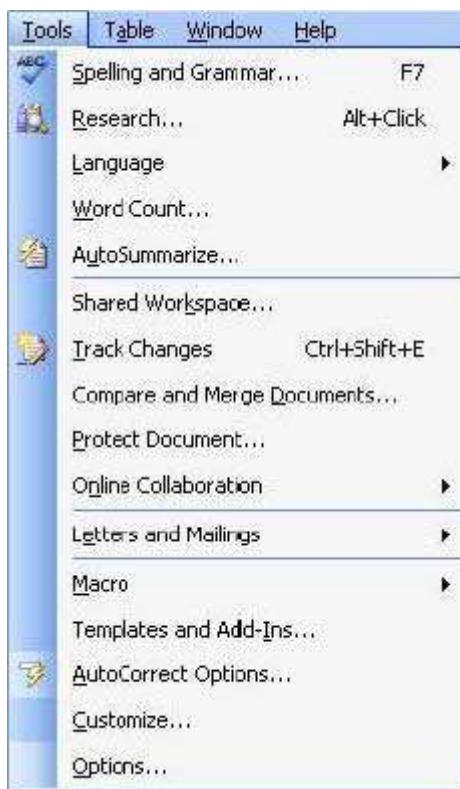
QUESTION 42

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

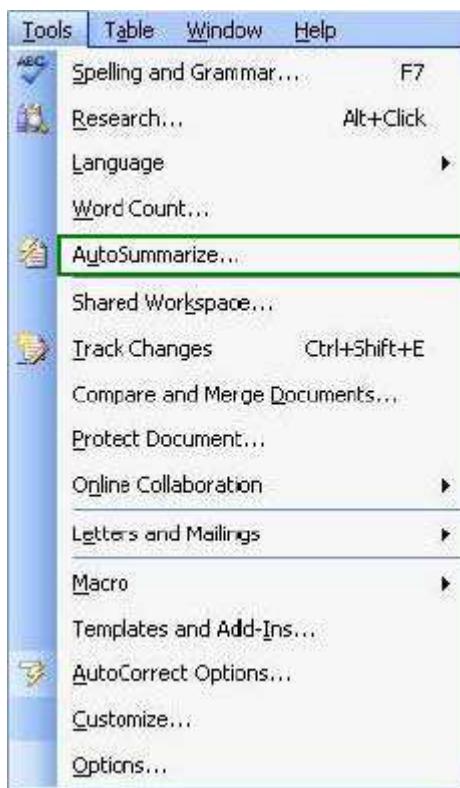
A Certkiller .com user named Andy Reid uses a Windows XP Professional client computer named Certkiller -WS276. Andy Reid wants to add an executive summary to Certkiller .com's budget document. Andy Reid wants to use Word to create the summary.

In the exhibit, which option should Andy Reid use?

Point and Shoot:



Correct Answer:



Section: (none)
Explanation

Explanation/Reference:

Explanation:

Andy Reid should use the AutoSummarize menu option. This will allow him to select how the summary should be added to the document.

QUESTION 43

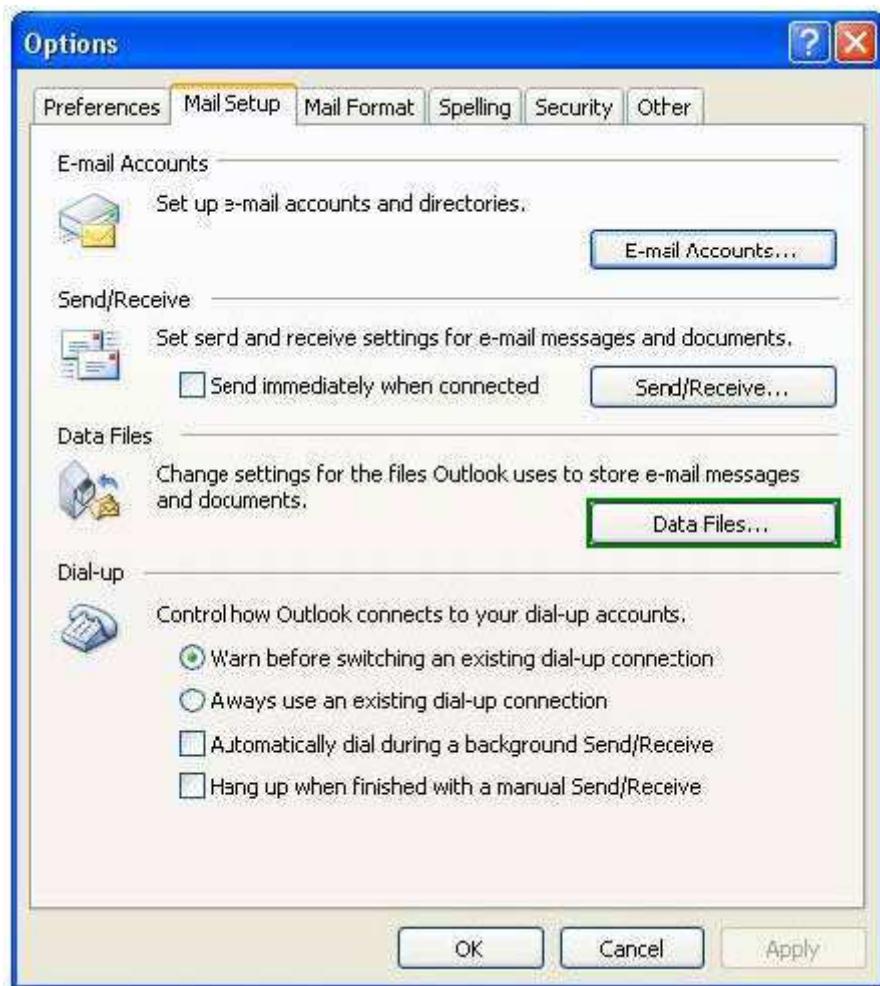
[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Amy Walsh uses a Windows XP Professional client computer named Certkiller -WS273. Amy Walsh uses Microsoft Outlook 2003 to send and to access e-mail messages. Amy Walsh has contacted you because she believes that a user has gained unauthorized access to her Outlook.pst file. Amy Walsh wants to secure her folders so that no one can access the messages. In the exhibit, which button should Amy Walsh click?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should use the Data Files button. With this action Amy Walsh can secure the personal folder. She can assign a password to her items.

QUESTION 44

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP. Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Ally Wagner has contacted you. Ally Wagner wants to move the messages that have references of other company's new merchandises to be moved to another folder.
In the exhibit, which tool should Ally Wagner use?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should use Rules and Alerts. With this she can create a rule that move messages.

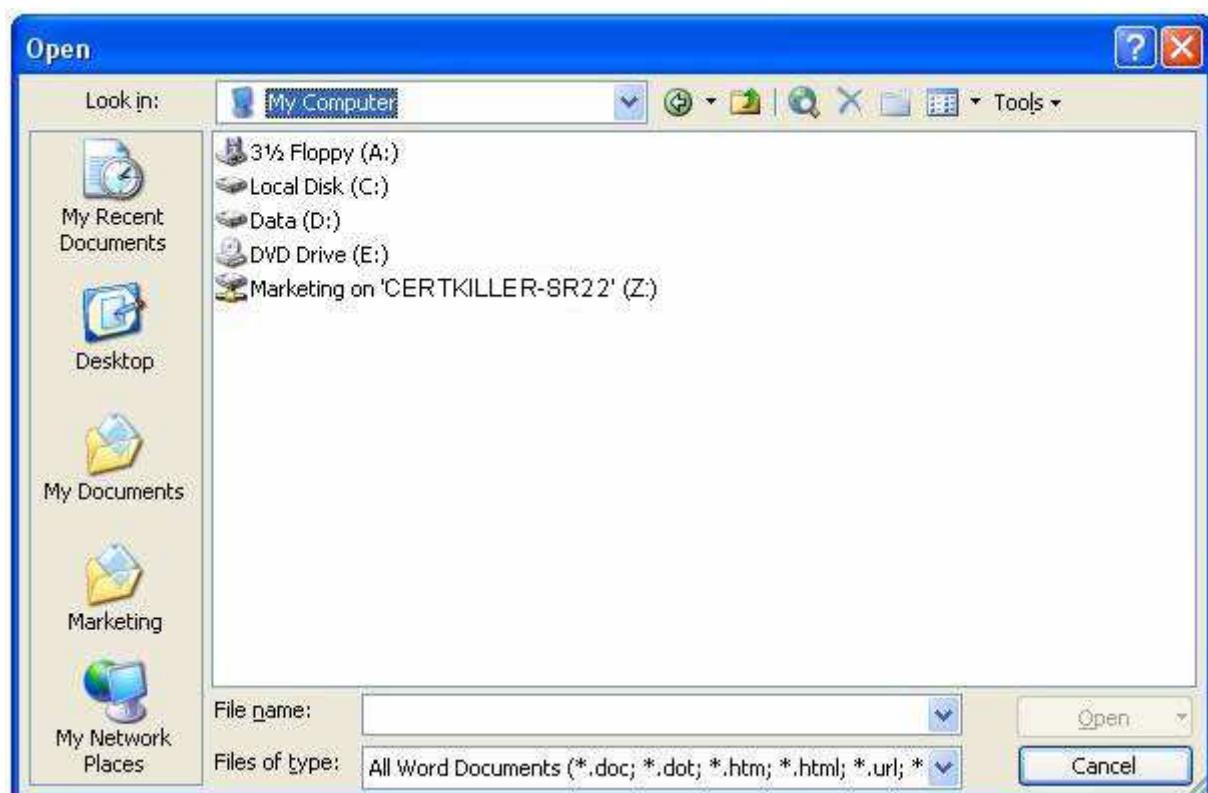
QUESTION 45

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

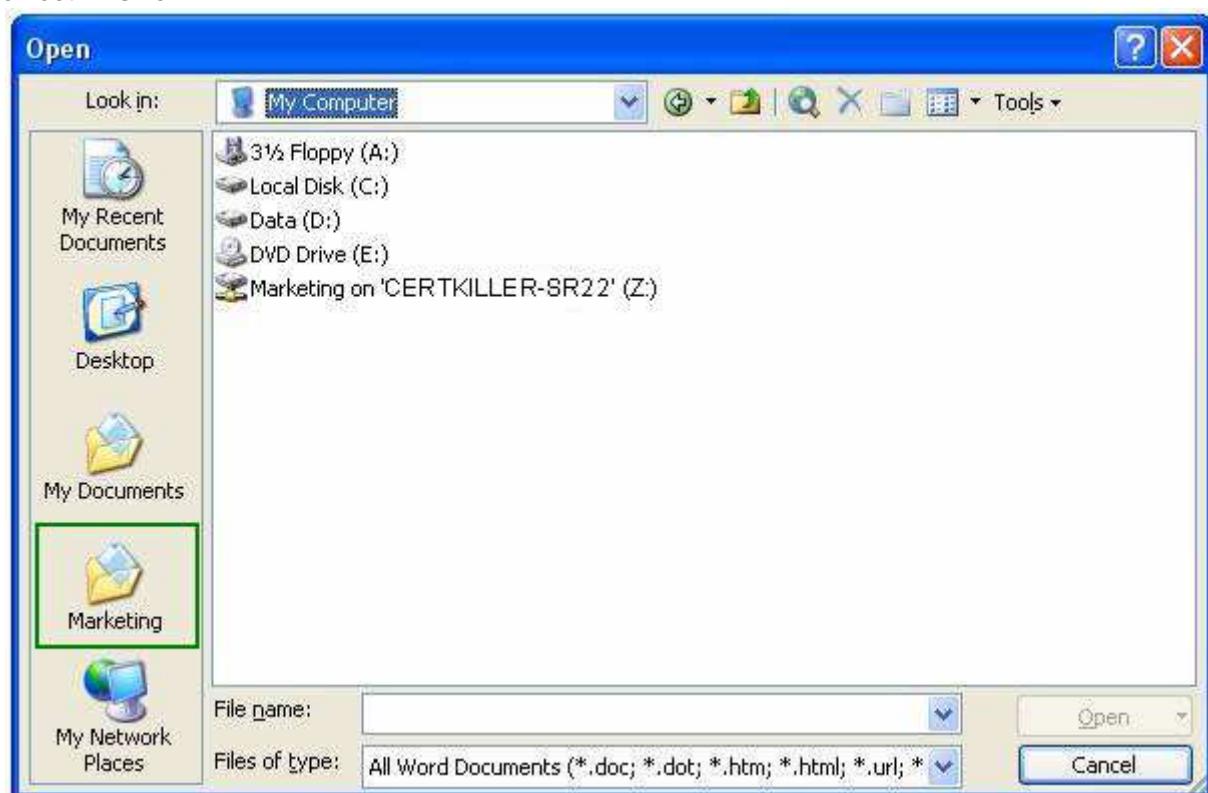
Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm contacts you to complain that about the number of folders that is listed on the left side of the Microsoft Word XP Open dialog box.

In the exhibit, which folder can be removed from the Look in list?

Point and Shoot:



Correct Answer:



Section: (none)
Explanation

Explanation/Reference:

Explanation:

Mia Hamm can remove the Marketing folder from the list. All the other folders are there by default.

QUESTION 46

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Rory Allen has contacted you. Rory Allen works for a book company. They bind and publish books. Rory Allen is writing articles that are used for several publications. Each publication has its own folder. All of the publication folders reside in a folder named MyBooks. Rory Allen wants to click on the books on the Look In side of the dialog box to see the folders of each of the publishers.

From the list on the left, what instructions should Rory Allen follow?

Select and Place:**Steps, Select from these**

Click Add to My Places on the Tools menu

Map a drive for each folder.

Open Microsoft Word.

Click Open on the File menu.

Right-click My Network Places and choose Map Network Drive on the context menu.

Browse to and select the MyBooks folder in the Open dialog box.

Browse to My Network Places in Windows Explorer.

Steps, place here

Place here.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Map a drive for each folder.	Open Microsoft Word.
Right-click My Network Places and choose Map Network Drive on the context menu	Click Open on the File menu.
Browse to My Network Places in Windows Explorer.	Browse to and select the MyBooks folder in the Open dialog box.
	Click Add to My Places on the Tools menu
	Place here, if any.
	Place here, if any.
	Place here, if any.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen should select the new folders to this list. He should select the folder in the Open dialog box and pick Add to My Places which resides on the Tools menu.

Incorrect Answers:

Rory Allen should not use the My Network Places by, right-click My Network Places and choose Map Network Drive for each folder. This will not add the folders to the Look In side of the Open dialog box.

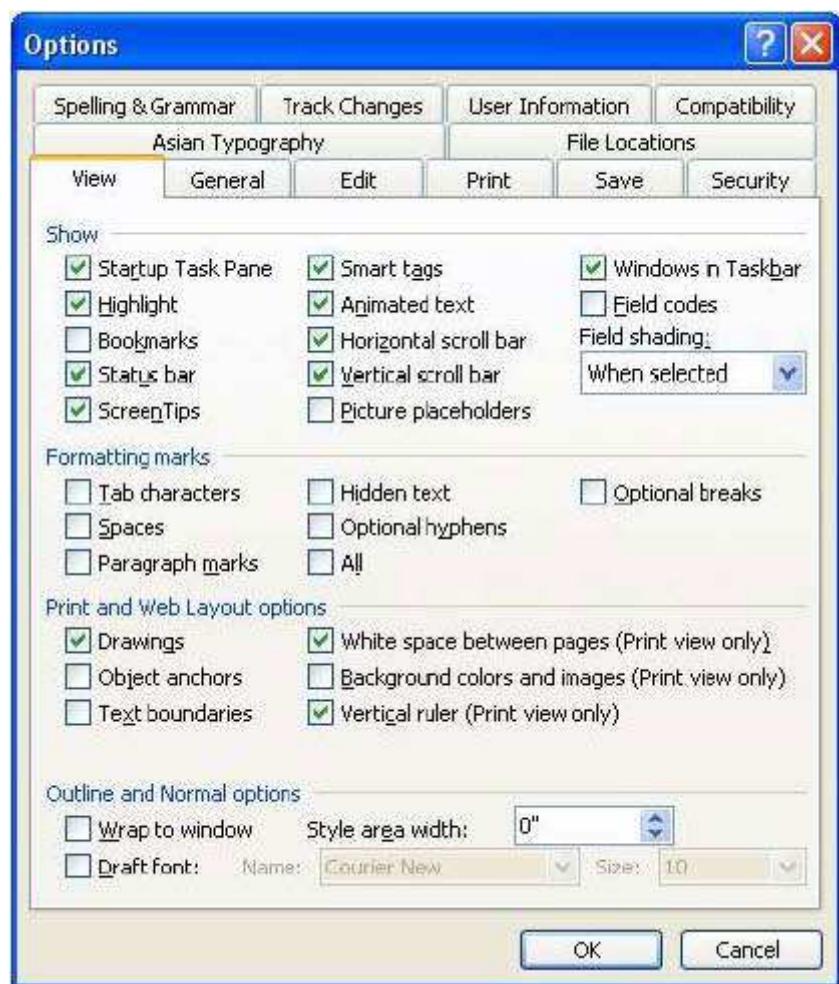
QUESTION 47

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

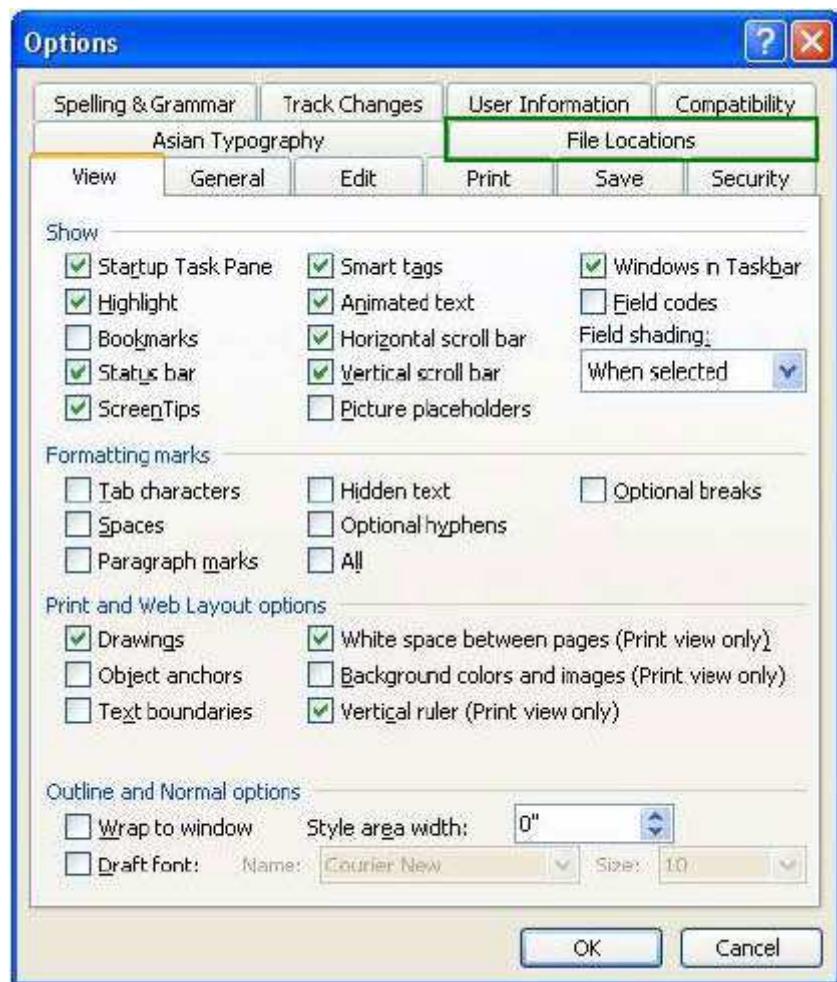
Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. She has created a new folder with a lot of Word templates. Amy Walsh wants to know how she can get Word to recognize the new folder for the templates.

In the exhibit, what should Amy Walsh do?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should click the File Locations tab. It has various file types, which contains a documents and templates. Amy Walsh must just highlight the User templates files type and click the Modify button.

QUESTION 48

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson uses a computer which she used for doing research about on an important project. A friend of her has visited her and accesses the Web to her favorite Web site. When Amy Wilson left, she does not know which links she has visited on her Web pages.

She needs to finish her project. You then told Amy Wilson to click the History button, where Internet Explorer displays a listing of Web sites that was visited by her.

In the exhibit, which button should she use?

Point and Shoot:



Correct Answer:



Section: (none)**Explanation****Explanation/Reference:**

Explanation:

Amy Wilson should use the Colors button. This will allow her to customize the colors for visited and unvisited links.

QUESTION 49

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com employee named Mia Hamm has a Windows XP computer named Certkiller -WS271 at home. She then acquires a second a Windows XP computer named Certkiller -WS272. She is going to connect the two computers to the same network. Certkiller -WS271 has all the Web site links that she visited, saved in Internet Explorer Favorites folder. Mia Hamm wants the links to be available on Certkiller -WS272. Mia Hamm does not know how to copy the Web site links.

In the attachment, select the instructions to copy the links.

Select and Place:

Steps, Select from these	Steps, place here
Start Windows Explorer on CERTKILLER - WS001	<i>Place here.</i>
Save or export the favorites from CERTKILLER-WS002 to a floppy disk.	<i>Place here, if any.</i>
Load or import the Favorites from the floppy disk to CERTKILLER-WS002.	<i>Place here, if any.</i>
Start Internet Explorer on CERTKILLER-WS002	<i>Place here, if any.</i>
Browse top the favotire folder on CERTKILLER-WS002.	<i>Place here, if any.</i>
Save or export the Favorites from CERTKILLER-WS001 to a floppy disk.	<i>Place here, if any.</i>
Start Windows Explorer on CERTKILLER - WS002	<i>Place here, if any.</i>
Browse top the favotire folder on CERTKILLER -WS001.	<i>Place here, if any.</i>
Load or import the Favorites from the floppy disk to CERTKILLER-WS001.	<i>Place here, if any.</i>
Start Internet Explorer on CERTKILLER-WS001	<i>Place here, if any.</i>
Choose Import and Export from the hle menu on CERTKILLER-WS001.	<i>Place here, if any.</i>
Choose Import and Export from the file menu on CERTKILLER-WS002.	<i>Place here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
Start Windows Explorer on CERTKILLER - WS001	Start Internet Explorer on CERTKILLER - WS001
Save or export the favorites from CERTKILLER - WS002 to a floppy disk.	Choose Import and Export from the file menu on CERTKILLER - WS001.
	Save or export the Favorites from CERTKILLER - WS001 to a floppy disk.
	Start Internet Explorer on CERTKILLER - WS002
Browse top the favotire folder on CERTKILLER - WS002.	Choose Import and Export from the file menu on CERTKILLER - WS002.
	Load or import the Favorites from the floppy disk to CERTKILLER - WS002.
Start Windows Explorer on CERTKILLER - WS002	Place here, if any.
Browse top the favotire folder on CERTKILLER - WS001.	Place here, if any.
Load or import the Favorites from the floppy disk to CERTKILLER - WS001.	Place here, if any.
	Place here, if any.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm should import and export the links with Internet Explorer. To do this she should start Certkiller - WS271 and access Internet Explorer and pick import and export from the files menu. The Wizard will then ask Mia Hamm to select the links that she want to import. The computers are not connected to the network, so she needs to use a floppy disk.

Incorrect Answers:

In Internet Explorer she could use the Import and Export Wizard.

She should not use the Windows Explorer. There is no need to browse the Favorites subfolder from the Documents and Settings. She should use the Import and Export Wizard of Internet Explorer.

QUESTION 50

[HOTSPOT] You work as the network administrator at Certkiller .com. The Certkiller .com network consists

of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Andy Reid is a member of the Sales department. Andy Reid complains that he always needs to reenter his user name and password on the Web page whenever he logs onto any Web site. Andy Reid 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.

Hot Area:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

User names and passwords on forms. 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 51

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. Certkiller .com contains a Sales department. The Certkiller .com users named Mia Hamm and Kara Lang works in the Sales department. Due to the long hours, these two employees work shifts. They both share a computer named Certkiller -WS270 which runs Windows XP Professional. Mia Hamm has contacted you because she cannot access the application which they both use. Mia Hamm used to access the application by clicking the shortcut on the Desktop. When she does the application produces a Missing Shortcut error. Kara Lang does not have this problem. She activates the application the same way Mia Hamm does. What could cause the problem?

- A. The application is still running in Kara Lang's session with Fast User Switching.
- B. Kara Lang is the administrator and not Mia Hamm.
- C. The executable of the application was moved from its location.
- D. You cannot create two shortcuts for the same application.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm and Kara Lang have their own separate Desktop. Kara Lang can successfully access the application, which means she must have moved the executable and configured the shortcut to point to the new location.

Incorrect Answers:

A: It cannot be Fast Switching. Mia Hamm received a Missing Shortcut error.

B: This is not the issue here. Both of them did run the application.

D: You can create two shortcuts for one application. One shortcut cannot point to more than one application.

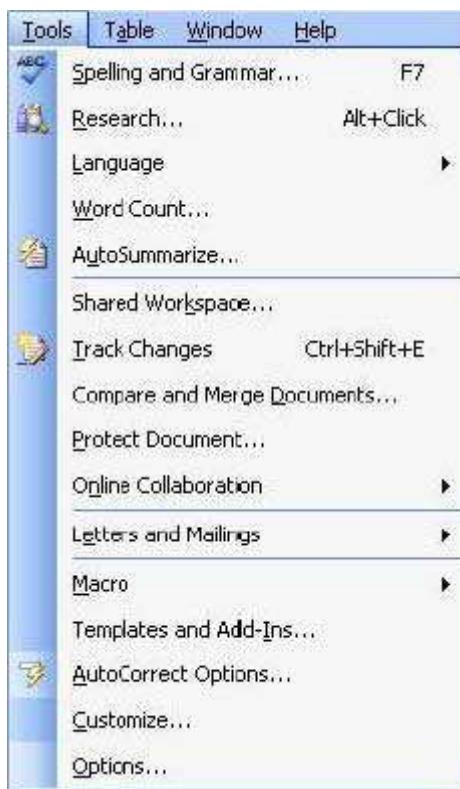
QUESTION 52

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

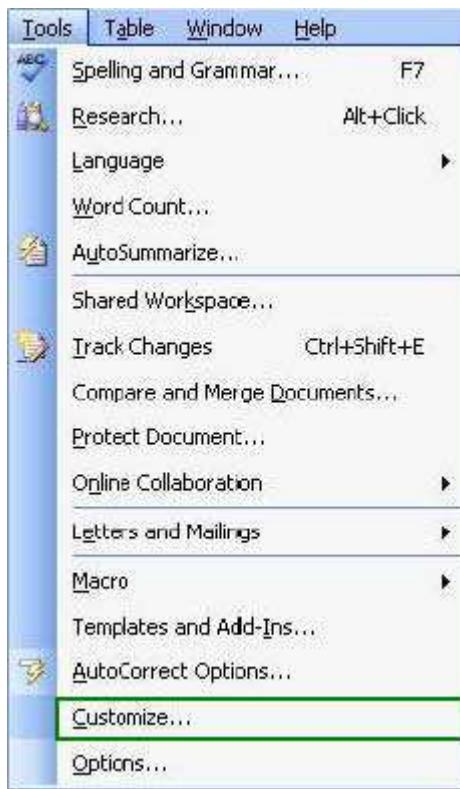
A Certkiller .com user named Andy Reid uses a Windows XP Professional client computer named Certkiller -WS272. Andy Reid has a project that he is in the graphics business as a part-time income. He has a project where he must design a menu for a hotel. Andy Reid is using the tables, borders and shadings from the menu for the designs. Andy Reid wants the buttons available without going to the menu of Word.

In the exhibit, what menu option should Andy Reid use?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Reid should use the Customize option. This option will allow Andy Reid to modify and define the toolbars. He should click the Toolbar tab and check the Tables and Borders option.

QUESTION 53

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

You explained for the CIO that when a Windows XP Professional desktop hibernates, the OS stores the contents of memory on your computer's boot partition in a file.

What is the name of this file?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 54

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office 2003. All the client computers are configured to use Internet Explorer as their default browser and all client computers are configured as DHCP clients.

Dean Austin works in the Purchasing department at Certkiller .com. Dean Austin has been assigned a mobile computer named Certkiller -WS273. Dean Austin is in the process of making a presentation at a supplier named. He has connected Certkiller -WS273 to the network at Bilco Suppliers. During discussions after the presentation, one of the Bilco Suppliers users requests update information Certkiller .com's projected growth. The information is located on a secure section of the Certkiller .com Web site; however, Dean Austin cannot connect to the Certkiller .com Web site from Certkiller -WS273.

Dean Austin gives you a call to report the problem to you. You need to resolve the problem as soon as possible and ensure that Dean Austin can connect to the Certkiller .com Web site from the network at Bilco Suppliers.

What should you instruct Dean Austin to do?

- A. Open the Internet Options page on Certkiller -WS273 and enable automatic proxy detection.
- B. Open a command prompt window on Certkiller -WS273 and run the ipconfig /renew command.
- C. Configure Certkiller -WS273 to use 66.164.1.21 as its IP address.
- D. Assign the Allow-Full Control share permissions to the C:\Inetpub\wwwroot folder on the Web server to Dean Austin's Active Directory user account.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Proxy servers are used to provide Internet service for the LAN. If the Proxy server used a specific LAN, then users that use the Web browsers should configure the appropriate settings to use that the proxy server access the Internet Web sites.

Incorrect Answers:

B: The ipconfig /renew command will attempt to renew the IP address leased from the DHCP server on Certkiller -WS273. However, Certkiller -WS273 is on a remote network and thus would not be able to contact the DHCP server. Furthermore, renewing the IP address lease will not enable him to connect to the Web site.

C: 66.164.1.21 is a public IP address used by hosts on the Internet. Configuring Certkiller -WS273 to use

this IP address will not enable him to connect to the Web site.

D: You do not need to configure share permissions on Web content folders to grant users access to the Web site.

QUESTION 55

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional workstation named Certkiller - WS271. Mia Hamm is using this computer. Certkiller -WS271 has Windows XP Professional with Service Pack 2.

One of the support technicians has installed a pop-up blocker on Certkiller -WS271. Mia Hamm has contacted you to report she still receives pop-up advertisements that impede her work. Mia Hamm would like the Flash to be removed from Certkiller -WS271.

What should you do?

- A. In Internet Explorer Tools menu, select the Internet Options.
- B. In Internet Explorer Tools menu, select the Pop-up Blocker.
- C. In Internet Explorer Tools menu, select the Manage Add-ons.
- D. In Internet Explorer Tools menu, select the Windows Update.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Manage Add-ons is used to disable the Flash add-on.

Incorrect Answers:

A: The Internet Option displays the Settings dialog box. This will then allow you to move temporary Internet files. It can also be used to download ActiveX objects.

B: This will allow you to enable the pop-up blocker and to change the settings.

D: This will allow you to open the Windows Update Web site.

QUESTION 56

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang needs your help with her Internet Explorer. She states, when typing the Web page, which she visited frequently, Internet Explorer does not automatically complete the address in the Address bar. Kara Lang also cannot find the address in the drop-down list. When Kara Lang goes into the History button, she notices that there are entries for the a few weeks ago. Kara Lang needs Internet Explorer to automatically complete the address she visits frequently.

What should she do?

- A. The disk space that is set aside for the temporary Internet files should be increased.
- B. Modify the Privacy settings to accept all cookies.
- C. Add the Web page to the Trusted Sites zone.
- D. Use the AutoComplete Settings dialog box and enable AutoComplete for Web address.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should use the AutoComplete Settings dialog box and enable AutoComplete for Web address.

Incorrect Answers:

A: Internet Explorer does not use temporary Internet files for the list of Web addresses.

B: Internet Explorer does not use cookies for the list of Web addresses. Cookies is used to store customize content.

C: If you add a Web site to the Trusted Sites zone, it will allow ActiveX controls and scripting that you might not allow for sites that you do not trust.

QUESTION 57

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You want to manage the web cache used by Internet Explorer. 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 58

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

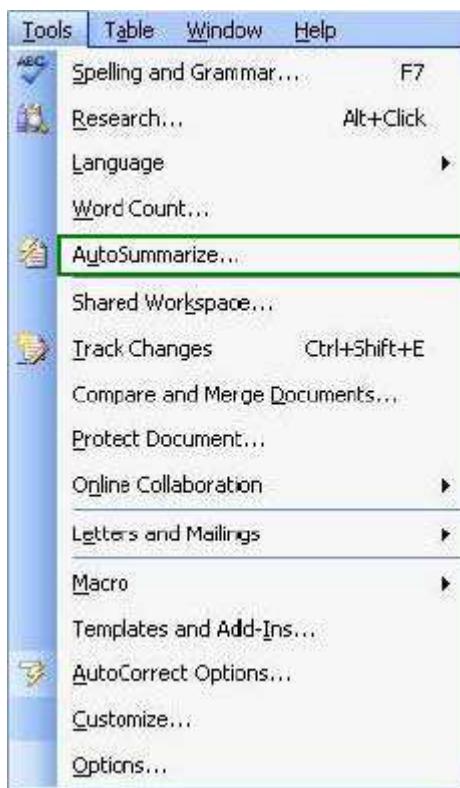
A Certkiller .com user named Andy Reid uses a Windows XP Professional client computer named Certkiller -WS276. Andy Reid wants to add an executive summary to Certkiller .com's budget document. Andy Reid wants to use Word to create the summary.

In the exhibit, which option should Andy Reid use?

Point and Shoot:



Correct Answer:



Section: (none)
Explanation

Explanation/Reference:

Explanation:

Andy Reid should use the AutoSummarize menu option. This will allow him to select how the summary should be added to the document.

QUESTION 59

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Rory Allen has contacted you. Rory Allen works for a book company. They bind and publish books. Rory Allen is writing articles that are used for several publications. Each publication has its own folder. All of the publication folders reside in a folder named MyBooks. Rory Allen wants to click on the books on the Look In side of the dialog box to see the folders of each of the publishers.

From the list on the left, what instructions should Rory Allen follow?

Select and Place:**Steps, Select from these**

Click Add to My Places on the Tools menu

Map a drive for each folder.

Open Microsoft Word.

Click Open on the File menu.

Right-click My Network Places and choose Map Network Drive on the context menu

Browse to and select the MyBooks folder in the Open dialog box.

Browse to My Network Places in Windows Explorer.

Steps, place here

Place here.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Map a drive for each folder.	Open Microsoft Word.
Right-click My Network Places and choose Map Network Drive on the context menu	Click Open on the File menu.
Browse to My Network Places in Windows Explorer.	Browse to and select the MyBooks folder in the Open dialog box.
	Click Add to My Places on the Tools menu
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen should select the new folders to this list. He should select the folder in the Open dialog box and pick Add to My Places which resides on the Tools menu.

Incorrect Answers:

Rory Allen should not use the My Network Places by, right-click My Network Places and choose Map Network Drive for each folder. This will not add the folders to the Look In side of the Open dialog box.

QUESTION 60

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com employee named Mia Hamm has a Windows XP computer named Certkiller -WS271 at home. She then acquires a second a Windows XP computer named Certkiller -WS272. She is going to connect the two computers to the same network. Certkiller -WS271 has all the Web site links that she visited, saved in Internet Explorer Favorites folder. Mia Hamm wants the links to be available on Certkiller -WS272. Mia Hamm does not know how to copy the Web site links.

In the attachment, select the instructions to copy the links.

Select and Place:

Steps, Select from these	Steps, place here
Start Windows Explorer on CERTKILLER - WS001	<i>Place here.</i>
Save or export the favorites from CERTKILLER-WS002 to a floppy disk.	<i>Place here, if any.</i>
Load or import the Favorites from the floppy disk to CERTKILLER-WS002.	<i>Place here, if any.</i>
Start Internet Explorer on CERTKILLER-WS002	<i>Place here, if any.</i>
Browse top the favotire folder on CERTKILLER-WS002.	<i>Place here, if any.</i>
Save or export the Favorites from CERTKILLER-WS001 to a floppy disk.	<i>Place here, if any.</i>
Start Windows Explorer on CERTKILLER - WS002	<i>Place here, if any.</i>
Browse top the favotire folder on CERTKILLER -WS001.	<i>Place here, if any.</i>
Load or import the Favorites from the floppy disk to CERTKILLER-WS001.	<i>Place here, if any.</i>
Start Internet Explorer on CERTKILLER-WS001	<i>Place here, if any.</i>
Choose Import and Export from the hle menu on CERTKILLER-WS001.	<i>Place here, if any.</i>
Choose Import and Export from the file menu on CERTKILLER-WS002.	<i>Place here, if any.</i>

Correct Answer:

Steps, Select from these	Steps, place here
Start Windows Explorer on CERTKILLER - WS001	Start Internet Explorer on CERTKILLER - WS001
Save or export the favorites from CERTKILLER-WS002 to a floppy disk.	Choose Import and Export from the file menu on CERTKILLER-WS001.
	Save or export the Favorites from CERTKILLER-WS001 to a floppy disk.
	Start Internet Explorer on CERTKILLER - WS002
Browse top the favotire folder on CERTKILLER-WS002.	Choose Import and Export from the file menu on CERTKILLER-WS002.
	Load or import the Favorites from the floppy disk to CERTKILLER-WS002.
Start Windows Explorer on CERTKILLER - WS002	Place here, if any.
Browse top the favotire folder on CERTKILLER - WS001.	Place here, if any.
Load or import the Favorites from the floppy disk to CERTKILLER-WS001.	Place here, if any.
	Place here, if any.

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm should import and export the links with Internet Explorer. To do this she should start Certkiller - WS271 and access Internet Explorer and pick import and export from the files menu. The Wizard will then ask Mia Hamm to select the links that she want to import. The computers are not connected to the network, so she needs to use a floppy disk.

Incorrect Answers:

In Internet Explorer she could use the Import and Export Wizard.

She should not use the Windows Explorer. There is no need to browse the Favorites subfolder from the Documents and Settings. She should use the Import and Export Wizard of Internet Explorer.

Exam E

QUESTION 1

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Mia Hamm is a member of the Research and Development department. Mia Hamm complains 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.

What should you do in Internet Options in Control Panel to ensure that Mia Hamm can view graphic images in Internet Explorer for all Web pages that display graphic images?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

One of the changes that were made was to show image placeholders instead of actual images. This setting is made under the Advanced tab of Internet Explorer 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 2

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser. A Certkiller .com user named Andy Booth is a member of the Research and Development department. One morning Andy Booth complains 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.

What should you do to ensure that Andy Booth can type Web site URLs in the appropriate toolbar?

- A. Lock the toolbars.
- B. Enable the Address bar.
- C. Enable the Links toolbar.
- D. Enable the Standard Buttons toolbar.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 3

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single

Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 Ctrl key while you click Refresh (or press Ctrl+F5).

QUESTION 4

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Andy Booth is a member of the Finance department. Andy Booth running Windows XP Home Edition and Microsoft Outlook Express reports that when he uses his dial-up connection to access the Internet, he has to enter his user name and password every time he connects. What should you do to enter his user name and password every time he connects?

- A. In Microsoft Internet Explorer, on the Tools menu, click Internet Options. On the Connections tab, click the appropriate dial-up connection, and then click Settings.
Select Automatically detect settings.
- B. In Internet Explorer, on the Tools menu, click Internet Options. On the Connections tab, double-click the appropriate dial-up connection, and then enter the user name and password.
- C. In Network Connections, right-click the appropriate dial-up connection, and click Properties. On the Options tab, select Prompt for name and password, certificate, etc.
- D. In Network Connections, right-click the appropriate dial-up connection, and click Set as Default Connection.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The dial-up connection that the user to connect to the Internet is probably already configure as the Default connection and to automatically detect settings. To set the Dial-up properties > Options to Prompt for name and password will actually bring up the prompt for username and password even if you configure the connection to remember the username and password as stated in option B

QUESTION 5

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Clive Wilson is a member of the Sales department.

One morning Clive Wilson complains that he recently ran Internet Explorer on another user's computer.

When he began to type an address of a Web site in the Address bar, Internet Explorer would automatically complete the entry he typed in the Address bar. The user requests that this feature be enabled on his computer as well.

What should you do in Internet Options in Control Panel to ensure that when Clive Wilson types an address of a Web site in the Address bar, Internet Explorer attempts to automatically complete the entry for him?

- A. Select the Show friendly URLs check box on the Advanced tab.
- B. Select the Use inline AutoComplete check box on the Advanced tab.
- C. Increase the number of days to keep Web pages in the History folder on the General tab.
- D. Disable the Do not search from the Address bar option on the Advanced tab by selecting the Display results, and go to the most likely site option.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Inline AutoComplete completes entries in the Address bar as you type (based on entries you have used before) and offers a list of choices under the Address bar for other links that start the same way. You can enable Inline AutoComplete using the Advanced options of Internet Explorer by following these steps:

1. Open Internet Explorer, and from the Tools menu, select Internet Options.
2. From the Advanced tab, scroll down to the end of the Browsing section.
3. Select the Use Inline AutoComplete check box. Click OK.

QUESTION 6

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Kara Lang wants to display the Internet Explorer Favorites Explorer bar. What shortcut keys should you tell Kara Lang to press?

- A. Ctrl+I
- B. Ctrl+E
- C. Ctrl+A
- D. Ctrl+D

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 7

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Mia Hamm wants to quickly add the current web page to the top level of the Internet Explorer Favorites folder.

What shortcut keys should you tell Kara Lang to press?

- A. Ctrl+I
- B. Ctrl+E
- C. Ctrl+A

D. Ctrl+D

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 8

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP. The client computers use Outlook Express to send messages.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Amy Wilson has contacted you. She received a message from her colleague which had a colorful background. Amy Wilson also wants that kind of background for her messages.

What should she do in the Options from the Tools menu? (Choose TWO.)

- A. Pick the Compose tab and set the message sending format to text.
- B. Pick the Send tab and set the message sending format to text.
- C. Pick the Compose tab and check in the Stationary section and make your selection.
- D. Pick the Send tab and set the message sending format to Hypertext Markup Language.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The HTML is used in the message to include the colorful background.

The user can also use the Stationary section to choose the setting to specify the stationary.

Incorrect Answers:

A: The test format does not support the color background.

B: You cannot pick the Send tab to adjust the stationary. This is done in the Compose tab.

QUESTION 9

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com employee named Clive Wilson works in the Sales department. The Sales department is very big and the staff works round the clock to keep up with the sales. Clive Wilson has learned that his colleagues have sent him some instant messages. Clive Wilson then claims that he did not receive it. His colleagues said that it looks like that he is not online. You then open the Outlook Express and find Clive Wilson's name is red like the other contacts. You then see that Clive Wilson is online, but does not receive any messages.

What could be the problem?

- A. Windows Firewall is enabled
- B. The co-workers are on the block list.
- C. Clive Wilson's online status is Invisible.
- D. Clive Wilson is not logged on to Windows Messenger.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The status of Clive Wilson is Invisible. For the co-worker it would seem that Clive Wilson is online, because of the red icon.

Incorrect Answers:

A: The red icon proves that the user is online. So you not check the Firewall.

B: This would only be if the co-workers online status is set to Online, which is presented with a green icon.

D: Clive Wilson is online, because he can see the Windows Messenger icons.

QUESTION 10

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh is working for Acme.com and her manager has asked her to configure Outlook Express to stop the Web beacons to reduce spam.

What should Amy Walsh do?

- A. Additional characters should be added to the e-mail.
- B. Use digital signatures to secure the messages.
- C. Set the message receiving format to text.
- D. For the receiving messages, should not be sending a read receipt.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Web beacons are actually images with added parameters to inform the sender that the message was read. In the case of e-mail messages the image is named shop.gif. If he changes the format to text, the Web beacons cannot be embedded in messages.

Incorrect Answers:

A: This is only necessary when sending messages to a newsgroup. The automated programs will remove the characters and will send spam to the wrong address.

B: This will not stop the Web beacons. Digital signatures are there to make sure that a message comes from the user.

D: This will not stop the Web beacons. Some spammers don not read receipts.

QUESTION 11

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. She just has used Outlook Express. She complains that when she types, it will tell her that the word is wrongly spelled. She needs to send the messages urgently to the COE. She also states that when she is using the uppercase letters, that there is not problems.

What could be the problem?

- A. The wrong dictionary is used.
- B. Uppercase words are not recognized by Outlook Express.
- C. Uppercase words are not specified in the spelling checker tool.
- D. Grammar is not checked with spelling.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The wrongly spelled word is defined by the dictionary. If a word is not in the dictionary, then it is marked as an incorrect spelling error.

Incorrect Answers:

B: Outlook Express does recognize uppercase words. It can also be specified to skip the uppercase words.

- C: This is not the problem. The user would have been informed of any spelling errors.
D: Outlook Express only checks spelling, not grammar.

QUESTION 12

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Mia Hamm sometimes works from her home and uses her computer at home to access her e-mail messages at work.

Mia Hamm contacts you to complain that when she wants to check the messages at her work place, the messages are gone.

Mia Hamm wants to know what the problem could be.

- A. Mia Hamm's computer is not specified to leave a copy of the messages on the e-mail server.
- B. A filter on the e-mail server automatically deletes the messages.
- C. A rule is configured to delete messages from the Outlook Express of the computer at home after a period of time.
- D. Only one computer can receive e-mail messages sent to a certain addressee.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problem is that the computer at home is specified not to leave a copy of the messages on the server. You should use the advance button in the properties dialog box and activate the "Leave a copy of messages on the server option.

Incorrect Answers:

- B: Server filter will not delete messages. It will only do so if it specifies as junk mail senders.
- C: This is not case. The user would have known of the rule.
- D: More than one computer can receive e-mail messages.

QUESTION 13

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You have been instructed to set up Outlook Express as your email client.

Rate this comment: By default, Outlook Express 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 Outlook Express.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 14

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You need to set up Outlook Express as your email client. What are used by Outlook Express to organize messages?

- A. Folders
- B. Boxes
- C. Units
- D. Domains

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 15

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

Your user is using Outlook Express as the email client. By default, Outlook Express checks every _____ minutes to see whether a user has mail?

- A. 1
- B. 5
- C. 15
- D. 30
- E. 60

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 16

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Rory Allen is a member of the Marketing department.

Rory Allen is using Outlook Express as the email client.

What shortcut keys can Rory Allen press so that he can send and receive at any time?

- A. Ctrl+M
- B. Ctrl+E
- C. Ctrl+R
- D. Ctrl+S

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 17

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Andy Booth is a member of the Sales department.

Andy Booth needs to use Outlook Express 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 Outlook Express
- C. You need to make changes to the server options of Outlook Express
- D. You need to make changes to the signature options of Outlook Express
- E. You do not need to do anything.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 18

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

You use Outlook Express on your desktop. Currently Outlook Express is the only handler for news on your computer. What should you do to make Outlook Express 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 Outlook Express.
- C. You need to make changes to the server options of Outlook Express.
- D. You need to make changes to the signature options of Outlook Express.
- E. You do not need to do anything.

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

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 19

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

Your CIO wants to use Outlook Express as your mail client. Outlook Express by default has how many identities for use?

- A. None.
- B. One.
- C. Two.
- D. One for each computer account.

Correct Answer: B**Section: (none)****Explanation****Explanation/Reference:**

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 20

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

The Certkiller .com CIO uses Outlook Express as his mail client. He asks you to change the default identity used by Outlook Express.

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 identity cannot be changed.
- E. None of the above.

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:**

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 21

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Dean Austin is a member of the Research and Development department.

One morning Dean Austin complains 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.

During maintenance, you confirm that when the tone is heard, the unread e-mail count for the user's Inbox

does not increase.

What should you do to ensure that new e-mail messages appear in Dean Austin's Inbox?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 22

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. One morning Rory Allen complains that his computer restarts several minutes after he logs on.

During monitoring you discover 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. Which tool should you run on Rory Allen computer to identify the source of the problem?

- A. Dr. Watson.
- B. A virus scanner.
- C. System Information.
- D. Network Diagnostics

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

No other answer in the list is correct because Dr. Watson is the correct tool to use here.

QUESTION 23

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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. %UserProfile\My Documents

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 24

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Each client computer has a CD-RW device, which is used to back up personal files and to transfer large files to customers.

A Certkiller .com employee named Amy Wilson works in the Research and Development department. Amy Wilson complains that she wants to use the CD-RW device to put files from different folders on one CD. What should you do to ensure that Amy Wilson can put files from different folders on one CD?

- A. Use the Files and Settings Transfer Wizard.
- B. Right-click the files and use the Send to option.
- C. Use the Synchronize option from the Start menu.
- D. Create a shortcut for each file in the My Documents folder.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The easiest way to copy files to a CD-RW is to right-click on the files and select the Send to option. The Files and Settings transfer Wizard is used to move files and settings from one computer to another when upgrading the hardware. Synchronize (if available in the Start menu) is for offline folder or mobile devices and creating shortcuts in the My Documents folder will not help her in any way.

QUESTION 25

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has been assigned a client computer named Certkiller - WS272. Kara Lang wants to configure Certkiller -WS272 so the taskbar is not displayed on the screen, but can be retrieved when it is needed.

Kara Lang has contacted you for assistance in this matter.

What should you do? a computer that is running Microsoft Windows XP Professional. Kara Lang has noticed that her fellow colleague's computer does Kara Lang would like this feature on her computer. You then open the Taskbar and Start Menu Properties.

- A. Instruct Kara Lang to open the Taskbar and Start Menu Properties page and clear the Lock the taskbar option.
- B. Instruct Kara Lang to open the Taskbar and Start Menu Properties page and select the Keep the taskbar on top of other windows option.
- C. Instruct Kara Lang to open the Taskbar and Start Menu Properties page and select the Auto-hide the taskbar option.
- D. Instruct Kara Lang to open the Taskbar and Start Menu Properties page and clear the Group similar taskbar buttons option.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Auto-hide option will cause the taskbar to disappear.

Incorrect Answers:

A: When the Lock the taskbar option is cleared, users can drag the taskbar to another location but the taskbar will still be displayed on screen in its new location.

B: The Keep the taskbar on top of other windows option will ensure that the taskbar is always displayed on top of other windows. This will not hide the taskbar when it is not needed.

D: When the Group similar taskbar buttons option is cleared, open windows from the same application are not grouped together to reduce the taskbar space.



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QUESTION 26

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works in the Purchasing department. Andy Reid has received several e-mail messages from prospective suppliers. Several of the e-mail messages contain hyperlinks to Web pages on the supplier's corporate Web site. Andy Reid needs to open the hyperlink to retrieve the product information for the Web pages. However, every time Andy Reid clicks on a hyperlink, the Web page opens in a new Internet Explorer browser window. Andy Reid wants to minimize the number of browser windows that are opened.

You have received instruction to assist Andy Reid in this matter.

What should you do?

- A. Instruct Andy Reid to select the Use inline AutoComplete option on the Advanced tab of Internet Options.
- B. Instruct Andy Reid to select the Turn off automatic website checking option on the Advanced tab of Internet Options.
- C. Instruct Andy Reid to select the Reuse windows for launching shortcuts option on the Advanced tab of Internet Options.
- D. Instruct Andy Reid to select the Close unused folders in History and Favorites option on the Advanced tab of Internet Options.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When the Reuse windows for launching shortcuts option is selected, a hyperlink that is activated from within an Internet-aware application will open the Web page in the browser window that is already opened.

Incorrect Answers:

A: The Inline AutoComplete option will fill in the website address when typing the address in the address bar.

B: The Turn off automatic website checking option will turn off Phishing Filter.

D: The Close unused folders in History and Favorites option will cause a history and favorites folder to close when another folder is opened.

QUESTION 27

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com hires a new secretary named Ally Wagner. You install Windows XP Professional and Microsoft Office XP with the default settings on a new client computer named Certkiller -WS271 and assign the computer to Ally Wagner. On her first day at work, Ally Wagner contacts you to inform you that there is no shortcut to the Microsoft Office applications on her desktop. You have been instructed to assist Ally Wagner in this matter.

What should you do?

- A. Click on the Help menu in any Microsoft Office XP application and start the Detect and Repair wizard.
- B. Open the Add/Remove Programs applet in Control Panel and create the required shortcuts.
- C. Copy the shortcuts from the All Users/Desktop folder to Ally Wagner's Desktop folder.
- D. Right-click anywhere on Ally Wagner's desktop, and click New on the context menu and select Shortcut.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You need to use the Create Shortcut Wizard to create the required shortcuts. You start the Create Shortcut Wizard when you right-click the desktop, select New and select Shortcut.

Incorrect Answers:

- A: The Detect and Repair wizard will restore Microsoft Office XP applications to their default settings. However, the default settings do not include shortcuts on the user's desktop.
- B: The Add/Remove Programs applet cannot be used to create shortcuts on the desktop.
- C: The shortcuts in the All Users/Desktop folder will appear on the desktop of every user on the computer. The shortcuts do not appear on Ally Wagner's desktop; therefore it does not exist in the All Users/Desktop folder either.

QUESTION 28

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Rory Allen has contacted you. He complains that there are a lot of programs next to the clock on the desktop. He would like to hide these programs.

How can Rory Allen configure the Taskbar and Start Menu Properties?

- A. Check Auto-hide the taskbar.
- B. Check Hide inactive icons.
- C. Clear Keep the taskbar on top of other windows.
- D. Clear Show Quick Launch.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Where the items are, next to the clock is the notification area. Rory Allen should hide the inactive icons that are not active.

Incorrect Answers:

- A: This action will hide the task bar, not the icons on the taskbar.
- C: This will allow the windows to hide the complete taskbar.
- D: This will not let the taskbar displayed.

QUESTION 29

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson informs you that he wants to move a shortcut from his desktop to the Start menu.

What should Clive Wilson do?

- A. Drag and drop the shortcut to the Start menu.
- B. Switch the Start menu to 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 30

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid is a member of the Research and Development department. Andy Reid wants to move a shortcut from his desktop to the Start menu.

What should you do to ensure that the shortcut is moved to the Start menu?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 31

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

Under the Windows XP Professional OnNow 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

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

OnNow 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.
- * iResume from hibernation in 20 seconds.
- * Resume from standby in 5 seconds.

QUESTION 32

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

How should you proceed to configure the Windows XP power management features?

- A. Open Power Options in Control Panel.
- B. Define a power management group policy.
- C. Edit the registry.
- D. Define a custom startup script.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 33

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 34

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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 TWO.)

- 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.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 35

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 36

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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 Group Policy Object (GPO).

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 37

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

Your CIO 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.

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

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 38

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The CIO of Certkiller .com wants to deploy 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 39

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. A Certkiller .com user named Andy Reid is a member of the Research and Development department. One morning Andy Reid complains that at times his taskbar is not visible but no other users report any problems with their taskbar.

What should you do to ensure that the taskbar is visible at all times on Andy Reid's computer?

- A. Enable the taskbar lock feature.
- B. Remove the auto-hide feature for the taskbar.
- C. Run the Accessibility Wizard from the Start menu.
- D. Deselect the Hide inactive icons option for the taskbar.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 autohide.

Disabling the auto-hide feature is the correct solution.

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 40

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Booth is a member of the Research and Development department.

Andy Booth complains 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.

What should you do to ensure the taskbar is back at the bottom of Andy Booth's desktop?

- 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 this 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 41

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Amy Walsh uses a Windows XP Professional client computer. Amy Walsh works as a secretary in their company. Amy Walsh needs to type documents for her COE that travels frequently. Amy Walsh has contacted you because she needs to type some of the documents in French. Amy Walsh wants to check the spelling of what she typed in French in the Microsoft Office Word 2003.

What should you advise her?

- A. Specify the settings in the Regional and Language Option dialog box to French.
- B. Install the French language files and dictionary.
- C. Install the French language pack with the Microsoft Office 2003 Multilingual User Interface (MUI) Pack.
- D. Word will recognize the word if she types in French.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should install the French language files and dictionary.

Word will prompt you if the spelling and grammar files have not been installed.

Incorrect Answers:

A: Changing this will change the way Windows formats numbers, currency, times and dates.

C: This will allow her to use the English version, but the menu items, Help files etc. in French.

D: This will not work. She needs to install the spelling and grammar files for that language.

QUESTION 42

SIMULATION You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All client computers have Microsoft Office 2003 installed on it.

Certkiller .com contains a Sales department. A Certkiller .com Sales Representative named Dean Austin is going to travel to Canada. Dean Austin is going to use his computer named Certkiller -WS273, running Windows XP Professional, to manage billing and invoice in connection with Certkiller .com. You need to customize the current format on Certkiller -WS273 to stick to the French Canadian standard. Dean Austin does not want to change the language. You open the Customize Regional Options to configure the following format to meet Dean Austin's requirements.

* Positive: 123456789, 00 \$ * Negative: (123456789, 00 \$) In the exhibit, configure the appropriate values in the correct places.

- A.
- B.
- C.
- D.

Correct Answer:

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To use the French Canadian currency, you should change the format language on the Regional Options

tab.

The Currency symbol setting shows the symbol that will be used to identify the currencies which will be the (\$) sign.

The Positive currency format setting shows how positive the numbers should be. The symbol should appear after the value, in this scenario.

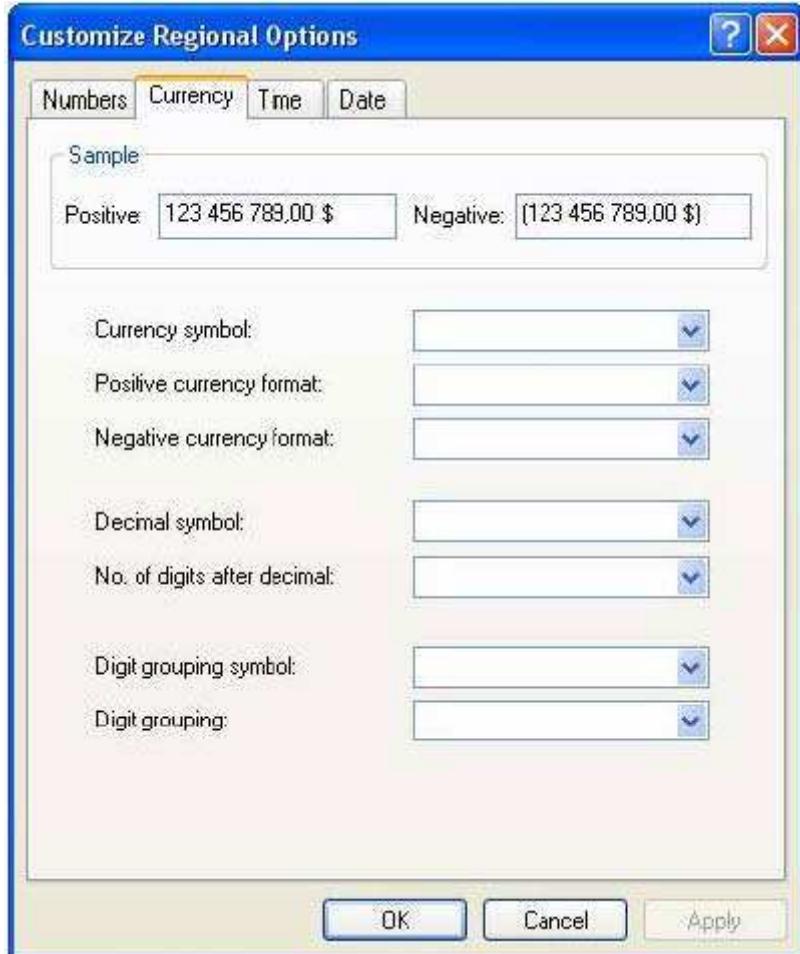
The Negative currency format setting shows how negative the numbers should be. The symbol should appear after the value, in this scenario.

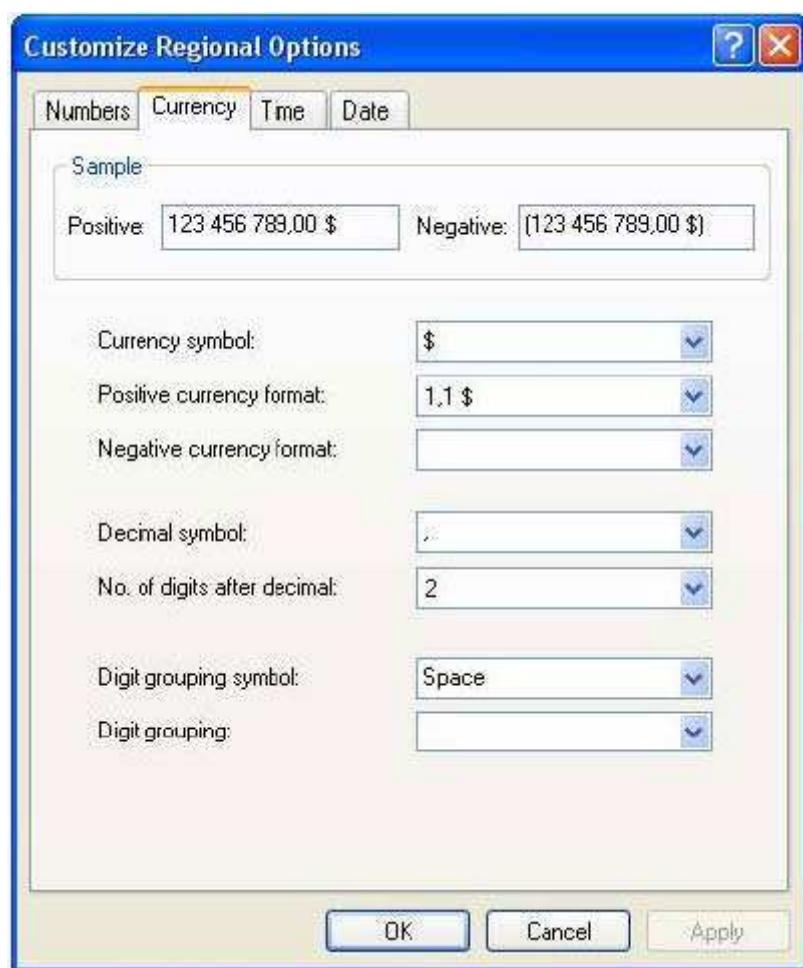
The decimal symbol setting is used to separate the whole number from the decimal part.

The No. of digits after the decimal setting shows the number of digits.

The Digit grouping symbol setting specifies the symbol to use to group digits.

The Digit grouping setting specifies how the digit group symbol is placed in a currency value.





QUESTION 43

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner is working in the Finance department of Acme.com. Ally Wagner has installed a finance application. The finance application uses the date setting specified in Regional and Language Options to interpret two-digit years.

Ally Wagner has entered 2000 in the drop-down list in the Calendar section. Ally Wagner wants to enter a date and wants to know what will happen if she enters a date as 10/15/05.

What should your reply be?

- A. A System dialog box will prompt you to choose the desired year.
- B. The end year is set to 2000; the date will not be valid.
- C. The date will be interpret as 10/15/1905.
- D. The date will be interpret as 10/15/2005.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The beginning and end year settings shows that all the years between them will be used to interpret two-digit years. You should use a 100-year span, because it is always used to configure the beginning and end years. The year 2000 means the beginning of 1901.

Incorrect Answers:

- A: The System dialog box will not appear. The year will be interpreted automatically.
- B: The end year does not specify the latest year that it is valid.
- D: This will only happen when the date was set to 2004 or later.

QUESTION 44

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm has borrowed a laptop which shows the clock as follows: "Army time is: 13:00". Mia Hamm would like to set the clock of her computer also as that. You then told Mia Hamm to open the Time tab which is on the Customize Regional Options dialog box.

Which of the following formats should she use?

- A. Army time is: HH:mm:ss
- B. "Army time is: 'HH:mm:ss'
- C. "Army time is: "HH:mm:ss
- D. 'Army time is: 'HH:mm:ss

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The text that is inside the single quotes will appear as is. The text outside the quotes is then used to define the time format.

Incorrect Answers:

A: This will be interpreted as a time format. It is not accepted.

B: You should not place the text in double quotes. It must be single quotes.

C: The time format should not be placed in quotes.

QUESTION 45

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang usually accompanies the CEO to the meeting get have the minute of the meeting for their next general meeting. Kara Lang has lent her laptop to her colleague. After receiving the laptop, the time only shows two and three digit numbers. The example she gave was the following. 2 30, when it was 2:30 in the morning; 8 1 when it was 8:01 in the morning. The evening the laptop will show 16 8 when it was 4:08 in the afternoon. Kara Lang wants her time normal again for example: 2:00 AM or 2:00 PM.

What should Kara Lang do?

- A. H:mm:ss t
- B. h:mm:ss tt
- C. hh:mm:ss t
- D. H m

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This format, h:mm:ss tt, will display the time in 12-hour format with no leading zero for the hour. It will also show the AM and the PM symbols.

Incorrect Answers:

A: This format: H:mm:ss t will display a 24-hour format with no leading zero for the hour. A and P will be displayed in the place of AM and PM.

C: This format: hh:mm:ss t will display a 24-hour format with leading zero for the hour.

A and P will be displayed in the place of AM and PM.

D: This format: H m is the format the laptop is using.

QUESTION 46

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. Rory Allen complains that when he runs the Spelling and Grammar... utility on a Microsoft Word document, the French dictionary is used.

English is the language of the document, so he wants to use the English dictionary when checking his document.

What should you do to ensure that Rory Allen can use the English dictionary when running the Spelling and Grammar... utilit?

- 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Word takes these settings from the Regional and Language options.

Changing these back to English will resolve the problem.

Incorrect Answers:

A: This is also a possible answer. In Word the following command would set the preferred language: Tools->Language->Set Language.

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 keypress does. For example, using a Polish keyboard, the "z" will display a "w" and vice versa. In English, a "z" displays a "z". The language does not change; only what character is displayed when a particular key is pressed.

QUESTION 47

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional workstation named Certkiller - WS271. Mia Hamm is using this computer. Certkiller -WS271 was upgraded from Windows 2000 Professional to Windows XP Professional.

Mia Hamm would like to know if she can drag icons to the Start menu. She used to do this with the former operating system. How can she do this with Windows XP Professional? In the exhibit, select the steps that she should follow.

Select and Place:

Steps, Select from these	Steps, place here
Choose Start menu and click Customize.	Place here.
Select the Enable dragging and dropping checkbox.	Place here, if any.
Click the Advanced tab on the Customize Start Menu dialog box.	Place here, if any.
Choose Classic Start menu and click Customize.	Place here, if any.
Choose the Windows XP theme.	Place here, if any.
Right-click the desktop and choose Properties from the context menu.	Place here, if any.
Right-click the Start menu and choose Properties from the context menu.	Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Choose Start menu and click Customize.	Right-click the Start menu and choose Properties from the context menu.
Choose the Windows XP theme.	Choose Start menu and click Customize.
Right-click the desktop and choose Properties from the context menu.	Click the Advanced tab on the Customize Start Menu dialog box.
Choose Classic Start menu and click Customize.	Select the Enable dragging and dropping checkbox.
	Place here, if any.
	Place here, if any.
	Place here, if any.

Section: (none)
Explanation

Explanation/Reference:
Explanation:

Mia Hamm should right-click the Start menu and select Properties. She should then select the Start menu and click Customize. This action will bring into play the Advance tab, which should be clicked. She should also check the Enable dragging and dropping option.

Incorrect Answers:

Right-click the desktop and choose properties will bring into play the Display Properties dialog box. She likes the new look, so this will allow her to change the theme.

The Classic Startup menu will reset the Start menu to the previous look. She likes the new look.

QUESTION 48

[HOTSPOT] You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains three Windows 2000 Server computers and 50 Windows XP Professional client computers. The Certkiller .com network is not connected to the Internet.

A user named Andy Booth works in the Graphics department. Andy Booth is using a Windows 2000 Professional computer named Certkiller -WS275 which was upgraded to Windows XP Professional. Andy Booth is using Microsoft Visual Studio .NET to do his graphics, which he activated with an icon on the taskbar next to the Start menu. Andy Booth contacts you to complain that after the upgrade the icon has disappeared.

In the exhibit, which option should be checked to place the icon back?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is a Quick Launch toolbar. The user should click the Show Quick Launch. This will allow the icon to be there as it was before.

QUESTION 49

[HOTSPOT] You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Rory Allen is a member of the Marketing department.

Rory Allen complains that he wants to clean up his taskbar. He wants fewer applications to be displayed in the notification area without modifying any other configurations.

What should you do to ensure that the taskbar is cleaned up and the solution must not modify any other configuration? To answer, configure the appropriate option or options in the dialog box in the answer area.

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Group Similar taskbar buttons Under the Taskbar appearance section, select the Group Similar taskbar buttons check box.

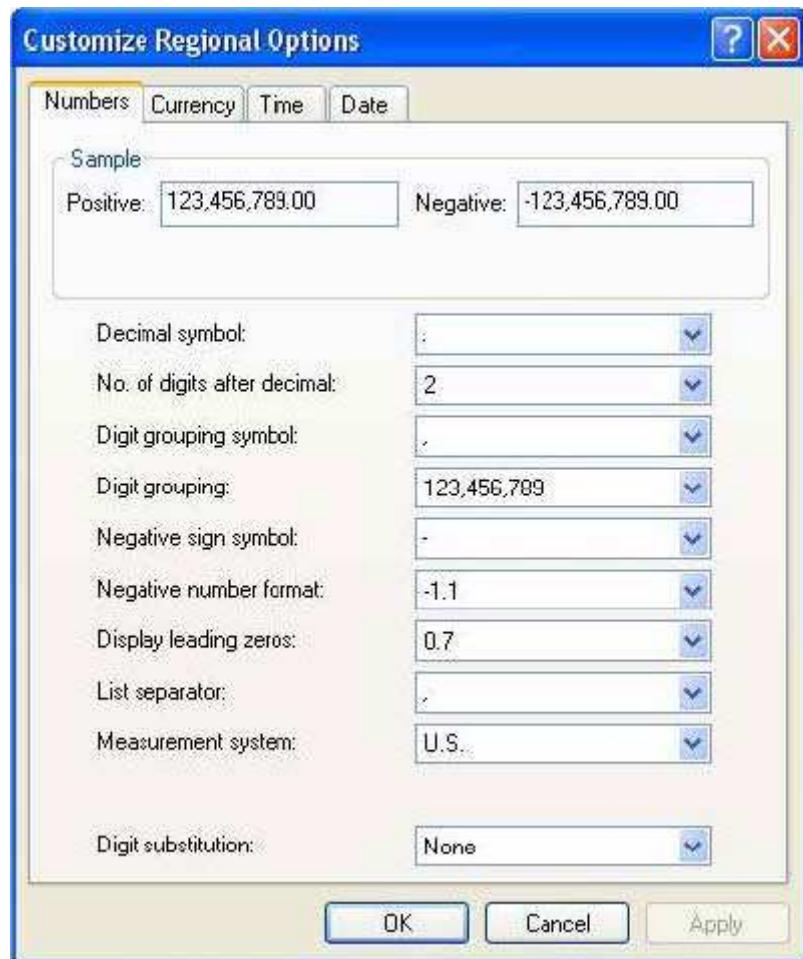
QUESTION 50

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

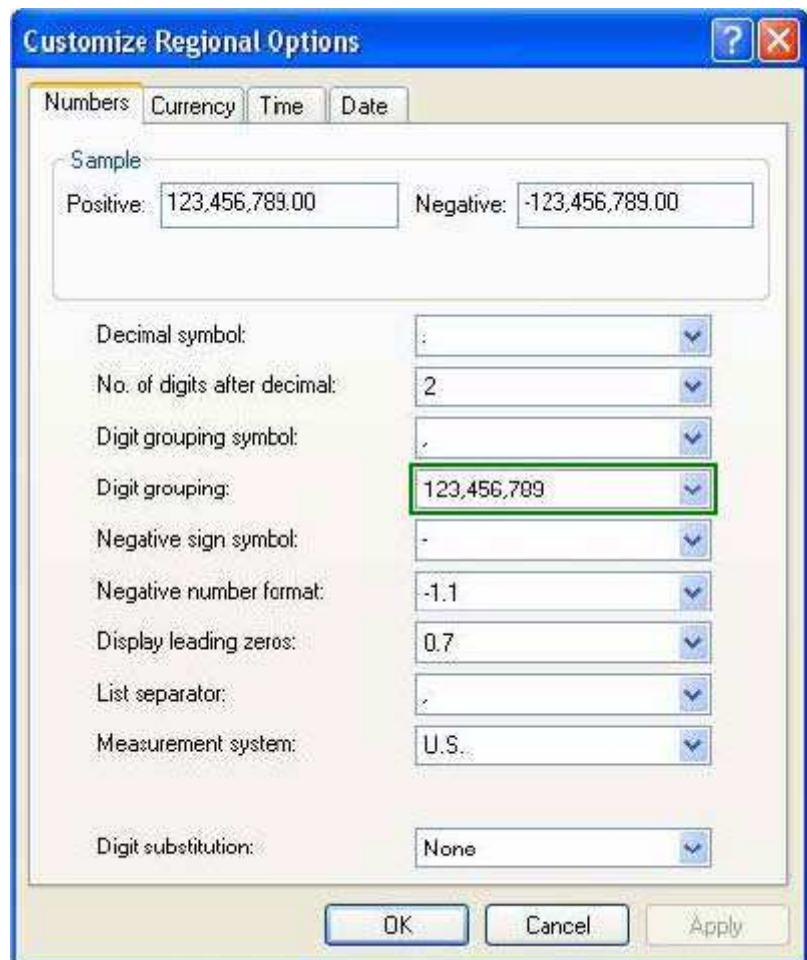
Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh wants to change the way the numbers are formatted. Amy Walsh does not want to use commas to separate the thousand numbers.

In the exhibit, which of the following setting should be changed?

Point and Shoot:



Correct Answer:

**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

The digit group settings define how the digit grouping symbol is placed in a number.
Amy Walsh should choose the 123456789 format.

QUESTION 51

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. She said that her e-mail messages are disappearing from the Sent Item folder. Most of the messages are important deals for the company. The recent messages do not disappear in the Sent Item folder. Mia Hamm wants to know why this is happening.

What should you tell her?

- A. The Microsoft Outlook rule is specified to delete old messages.
- B. The size limit of the Sent Items is reached.
- C. AutoArchive is activated.
- D. The messages are not opened in a certain period of time, it will be deleted.

Correct Answer: C**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

The problem is that the AutoArchive is activated. She should look on the Sent Items folder's of the

properties dialog box and go into the AutoArchive tab.

Incorrect Answers:

A: If that would have been on, the user would have known about it. You need to update the rule to let the old messages be deleted.

B: This is not the case. The user said that she can see the new messages and not the old messages.

D: Outlook cannot delete the messages be cause of this.

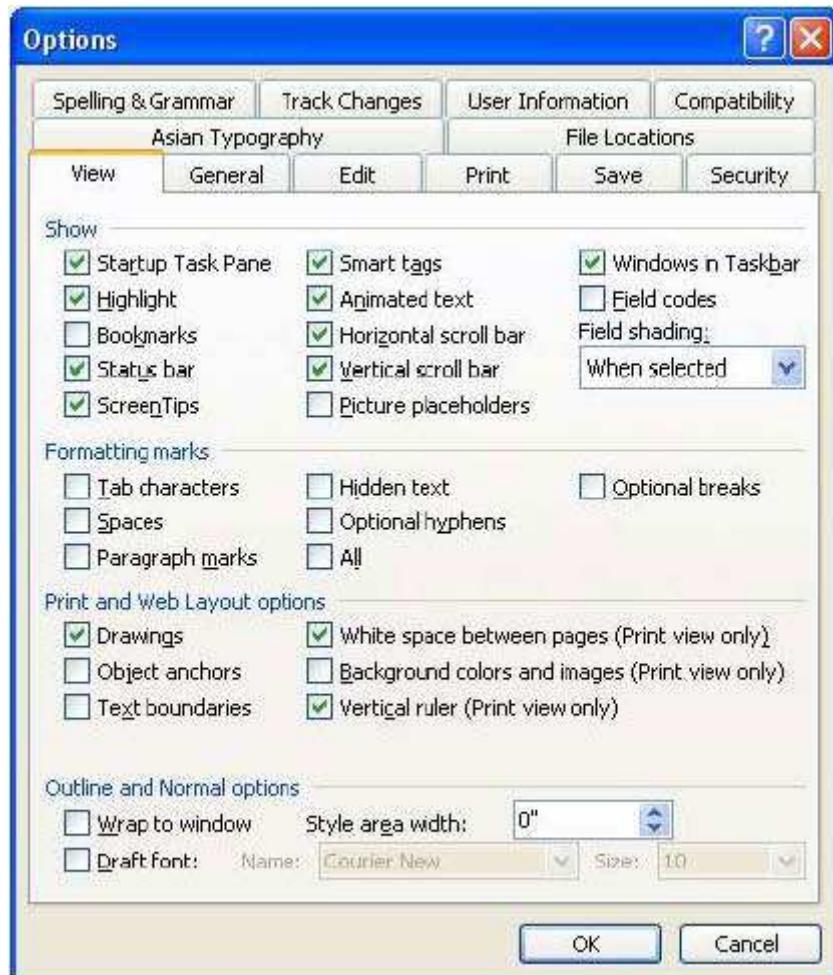
QUESTION 52

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

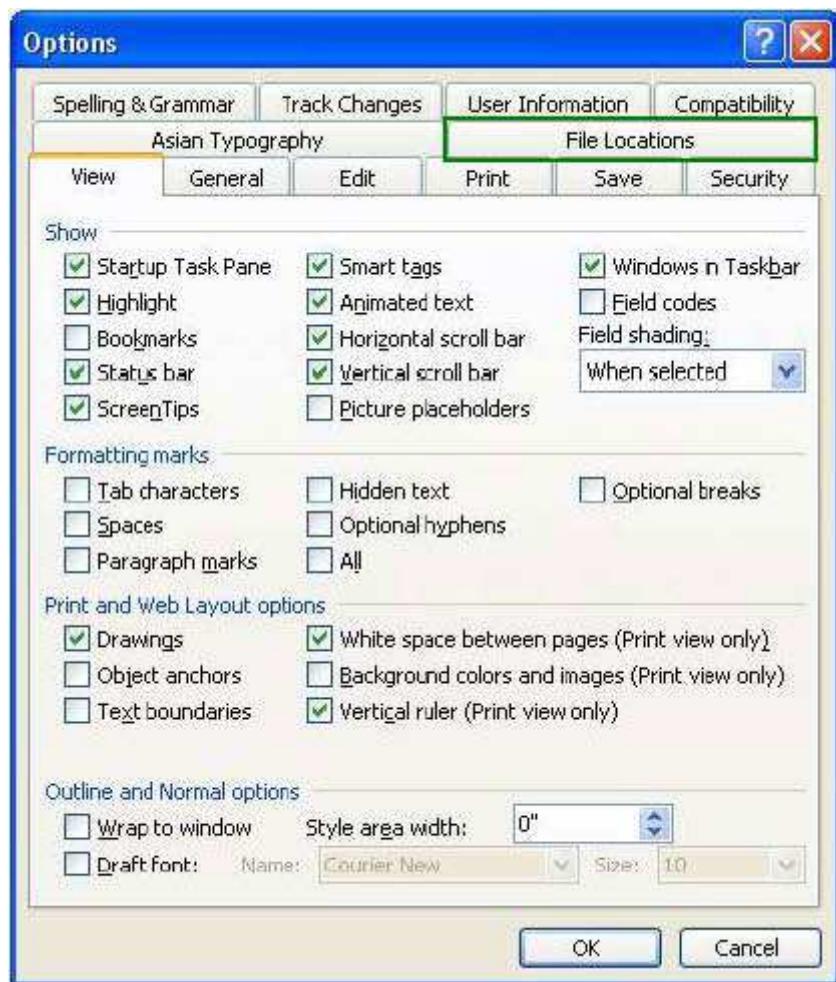
Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. She has created a new folder with a lot of Word templates. Amy Walsh wants to know how she can get Word to recognize the new folder for the templates.

In the exhibit, what should Amy Walsh do?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Walsh should click the File Locations tab. It has various file types, which contains a documents and templates. Amy Walsh must just highlight the User templates files type and click the Modify button.

QUESTION 53

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a Sales department. The Certkiller .com users named Mia Hamm and Kara Lang works in the Sales department. Due to the long hours, these two employees work shifts. They both share a computer named Certkiller -WS270 which runs Windows XP Professional. Mia Hamm has contacted you because she cannot access the application which they both use. Mia Hamm used to access the application by clicking the shortcut on the Desktop. When she tries the application it produces a Missing Shortcut error. Kara Lang does not have this problem. She activates the application the same way Mia Hamm does. What could cause the problem?

- A. The application is still running in Kara Lang's session with Fast User Switching.
- B. Kara Lang is the administrator and not Mia Hamm.
- C. The executable of the application was moved from its location.
- D. You cannot create two shortcuts for the same application.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm and Kara Lang have their own separate Desktop. Kara Lang can successfully access the application, which means she must have moved the executable and configured the shortcut to point to the new location.

Incorrect Answers:

A: It cannot be Fast Switching. Mia Hamm received a Missing Shortcut error.

B: This is not the issue here. Both of them did run the application.

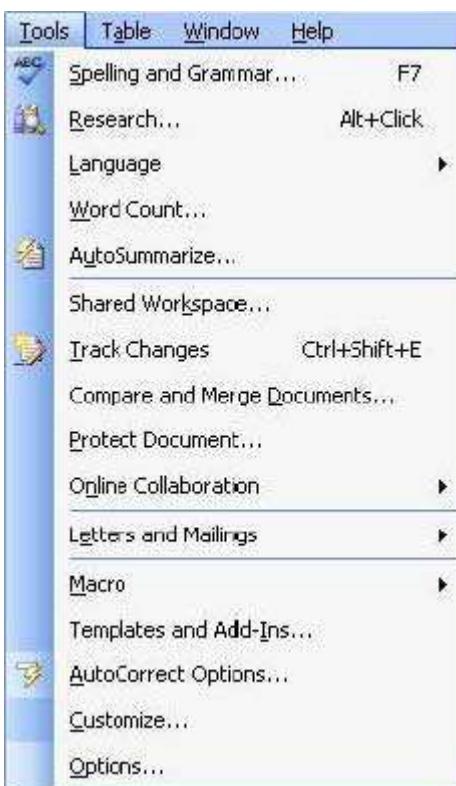
D: You can create two shortcuts for one application. One shortcut cannot point to more than one application.

QUESTION 54

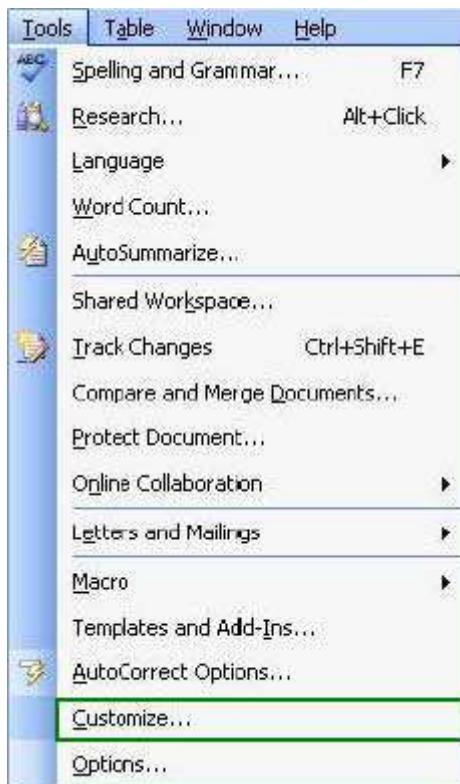
[HOTSPOT] You work as a desktop support technician at Certkiller.com. The Certkiller.com network contains a single Active Directory domain named Certkiller.com. All servers on the Certkiller.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller.com user named Andy Reid uses a Windows XP Professional client computer named Certkiller-WS272. Andy Reid has a project that he is in the graphics business as a part-time income. He has a project where he must design a menu for a hotel. Andy Reid is using the tables, borders and shadings from the menu for the designs. Andy Reid wants the buttons available without going to the menu of Word. In the exhibit, what menu option should Andy Reid use?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Reid should use the Customize option. This option will allow Andy Reid to modify and define the toolbars. He should click the Toolbar tab and check the Tables and Borders option.

QUESTION 55

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Clive Wilson is a member of the Finance department.

One morning Clive Wilson complains that he is trying to establish a connection to Web sites that have URLs that start with https://. But, 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 Clive Wilson can establish a secure connection to Web sites that have URLs that start with https://.

What should you instruct Clive Wilson 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 56

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Microsoft Office XP is installed on all client computers.

A Certkiller .com user named Kara Lang works as a secretary. She uses a Windows XP Professional client computer named Certkiller -WS278. Kara Lang is in the process of creating a letterhead in Microsoft Word. She creates a header that contains the Certkiller .com logo and some text. Kara Lang wants to insert a double underline beneath the text.

Kara Lang has contacted you for assistance in this matter. What should you do?

- A. Instruct Kara Lang to use the Forms toolbar in Microsoft Word.
- B. Instruct Kara Lang to use the Drawing toolbar in Microsoft Word.
- C. Instruct Kara Lang to use the WordArt toolbar in Microsoft Word.
- D. Instruct Kara Lang to use the Reviewing toolbar in Microsoft Word.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The lines tool is found on the Drawing toolbar.

Incorrect Answers:

- A: The Forms toolbar is used to add form fields, table etc.
- C: The Drawing toolbar is used to add lines, arrows WordArt text, etc.
- D: The Reviewing toolbar provides a text highlighting tool.

QUESTION 57

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 58

SIMULATION You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All client computers have Microsoft Office 2003 installed on it.

Certkiller .com contains a Sales department. A Certkiller .com Sales Representative named Dean Austin is going to travel to Canada. Dean Austin is going to use his computer named Certkiller -WS273, running Windows XP Professional, to manage billing and invoice in connection with Certkiller .com. You need to customize the current format on Certkiller -WS273 to stick to the French Canadian standard. Dean Austin does not want to change the language. You open the Customize Regional Options to configure the following format to meet Dean Austin's requirements.

* Positive: 123456789, 00 \$ * Negative: (123456789, 00 \$) In the exhibit, configure the appropriate values in the correct places.

- A.
- B.
- C.
- D.

Correct Answer:

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To use the French Canadian currency, you should change the format language on the Regional Options tab.

The Currency symbol setting shows the symbol that will be used to identify the currencies which will be the (\$) sign.

The Positive currency format setting shows how positive the numbers should be. The symbol should appear after the value, in this scenario.

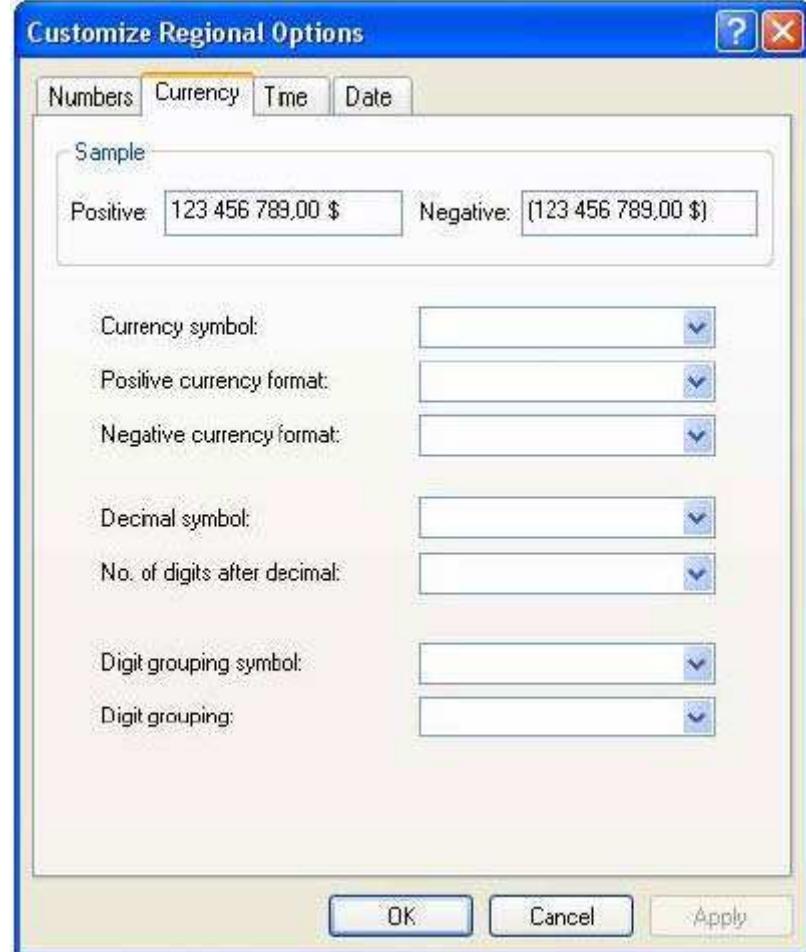
The Negative currency format setting shows how negative the numbers should be. The symbol should appear after the value, in this scenario.

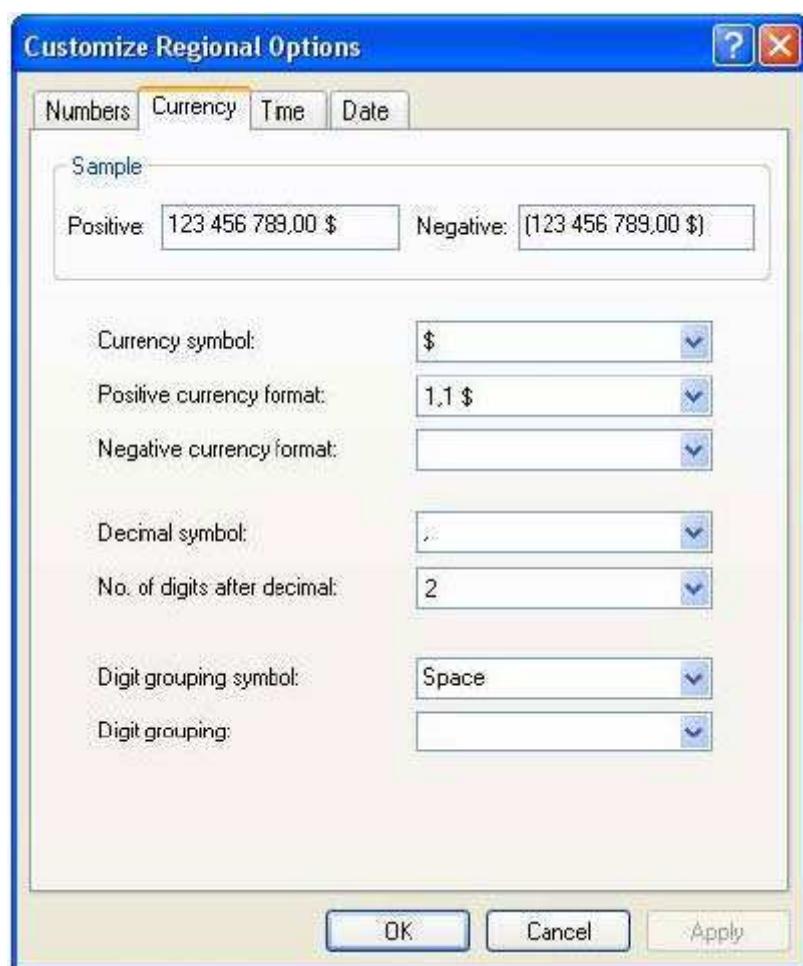
The decimal symbol setting is used to separate the whole number from the decimal part.

The No. of digits after the decimal setting shows the number of digits.

The Digit grouping symbol setting specifies the symbol to use to group digits.

The Digit grouping setting specifies how the digit group symbol is placed in a currency value.





QUESTION 59

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional workstation named Certkiller - WS271. Mia Hamm is using this computer. Certkiller -WS271 was upgraded from Windows 2000 Professional to Windows XP Professional.

Mia Hamm would like to know if she can drag icons to the Start menu. She used to do this with the former operating system. How can she do this with Windows XP Professional? In the exhibit, select the steps that she should follow.

Select and Place:

Steps, Select from these	Steps, place here
Choose Start menu and click Customize.	Place here.
Select the Enable dragging and dropping checkbox.	Place here, if any.
Click the Advanced tab on the Customize Start Menu dialog box.	Place here, if any.
Choose Classic Start menu and click Customize.	Place here, if any.
Choose the Windows XP theme.	Place here, if any.
Right-click the desktop and choose Properties from the context menu.	Place here, if any.
Right-click the Start menu and choose Properties from the context menu.	Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Choose Start menu and click Customize.	Right-click the Start menu and choose Properties from the context menu.
Choose the Windows XP theme.	Choose Start menu and click Customize.
Right-click the desktop and choose Properties from the context menu.	Click the Advanced tab on the Customize Start Menu dialog box.
Choose Classic Start menu and click Customize.	Select the Enable dragging and dropping checkbox.
	Place here, if any.
	Place here, if any.
	Place here, if any.

Section: (none)
Explanation

Explanation/Reference:
Explanation:

Mia Hamm should right-click the Start menu and select Properties. She should then select the Start menu and click Customize. This action will bring into play the Advance tab, which should be clicked. She should also check the Enable dragging and dropping option.

Incorrect Answers:

Right-click the desktop and choose properties will bring into play the Display Properties dialog box. She likes the new look, so this will allow her to change the theme.

The Classic Startup menu will reset the Start menu to the previous look. She likes the new look.

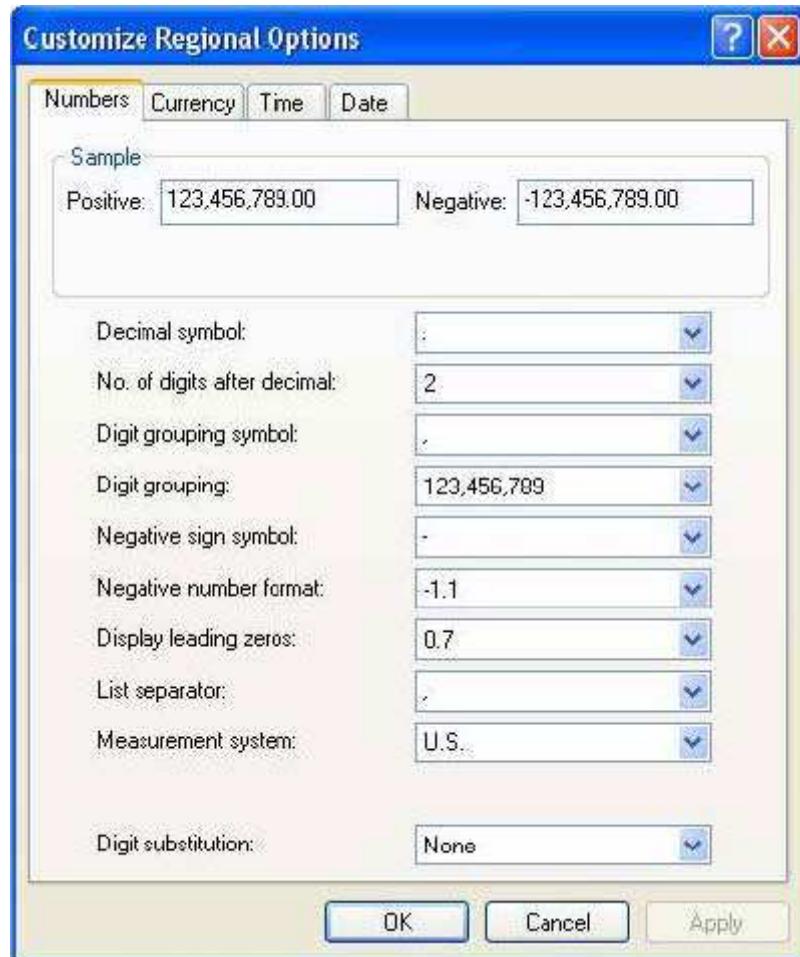
QUESTION 60

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

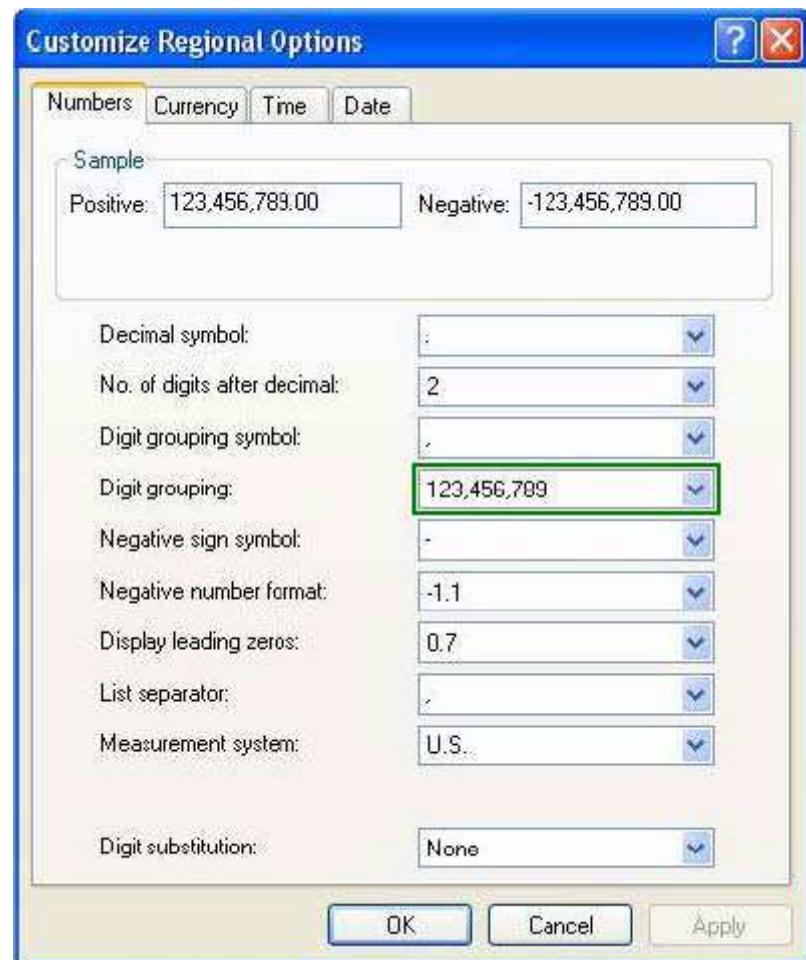
Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh wants to change the way the numbers are formatted. Amy Walsh does not want to use commas to separate the thousand numbers.

In the exhibit, which of the following setting should be changed?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

The digit group settings define how the digit grouping symbol is placed in a number.
Amy Walsh should choose the 123456789 format.

Exam F

QUESTION 1

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Andy Booth is a member of the Finance department. Andy Booth 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.

What should you do to ensure that Andy Booth can type Korean characters?

- A. Reinstall the Korean language pack.
- B. Download a Korean version of Outlook Express.
- C. Select Auto Encoding from the View menu in Outlook Express.
- D. In Regional Options in Control Panel, select the input locale that relates to the regional settings.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 2

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Dean Austin is a member of the Finance department. Dean Austin running Windows XP Home Edition and Microsoft Outlook Express reports that he wants to compose an e-mail message in a foreign language character set.

What should you do to ensure that Dean Austin can compose an e-mail in a foreign language character set?

- A. Download the Outlook Express version for the foreign language he wants to use.
- B. Install the Windows XP language pack for the foreign language he wants to use.
- C. In the View menu in Outlook Express, select the option to encode the foreign language he wants to use.
- D. In the File menu in Outlook Express, select the option to import the appropriate foreign-language folders from the international Web site.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

From Start menu, select Settings then Control Panel, Start Regional Options, Click on Languages tab, In Supplemental language support box, check the checkboxes of desired language collection(s) and click OK, Additional files will be copied to your machine. You may need to provide the Windows XP CD or the network share name, After reboot, support for new languages will become available.

QUESTION 3

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh works for a company named Acme.com. Amy Walsh wants to use a new font for his window titles. Amy Walsh saved the font to the My Documents folder, but the font is not showing Display Properties. Amy Walsh would like to use the font on her computer.

What should Amy Walsh do?

- A. Delete the font; it is not a True Type font.
- B. Reboot the computer and the computer would search the font on the hard drive automatically.
- C. Open the Fonts Control Panel applet and install the font.
- D. The font is only a read only file.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The fonts that is copied to the hard drive, is not automatically installed. She needs to install the font. If the font is installed, it would be available in the drop down list in the Advance Appearance dialog box.

Incorrect Answers:

- A: She should not delete the font. True Type fonts and Printer font are displayed in the drop down list.
- B: An operating system will not look for fonts. The fonts must be installed.
- D: Even if the font is a read only file; it will not stop it from displaying.

QUESTION 4

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that she recently made several changes in Internet Explorer. Now, every Web site she visits displays Web page text in Times New Roman font. Amy Walsh wants Internet Explorer to display text by using its default configuration- What should you do to ensure that Internet Explorer displays text on Web pages by using its default configuration?

- A. Click the Restore Defaults button on the Advanced tab in Internet Options in Control Panel.
- B. Click the Reset Web Settings button on the Programs tab in Internet Options in Control Panel.
- C. Clear the Ignore font Styles specified on Web pages check box in Internet Options in Control Panel.
- D. On the View menu in Internet Explorer, point to Encoding and select Unicode (UTF-8).

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 5

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains three Windows 2000 Server computers and 50 Windows XP Professional client computers. The Certkiller .com network is not connected to the Internet.

A user named Ally Wagner works in the Marketing department. Ally Wagner is using a Windows XP Professional computer named Certkiller -WS270.

Certkiller -WS270 is configured to display a task list. The task list is located in a folder window to the left of the files and folders list.

Ally Wagner want to know which radio button she should use?

- A. In the Folders Options dialog box, use the Use Windows classic folders radio button.
- B. In the Folders Options dialog box, use the Show common task in the folders radio button.
- C. In the Folders Options dialog box, use the Single-click to open an item radio button.
- D. In the Folders Options dialog box, use the Double-click to open an item radio button.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Ally Wagner uses the Show common task in the folders radio button, it will display a task list in a folder window to the left of the files and folders list.

Incorrect Answers:

- A: The Use Windows classic folders radio button will configure the operating system to display only the folder list to the left of the files and folders list.
- C: The Single-click to open an item radio button, will only allow the user to click once, and the item in the folder would open.
- D: The Double-click to open an item radio button, will only allow the user to click twice, and the item in the folder would open.

QUESTION 6

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains three Windows 2000 Server computers and 50 Windows XP Professional client computers.

A user named Kara Lang works in the Finance department. Kara Lang is using a Windows XP Professional computer named Certkiller -WS279. Kara Lang wants to configure folders to display only the folder list to the left of the files and folders list. She does not want to have a view at the task list.

Kara Lang wants to know which radio button she should use?

- A. In the Folders Options dialog box, use the Use Windows classic folders radio button.
- B. In the Folders Options dialog box, use the Show common task in the folders radio button.
- C. In the Folders Options dialog box, use the Open each folder in its own window radio button.
- D. In the Folders Options dialog box, use the Open each folder in the same window radio button.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Kara Lang uses the Use Windows classic folders radio button will configure the operating system to display only the folder list to the left of the files and folders list t.

Incorrect Answers:

- A: The Show common task in the folders radio button, it will display a task list in a folder window to the left of the files and folders list.
- C: The Open each folder in its own window radio button, will cause the window to open in a new window.
- D: The Open each folder in the same window radio button, will cause open folders to display in the current window.

QUESTION 7

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Reid is a member of the Research and Development department. Andy Reid complains that when he opens a Microsoft Word document, Word does not display a toolbar that contains the Insert Comment button.

What should you do to ensure that the appropriate toolbar is displayed when Andy Reid runs Word on his computer?

- A. Select Detect and Repair... from the Help menu.
- B. Right-click one of the existing toolbars and select Reviewing from the context menu.
- C. Copy a Normal.dot file from another computer to the My Documents folder on the user's computer.
- D. Open a document that was created by another user. Select Shared Workspace from the Tools menu.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 8

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas. A Certkiller .com user named Mia Hamm travels with a portable computer. Mia Hamm is required to encrypt all company data that is stored on the portable computer.

Mia Hamm reports that she has to view the properties of each file to find out whether a file is encrypted or unencrypted.

What should you do to ensure that Mia Hamm can distinguish encrypted files from unencrypted files without viewing the files' properties?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 9

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP. Certkiller .com has three departments named the Sales, Marketing and Manufacturing. Each department has a separate subnet. The three subnets are connected by means of routers.

Following some downsizing in the Marketing department, a client computer named Certkiller -W270 has been moved from the Marketing department to the Sales department. A Certkiller .com user named Ally Wagner is now working with Certkiller -WS270. However, Ally Wagner contacts you to complain that she cannot connect to Internet-based Web sites that she needs for her daily tasks. She can connect to other client computers in the Sales department, and the other client computers in the department can access the required Web sites. During your investigation you determine that Certkiller -W270 can connect to the required Web sites by IP address. You need to ensure that Ally Wagner can connect to the required Web sites by name.

What should you do?

- A. Ensure that the DNS server is online.
- B. Configure Certkiller -WS270 with the correct IP address the WINS server.
- C. Configure Certkiller -WS270 with the correct IP address the DNS server.
- D. Configure Certkiller -WS270 with the correct IP address the default gateway.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problem is related to DNS as DNS is responsible for resolving qualified domain names to IP addresses. However, other computers on the subnet can connect to Web sites by name; therefore the problem is probably the DNS address on the local computer.

Incorrect Answers:

A: The DNS server cannot be offline because the other computers in the department can connect to the Web sites by name.

B: This is not a WINS issue. A WINS server provides NetBIOS name resolution and not DNS name resolution.

D: If this was an incorrect IP address for the default gateway, then the computer, Certkiller -WS270 would not be able to connect to the Internet at all.

QUESTION 10

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Amy Wilson has contacted you. Amy Wilson is unable to browse some Internet Web sites. During the investigation you determine that her colleagues do not have that problem. You then log on to Amy Wilson's computer and have the same problem.

What could cause the problem?

- A. An Lmhost file
- B. Windows Internet Naming Service (WINS)
- C. A Host file

D. Domain Name System (DNS)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The function of the Host file is to resolve Fully Qualified Domain Names to Internet Protocol (IP) addresses. This can be an incorrect Host file what causes the problem.

Incorrect Answers:

A: Lmhost files resolves NetBIOS names to IP addresses. Amy Wilson has a problem resolving an FQDN.

B: This is not a WINS issue. A WINS server provides NetBIOS name resolution.

D: This is not a DNS problem. DNS resolve FQDN to IP addresses. You did discover that the other users do not have a DNS problem.

QUESTION 11

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com manager named Andy Reid works in the Sales department. Andy Reid uses a client computer named Certkiller -WS272. Certkiller -WS272 is configured to run Internet Information Services (IIS). The Uniform Resource Locator that Andy Reid gave the users to access is <http://winxp1>. Certkiller .com. Andy Reid's problem is that no one can access a Web site that he is developing. During the investigation you notice that Andy Reid has the appropriate permissions granted on the Web site. You also learn that the other employees of the Sales department can access Certkiller -WS272 and the Web sites by the IP address, but not the domain name.

What is the cause of the problem?

- A. An Lmhost file
- B. Windows Internet Naming Service (WINS)
- C. A Host file
- D. Domain Name System (DNS)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The users of the Sales department can access the Web site by its IP addresses but not the domain name. This is an indication that it is a name related problem. The DNS resolve FQDN to IP addresses.

Incorrect Answers:

A: Lmhost files resolves NetBIOS names to IP addresses. The Lmhost file is not the problem here.

B: This is not a WINS issue. A WINS server provides NetBIOS name resolution.

C: This is not a Host file problem. On a computer the Host file resolve FQDNs to IP addresses.

QUESTION 12

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All the client computers are organized as a workgroup.

A Certkiller .com user named Rory Allen works in the Development department.

Rory Allen works on a client computer named Certkiller -WS272. Rory Allen needs your assistance because he cannot access the shares on the other computers that are on a separate subnet in Certkiller .com. During the investigation you make sure that Rory Allen has the appropriate permissions and user rights. You also confirm that the other computers of the users do not have the same problem.

What could be the problem?

- A. An Lmhost file
- B. Windows Internet Naming Service (WINS)

- C. A Host file
- D. Domain Name System (DNS)

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Lmhost files resolves NetBIOS names to IP addresses. If the computers are in a workgroup, it will then use NETBIOS to communicate.

Incorrect Answers:

B: This is not a WINS issue. A WINS server provides NetBIOS name resolution.

C: This is not a Host file problem. On a computer the Host file resolve FQDNs to IP addresses. The other computers do communicate with each other.

D: This is not a DNS problem. The DNS resolve FQDN to IP addresses.

QUESTION 13

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. The Certkiller .com network uses Dynamic Host Configuration Protocol (DHCP) to assign Transmission Control Protocol/Internet Protocol (TCP/IP) settings.

Certkiller .com contains a DHCP server named Certkiller -SR20 and a DNS server named Certkiller -SR21. Certkiller .com also contains a Desktop Support team which you are part of. A Certkiller .com user named Andy Reid has contacted you.

Andy Reid cannot access the Certkiller .com network. To start with the investigation, you ping the loopback address which was successful. The result is that the IP address is 169.254.1.2 and the subnet mask is 255.255.0.0.

Andy Reid wants to know what could be the problem.

- A. Certkiller -SR20 is offline and not working as it should be.
- B. Certkiller -SR21 is offline and not working as it should be.
- C. The subnet mask is wrong.
- D. The network adapter is faulty.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Certkiller -SR20 is offline and not working. The IP address is 169.254.1.2 shows that the computer cannot get the TCP/IP settings from the DHCP server, Certkiller -SR20.

Incorrect Answers:

B: This is not a DNS problem. The DNS resolve FQDN to IP addresses.

C: This is a Class B network. The subnet is not the problem.

D: This is not a network adapter problem because you can ping the loopback address.

QUESTION 14

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com has three departments named the Sales, Marketing and Manufacturing. Each department has a separate subnet. The three subnets are connected by means of routers. The Certkiller .com network contains two member server named Certkiller -SR10 and Certkiller -SR12. Certkiller -SR10 is configured as a WINS server and Certkiller -SR12 is configured as a DHCP server.

A Certkiller .com network administrator named Kara Lang takes Certkiller -SR10 offline for maintenance purposes and puts a temporary WINS server online. Kara Lang has registered the temporary WINS server with the DHCP server. However, some Certkiller .com users report that they cannot access the network outside their local subnets but they can connect to the Internet.

You need to ensure that all Certkiller .com users can access network resources on other subnets. What

should you do?

- A. Instruct the affected users to open a command prompt window and run the ipconfig /flushdns command.
- B. Instruct the affected users to open Network Connections and run Repair from the Network Tasks menu.
- C. Instruct the affected users to open a command prompt window and run the nbtstat -RR command.
- D. Instruct the affected users to open the Advance TCP/IP Settings page and select the Enable LMHOSTS lookup option on the WINS tab.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The affected computers probably have not received the new WINS server address from the DHCP server. Running Repair from on the Network Connections page will renew the TCP/IP settings from DHCP, including the address of the temporary WINS server.

Incorrect Answers:

- A: If you run the nbtstat -RR, it will release and refresh NetBIOS name, but the computers need the correct address to the temporary WINS server.
- C: If you run the ipconfig /flushdns, it will register the DNS resource records on the computer. The scenario does not have a resolution problem.
- D: Selecting this will allow the computer to use an Lmhosts file for NetBIOS name resolution. However, the entries in the Lmhosts file must be added manually for each computer.

QUESTION 15

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. The client computers have also an application named WinBoost that is installed on it.

A Certkiller .com user named Kara Lang is a member of the Research and Development department. Kara Lang complains that whenever she attempts to open a file for WinBoost, she is directed to the C:\Program Files folder, not to her home directory. You discover that the user runs WinBoost by clicking a shortcut on her desktop.

What should you do to ensure that Kara Lang is directed to her home directory when she opens a file for WinBoost?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

She is directed to the C:/program files folder not her home directory like she should be.

QUESTION 16

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. The client computers have also an application named WinApp that is installed on it.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. Rory Allen complains 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".

During monitoring you discover that Rory Allen can access e-mail and the Internet.

The Access file is shared on a file server named Certkiller -SR24 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The error message indicates that the file is not in the location that the shortcut refers to. The file has probably been moved or deleted.

QUESTION 17

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that that Microsoft Outlook cannot contact the company's Microsoft Exchange Server computer, which is named Certkiller -SR22. You are able to successfully ping Certkiller -SR22 from your computer by using the name Certkiller -SR22.

You use Remote Assistance to connect to the Amy Walsh's computer and verify that the computer can successfully ping Certkiller -SR22 by using its IP address.

What should you do to ensure that Amy Walsh can use Outlook?

- A. Configure the correct IP address on Amy Walsh's computer.
- B. Configure the correct DNS server IP address on Amy Walsh's computer.
- C. Ask an administrator to configure the correct IP address on Certkiller -SR22.
- D. Ask an administrator to configure the correct DNS server IP address on Certkiller -SR22.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

As the computer is able to connect to the Exchange server with the IP address but not through the DNS address (Certkiller -SR22. Certkiller .com) it is probably a problem with the DNS server settings on the client computer. If the clients IP address was faulty you probably would not be able to connect to it with Remote Assistance and if IP or DNS settings on the Exchange server was wrong then you wouldn't be able to connect to it from your own computer.

QUESTION 18

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a DHCP server named Certkiller -SR20 that is used to assign IP addresses to all client computers. A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Andy Booth is a member of the Research and Development department. Andy Booth complains that when he tries to connect to any Web site on the Internet while he is using his computer at the office, Internet Explorer displays the following error message: "The page cannot be found." During maintenance you discover that he followed instructions from his ISP to make several changes in Internet Explorer on his portable computer so that he could connect to the Internet from home.

You check that the Internet Explorer has the correct proxy settings. You instruct Andy Booth to ping a computer on the Internet by using its IP address. Andy Booth reports that he can successfully ping the other computer.

What should you do to ensure that the user can connect to Web sites by using Internet Explorer on his computer?

- A. Use Internet Options in Control Panel to configure security level for the Internet security zone to Medium.
- B. Use Internet Options in Control Panel to add the URLs of the Web sites he needs to access to the Trusted sites security zone.
- C. Select the Automatic private IP address option button on the Alternate Configuration tab of the TCP/IP properties page.
- D. Select the Obtain DNS server address automatically option button on the TCP/IP properties page.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the user can successfully reach computers on the internet by using their IP address but not when using the DNS name (or URL) then it probably is a DNS issue and the correct solution would be to make sure the DNS settings under the TCP/IP properties page are right (in this case automatically assigned from DHCP). Changing anything in the Internet Options would not help as the problem is clearly outside the scope of Internet Explorers settings.

QUESTION 19

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. Certkiller .com has its headquarters in Chicago.

Certkiller .com expands and opens a new branch office with five employees in Dallas.

To keep maintenance and costs down, no server are installed at the Dallas office and the client computers are connected to a central hub in a workgroup environment.

Each client computer in the Dallas office is configured with a static TCP/IP address.

Certkiller .com purchases a new ADSL modem for the Dallas branch office. The ADSL modem can provide router and DHCP service functionality. You have been instructed to connect the modem. You need to ensure that all computers at the branch office can connect to the Internet, and that all Internet traffic passes through one computer.

What should you do?

- A. Connect each client computer to a port on the ADSL modem.
- B. Connect the central hub to a port on the ADSL modem and enable the DHCP service on the modem.
- C. Install a second network interface card on one of the client computers and connect the ADSL modem to the new network interface card.
- D. Connect one of the client computers to the ADSL modem and connect the modem to the central hub.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should configure a multihomed computer by installing a second network interface card. This will allow you to connect the existing network to the modem via a single computer.

Incorrect Answers:

A: By connecting each client computer directly to the ADSL modem, each computer will be able to access the Internet and Internet traffic will not pass through only one computer.

B: Connecting the ADSL modem to the hub will allow each client computer to connect to the Internet via the hub and the modem. Therefore all Internet traffic will pass through the hub rather than only through one computer.

D: Connecting the ADSL modem between the hub and one of the computers will still allow the client computers to connect to the modem without passing through a single computer. The modem needs to be connected between a single computer and the Internet.

QUESTION 20

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows

Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. A Certkiller .com user named Mia Hamm is a member of the Sales department. Mia Hamm complains that she cannot share a printer. During maintenance, you discover that Mia Hamm 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.

What should you do to ensure that Mia Hamm can share the printer?

- A. Instruct Mia Hamm to attach the printer to a parallel port.
- B. Instruct Mia Hamm to configure Windows Explorer so that simple file sharing is enabled.
- C. Add Mia Hamm's domain user account to the local Users group on her computer.
- D. Add Mia Hamm's domain user account to the local Power Users group on her computer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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 21

You work as a desktop technician at Certkiller .com. Certkiller .com has its headquarters in Chicago and a small branch office in St Louis. The St Louis office contains three Windows XP Professional client computers named Certkiller -WS271, Certkiller -WS272 and Certkiller -WS273. Certkiller -WS273 is a mobile computer. A cable modem is attached to Certkiller -WS271 and Certkiller -WS271 currently runs both Internet Connection Sharing (ICS) and Internet Connection Firewall (ICF).

A Certkiller .com user named Andy Reid works in the St Louis branch office. Andy Reid does marketing for Certkiller .com in the Mid-West region and uses Certkiller -WS273 when he is away from the office.

Certkiller .com wants Andy Reid to be able to use Certkiller -WS273 to connect to the Certkiller .com network when he is out of the office. A Certkiller .com server named Certkiller -SR10 is configured as a RRAS server. Certkiller -SR10 can establish all types of secure connections.

You need to ensure that Andy Reid can use Certkiller -WS273 to connect to the Certkiller .com network by using the most secure connection.

What should you do? (Each correct answer represents only part of the solution.

Choose TWO.)

- A. Install a CA certificate on Certkiller -WS273 and enable MS-CHAP-v2 for logon security.
- B. Create a VPN connection between Certkiller -WS273 and Certkiller -SR10.
Configure the connection to use PPTP and MPPE.
- C. Create a VPN connection between Certkiller -WS273 and Certkiller -SR10.
Configure the connection to use L2TP and IPSec.
- D. Install a CA certificate on Certkiller -WS273 and enable EAP for logon security.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should create a VPN connection that uses L2TP and IPSec to connect Certkiller -WS273 to the RRAS server. You should also install a CA certificate and enable EAP for logon security on Certkiller -WS273.

Incorrect Answers:

A: You should not use MS-CHAP-v2. You should connect to a RRAS server; create a VPN connection that uses L2TP and IPSec. You should install a CA certificate and enable EAP for logon security.

B: PPTP is not secure as the L2TP.

QUESTION 22

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. The Certkiller .com network contains a

Microsoft Exchange 2000 server named Certkiller -EX04 that has mailboxes for all Certkiller .com users. All Certkiller .com client computers use Microsoft Outlook 2003 to access the mailboxes on Certkiller -EX04. A Certkiller .com user named Mia Hamm works in the Marketing department. Mia Hamm uses a mobile computer named Certkiller -WS274. When Mia Hamm is out of the office, she is unable to access her e-mail. You have been instructed to ensure that Mia Hamm can access her e-mail messages for off-line viewing when she is out of the office. You must also ensure that the e-mail messages are not deleted from her mailbox on Certkiller -EX04.

What should you do?

- A. Create an IMAP4 account that has Outlook Web Access for Mia Hamm.
- B. Create two IMAP4 accounts for Mia Hamm, one for local use and one for remote use.
- C. Create an IMAP4 account for Mia Hamm that she can use for local use, and a POP3 account that she can use for remote use.
- D. Create a POP3 account for Mia Hamm and select the Leave a copy of messages on the server option.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The POP3 account has an option, Leave a copy of messages on the server, which will leave a copy of the messages on the e-mail server.

Incorrect Answers:

A, B, C: IMAP4 does not support offline viewing of messages.

QUESTION 23

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a file server named Certkiller -SR13 stores the files and folders of Certkiller .com users. A Certkiller .com user named Kara Lang uses a client computer named Certkiller -WS275. Kara Lang frequently accesses files in a folder named ResearchDocs, which resides in a folder named CK_Research on Certkiller -SR13. The CK_Research folder has been mapped to a network drive on Certkiller -WS275, and a shortcut to the ResearchDocs folder has been created on Kara Lang's desktop. A Certkiller .com network administrator named Rory Allen takes Certkiller -SR13 offline for maintenance. He copies the exact file structure from Certkiller -SR13 to another file server named Certkiller -SR15. The next morning Kara Lang contacts you and informs you that the shortcut to the ResearchDocs folder is no longer working. You need to ensure that Kara Lang can access the files in the ResearchDocs folder through the shortcut on her desktop. You want to use the least amount of administrative effort in accomplishing this task.

What should you do?

- A. Remove the old shortcut and map a new network drive to the CK_Research folder on Certkiller -SR15 and create a new shortcut to the new network drive.
- B. Refresh Kara Lang's My Network folder and recreate the shortcut on her desktop.
- C. Map a new network drive to the CK_Research folder on Certkiller -SR15 and refresh the desktop.
- D. Map a new network drive to the CK_Research folder on Certkiller -SR15 and point the shortcut to the ResearchDoc folder to the new network drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You need to map the network drive to the new location of the CK_Research folder on Certkiller -SR15. Then right-click the ResearchDoc shortcut, select the Properties and type the new path to the ResearchDoc folder in the Target address box.

Incorrect Answers:

A: You can delete the shortcut, map the network drive to the new location of the folder and create a new shortcut, but this would require more administrative effort.

B: Refreshing the My Networks folder will not ensure that the network drive maps to the new location of the CK_Research folder.

C: Refreshing the desktop will not ensure that the shortcut points to the new mapped network drive.

QUESTION 24

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. The Certkiller .com network is connected to the Internet via an ADSL router.

A Certkiller .com user named Amy Walsh works on a client computer named Certkiller -WS276. Amy Walsh has contacted you to inform you that she can access resources on the Certkiller .com network, but she cannot connect to the Internet. Other Certkiller .com users are not experiencing the same problem. You need to ensure that Amy Walsh can access the Internet.

What should you do?

- A. Ensure that the Certkiller .com DHCP server is online.
- B. Configure Certkiller -WS276 with the IP Address of 169.254.12.199.
- C. Configure Certkiller -WS276 with the IP Address of the default gateway.
- D. Configure Certkiller -WS276 with the IP Address of the DNS server.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The default gateway is not configured correctly on Certkiller -WS276. The default gateway is used to determine the path to follow to reach external networks.

Incorrect Answers:

A: If the DHCP server is offline, then Certkiller -WS276 would be assigned an APIPA address and Amy Walsh would not be able to access any resources on the network.

B: 169.254.12.199 is an APIPA address. With this address Walsh will not be able to access any resources on the network.

C: The DNS server does not control access to the Internet. It resolves host names to IP addresses.

QUESTION 25

You work as the network administrator at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All client computers on the Certkiller .com network are configured to receive their IP addresses from a DHCP server named Certkiller -SR05. The DHCP service on Certkiller -SR05 has been configured to assign IP addresses from the 192.168.12.0/16 network.

A Certkiller .com user named Andy Booth uses a client computer named Certkiller -WS272. Andy Booth contacts you to complain that he cannot access any network resources. During your investigation you discover that Certkiller -WS272 is configured with the correct subnet mask, but with an IP address of 169.254.126.17. You need to ensure that Andy Booth can access network resources.

What should you do?

- A. Run the netsh /flushdns command from a command prompt window.
- B. Run the netsh /dhcp command from a command prompt window.
- C. Run the ipconfig /all command from a command prompt window.
- D. Run the ipconfig /release command from a command prompt window, followed by the ipconfig /renew command.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The address of 169.254.126.17 and a subnet mask of 255.255.0.0 is an APIPA address. APIPA addresses

are assigned to a Windows XP Professional computer when the DHCP server is not available. He needs to obtain an IP address from the DHCP server.

Incorrect Answers:

A: The ipconfig /flushdns command is used to register the DNS resource records on the computer. The scenario does not have a name resolution problem.

B: The netsh /dhcp command is used to enter into the DHCP mode where you can administer DHCP server. This will not allow the user to get an IP address.

C: The ipconfig /all command are used to view all of the current IP settings.

QUESTION 26

You work as a desktop technician at Certkiller .com. The Certkiller .com network is configured as a workgroup. All client computers on the Certkiller .com network run Windows XP Professional. E-mail for all Certkiller .com users is hosted on an ISP e-mail server and all client computers use Microsoft Outlook Express to access e-mail.

A Certkiller .com user named Amy Walsh works on a client computer named Certkiller -WS272. Amy Walsh contacts you to complain that she cannot reply to e-mail message she received in Outlook Express. When ever she sends the reply message, she receives a response indicating that the e-mail could not be delivered.

You need to ensure that Amy Walsh can send reply to her e-mail messages.

What should you do?

- A. Configure the POP3 protocol on Certkiller -WS272.
- B. Configure the SMTP protocol on Certkiller -WS272.
- C. Configure the SNMP protocol on Certkiller -WS272.
- D. Configure the TCP/IP protocol on Certkiller -WS272.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Simple Mail Transfer Protocol (SMTP) is used in Outlook Express to send e-mail messages.

Incorrect Answers:

A: POP3 allows a user to retrieve messages from the e-mail server.

C: Simple Management Protocol (SNMP) will allow administrators to configure and monitor SNMP-compatible network hardware.

D: Transmission Control Protocol/Internet Protocol is a network protocol that is widely used on the Internet.

QUESTION 27

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All client computers on the Certkiller .com network are configured to receive their IP addresses from a DHCP server named Certkiller -SR05. The DHCP service on Certkiller -SR05 has been configured to assign IP addresses from the 192.168.12.0/16 network.

A Certkiller .com employee named Mia Hamm uses a client computer named Certkiller -WS278. Mia Hamm contacts you to complain that she cannot access any network resources. She also cannot connect to the Internet. During your investigation you run the ipconfig /all command on Certkiller -WS278 and discover that Certkiller -WS278 is configured with an IP address of 169.254.127.23, a subnet mask of 255.255.0.0, and without a default gateway address. You then run the ipconfig /release command. When you try to run the ipconfig /renew command, you receive a time-out error message. You then successfully run the ping 127.0.0.1 command.

What should you next?

- A. Configure Certkiller -WS278 with the IP Address of the default gateway.
- B. Configure Certkiller -WS278 with a static IP Address of 192.168.12.23.
- C. Ensure that the DHCP service is running on Certkiller -SR05.
- D. Configure Certkiller -WS278 with the IP Address of the DNS server.

Correct Answer: C

Section: (none)**Explanation****Explanation/Reference:**

Explanation:

The IP address 169.254.127.23/16 is an APIPI address that is assigned when the DHCP server cannot be contacted. Therefore you should check if the DHCP server is online and that the DHCP service is running.

Incorrect Answers:

A: You do not need to reinstall the TCP/IP on her network adapter. You did receive a positive answer when you ping the loopback address on her IP address.

B: You should not do this. If the IP address is the same of another computer in the network, the other computer and your computer will not be able to communicate.

D: If the DNS address listing was incorrect, then she would not have been able to browse the local network.

QUESTION 28

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. Certkiller .com has headquarters in London and branch offices in Manchester, Newcastle, Liverpool and Birmingham. You work at headquarters. The network at each branch office is configured as a wireless local area network (WLAN). All client computers at the branch offices user wireless network adapter cards to connect to the WLAN.

A Certkiller .com user named Rory Allen uses a mobile computer named Certkiller -WS279. Certkiller - WS279 has a wireless network adapter card.

Rory Allen visits the branch offices quite frequently. One day Rory Allen contacts you to inform you that he must reconfigure the wireless network adapter on Certkiller -WS279 every time he goes from one branch office to another. Rory Allen wants Certkiller -WS279 to automatically detect the WLAN settings at each branch office.

What should you do?

- A. Instruct Rory Allen that this is not possible.
- B. Instruct Rory Allen to reconfigure the network adapter and clear the Network access control using IEEE 802.1X option.
- C. Instruct Rory Allen to reconfigure the network adapter and clear the Use Windows to configure my wireless network settings option.
- D. Instruct Rory Allen to reconfigure the network adapter and clear the select the Use Windows to configure my wireless network settings option.

Correct Answer: D**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

You do not want to reconfigure the laptop every time, so you need to select the Use Windows to configure my wireless network settings option. This will allow the automatic wireless network adapter to search for an available wireless networks.

Incorrect Answers:

A: You can use the Use Windows to configure my wireless network settings option to accomplish this task.

B: Clearing the network access control using IEEE 802.1X option will disable IEEE 802.1X authentication for the connection. Automatic wireless configuration supports IEEE 802.1X authentication.

C: You need to select the Use Windows to configure my wireless network settings option. This will allow the automatic wireless network adapter to search for an available wireless networks.

QUESTION 29

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional with Service Pack 2. All the computers in the Certkiller .com domain have the Windows Firewall enabled.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a Graphics department. A Certkiller .com user named Kara Lang who works in the Graphics department has contacted you. Kara Lang wants to establish a Remote Desktop connection from her computer, named Certkiller -WS270 to another computer in their department. You make sure that the Remote Desktop exception in Windows Firewall is enabled. When you test it, by connecting to your

computer, it was successful. After awhile she again contacts you to report that she cannot log on to the remote computer when she uses the Remote Desktop. You need to fix the connection and still protect her computer.

What should you do?

- A. Disable the Windows Firewall on Certkiller -WS270.
- B. Disable the Windows Firewall on the other computer.
- C. Add Kara Lang's user account to the Remote Desktop Users group.
- D. Disable Internet Connection Sharing (ICS) on Certkiller -WS270.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should add the user to the Remote Desktop Users group, which will then allow her to establish a Remote Desktop connection.

Incorrect Answers:

- A: Disable the Windows Firewall will leave the computer vulnerable to intruders.
- B: Disable the Windows Firewall will leave the computer vulnerable to intruders.
- D: The ICS is irrelevant in this case because the computers in this scenario are not sharing its Internet connection.

QUESTION 30

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner work for Acme.com which contains a two offices. Ally Wagner said that the employees in there office cannot connect to the computers in the other offices, but the other employees in the other office can access there computer. You respond to her by telling her to connect by name and IP address. Her reply was that it was unsuccessful. You then tell her to ping the default gateway, which result in the following: Destination host unreachable error.

What would you tell Ally Wagner?

- A. The interface that can give a computer access outside of its own subnet is not registered in Domain Name System (DNS).
- B. The interface that can give a computer access outside of its own subnet is maybe offline or not the same subnet as your computer.
- C. The interface that can give a computer access outside of its own subnet does not have bridging enabled.
- D. The interface that can give a computer access outside of its own subnet is not registered in Windows Internet Naming Service (WINS).

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It is that the default gateway can be offline or not have the same subnet as the computer. If the two computers cannot connect, it will send it to the default gateway, which will then forward the request.

Incorrect Answers:

- A: There is on need for the default gateway to be registered in DNS.
- C: Bridging will allow multiple network interface adapters to share a single set of network settings. The default gateway does not have to be bridged.
- D: There is on need for the default gateway to be registered in WINS.

QUESTION 31

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner is working as a sales representative for her company. Ally Wagner uses a laptop that accompanies her to where she is traveling. She also uses a desktop computer at her work which is connected to the Internet and has a public Internet Protocol address. Both of her systems are running Windows XP Professional. Ally Wagner needs to ensure that the communication between the computers is safe and secure and wants to setup the desktop computer as a VPN server.

To provide VPN support, what should Ally Wagner do first?

- A. Enable Routing and Remote Access.
- B. Use the New Connection Wizard.
- C. Install the Point-to-Point Tunneling Protocol.
- D. Configure Internet Protocol Security filters.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner should use the New Connection Wizard. This will create an incoming connection on the desktop computer.

Incorrect Answers:

- A: On a Windows XP Professional computer you do not use Routing and Remote Access. The New Connection Wizard is used to create incoming and outgoing VPN connections.
- C: You do not install PPTP. It is included with Windows XP Professional.
- D: By configuring IPSec, does not enable VPN. IPSec and L2TP provide data encryption services.

QUESTION 32

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner is self employed and work from home. She has four computers, which are connected to the home network and not to the Internet, which is running Windows XP Professional. Ally Wagner also states that the computer get IP addresses automatically. Ally Wagner would like to give one of the computers a static Internet Protocol address which is needed for a new accounting application that needs to be installed. Ally Wagner wants this computer to be also part of the network. You also learnt that her computers does not use the Dynamic Host Configuration Protocol (DHCP). Ally Wagner needs a subnet mask.

What should she use?

- A. 255.0.0.0
- B. 255.255.255.0
- C. 255.255.255.255
- D. 255.255.0.0

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The computers do not use DHCP but APIPA. APIPA assigns IP addresses automatically from the 169.254.0.0/16 subnet.

Incorrect Answers:

- A: This subnet is used to identify a subnet that uses 8 bits.
- B: This subnet is used to identify a subnet that uses 24 bits.
- C: This subnet is used to identify a local computer and not a subnet.

QUESTION 33

You work as a desktop technician at Acme.com. The Acme.com network contains a single Active Directory domain named acme.com. All servers on the Acme.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Acme.com contains a Desktop Support team which you are part of. An Acme.com customer named Amy Wilson has contacted you. Amy Wilson is working most of her time from home and has two computer named Certkiller -WS272 and Certkiller -WS273 which is on the home network. Certkiller -WS272 is running Windows XP Home and is connected to the Internet. Certkiller -WS273 is running Windows XP Professional. Amy Wilson needs to access the Certkiller .com network from Certkiller -WS273. Amy Wilson needs to create a Virtual Private Networking connection and use Internet Connection Sharing on the computers at home.

How should she configure the computers?

- A. On Certkiller -WS273, enable ICS and create the VPN connection.
- B. On Certkiller -WS272, enable ICS and on Certkiller -WS273 create a VPN connection.
- C. On Certkiller -WS273, enable ICS and on Certkiller -WS272 create a VPN connection.
- D. On Certkiller -WS272, enable ICS and create the VPN connection.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Enable ICS on Certkiller -WS272 will allow the computer to share its Internet connection with the other computer. VPN should be connecting to the Internet, that way Certkiller -WS272 will enable Certkiller -WS273 to connect to the Internet.

Incorrect Answers:

- A: You cannot enable ICS on Certkiller -WS273 because the computer should be connected to the Internet.
- C: You cannot enable ICS on Certkiller -WS273 because the computer should be connected to the Internet.
- D: The VPN connection should be on Certkiller -WS273 and not Certkiller -WS272.

QUESTION 34

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm has a router that she uses to connect her home computer, that is running Windows XP Professional, to the Internet. Mia Hamm wants all her other computers that are on the home network to connect to the Internet via the computer that connects to the Internet. Mia Hamm also installed a second network adapter and creates a Point-to-Point over Ethernet connection by using the Network Connection Wizard. Every time she does that, she receives an Error 678. Mia Hamm is also convinced hat she uses the correct user name and password for the Internet Service Provider (ISP).

She wants to know what causes the Error 678.

- A. The router is connected to the ISP using PPPoE.
- B. The two network interface adapter is not bridge.
- C. Windows XP Professional does not support PPPoE.
- D. PPPoE is not supported on multihomed computers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The router is connected to the ISP using PPPoE. Only one PPPoE connection can be made for an account.

Incorrect Answers:

- B: This is not the cause because the tow adapters should not be bridged. This will allow the computers on the Internet to access the internal computers.
- C: Windows XP Professional does support PPPoE.
- D: Multihomed computers do support PPPoE.

QUESTION 35

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server

computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a network-based server named Certkiller -SR30 that dynamically registers IP addresses and NetBIOS names of the computers on their network and then provides name resolution to them. Certkiller .com contains a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. During the maintenance process, Certkiller -SR30 was taken offline and a temporary WINS server was put online to do the functions of WINS.

During the cause of the day Mia Hamm has contacted you to complain that she cannot contact any computers outside the local subnet. You then went to her cubical, browse to a Web site and notice that it was function normal.

What should you do that she can contact the other computers outside the local subnet?

- A. From the command prompt, run nbtstat -RR
- B. From the command prompt, run ipconfig /flushdns
- C. From the Network Tasks menu on Network Connections, run Repair.
- D. On the WINS tab of the Advance TCP/IP Settings dialog box. Select Enable LMHOSTS lookup.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm should run the Repair. The original WINS server is off line and a temporary server took its place. When she runs the Repair, she will receive a new WINS address.

Incorrect Answers:

A: If you run the nbtstat -RR, it will release and refresh NetBIOS name, but the computer needs a WINS server that should be present.

B: If you run the ipconfig /flushdns, it will register the DNS resource records on the computer. The scenario does not have a resolution problem.

D: Selecting this will allow the computer to use an Lmhosts file for NetBIOS name resolution.

QUESTION 36

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com has headquarters in London and branch office in Paris.

You are the desktop technician in the London branch. The client computers in the Paris office have a peer-to-peer network and the connection to the Internet via cable modem through one of the client computers named Certkiller -WS278, which runs Internet Connection Sharing (ICS) and Internet Connection Firewall (ICF). A Certkiller .com user named Kara Langin the Paris office has a laptop named Certkiller -WS270. She contacts you to complain that she cannot connect to the LAN, but the other computers in the branch office do not have the same problem.

When she runs the ipconfig /all command, she received the following:

The screenshot shows a Windows Command Prompt window with the title bar "E:\WINDOWS\system32\cmd.exe". The command "ipconfig /all" has been run, displaying network configuration details. The output includes:

```
C:\>ipconfig /all
Windows IP Configuration

Host Name . . . . . : certkiller-ws010
Primary Dns Suffix . . . . . :
Node Type . . . . . : Unknown
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . . . . . :
Description . . . . . : Intel 8255 PCI Ethernet Adapter <10/100>
Physical Address . . . . . : 00-04-23-88-5E-CA
DHCP Enabled. . . . . : No
IP Address . . . . . : 10.10.100.71
Subnet Mask . . . . . : 255.255.0.0
Default Gateway . . . . . : 10.10.10.3
          . . . . . : 10.10.100.71

C:\>_
```

Based on the result of the ipconfig /all command, which statement is true?

- A. On Certkiller -WS270 is an APIPA address configured.
- B. There is no DHCP server available.
- C. On Certkiller -WS270 is no automatic IP addressing available.
- D. On Certkiller -WS270 is a Class A IP address matched with a Class B IP address.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

There is no automatic IP addressing enabled, that's why Certkiller -WS270 cannot connect to the local LAN.

Incorrect Answers:

- A: If Certkiller -WS270 has automatic IP addressing enabled, the APIPA will provide an address.
- B: The network is using ICS. The computer that runs ICS will act as a DHCP server.
- D: The APIPA's first two octets are 169.254 and the subnet mask is 255.255.0.0, a Class B mask.

QUESTION 37

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Andy Reid is a member of the Marketing department. Andy Reid complains that his desktop at home sometimes will turn on by itself at midnight. Which of the following is the likely cause?

- 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 38

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com employee named Kara Lang works in the Research and Development department. Kara Lang complains that her desktop uses APM for power management. Sometimes it fails to come out of standby.

What should Kara Lang do?

- A. Check the time-out settings in your BIOS Setup program.
- B. Update your BIOS.
- C. Disable APM in Windows XP Professional.
- D. Disable APM in the BIOS.
- E. None of the above.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 39

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. Rory Allen complains that his desktop at home sometimes will be turned on by itself at midnight. Which of the following is the likely cause?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 40

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a network file server named Certkiller -SR16 which is used to store the files of the Certkiller .com users.

A Certkiller .com user named Andy Booth is a member of the Research and Development department. Andy Booth complains that he is having trouble moving files from one folder to another. During routine monitoring you discover that Andy Booth 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.

What should you do to ensure that Andy Booth can open multiple folders from one instance of My Computer?

- A. Select the Simple File Sharing check box.
- B. Select the Open each folder in its own window radio button.
- C. Select the Launch folder windows in a separate process check box.
- D. Select the Display simple folder view in Explorer's Folders list check box.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 41

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com uses a third-party virtual private network (VPN) device that is not configured to accept IPSec VPN connections.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that every time she attempts to remotely connect to the company network, she receives the following error message.



During a routine maintenance, you discover that Amy Walsh used the New Connection Wizard on her client computer named Certkiller -WS270 to create a VPN connection to the new company network. Amy Walsh then changed some of the VPN connections settings.

What should you do to ensure that Amy Walsh can always establish a VPN connection to the company's VPN device?

- A. Select PPTP VPN as the type of VPN on the VPN connection properties page.
- B. 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 Certkiller .com's certification authority (CA) on the VPN device.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IPSec is not used, so L2TP connections should not be used either.

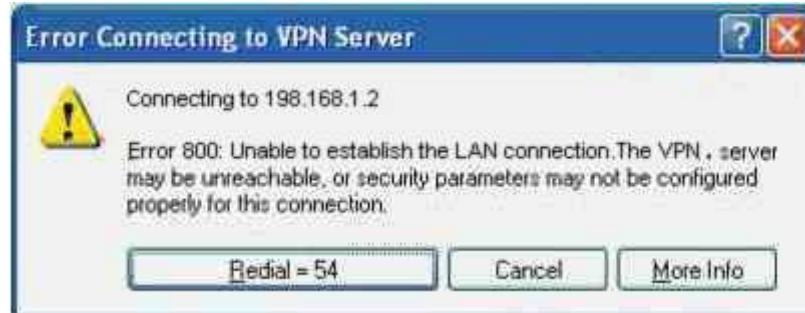
Instead reconfigure to use PPTP VPN.

QUESTION 42

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Dean Austin is a member of the Research and Development department.

Dean Austin complains 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:



During an investigation you find out that Dean Austin 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 also discover that Dean Austin's computer is connected to the Internet before he attempts to establish a VPN connection.

What should you do to ensure that Dean Austin can establish a VPN connection to the company VPN server?

- A. Instruct Dean Austin to enter the IP address of the company VPN server in the VPN connection properties page.
- B. Instruct Dean Austin 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 Dean Austin's user account.
- D. Ask an administrator to configure the logon hours for Dean Austin's account to allow him to log on seven days per week, twenty-four hours per day.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Confirmed the error on the knowledge base pages with MS.

QUESTION 43

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single

Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to 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 morning the user complains 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.

What should you do in Internet Options in Control Panel to ensure that Internet Explorer on the user's computer automatically establishes a connection to the Internet?

- 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

We only have one dial-up connection so this will be the default connection. We can configure the connection settings to always dial the default connection so the modem will dial up whenever the user attempts to access an internet resource.

QUESTION 44

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. The client computers are configured as DHCP clients.

A Certkiller .com user named Ally Wagner is a member of the Research and Development department. Ally Wagner complains that her portable computer is not able to access any Web sites now that she is in the main office.

During routine monitoring you discover that the computer was able to access all Web sites this morning while at the branch office.

You verify that the computer is properly connected to the network and that it can ping its loopback address and that the computer is unable to ping any Web site by using the IP address.

What should you do first to ensure that the computer can access Web sites?

- A. Run the netsh command from a command prompt window.
- B. Run the ipconfig /renew command from a command prompt window.
- C. Modify the default gateway in the user's network configuration.
- D. Modify the DNS server IP address in the user's network configuration.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The computer has a active lease on the IP address offered from the DHCP at the branch office. To release and request a new IP address you type ipconfig /renew.

QUESTION 45

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Clive Wilson is a member of the Research and Development department. Clive Wilson complains that he cannot connect to the Internet while at the office.

During routine monitoring you discover that whenever Clive Wilson opens Internet Explorer while at the

office, the Dial-up Connection dialog box appears. The Dial-up Connection dialog box is configured to connect to the dial-up account that he uses to connect to the Internet from home. He created a dial-up Internet connection and configured Internet Explorer to connect to his ISP.

What should you do in Internet Option in Control Panel to ensure that Clive Wilson can connect to the Internet at the office and at home when opening Internet Explorer?

- A. Select the Automatically detect settings check box in the LAN settings.
- B. Select the Never dial a connection option button on the Connections tab.
- C. Select the Bypass proxy server for local addresses check box in the LAN settings.
- D. Select the Dial whenever a network connection is not present option button on the Connections tab.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Selecting the Automatically detect settings check box will not help as this is a setting for Internet connection over LAN and the computer is trying to connect to a dial-up connection. The Never dial a connection not help at this moment as the computer is configured to use a Dial-up connection and if you prohibit it from dialling you wont be able to connect to the Internet. The Bypass proxy server for local addresses is another LAN only setting that will not solve this particular problem. The Dial whenever a network connection is not present option will solve this problem and this setting should be enabled on all mobile computers that are allowed to connect to the Internet from outside the company network.

QUESTION 46

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Reid is a member of the Research and Development department. Andy Reid complains that he cannot access any network resources. You discover that he can log on to his computer without errors. When the user tries to access network resources, he receives the following error message:

"Windows cannot reach the network resource." You ask Andy Reid to run the ipconfig /all command on his computer. The results are shown below.

```
Command prompt
C:\>ipconfig >all
Windows IP Configuration

Host Name . . . . . : ac-04
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

  Connection-specific DNS Suffix . . . . . :
  Description . . . . . : 3Com 3C920 Integrated Fast Ethernet
  Controller (3C905C-TX Compatible)
  Physical Address. . . . . : 00-BB-D8-8F-ED-83
  Configuration Address. . . . . : Yes
  Auto configuration IP Address. . . . . : yes
  Autoconfiguration IP Address... : 169.254.247.32
  Subnet Mask . . . . . : 255.255.0.0
  Default Gateway . . . . . :

C:\>
```

What is the most likely cause of the problem?

- A. A DHCP server is unavailable.
- B. The TCP/IP Node Type is incorrect.
- C. The TCP/IP subnet mask is incorrect.

D. The computer's host name has a conflict with another computer name.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The computer is using an IP address from the APIPA (Automatic Private IP Address) Class B network (169.254.0.0/16) which is automatically assigned to a computer, using DHCP for dynamic IP address allocation, when the computer is unable to contact a DHCP server. It is possible to disable the use of APIPA on a Windows XP computer by editing the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\adapter registry value

QUESTION 47

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works as the manager of the Research department. Andy Reid uses a client computer named Certkiller -WS273. A Certkiller .com Web developer named Rory Allen has created a Web site on Certkiller -WS273. The Web site contains the latest information on Certkiller .com's research projects. All users in the Research department must have access to this Web site. However, Andy Reid reports that only he has access to the Web site. Other users in the Research department cannot access the Web site. You then use your computer and use the ping command on his computer name and the computer IP address. You try to connect to the Web site from your computer and discover that you cannot connect to the website. You then try to ping Certkiller -WS273 from your computer. However, you receive a Request timed out response when you try to ping Certkiller -WS273 by IP Address and by host name. What should you do?

- A. Grant the Everyone group the Full Control permissions for the C:\Inetpub\wwwroot folder on Certkiller - WS273.
- B. Ensure that the Internet Connection Firewall (ICF) is disabled on Certkiller -WS273.
- C. In the System Properties on Certkiller -WS273, enable Allow Users to connect remotely to this computer option.
- D. In the Internet Information Services (IIS) console on Certkiller -WS273, enable the Anonymous access option.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It looks like the Internet Connection Firewall on Certkiller -W273 is enabled. This will not allow a computer to respond to any ICMP requests. This is why there was an error message when you issued the ping command.

Incorrect Answers:

A: You do not need to configure permissions on the C:\Inetpub\wwwroot folder.

C: Remote Desktop uses the Remote Desktop Protocol. This has nothing to do with Web servers or HTTP.

D: By default, anonymous access is granted to Web sites.

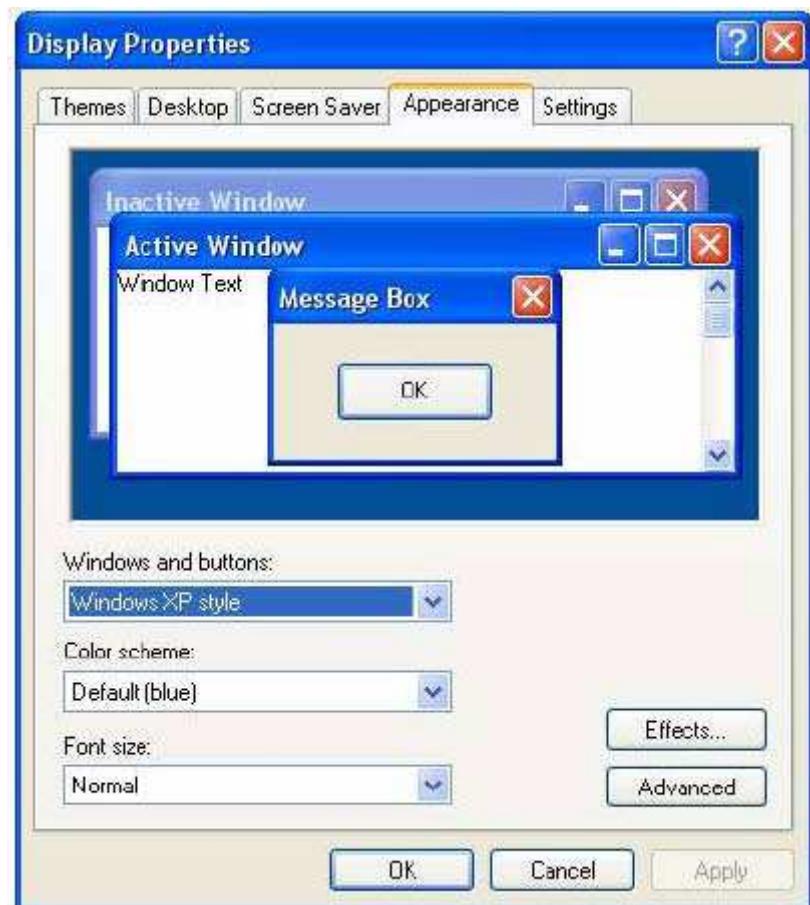
QUESTION 48

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

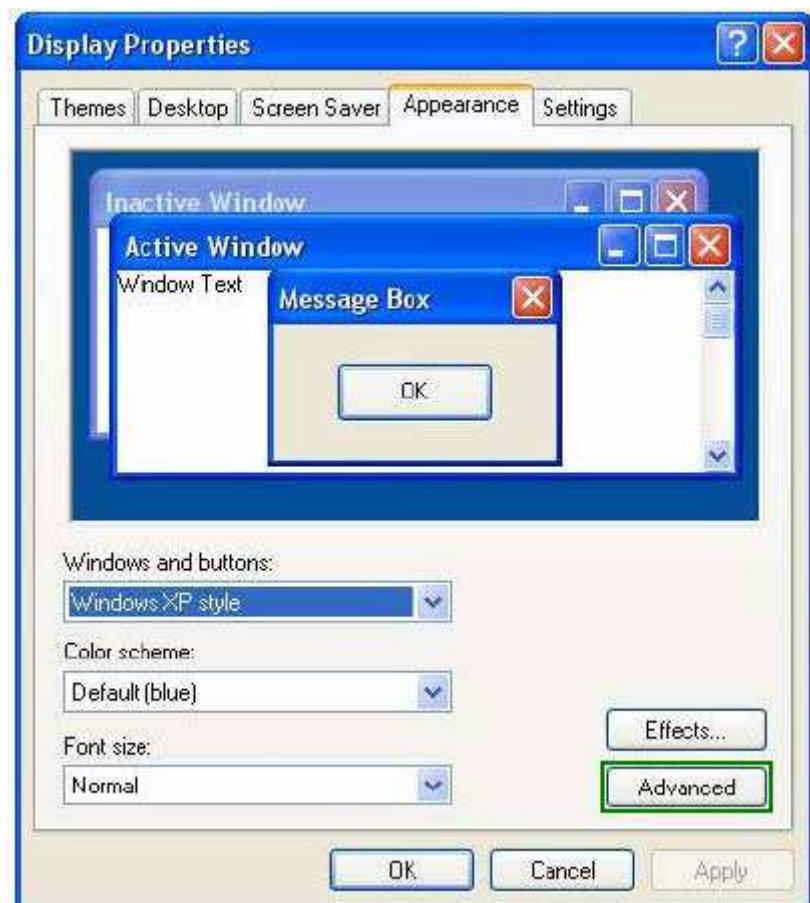
Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Clive Wilson has contacted you. Clive Wilson has acquired a computer that is running Windows 2000 Professional. After a year he upgraded his computer to Windows XP Professional. Clive Wilson would like to change his dialog box to use the Garamond Bold font. Clive Wilson does not know how to specify the font in the Display Properties.

In the exhibit, which tab or control should be used?

Point and Shoot:



Correct Answer:



Section: (none)**Explanation****Explanation/Reference:**

Explanation:

Clive Wilson should use the Advance button. This will allow Clive Wilson to change the fonts of the windows objects, dialog boxes, title bars etc.

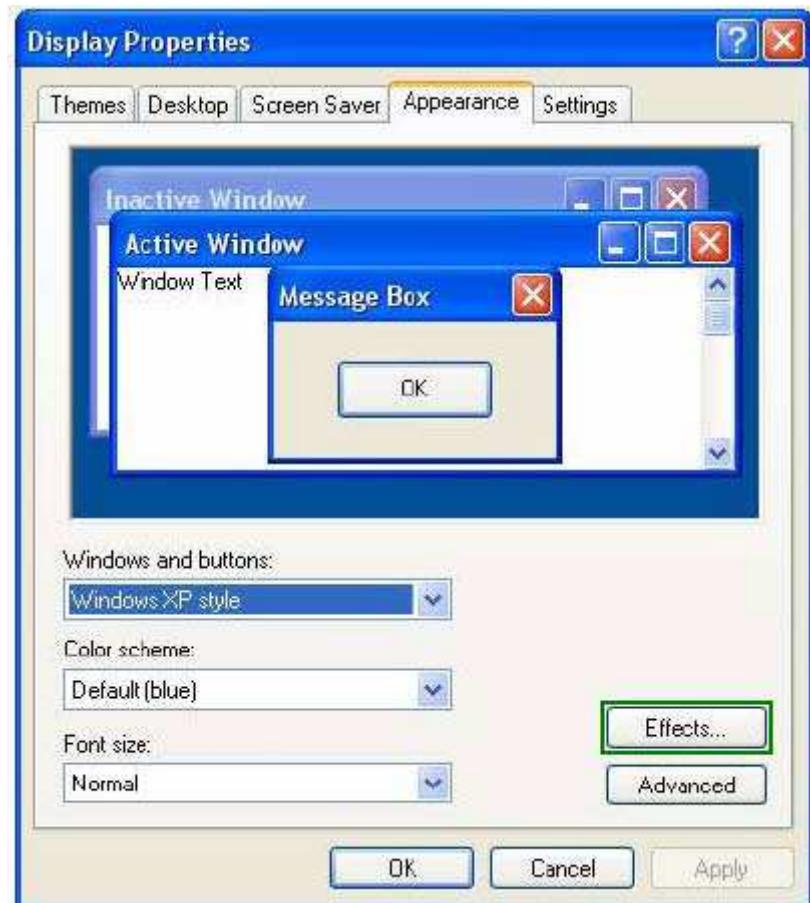
QUESTION 49

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson wants the text on her computer to look crispier; she then referred to the Web pages. You then instruct Amy Wilson to open the Display Properties.

In the exhibit, which tab or control will satisfy Amy Wilson?

Point and Shoot:**Correct Answer:**



Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is done on the Effects button. With this she can choose the edges and the screen fonts. Amy Wilson should use the Clear Type from the drop-down list.

QUESTION 50

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Development department. A Certkiller .com employee named Mia Hamm works as a secretary in the Development department.

Certkiller .com contains a workstation named Certkiller -WS277. Certkiller -WS277 was running Windows 2000 Professional, and was upgraded to Windows XP Professional. Mia Hamm is using this computer. Mia Hamm usually used the Control Panel in the Windows 2000 Professional to change the font of her workstation. Mia Hamm would like to know where she could change the font of the Certkiller -WS277. In the exhibit, which category should be chosen?

Point and Shoot:

Pick a category



Appearance and Themes



Network and Internet Connections



Add or Remove Programs



Sounds, Speech, and Audio Devices



Performance and Maintenance



Printers and Other Hardware



User Accounts



Date, Time, Language, and Regional Options



Accessibility Options

Correct Answer:

Pick a category



Appearance and Themes



Network and Internet Connections



Add or Remove Programs



Sounds, Speech, and Audio Devices



Performance and Maintenance



Printers and Other Hardware



User Accounts



Date, Time, Language, and Regional Options



Accessibility Options

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm must use the Appearance and Themes. Here she will be able to access the Font applet. If she is not satisfied with the location, she can always use the Switch to Classic View link. When doing so she will find the fonts in the Control Panel.

QUESTION 51

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. One morning Amy Walsh complains that her research application is not available.

During a routine maintenance, you discover that Amy Walsh 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.

What should you do to ensure that the research application functions properly on Amy Walsh's computer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 52

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson has a Windows XP Professional computer with Service Pack 2. Clive Wilson is using Internet Explorer to access Web sites. Clive Wilson has added many Web pages to his Favorites in Internet Explorer. Clive Wilson now finds it difficult to find certain items in the Favorite menu. He would like the Favorite to be alphabetically arranged.

What should you do?

- A. Right-click on an item in the Favorites menu and specify Sort by Name.
- B. You should click the Tool menu, the Internet Options and then the Settings button.
- C. Right-click on an item in the Organize Favorites dialog box and specify Sort by Name.
- D. Click on the Tools menu and click Synchronize.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When you right-click on an item in the Favorites menu and specify Sort by Name, it will arrange the items in alphabetical order.

Incorrect Answers:

B: You should not click the Tool menu, the Internet Options and then the Settings button.

This will control the settings for your temporary Internet files.

C: In the Organize Favorites dialog box, the Sort by Name is not available.

D: The Synchronize option is used to update the Web pages that were saved.

QUESTION 53

You work as a help desk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works on a Windows XP Professional computer named Certkiller - WS279. Andy Reid want to configure Internet Explorer so that it does not store cookies with that can be personally attributed to him without his permission. A new Certkiller .com security policy states that

Certkiller .com users may not download signed or unsigned ActiveX controls from the Internet. You need to configure Certkiller -WS279 to meet Andy Reid's requirements and those of the new security policy. What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You should set the security for the Internet zone to Low.
- B. You should set the privacy to Low.
- C. You should set the security for the Internet zone to Medium.
- D. You should set the privacy to Medium.
- E. You should set the security for the Internet zone to High.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should setup the security to High and setup the privacy to High.

The High security setting will prevent the users from down loading signed or unsigned ActiveX controls. The Medium privacy setting will prevent the storing of personalized cookies.

Incorrect Answers:

A: If you set the security to Low, it will allow the user to download signed or unsigned ActiveX controls.

B: If you set the privacy to Low, it will allow Internet Explorer to store personalized cookies.

C: If you set the security to Medium, it will allow the user to download signed ActiveX but not unsigned ActiveX controls.

QUESTION 54

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com customer named Andy Booth is a member of the Finance department. Andy Booth running Windows XP Home Edition and Microsoft Outlook Express reports that when he uses his dial-up connection to access the Internet, he has to enter his user name and password every time he connects.

What should you do to enter his user name and password every time he connects?

- A. In Microsoft Internet Explorer, on the Tools menu, click Internet Options. On the Connections tab, click the appropriate dial-up connection, and then click Settings.
Select Automatically detect settings.
- B. In Internet Explorer, on the Tools menu, click Internet Options. On the Connections tab, double-click the appropriate dial-up connection, and then enter the user name and password.
- C. In Network Connections, right-click the appropriate dial-up connection, and click Properties. On the Options tab, select Prompt for name and password, certificate, etc.
- D. In Network Connections, right-click the appropriate dial-up connection, and click Set as Default Connection.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The dial-up connection that the user to connect to the Internet is probably already configured as the Default connection and to automatically detect settings. To set the Dial-up properties > Options to Prompt for name and password will actually bring up the prompt for username and password even if you configure the connection to remember the username and password as stated in option B

QUESTION 55

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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 TWO.)

- 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.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 56

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional with Service Pack 2. All the computers in the Certkiller .com domain have the Windows Firewall enabled.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a Graphics department. A Certkiller .com user named Kara Lang who works in the Graphics department has contacted you. Kara Lang wants to establish a Remote Desktop connection from her computer, named Certkiller -WS270 to another computer in their department. You make sure that the Remote Desktop exception in Windows Firewall is enabled. When you test it, by connecting to your computer, it was successful. After awhile she again contacts you to report that she cannot log on to the remote computer when she uses the Remote Desktop. You need to fix the connection and still protect her computer.

What should you do?

- A. Disable the Windows Firewall on Certkiller -WS270.
- B. Disable the Windows Firewall on the other computer.
- C. Add Kara Lang's user account to the Remote Desktop Users group.
- D. Disable Internet Connection Sharing (ICS) on Certkiller -WS270.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should add the user to the Remote Desktop Users group, which will then allow her to establish a Remote Desktop connection.

Incorrect Answers:

A: Disable the Windows Firewall will leave the computer vulnerable to intruders.

B: Disable the Windows Firewall will leave the computer vulnerable to intruders.

D: The ICS is irrelevant in this case because the computers in this scenario are not sharing its Internet connection.

QUESTION 57

You work as a desktop technician at Acme.com. The Acme.com network contains a single Active Directory domain named acme.com. All servers on the Acme.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Acme.com contains a Desktop Support team which you are part of. An Acme.com customer named Amy Wilson has contacted you. Amy Wilson is working most of her time from home and has two computer named Certkiller -WS272 and Certkiller -WS273 which is on the home network. Certkiller -WS272 is running Windows XP Home and is connected to the Internet. Certkiller -WS273 is running Windows XP Professional. Amy Wilson needs to access the Certkiller .com network from Certkiller -WS273. Amy Wilson needs to create a Virtual Private Networking connection and use Internet Connection Sharing on the computers at home.

How should she configure the computers?

- A. On Certkiller -WS273, enable ICS and create the VPN connection.
- B. On Certkiller -WS272, enable ICS and on Certkiller -WS273 create a VPN connection.
- C. On Certkiller -WS273, enable ICS and on Certkiller -WS272 create a VPN connection.
- D. On Certkiller -WS272, enable ICS and create the VPN connection.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Enable ICS on Certkiller -WS272 will allow the computer to share its Internet connection with the other computer. VPN should be connecting to the Internet, that way Certkiller -WS272 will enable Certkiller -WS273 to connect to the Internet.

Incorrect Answers:

- A: You cannot enable ICS on Certkiller -WS273 because the computer should be connected to the Internet.
- C: You cannot enable ICS on Certkiller -WS273 because the computer should be connected to the Internet.
- D: The VPN connection should be on Certkiller -WS273 and not Certkiller -WS272.

QUESTION 58

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. Rory Allen complains that his desktop at home sometimes will be turned on by itself at midnight. Which of the following is the likely cause?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

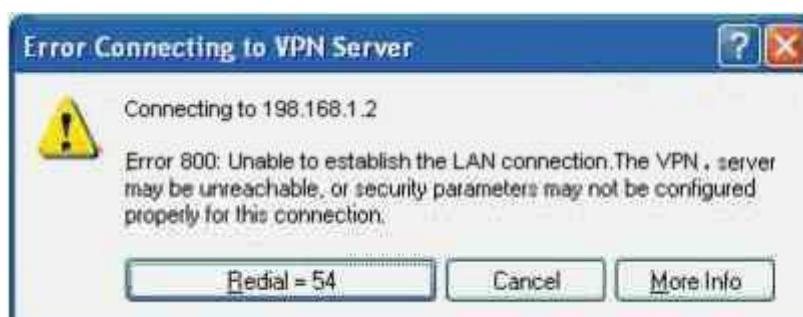
Explanation:

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 59

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Dean Austin is a member of the Research and Development department. Dean Austin complains 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:



During an investigation you find out that Dean Austin 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 also discover that Dean Austin's computer is connected to the Internet before he attempts to establish a VPN connection.

What should you do to ensure that Dean Austin can establish a VPN connection to the company VPN server?

- A. Instruct Dean Austin to enter the IP address of the company VPN server in the VPN connection properties page.
- B. Instruct Dean Austin 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 Dean Austin's user account.
- D. Ask an administrator to configure the logon hours for Dean Austin's account to allow him to log on seven days per week, twenty-four hours per day.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Confirmed the error on the knowledge base pages with MS.

QUESTION 60

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Reid is a member of the Research and Development department. Andy Reid complains that he cannot access any network resources. You discover that he can log on to his computer without errors. When the user tries to access network resources, he receives the following error message:

"Windows cannot reach the network resource." You ask Andy Reid to run the ipconfig /all command on his computer. The results are shown below.

```
C:\>ipconfig /all
Windows IP Configuration

Host Name . . . . . : ac-04
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . . . . . :
Description . . . . . : 3Com 3C928 Integrated Fast Ethernet Controller (3C945C-TX Compatible)
Physical Address . . . . . : 80-80-00-0F-ED-83
Configuration Address. . . . . : Yes
Auto configuration IP Address. . . . . : yes
Autoconfiguration IP Address... : 169.254.247.32
Subnet Mask . . . . . : 255.255.0.0
Default Gateway . . . . . :
```

What is the most likely cause of the problem?

- A. A DHCP server is unavailable.
- B. The TCP/IP Node Type is incorrect.
- C. The TCP/IP subnet mask is incorrect.
- D. The computer's host name has a conflict with another computer name.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The computer is using an IP address from the APIPA (Automatic Private IP Address) Class B network (169.254.0.0/16) which is automatically assigned to a computer, using DHCP for dynamic IP address allocation, when the computer is unable to contact a DHCP server. It is possible to disable the use of APIPA on a Windows XP computer by editing the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\adapter registry value

QUESTION 61

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP. Certkiller .com has three departments named the Sales, Marketing and Manufacturing. Each department has a separate subnet. The three subnets are connected by means of routers.

Following some downsizing in the Marketing department, a client computer named Certkiller -W270 has been moved from the Marketing department to the Sales department. A Certkiller .com user named Ally Wagner is now working with Certkiller -WS270. However, Ally Wagner contacts you to complain that she cannot connect to Internet-based Web sites that she needs for her daily tasks. She can connect to other client computers in the Sales department, and the other client computers in the department can access the required Web sites. During your investigation you determine that Certkiller -W270 can connect to the required Web sites by IP address. You need to ensure that Ally Wagner can connect to the required Web sites by name.

What should you do?

- A. Ensure that the DNS server is online.
- B. Configure Certkiller -WS270 with the correct IP address the WINS server.
- C. Configure Certkiller -WS270 with the correct IP address the DNS server.
- D. Configure Certkiller -WS270 with the correct IP address the default gateway.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The problem is related to DNS as DNS is responsible for resolving qualified domain names to IP addresses. However, other computers on the subnet can connect to Web sites by name; therefore the problem is probably the DNS address on the local computer.

Incorrect Answers:

A: The DNS server cannot be offline because the other computers in the department can connect to the Web sites by name.

B: This is not a WINS issue. A WINS server provides NetBIOS name resolution and not DNS name resolution.

D: If this was an incorrect IP address for the default gateway, then the computer, Certkiller -WS270 would not be able to connect to the Internet at all.

Exam G

QUESTION 1

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1500 Windows XP Professional client computers. All the client computers are configured to use Internet Explorer as their default browser.

You receive reports that several Certkiller .com users have been making online purchases during work hours. You have received instruction from the company CEO to stop these activities. However, users must still be able to access the Internet.

What should you do?

- A. Request that the network administrator blocks port 80 on the firewall.
- B. Request that the network administrator blocks port 443 on the firewall.
- C. Request that the network administrator blocks port 143 on the firewall.
- D. Request that the network administrator blocks port 25 on the firewall.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Port 443 is used for Secure Sockets Layer connections to Secure HTTP Web sites. This port should be blocked.

Incorrect Answers:

A: Port 80 is used for HTTP connections. Blocking this port will prevent users from accessing the Internet.

C: Port 143 is used for connections to IMAP4 to connect to a mail server. Blocking this port will prevent users from accessing e-mail via IMAP4.

D: Port 25 is used for SMTP connections to send e-mail messages. Blocking this port will prevent users from sending e-mail.

QUESTION 2

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com uses Internet Explorer as the default browser on all client computers.

A Certkiller .com user named Amy Walsh works as the manager in the Research department. Amy Walsh frequently access data on a Certkiller .com server named Certkiller -SR23 from her computer at home.

Amy Walsh uses the FTP protocol when accessing files on Certkiller -SR23 from home.

A Certkiller .com administrator named Mia Hamm installs a new firewall on the Certkiller .com network. The next morning Amy Walsh contacts you to complain that she was not able to access files on Certkiller -SR23 from home last night. You need to ensure that Amy Walsh can access files on Certkiller -SR23 from home. What should you do?

- A. Ensure that port 20 is not blocked by the firewall.
- B. Ensure that port 80 is not blocked by the firewall.
- C. Ensure that port 993 is not blocked by the firewall.
- D. Ensure that port 443 is not blocked by the firewall.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

FTP uses port 20 for connections and file transfers. Therefore you need to ensure that port 20 is not blocked by the firewall.

Incorrect Answers:

B: Port 80 is used for HTTP connections. If this is blocked, all attempts to the Internet will fail.

C: Port 993 is used for IMAP4 connections to a mail server. It is not used to access files.

D: Port 443 is used for Secure Sockets Layer connections to Secure HTTP Web sites. This port should be

blocked.

QUESTION 3

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Amy Wilson has contacted you. All the client computers in their company are running Windows XP Professional with Service Pack 2. Amy Wilson said that she installed a printer on her computer, which is working successfully. She tried to share the printer with the other users in her work group. The problem is that the work group cannot find the printer on the network.

Amy Wilson wants to share the printer with the work group.

What should be her first step?

- A. On all the client computers in the workgroup you should install the printer software.
- B. Configure the ICMP options in Windows Firewall.
- C. Make sure that the File and Printer Sharing is enabled on the Exception tab of the Windows Firewall.
- D. Specify Don't allow exceptions option in the Windows Firewall

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the File and Printer Sharing is not enabled, the incoming request will be blocked by the Windows Firewall.

Incorrect Answers:

- A: This is not a print driver problem. The other users cannot find the computer on the network.
- B: They should not configure the ICMP options. This allows a computer to send and receive error and status information.
- D: This will close all the ports.

QUESTION 4

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Development department and a Sales department. The Development department does research on software and the Sales department sells the applications, software and computers.

Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

You are using Windows Messenger to converse with the customers and to receive Remote Assistance invitations. You have upgraded a Windows XP Professional computer with Service Pack 2, which belongs to a customer named Rory Allen. You need to allow Rory Allen to contact you with Windows Messenger to receive Remote Assistance request because he contacts you frequently for assistance.

What should you do on Rory Allen's computer?

- A. Create a Windows Firewall exception for Windows Messenger.
- B. Install Windows Messenger
- C. Create a Windows Firewall exception for Remote Assistance.
- D. Create a Windows Firewall exception for Remote Desktop.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

For the user to have Remote Assistance, you need to create a Windows Firewall exception for Windows Messenger.

Incorrect Answers:

- B: You do not need to install the Windows Messenger because the user was contact you before the upgrade.

- C: You do not need to create an exception for Remote Assistance because Service Pack 2 is installed and

the Windows Firewall will automatically create an exception for Remote Assistance.

D: You do not need to create an exception for Remote Desktop. The Windows will create the exception for you when requested.

QUESTION 5

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional with Service pack 2.

Certkiller .com contains a Research department. A Certkiller .com user named Dean Austin is a member of the Research department. Dean Austin works on a client computer named Certkiller -WS270. Dean Austin has developed a File Transfer Protocol (FTP) site for the employees in the Research department on Certkiller -WS270. Dean Austin is worried because the users in there department cannot access the FTP server.

Which Windows Firewall setting will allow the FTP server to accept incoming connections?

- A. Exceptions
- B. Network Connection Settings
- C. Don't allow exceptions
- D. ICMP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The exception option will open the ports for incoming connections.

Incorrect Answers:

B: The Network Connection Settings will disable the Windows Firewall on a specific connection.

C: The "Don't allow exceptions" will close the ports that are open, temporary.

D: They should not configure the ICMP options. This allows a computer to send and receive error and status information.

QUESTION 6

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional with Service pack 2.

Certkiller .com contains a Desktop Support team which you are part of.

Certkiller .com contains a computer named Certkiller -WS271, which has occasional networking problems. You want to ping the computer on a regular basis to check it connectivity. You want to ping Certkiller -WS271 and in the same time protect it from intruders.

What should you do?

- A. Disable the Windows Firewall on your computer.
- B. Disable the Windows Firewall on Certkiller -WS271.
- C. Enable the "Allow incoming echo request option in Windows Firewall on your computer.
- D. Enable the "Allow incoming echo request option in Windows Firewall on Certkiller -WS271.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The settings in the ICMP will allow you to select the Internet Control Message Protocol to which you want the computer to respond.

Incorrect Answers:

A, B: If you disable the firewall, it will allow intruders to your systems.

C: Doing this will not allow your computer to send a ping.

QUESTION 7

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active

Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Clive Wilson has contacted you. All of the desktop computers in Clive Wilson's company are running Windows XP Professional with Service Pack 2. One of the computers in their company is connected to the Internet with a cable modem. The computer is configured with Internet Connection Sharing.

Clive Wilson wants to turn on logging of dropped packets in Windows Firewall. He has a problem because he does not know where the log is located.

What should you tell him?

- A. In the Event Viewer, click on Security
- B. Open the C:\Windows\pfirewall.log file.
- C. In the Computer Management, click on Alerts which is under the Performance Logs and Alerts.
- D. View the log by clicking the Settings button in the Security Logging area which resides in the Advance tab in Windows Firewall.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The C:\Windows\pfirewall.log file, is the default place for the Windows Firewall log. You can open the logfile in Notepad.

Incorrect Answers:

A: He should not use the Event Viewer. Windows XP Professional does not record dropped connections in the Event Viewer.

C: This toll is used when the computer needs performance to meet some specified threshold.

D: You cannot view the log by clicking the Settings button in the Security Logging area which resides in the Advance tab in Windows Firewall.

QUESTION 8

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Ally Wagner works as the manager of the Admin department. Ally Wagner is assigned a mobile computer named Certkiller -WS275. Because of the workload, Ally Wagner takes Certkiller -WS275 home to complete some work. At home Ally Wagner uses her domain user account to logon to Certkiller -WS275. She then creates a dial-up connection to the Certkiller .com network. When Ally Wagner attempts to enable the Internet Connection Firewall (ICF) for the dial-up connection, she is unsuccessful.

The next morning Ally Wagner informs you about the problem. Ally Wagner wants to be able to enable ICF for the dial-up connection.

What should you do?

- A. Disable the Prohibit use of Internet Connection Firewall on your DNS domain network group policy on Certkiller -WS275.
- B. Enable the Allow other network users to control, or disable shared Internet connection option on Certkiller -WS275.
- C. Add Ally Wagner's domain user account to the Domain Administrators group.
- D. Enable the Web Server (HTTP) option on Certkiller -WS275.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

ICF is controlled by the local Prohibit use of Internet Connection Firewall on the DNS domain network policy. ICF cannot be enabled on a network connection when this policy is enabled.

Incorrect Answers:

B, D: The Allow other network users to control, or disable shared Internet connection and the Web Server

(HTTP) options are ICS options. They are not used for ICF.

C: Making Ally Wagner a member of the domain administrators group would provide her with too much privileges.

QUESTION 9

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The CIO's 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 10

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas. The Dallas branch office is connected to the Internet by a persistent cable modem connection.

The branch office contains a client computer named Certkiller -WS271. A Certkiller .com user named Amy Wilson is a member of the Sales department in the Dallas branch office. Amy Wilson complains that she is unable to find the log generated by Internet Connection Firewall (ICF) on Certkiller -WS271. You discover that Certkiller -WS271 is configured to have ICF log all dropped packets.

What should you do to ensure that Amy Wilson can find the log generated by ICF on Certkiller -WS271?

- 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 11

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The CIO's 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 12

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

On a desktop computer you have enabled ICF. After you have enabled ICF the small web service no longer works according to the users who are expected to view the 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 13

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

A Certkiller .com user named Rory Allen is a member of the Sales department. You have enabled ICF on his desktop computer.

After you have enabled ICF, no one from outside the internal network can ping the 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 14

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications. You enabled ICF on the CIO's 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.

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

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 15

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Amy Walsh is a member of the Marketing department.

Amy Walsh complains 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".

During a routine maintenance, 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

He is on a secure web site purchasing airplane tickets. Thus port 443 (https) closed on the firewall.

QUESTION 16

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com has its headquarters in Chicago and a branch office in Miami. The computers in the Miami branch office is configured with static IP address.

A Certkiller .com user named Dean Austin is a member of the Marketing department in the Miami branch

office. Dean Austin uses the New Connection Wizard to create a broadband connection to the Internet. The connection requires a user name and password. Dean Austin enables Internet Connection Sharing (ICS) on the Internet connection. Dean Austin tests the connection and is able to view Web sites on the Internet. Now Dean Austin complains that after enabling ICS he cannot connect to any other computers at the Miami branch office. The other computers at the branch office cannot connect to his computer or access the Internet by using his computer.

What should you do to ensure that all computers in the Miami branch office can connect to each other and connect to the Internet by using Dean Austin's computer?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 address 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 17

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

The Certkiller .com users use the client computers at both the office and at home.

The office computer is connected to the Certkiller .com network which is connected to the Internet by a T1 line. The home computers are configured with static IP address and connect to the Internet by using a persistent cable modem connection.

A Certkiller .com user named Andy Reid is a member of the Marketing department.

Andy Reid complains that he wants to use a Remote Desktop connection from his office computer to control his computer at home. You verify that the company's Internet firewall permits Remote Desktop connection traffic. But, Andy Reid cannot make a connection by using Remote Desktop.

Which should you do to ensure that Andy Reid can make a Remote Desktop connection from his office computer to his home computer and your solution must prevent any other Internet traffic from reaching the home computer? (Each correct answer presents part of the solution. Choose TWO.)

- A. On Andy Reid's office computer, enable Internet Connection Sharing (ICS).
- B. On Andy Reid's office computer, add his domain user account to the Remote Desktop Users group.
- C. On Andy Reid's home computer, enable Internet Connection Firewall (ICF).
- D. On Andy Reid's home computer, enable the Remote Desktop option in the Internet Connection Firewall (ICF) services.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To keep the home computer secure you should start by enabling the ICF. By default if you're running Windows XP Service Pack 2 (SP2) and you enable Remote Desktop, Windows Firewall will be automatically configured to allow Remote Desktop connections to your computer. If you or someone else has removed the Remote Desktop exception then you'll have to manually add it by open the Security Center, click Windows Firewall and click the Exceptions tab, and select Remote Desktop.



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QUESTION 18

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. Certkiller .com has its headquarters in Chicago and a branch office in Dallas.

A Certkiller .com user named Rory Allen is a member of the Sales department. Rory Allen complains that he cannot use Remote Desktop to connect to his computer at the main office while he is on his computer at the branch office in Dallas.

During a routine maintenance, you discover that Rory Allen has a computer at the Chicago office and a computer at the branch office. He runs Internet Connection Firewall (ICF) on both computers.

You verify that Remote Desktop is enabled on the Rory Allen's computer at the Chicago office. You run the ping command between the Rory Allen's two computers and find that they communicate with each other. You also ensure that the firewall between the Chicago office and the Dallas office allows for Remote Desktop connections.

What should you do to ensure that Rory Allen can connect to his computer at the Chicago office by using a Remote Desktop connection while working at the Dallas office?

- A. Instruct Rory Allen to disable ICF on his computer located at the Chicago office.
- B. Instruct Rory Allen to disable ICF on his computer located at the Dallas office.
- C. Enable Internet Connection Sharing (ICS) on the user's computer located at the Chicago office.
- D. Enable Internet Connection Sharing (ICS) on Rory Allen's computer located at the Dallas office.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 Rory Allen 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. Rory Allen 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 19

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single

Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2). A Certkiller .com user named Dean Austin is a member of the Research department. He recently set up an FTP server named Certkiller -SR10 as part of an Internet Information Services (IIS) solution.

Dean Austin complains that when people attempt to send files to him by using FTP, he cannot receive them. The user has only one network connection.

What should you do to allow Dean Austin to receive files that are sent by using FTP?

- A. In Security Center, click Windows Firewall. On the Advanced tab, under Service Settings, select FTP server.
- B. In Security Center, click Internet Options. On the Advanced tab, select Enable folder view for FTP sites.
- C. In IIS, open the Default FTP Site Properties dialog box, and select Enable Logging.
- D. In IIS, open the Default FTP Site Properties dialog box, and click the Home Directory tab. Under FTP Site Directory, verify Local Path, and select Read, Write, and Log Visits.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

In ICF, services refer to applications that run on your computer and provide a resource that can be accessed by other computers on the network or the Internet. Examples of services include a Web server, File Transfer Protocol (FTP) server, mail servers, and so on. If you are running a service that you want people to be able to access, you must configure ICF to allow traffic that is related to the service through the firewall.

QUESTION 20

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2).

Certkiller .com contains a client computer named Certkiller -WS290 which includes Windows Firewall and is configured with Internet Connection Sharing (ICS). The firewall is configured to log all dropped packets. A Certkiller .com user named Andy Reid is a member of the Finance department.

Andy Reid complains that the Windows Firewall log file does not save the older logged events.

During an investigation you discover that the log file is not large enough to register all the events that Andy Reid wants to have available.

What should you do to ensure that a single log file for Windows Firewall on Client1 can store up to 10 MB of data?

- A. In Event Viewer, configure the maximum log size for the security log to greater than 10,000 KB.
- B. In the properties for the Pfirewall.log file, on the General tab, click Advanced, and ensure that Compress contents to save disk space is cleared.
- C. In Event Viewer, configure the maximum log size for the application log to greater than 10,000 KB.
- D. In the security logging for Windows Firewall, set the log file options to 10,000 KB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Firewall Log settings are not managed through the Event viewer and compressing the log file will no help as it is the uncompressed size that counts. The size of the log file is set at the same location where you enable logging (see figure).



QUESTION 21

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Home Edition with Service Pack 2 (SP2). Certkiller .com contains a computer that does not have file and print sharing enabled.

A Certkiller .com user named Rory Allen is a member of the Sales department. Rory Allen complains that he cannot successfully use the ping command to connect to another computer on his home network. You discover that Rory Allen has two computers that run Windows XP Home Edition on the network. Windows Firewall is enabled on both computers.

What should you do to ensure that Rory Allen can receive a ping response from the computers that run Windows XP?

- A. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow redirect.
- B. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow incoming echo request.
- C. In Windows Firewall on each computer, on the Advanced tab, click Restore defaults.
- D. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow incoming router request.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Allow Incoming Echo Request - Controls whether a remote computer can ask for and receive a response from the computer. Ping is a command that requires you to enable this option. When enabled (as with other options), attackers can see and contact the host computer.

QUESTION 22

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2).

A Certkiller .com employee named Andy Booth uses computers that run Windows XP Professional both at the office and at home. The office computer is connected to the company network. The company network is connected to the Internet by a T1 line.

The home computer of Andy Booth uses a static IP address and connects to the Internet by using a persistent cable modem connection. Andy Booth wants to use a Remote Desktop connection from his office computer to control his home computer.

You confirm that the company's Internet firewall permits Remote Desktop connection traffic. You instruct

Andy Booth to enable Remote Desktop on his home computer. But, he cannot make a connection by using Remote Desktop.

What should you do to ensure that Andy Booth can make a Remote Desktop connection from his office computer to his home computer and still ensure security against incoming threats?

- A. On Andy Booth's home computer, in Security Center, click Windows Firewall. On the Exceptions tab, select Remote Desktop.
- B. On Andy Booth's office computer, enable Windows Firewall.
- C. On Andy Booth's home computer, enable Windows Firewall.
- D. On Andy Booth's office computer, in Security Center, turn off Windows Firewall.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

By default if you're running Windows XP Service Pack 2 (SP2) and you enable Remote Desktop, Windows Firewall will be automatically configured to allow Remote Desktop connections to your computer. If you or someone else has removed the Remote Desktop exception then you'll have to manually add it by open the Security Center, click Windows Firewall and click the Exceptions tab, and select Remote Desktop.

Incorrect Answers:

B, C, D: This problem has nothing to do with if the ICF is enabled or disabled. The problem is connected to how ICF is configured.

QUESTION 23

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2) and have Microsoft Internet Explorer configured as their Web browser.

A Certkiller .com user named Mia Hamm is a member of the Research department.

Mia Hamm complains that she cannot receive files by using Windows Messenger after she installs SP2. What should you do to ensure that Mia Hamm can receive files by using Windows Messenger?

- A. Add Windows Messenger to the Startup folder, and restart the computer.
- B. In Network Connections, change Mia Hamm's network connection properties to enable Internet Connection Sharing (ICS).
- C. In Windows Messenger, on the Tools menu, click Options. On the Preferences tab, select Allow this program to run in the background.
- D. In Security Center, click Windows Firewall. On the Exceptions tab, under Programs and Services, select Windows Messenger.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The exception for Windows Messenger has probably been removed and therefore you will have to add it manually by it by open the Security Center, click Windows Firewall and click the Exceptions tab, and select Windows Messenger under Programs and Services.

Incorrect Answers:

A: This will not achieve anything more than automatic startup of the Windows Messenger when the computer logs in.

B: ICS is used to create small SOHO networks where all computers on the network connect to the Internet through one computer that is equipped with some kind of hardware to make the real connection to an ISP.

C: This is a default setting; it only enables the Windows Messenger to stay active in the activity field.

QUESTION 24

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows

Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2). A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser. A Certkiller .com user named Dean Austin is a member of the Marketing department. Dean Austin complains that he cannot use Remote Desktop to connect his office computer to his home computer. During monitoring you discover that the user's home computer runs Windows XP Professional with SP2 and is connected to the Internet. The home computer has Windows Firewall and Remote Desktop enabled. What should you do to ensure that Dean Austin can use Remote Desktop to connect his office computer to his home computer?

- A. In Windows Firewall on the home computer, click the Exceptions tab, and select Remote Desktop.
- B. In System Properties on the office computer, click the Remote tab. Click Select Remote Users, and add the name of the home computer to the list.
- C. In Windows Firewall on the home computer, click the Advanced tab. Under Network Connection Settings, click Settings, and enable Secure Web Server Services.
- D. On the office computer, create a VPN connection to the home computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

By default if you're running Windows XP Service Pack 2 (SP2) and you enable Remote Desktop, Windows Firewall will be automatically configured to allow Remote Desktop connections to your computer. If you or someone else has removed the Remote Desktop exception then you'll have to manually add it by open the Security Center, click Windows Firewall and click the Exceptions tab, and select Remote Desktop.

QUESTION 25

You work as a desktop technician at Certkiller .com. Certkiller .com provides technical support for customers that run small businesses and home businesses.

A Certkiller .com customer named Dean Austin has a home business. Dean Austin has purchased a new Windows XP Home Edition client computer named CK-CUS272. CK-CUS272 has a COM port and a LPT port and two USB ports.

Dean Austin also purchased a USB keyboard, a USB mouse, a USB scanner and a digital camera with a USB cable. The keyboard, mouse and scanner are USB 2.0 compliant while the digital camera is USB 1.1 compliant. Dean Austin asks you to for the best way to connect the USB devices to CK-CUS272 while incurring the least expense.

What should you do?

- A. Instruct Dean Austin to purchase a self-powered 4-port USB hub that he must connect to a USB port on CK-CUS272. He can then connect each USB device to the USB hub.
- B. Instruct Dean Austin to connect the scanner to one USB port and the digital camera to the other. Then he can connect the keyboard to the scanner and the mouse to the keyboard.
- C. Instruct Dean Austin to purchase two USB-to-PS/2 adapters and connect the mouse and the keyboard to the PS/2 ports on CK-CUS272. He can then connect the scanner to one USB port and the digital camera to the other.
- D. Instruct Dean Austin to purchase a bus-powered USB hub and a self-powered USB hub. He can then connect the two hubs to the USB ports on CK-CUS272 and connect the keyboard and the mouse to the bus-powered hub and the printer and camera to the self-powered hub.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The keyboard and mouse can be connected to the onboard PS/2 via USB-to-PS/2 adapters, leaving the two USB ports for the scanner and the digital camera.

Incorrect Answers:

- A: Purchasing a 4-port USB hub would incur more expenses than purchasing a few USB-to-PS/2 adapters.
- B: The scenario does not state that any of the devices has a pass-through USB port.
- D: The camera is USB 1.1 compliant and will reduce the speed for all devices connected to the USB hub.

QUESTION 26

You work as a desktop support technician at Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com has its headquarters in Chicago and a branch office in Dallas. The network at headquarters is configured as a domain while the network at the branch office is configured as a workgroup. There is not network connection between the two offices. You work in the Dallas office.

The Dallas branch office has seven client computers and a single color laser printer named Certkiller -PR07. Certkiller -PR07 is connected to a client computer named Certkiller -WS279. All Certkiller .com users in the Dallas branch office print to Certkiller -PR07. You need to configure permissions on Certkiller -PR07 to allow members of the Creator Owner group to restart the printing of documents.

What should you do?

- A. Grant the Creator Owner group the Print permissions on Certkiller -PR07.
- B. Grant the Creator Owner group the Manage Printers permissions on Certkiller -PR07.
- C. Ensure that the default permissions are applied on Certkiller -PR07.
- D. Grant the Creator Owner group the Manage Documents permissions on Certkiller -PR07.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The default permissions provide the Creator Owner group with the Manage Documents permissions.

Therefore you need not grant additional permissions.

Incorrect Answers:

- A: The Print permissions will allow the user to print documents to a printer and is assigned to the Creator Owner group by default.
- B: The Manage Printers permissions will allow the user to manage the settings on the printer. This does not include the ability to restart the printing of documents.
- D: The Manage Documents permissions will allow the user to restart printing but it is assigned to the Creator Owner group by default.

QUESTION 27

You work as a desktop technician at Certkiller .com. Certkiller .com provides technical support for customers that run small businesses and home businesses.

You work as a desktop technician at Certkiller .com. Certkiller .com provides technical support for customers that run small businesses and home businesses.

A Certkiller .com customer named Andy Reid contacts you for some assistance. Andy Reid has a mobile computer with two USB 2.0 ports. A USB 1.1 compliant mouse is attached to one of the USB ports and a USB 2.0 compliant printer is attached to the other. The printer has a parallel port connection. Andy Reid suspects that one of the USB ports on his computer is not working. Andy Reid wants to know how to connect the mouse and the printer to his computer so that they still provide have the best performance. What should you do?

- A. Instruct Andy Reid to purchase a bus-powered USB 2.0 hub and connect it to the functional USB port. He can then connect the printer and the mouse to the hub.
- B. Instruct Andy Reid to purchase a self-powered USB 2.0 hub and connect it to the operational USB port. He can then connect the printer and the mouse to the hub.
- C. Instruct Andy Reid to purchase a USB-to-PS/2 adapter and connect it to a PS/2 port. He can then connect the mouse to the PS/2 port and the printer to the functional USB port.
- D. Instruct Andy Reid to purchase an IEEE 1284 printer cable and connect it to the LPT1 port. He can then connect the printer to the IEEE 1284 cable and the mouse to the functional USB port.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To get optimal performance, you should connect the printer to the functional USB port and use a USB-to-PS/2 adapter for the mouse to the PS/2 port.

Incorrect Answers:

- A: A bus powered USB hub will not be able to supply sufficient power for the USB printer.
- B: The mouse is a USB 1.1 device and will reduce the speed of the USB hub to USB 1.1.
- D: The best performance for a USB 2.0 printer is to connect it to the USB 2.0 port.

QUESTION 28

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

The Certkiller .com network contains a shared printer named Certkiller -PR05.

Certkiller -PR05 is connected to a client computer named Certkiller -WS272.

You have received instruction to allow members of a domain group named AdminStaff to change the change spooler setting and permissions on Certkiller -PR05.

What should you do?

- A. Grant the AdminStaff group the Print permissions on Certkiller -PR05.
- B. Add the AdminStaff group to the local Administrators group.
- C. Grant the AdminStaff group the Manage Printers permissions on Certkiller -PR05.
- D. Grant the AdminStaff group the Manage Documents permissions on Certkiller -PR05.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should grant Manage Printers permissions to the AdminStaff group. This will allow them to change spooler settings and change printer permissions.

Incorrect Answers:

- A: The Print permissions will allow the users to print documents to a printer. It does not include the ability to change spooler setting and to change printer permissions.
- B: A domain group cannot be added to the local Administrators group.
- D: The Manage Documents permissions will allow the users to cancel, pause, resume, restart and reorder print documents. It does not include the ability to change spooler setting and to change printer permissions.

QUESTION 29

You work as a desktop technician at Certkiller .com. Certkiller .com provides technical support for customers that run small businesses and home businesses.

A Certkiller .com customer named Dean Austin has a home business. Dean Austin has purchased a new Windows XP Home Edition client computer named CK-CUS272. CK-CUS272 has a COM port and a LPT port, two USB ports and two IEEE 1394 ports. Dean Austin also purchased an USB keyboard and a USB mouse that are connected to the USB ports. In addition, Dean Austin has purchased an external Fire-Wire CD-RW drive and a Fire-Wire digital camera that are both bus-powered. Dean Austin has connected the Fire-Wire CD-RW drive to one of the IEEE 1394 ports. He now wants to know how to connect the Fire-Wire digital camera without causing the Fire-Wire CD-RW drive to malfunction.

What should you do?

- A. Instruct Dean Austin to use a six-pin cable and connect the digital camera to the unused IEEE 1394 port.
- B. Instruct Dean Austin to use a four-pin cable and connect the digital camera to the unused IEEE 1394 port.
- C. Instruct Dean Austin to purchase a self-powered IEEE 1394 hub and connect it to one of the IEEE 1394 ports. He can then use six-pin cables to connect the Fire-Wire CD-RW drive and the Fire-Wire digital camera to the hub.
- D. Instruct Dean Austin to purchase a self-powered IEEE 1394 hub and connect it to one of the IEEE 1394 ports. He can then use four-pin cables to connect the Fire-Wire CD-RW drive and the Fire-Wire digital camera to the hub.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The digital camera should be connected using a six-pin IEEE 1394 cable.

A four-pin cable will only carry only data and a six-pin cable can supply bus power to the devices. is bus-powered and not self-powered.

Incorrect Answers:

B: A four-pin cable will only carry data and does not supply power to the attached devices.

C: A self-powered IEEE 1394 hub is not required as there is an unused IEEE 1394 port on the computer.

D: A self-powered IEEE 1394 hub is not required. In addition, a four-pin cable will only carry data and does not supply power to the attached devices.

QUESTION 30

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh has a Windows XP Professional computer and wants to configure two IEEE 1394 FireWire devices. The one device is an external hard drive with a four-pin cable connecting to a six-pin port on the computer and uses an external power supply.

The other device is an external DVD-R drive that has a six-pin cable. The computer of Amy Walsh has one IEEE 1394 port and each of these two devices has a port for a daisy-chaining IEEE 1394 devices.

How should you configure the devices? (Choose all that apply.)

- A. Plug the external hard drive into the external DVD-R drive.
- B. Plug the external power supply into the external hard drive.
- C. Replace the four-pin cable with adapter with a six-pin cable.
- D. Plug the external DVD-R drive into the computer's IEEE 1394 port.
- E. Plug the external hard drive into the computer's IEEE 1394 port.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Only six-pin IEEE 1394 devices can obtain its power from the IEEE 1394 bus. The external DVD-R drive should be plugged into the computer's IEEE 1394 port.

Incorrect Answers:

C: The external hard drive has a four-pin connector, so you should not replace it.

E: This will result in for you to plug the external DVD-R drive into the external hard drive, because there are no other IEEE 1304 ports available.

QUESTION 31

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

A Certkiller .com customer named Andy Reid has contacted you. Andy Reid has acquired a personal digital assistant. He would like to connect the PDA to his computer which has an infrared transceiver. Andy Reid would like to know if the PDA supports infrared.

What should your answer be?

- A. In the Device Manager, see if there is an Infrared Devices node.
- B. See if the PDA's documentation refers to a FireWire support.
- C. Check the Hardware Compatibility List for the PDA.
- D. Look for a small, dark red window on the PDA.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Reid should look for a small, dark red window on the PD A. This is where the infrared transceiver is located.

Incorrect Answers:

- A: Andy Reid cannot look for an infrared device on the computer, if it is not connected to the computer.
- B: FireWire is another name for IEEE 1394 standard. It supports faster data transmission it also requires a IEEE 1394 cable to support communication between devices.
- C: The PDA will not state a particular model that supports infrared communication.

QUESTION 32

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has a laptop that runs Windows XP Professional. The laptop is configured to connect to an infrared printer that is at her home network. The problem is that the laptop cannot connect to the infrared printer.

To troubleshoot the problem, what should your first question be?

- A. On the home network, do you have radio frequency (RF) Wireless Access Point (WAP)?
- B. Is there a wireless phone that uses a frequency of about 2, 4 GHz?
- C. Into the electrical outputs, how many devices are plugged in where the print device and laptop is plugged?
- D. How far away is the laptop from the infrared printer?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Infrared devices communicate over a short distance. You have to ask the distance of the two devices.

Incorrect Answers:

- A: Radio frequencies do not interfere with Infrared Data Association devices.
- B: Wireless phone do not interfere with Infrared Data Association devices.
- C: Electricity does not interfere with Infrared Data Association devices.

QUESTION 33

You work as a desktop technician at Certkiller .com. Certkiller .com provides technical support for customers that run small businesses and home businesses.

A Certkiller .com customer named Dean Austin has a home business. Dean Austin has a Windows XP Home Edition client computer named CK-CUS277. CK-CUS277 has a COM port and a LPT port and a USB 2.0 port. Dean Austin purchased a USB mouse, a USB printer, an external USB hard drive and a bus-powered 4-port USB 2.0 hub. He connected the USB hub to the USB port on CK-CUS277 and attempted to connect the USB mouse, the USB printer and the USB hard drive to the hub.

However, only the USB mouse and the USB printer functions correctly. Dean Austin wants all his USB devices to function correctly and asks for your assistance in this matter.

What should you do?

- A. Instruct Dean Austin to replace the bus-power USB hub with a self-power USB hub.
- B. Instruct Dean Austin to purchase a USB-to-PS/2 adapter and connect the mouse to the PS/2 ports on CK-CUS277. He can then connect the printer and the external hard drive to the USB hub.
- C. Instruct Dean Austin to connect the external hard drive to the printer's USB port.
- D. Instruct Dean Austin to connect the external hard drive to the mouse's USB port.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The hard drive seems to require more power than the bus-powered hub can provide. Replacing the bus-powered hub with a self-powered hub will ensure that it receives the required power.

Incorrect Answers:

B: Taking the mouse off the USB hub will not ensure that the external hard drive will receive sufficient power as the hard drive needs more power than the bus-powered hub can provide.

C, D: The scenario does not state that any of the devices has a pass-through USB port.

Even if the devices do have pass-through USB ports, they are still connected to the bus-powered USB hub, which does not provide sufficient power for the external hard drive.

QUESTION 34

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm works as the manager of the Marketing department. Mia Hamm uses a mobile computer named Certkiller -WS276 that has a built-in modem. Due to the work load, Mia Hamm takes Certkiller -WS276 home with her to complete some work. At home she attempt to connect to the Internet to retrieve her e-mail. A Dial-up connection dialog box opens but Certkiller -WS276 fails to establish an Internet connection. You need to ensure that Certkiller -WS276 can connect to the Internet when Mia Hamm takes the computer home with her.

What should you do?

- A. Instruct Mia Hamm to select the Never dial a connection option on the Connections tab of the Internet Properties page.
- B. Instruct Mia Hamm to select the Always dial my default connection option on the Connections tab of the Internet Properties page.
- C. Instruct Mia Hamm to select the Dial whenever a network connection is not present option on the Connections tab of the Internet Properties page.
- D. Instruct Mia Hamm to clear all entries in the Dial-up and Virtual Private Network settings list box on the Connections tab of the Internet Properties page.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It seems that Certkiller -WS276 is configured with the Dial whenever a network is not present option. Therefore the Dial-up connection dialog box appears. Mia Hamm should select the Never dial a connection option to force browser to connect through the network adapter.

Incorrect Answers:

B: With the Always dial my default connection option Certkiller -WS276 will attempt to connect to the Internet through the dial-up modem rather than through the network adapter.

C: It seems that Certkiller -WS276 is already configured with the Dial whenever a network is not present option.

D: Clearing all entries in the Dial-up and Virtual Private Network settings list box will cause the Internet to revert to the default settings, which is Never dial a connection with no other settings available.

QUESTION 35

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Kara Lang 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 bus-powered USB hub.

Kara Lang 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. During an investigation you find out that 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.

What should you do to ensure that Kara Lang can use ActiveSync with her Pocket PC?

- 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 from the computer's USB controller.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

User has too many devices attached to the computer including a bus power USB hub. Replacing it with a self powered model will fix the problem

QUESTION 36

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Andy Reid is a member of the Sales department. Andy Reid 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. Andy Reid complains that he cannot connect the USB keyboard to his computer. During a routine maintenance, you discover that the computer's available ports are a parallel port, a serial port, and two PS/2 ports.

What should you do to ensure that Andy Reid can use the new keyboard and the two existing USB devices without any hardware expense?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It states you must minimize additional hardware expense. You have your PS/2 connectors for your mouse and keyboard on your motherboard, so buying an adapter is the cheapest thing to do and will solve the problem.

QUESTION 37

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Amy Walsh is a member of the Research department.

Amy Walsh wants to connect 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.

Amy Walsh complains that when she tries to use the camera, she receives a message indicating that the camera is not found. During investigating you find out that the Pocket PC is 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.

What are two possible ways to achieve this goal to ensure that Amy Walsh can use the camera on the serial port without stopping Amy Walsh from later reattaching and using the Pocket PC? (Choose two. Each correct answer presents a complete solution)

- A. Instruct Amy Walsh to temporarily disable the Pocket PC's synchronization software.

- B. Instruct Amy Walsh to connect the camera to a USB port by using a serial-to-USB adapter.
- C. Instruct Amy Walsh to open Device Manager and delete the serial port. Then instruct the user to run Add or Remove Hardware in Control Panel.
- D. Instruct Amy Walsh to uninstall the camera software. Then ask an administrator to reinstall the camera software by using an account that has local Administrator privileges.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 38

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Ally Wagner is attempting to connect a new Pocket PC to her portable computer. The Pocket PC requires a USB port and her keyboard use the only USB port on her computer. The only available port on the computer is a serial port.

What should you do to ensure that Ally Wagner can connect the Pocket PC to her computer and still have her external keyboard with minimizing new hardware expenses?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The keyboard will work in the PS/2 port.

QUESTION 39

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a Windows Server 2003 print server named Certkiller -PR01. A Certkiller .com user named Amy Wilson is a member of the Research and Development department. One morning Amy Wilson complains that she cannot print documents.

Amy Wilson can connect to Certkiller -PR01 by using its IP address, but she cannot connect to Certkiller -PR01 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 Certkiller -PR01 by name, but the attempt fails. You then run the ping command to try to connect to Certkiller -PR01 by using its IP address, and the attempt is

successful.

What should you do to ensure that all users can connect to Certkiller -PR01 by using its name?

- A. Ask an administrator to repair the Hosts file on Certkiller -PR01.
- B. Ask an administrator to correct the DNS records for Certkiller -PR01.
- C. Instruct Amy Wilson to run the ipconfig /flushdns command from her computer.
- D. Instruct Amy Wilson to run the ipconfig /registerdns command from her computer.
- E. Configure Amy Wilson's computer to have a Hosts file containing an entry for Certkiller -PR01.
- F. Configure Amy Wilson's computer to have an Lmhosts file containing an entry for Certkiller -PR01.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Amy Wilson is having problems connecting to a Windows 2003 Print Server named Certkiller -PR01 by name. She can connect by ping the IP address, but not the name. Therefore, getting the administrator to correct the DNS records for Certkiller -PR01 is a possible.

Alternatively, but not as good, is to instruct the user to run the ipconfig /flushdns command from her computer.

QUESTION 40

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Mia Hamm is a member of the Sales department. One morning Mia Hamm complains that she cannot access any network resources.

During an investigation you discover that Mia Hamm 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 named Certkiller -WS271, but you cannot connect to Mia Hamm'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.

What should you do first to ensure that Mia Hamm can access network resources?

- A. Instruct Mia Hamm to run the netstat command.
- B. Instruct Mia Hamm to run the ipconfig /renew command.
- C. Instruct Mia Hamm to remove the user profile on the computer, restart the computer, and log on again.
- D. Ask a network administrator to remove Mia Hamm's computer account from the domain and then add it to the domain.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

There is a network problem as the computer is using an APIPA address of 169.254.117.54. You must run the ipconfig /renew command to obtain a new valid IP address.

QUESTION 41

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas.

Certkiller .com contains a Exchange server named Certkiller -SR24.

A Certkiller .com user named Clive Wilson is a member of the Research department.

One morning Clive Wilson complains that when he attempts to use Microsoft Outlook, he receives a message stating that the computer cannot connect to the company's Microsoft Exchange Server 2003 computer.

During an investigation you discover that Clive Wilson just relocated from one branch office to another branch office. Clive Wilson was able to connect to the Exchange server from his old office. You 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.

What should you do to ensure that Clive Wilson's computer can connect to Certkiller -SR24?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a DNS server named Certkiller -SR24 that accepts dynamic updates and a file server named Certkiller -SR10.

A Certkiller .com user named Kara Lang is a member of the Research and Development department. One morning Kara Lang complains that she can no longer connect to a file server named Certkiller -SR10. You discover that Kara Lang can connect to other file servers, and she was able to connect to Certkiller -SR10 a few hours ago.

You run the ping command from your computer and successfully connect to Certkiller -SR10 by name. Another technician informs you that Certkiller -SR10 failed earlier today. This technician also informs you that the server currently responding as Certkiller -SR10 is a replacement server that was placed online a few minutes earlier.

What should you do to ensure that Kara Lang can connect immediately to the replacement server named Certkiller -SR10?

- A. Instruct the user to run the netstat -a command.
- B. Instruct the user to run the ipconfig /flushdns 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 Certkiller -SR10.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You must do a flushdns command because the server was replacement online a few minutes so the DNS information is old.

QUESTION 43

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com employee named Ally Wagner works in the Sales department. Ally Wagner is attempting to synchronize her new cellular telephone with her portable computer. The telephone connects to the portable computer by means of infrared.

One morning Ally Wagner complains that the telephone cannot contact the computer. She states that she has installed the telephone's software and configured it to use infrared.

You instruct Ally Wagner to open the infrared application in Control Panel. The application reports that no infrared ports are available. You confirm that the computer has an infrared port installed and that the infrared port is compatible with Windows XP Professional.

What should you do to ensure that Ally Wagner can synchronize her cellular telephone with her computer?

- A. Uninstall and reinstall the cellular phone's software.
- B. Obtain an updated infrared device driver from the computer manufacturer.
- C. Open Device Manager and delete all existing ports. Then run Add or Remove Hardware in Control Panel.
- D. Restart the computer and enter the BIOS setup screen. Then select the option to enable the onboard IrDA port.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

By default the IrDA port is disabled in the hardware on most new computers. You enable the IrDA port through BIOS.

QUESTION 44

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional with Service Pack 2 (SP2). A Certkiller .com user named Andy Reid works in an office that uses different wireless networks for different departments. He usually connects to the Accounting department's wireless network, but he often mistakenly connects to other department networks instead.

What should you do to make the Accounting department's wireless network to be his default wireless connection?

- A. In Network Connections, click the wireless connection icon. Under Network Tasks, click Related Tasks, and then click View available wireless networks. Click Change the order of preferred networks, and then move the Accounting department's wireless connection to the top.
- B. In Network Connections, click the wireless connection icon. Under Network Tasks, click Related Tasks, and then click View available wireless networks. Click the Accounting department's wireless connection, and then click Connect.
- C. In Network Connections, right-click the Accounting department's wireless connection, and click Properties. On the Wireless Networks tab, select Use Windows to configure my wireless network settings.
- D. In Network Connections, right-click the Accounting department's wireless connection, and click Properties. On the Wireless Networks tab, clear Use Windows to configure my wireless network settings.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Incorrect Answers:

B: Manually connecting to the Accounting wireless network will not make this network the preferred network.

C, D: The Network Connections will only display your network cards, not specific connections.

QUESTION 45

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Rory Allen is a member of the Research department connects an external IEEE 1394 (FireWire) hard disk to his computer.

One morning Rory Allen complains that when he attempts to use the external hard disk, the hard disk will not turn on. The user states that the hard disk is supposed to be powered by the IEEE 1394 port. He further states that he followed the directions that came with the hard disk, and that he connected the hard disk to his computer's four-pin IEEE 1394 port by using a six-pin to four-pin adapter cable.

What should you do to ensure that Rory Allen can use the hard disk?

- A. Obtain an external power adapter for the hard disk.
- B. Uninstall and reinstall the device drivers supplied with the hard disk.
- C. Obtain a bus-powered IEEE 1394 hub. Connect the hard disk to the hub. Then connect the hub to the computer.
- D. Use a six-pin to six-pin cable that has a six-pin to four-pin adapter plug to connect the hard disk to the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the computer has a four-pin IEEE 1394 (FireWire) port it will never be able to power the external hard disk as the 4-pin connectors are not powered.

QUESTION 46

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Bootha member of the Finance departmentis attempting to install a new printer on his computer. Andy Booth complains that he was able to connect the printer to the computer, but Windows displays a message indicating that he does not have permission to install the printer drivers. During an investigation you discover that the user usually logs on to his computer by using a domain user account. His computer does have a local user account that he can use. Both accounts are members of the local User group on his computer, and no other local groups. You confirm that the user is allowed to have a locally connected printer.

What should you do to ensure that the printer is installed on the computer without giving Andy Boothunnecessary privileges on his computer?

- A. Make Andy Booth a member of the local Administrators group. Instruct Andy Booth to install the printer.
- B. Log on to Andy Booth's computer by using an account that has administrative privileges. Install the printer.
- C. Instruct Andy Booth to search Windows Update for copies of the necessary device driver. Instruct Andy Booth to download the device driver and install the printer.
- D. Instruct Andy Booth to log on to the computer by using local user account instead of domain user account. Instruct Andy Booth to install the printer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Without administrative rights on the local computer the user will not be able to install the printer. In order to get the printer installed without giving the user unnecessary privileges you have to install the printer for him. Once the printer is installed the user will be able to use it with user privileges.

QUESTION 47

You work as a helpdesk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Andy Reid has contacted you. Andy Reid reports that he cannot open Microsoft Office Word 2003. Andy Reid said that he used Microsoft Office Word 2003 the day before.

How can Andy Reid repair Word?

- A. He should use the Performance and Maintenance.
- B. He should use the Add or Remove Programs.
- C. He should use the Help and Support.
- D. He should use the Microsoft Office Application Recovery.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

There are ways to repair Word. Rory Allen should use the Add or Remove Programs, and click reinstall or repair. The next thing is to click Detect and Repair Errors in My Office Installation.

Incorrect Answers:

A: Andy Reid should not use the Performance and Maintenance. You can use the Performance and Maintenance to view and change the System Properties.

C: Andy Reid should not use the Help and Support. You cannot use the Help and Support to repair any functions.

D: Andy Reid should not use the Microsoft Office Application Recovery. The Microsoft Office Application Recovery allows you to recover documents from Office applications.

QUESTION 48

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Marketing department. You were authorized by the CEO to purchase Microsoft Office 2003. Three Certkiller .com employees named Mia Hamm, Amy Walsh and Amy Wilson work in the Marketing department. All three of the employees have installed Microsoft Office 2003 on their computer. They used the same CD-ROM and product key. After three days the manager named Andy Reid from the Marketing department has contacted you. He is worried because all three of the employees are running Microsoft Office 2003 and are using it.

What should you tell Andy Reid?

- A. Microsoft Office 2003 is not activated.
- B. The three employees have tampered with the registry.
- C. Microsoft Office 2003 will uninstall after 50 launches.
- D. Microsoft Office 2003 does not enforce licensing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It can be that the application is not activated. The user can start the application 50 times before he or she will be prompted for an activation key.

Incorrect Answers:

B: It does not state that the activation code is stored on the computer.

C: Microsoft Office 2003 will not uninstall after 50 launches. The users will not be able to save any documents.

D: On all versions of Office, there is a product license.

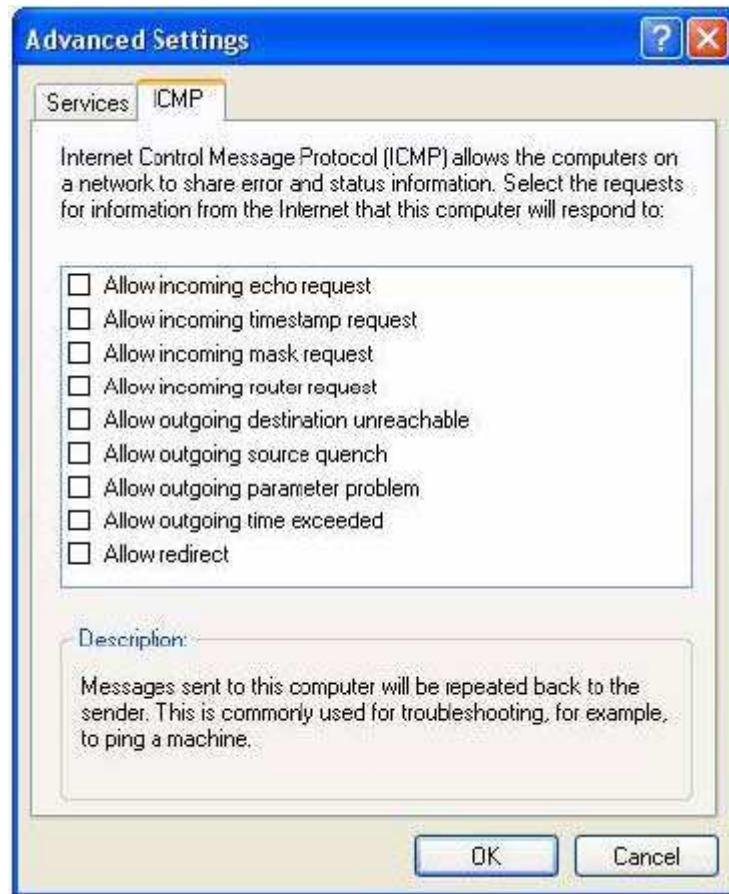
QUESTION 49

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

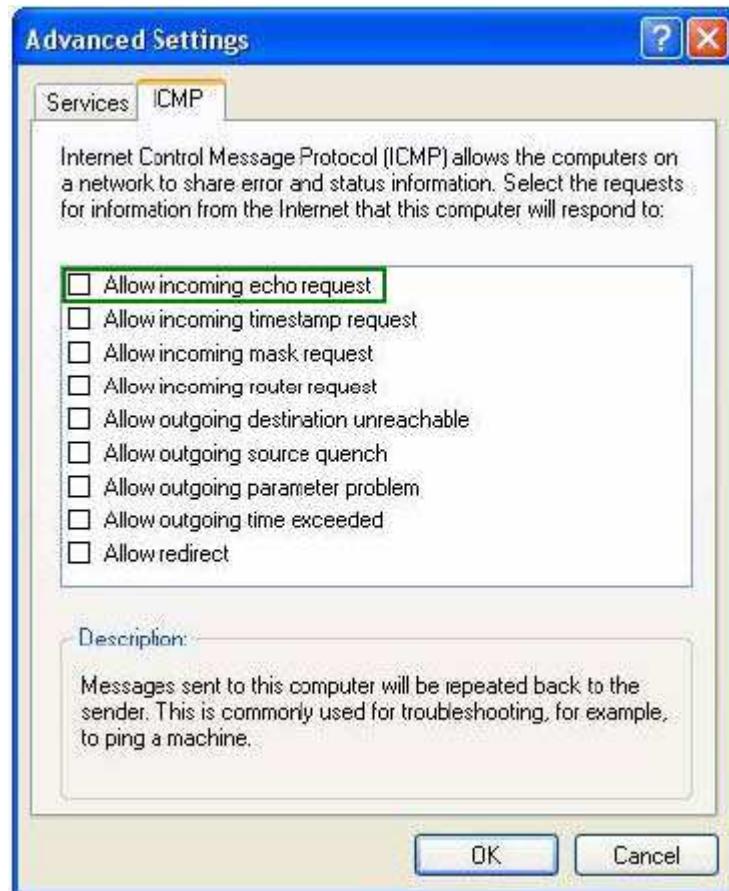
A Certkiller .com customer named Andy Reid has contacted you. Andy Reid is a sales representative for the company and sometimes he accesses the company network with his home computer that is running Windows XP Professional with Service Pack 1. The reason why he contacts you is that he has problems browsing the Web sites. The administrator has told him to configure the Internet Connection Firewall and run the ping command against his computer.

In the Internet Control Message Protocol tab, which option should he check? (Use the exhibit to click the option to run the ping command)

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

The "allow incoming echo request" option will allow him to use the ping command against his computer.

QUESTION 50

[HOTSPOT]

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm is a member of the Research and Development department. Mia Hamm complains that she is unable to use Remote Desktop connection from her work computer to her computer at home.

During a routine maintenance, you discover that Mia Hamm's home computer runs Windows XP Home Edition and uses a static IP address to connect to the Internet by using a persistent cable modem connection. You also notice that Mia Hamm configured her office computer to use a Remote Desktop connection and configured Internet Connection Firewall (ICF) on both computers.

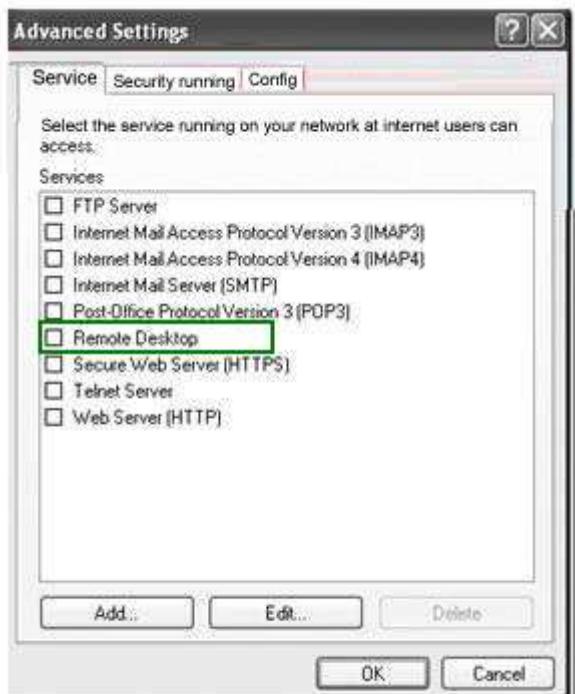
Your solution needs to ensure that each computer is as secure as possible.

What should you do to allow only the Remote Desktop connection from the Mia Hamm's office computer to her home computer? To answer, configure the appropriate option or options in the two dialog boxes.

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

Remote Desktop (on the Home Computer)

Explanation:

If you use ICF in Windows XP, follow these steps on the remote machine (the machine you want to connect to using Remote Desktop):

1. Open the Network Connections folder (located in the Control Panel).
2. Right-click on the firewall connection and select Properties.
3. Click the Settings button on the Advanced tab.
4. Check the Remote Desktop box on the Services tab.
5. Close all of the dialog boxes.

QUESTION 51

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. One morning Amy Walsh complains that her research application is not available.

During a routine maintenance, you discover that Amy Walsh 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.

What should you do to ensure that the research application functions properly on Amy Walsh's computer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 52

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Clive Wilson has a Windows XP Professional computer with Service Pack 2. Clive Wilson is using Internet Explorer to access Web sites. Clive Wilson has added many Web pages to his Favorites in Internet Explorer. Clive Wilson now finds it difficult to find certain items in the Favorite menu. He would like the Favorite to be alphabetically arranged.

What should you do?

- A. Right-click on an item in the Favorites menu and specify Sort by Name.
- B. You should click the Tool menu, the Internet Options and then the Settings button.
- C. Right-click on an item in the Organize Favorites dialog box and specify Sort by Name.
- D. Click on the Tools menu and click Synchronize.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When you right-click on an item in the Favorites menu and specify Sort by Name, it will arrange the items in alphabetical order.

Incorrect Answers:

B: You should not click the Tool menu, the Internet Options and then the Settings button.

This will control the settings for your temporary Internet files.

C: In the Organize Favorites dialog box, the Sort by Name is not available.

D: The Synchronize option is used to update the Web pages that were saved.

QUESTION 53

You work as a help desk support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid works on a Windows XP Professional computer named Certkiller - WS279. Andy Reid want to configure Internet Explorer so that it does not store cookies with that can be personally attributed to him without his permission. A new Certkiller .com security policy states that Certkiller .com users may not download signed or unsigned ActiveX controls from the Internet. You need to configure Certkiller -WS279 to meet Andy Reid's requirements and those of the new security policy.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You should set the security for the Internet zone to Low.
- B. You should set the privacy to Low.
- C. You should set the security for the Internet zone to Medium.
- D. You should set the privacy to Medium.
- E. You should set the security for the Internet zone to High.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should setup the security to High and setup the privacy to High.

The High security setting will prevent the users from down loading signed or unsigned ActiveX controls. The Medium privacy setting will prevent the storing of personalized cookies.

Incorrect Answers:

A: If you set the security to Low, it will allow the user to down loading signed or unsigned ActiveX controls.

- B: If you set the privacy to Low, it will allow Internet Explorer to store personalized cookies.
C: If you set the security to Medium, it will allow the user to download signed ActiveX but not unsigned ActiveX controls.

QUESTION 54

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh works for a company named Acme.com. Amy Walsh wants to use a new font for his window titles. Amy Walsh saved the font to the My Documents folder, but the font is not showing Display Properties. Amy Walsh would like to use the font on her computer. What should Amy Walsh do?

- A. Delete the font; it is not a True Type font.
- B. Reboot the computer and the computer would search the font on the hard drive automatically.
- C. Open the Fonts Control Panel applet and install the font.
- D. The font is only a read only file.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The fonts that is copied to the hard drive, is not automatically installed. She needs to install the font. If the font is installed, it would be available in the drop down list in the Advance Appearance dialog box.

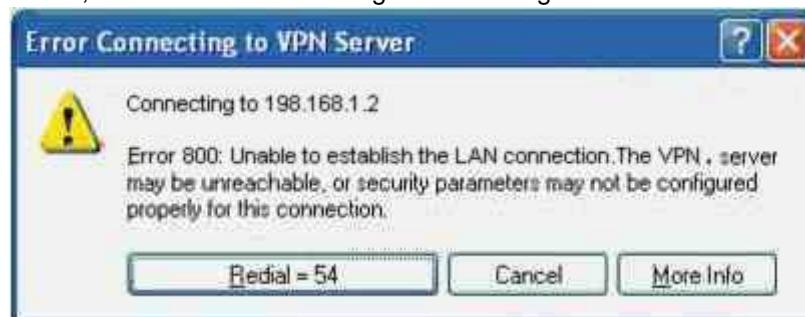
Incorrect Answers:

- A: She should not delete the font. True Type fonts and Printer font are displayed in the drop down list.
- B: An operating system will not look for fonts. The fonts must be installed.
- D: Even if the font is a read only file; it will not stop it from displaying.

QUESTION 55

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Dean Austin is a member of the Research and Development department. Dean Austin complains 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:



During an investigation you find out that Dean Austin 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 also discover that Dean Austin's computer is connected to the Internet before he attempts to establish a VPN connection.

What should you do to ensure that Dean Austin can establish a VPN connection to the company VPN server?

- A. Instruct Dean Austin to enter the IP address of the company VPN server in the VPN connection properties page.
- B. Instruct Dean Austin 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 Dean

- Austin's user account.
- D. Ask an administrator to configure the logon hours for Dean Austin's account to allow him to log on seven days per week, twenty-four hours per day.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Confirmed the error on the knowledge base pages with MS.

QUESTION 56

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Ally Wagner is attempting to connect a new Pocket PC to her portable computer. The Pocket PC requires a USB port and her keyboard use the only USB port on her computer. The only available port on the computer is a serial port.

What should you do to ensure that Ally Wagner can connect the Pocket PC to her computer and still have her external keyboard with minimizing new hardware expenses?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The keyboard will work in the PS/2 port.

QUESTION 57

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Amy Walsh is a member of the Research department.

Amy Walsh wants to connect 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.

Amy Walsh complains that when she tries to use the camera, she receives a message indicating that the camera is not found. During investigating you find out that the Pocket PC is 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.

What are two possible ways to achieve this goal to ensure that Amy Walsh can use the camera on the serial port without stopping Amy Walsh from later reattaching and using the Pocket PC? (Choose two. Each correct answer presents a complete solution)

- A. Instruct Amy Walsh to temporarily disable the Pocket PC's synchronization software.
- B. Instruct Amy Walsh to connect the camera to a USB port by using a serial-to-USB adapter.
- C. Instruct Amy Walsh to open Device Manager and delete the serial port. Then instruct the user to run Add or Remove Hardware in Control Panel.
- D. Instruct Amy Walsh to uninstall the camera software. Then ask an administrator to reinstall the camera software by using an account that has local Administrator privileges.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 58

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a DNS server named Certkiller -SR24 that accepts dynamic updates and a file server named Certkiller -SR10.

A Certkiller .com user named Kara Lang is a member of the Research and Development department. One morning Kara Lang complains that she can no longer connect to a file server named Certkiller -SR10. You discover that Kara Lang can connect to other file servers, and she was able to connect to Certkiller -SR10 a few hours ago.

You run the ping command from your computer and successfully connect to Certkiller -SR10 by name. Another technician informs you that Certkiller -SR10 failed earlier today. This technician also informs you that the server currently responding as Certkiller -SR10 is a replacement server that was placed online a few minutes earlier.

What should you do to ensure that Kara Lang can connect immediately to the replacement server named Certkiller -SR10?

- A. Instruct the user to run the netstat -a command.
- B. Instruct the user to run the ipconfig /flushdns 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 Certkiller -SR10.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You must do a flushdns command because the server was replacement online a few minutes so the DNS information is old.

QUESTION 59

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Rory Allen is a member of the Research department connects an external IEEE 1394 (FireWire) hard disk to his computer.

One morning Rory Allen complains that when he attempts to use the external hard disk, the hard disk will not turn on. The user states that the hard disk is supposed to be powered by the IEEE 1394 port. He further states that he followed the directions that came with the hard disk, and that he connected the hard disk to his computer's four-pin IEEE 1394 port by using a six-pin to four-pin adapter cable.

What should you do to ensure that Rory Allen can use the hard disk?

- A. Obtain an external power adapter for the hard disk.

- B. Uninstall and reinstall the device drivers supplied with the hard disk.
- C. Obtain a bus-powered IEEE 1394 hub. Connect the hard disk to the hub. Then connect the hub to the computer.
- D. Use a six-pin to six-pin cable that has a six-pin to four-pin adapter plug to connect the hard disk to the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the computer has a four-pin IEEE 1394 (FireWire) port it will never be able to power the external hard disk as the 4-pin connectors are not powered.

QUESTION 60

[HOTSPOT]

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm is a member of the Research and Development department. Mia Hamm complains that she is unable to use Remote Desktop connection from her work computer to her computer at home.

During a routine maintenance, you discover that Mia Hamm's home computer runs Windows XP Home Edition and uses a static IP address to connect to the Internet by using a persistent cable modem connection. You also notice that Mia Hamm configured her office computer to use a Remote Desktop connection and configured Internet Connection Firewall (ICF) on both computers.

Your solution needs to ensure that each computer is as secure as possible.

What should you do to allow only the Remote Desktop connection from the Mia Hamm's office computer to her home computer? To answer, configure the appropriate option or options in the two dialog boxes.

Point and Shoot:



Correct Answer:

**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

Remote Desktop (on the Home Computer)

Explanation:

If you use ICF in Windows XP, follow these steps on the remote machine (the machine you want to connect to using Remote Desktop):

1. Open the Network Connections folder (located in the Control Panel).
2. Right-click on the firewall connection and select Properties.
3. Click the Settings button on the Advanced tab.
4. Check the Remote Desktop box on the Services tab.
5. Close all of the dialog boxes.

QUESTION 61

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains three Windows 2000 Server computers and 50 Windows XP Professional client computers. The Certkiller .com network is not connected to the Internet.

A user named Ally Wagner works in the Marketing department. Ally Wagner is using a Windows XP Professional computer named Certkiller -WS270.

Certkiller -WS270 is configured to display a task list. The task list is located in a folder window to the left of the files and folders list.

Ally Wagner wants to know which radio button she should use?

- A. In the Folders Options dialog box, use the Use Windows classic folders radio button.
- B. In the Folders Options dialog box, use the Show common task in the folders radio button.
- C. In the Folders Options dialog box, use the Single-click to open an item radio button.
- D. In the Folders Options dialog box, use the Double-click to open an item radio button.

Correct Answer: B**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

If Ally Wagner uses the Show common task in the folders radio button, it will display a task list in a folder window to the left of the files and folders list.

Incorrect Answers:

A: The Use Windows classic folders radio button will configure the operating system to display only the folder list to the left of the files and folders list.

C: The Single-click to open an item radio button, will only allow the user to click once, and the item in the folder would open.

D: The Double-click to open an item radio button, will only allow the user to click twice, and the item in the folder would open.

QUESTION 62

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas. A Certkiller .com user named Mia Hamm travels with a portable computer. Mia Hamm is required to encrypt all company data that is stored on the portable computer.

Mia Hamm reports that she has to view the properties of each file to find out whether a file is encrypted or unencrypted.

What should you do to ensure that Mia Hamm can distinguish encrypted files from unencrypted files without viewing the files' properties?

- 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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 63

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com manager named Andy Reid works in the Sales department. Andy Reid uses a client computer named Certkiller -WS272. Certkiller -WS272 is configured to run Internet Information Services (IIS). The Uniform Resource Locator that Andy Reid gave the users to access is <http://winxp1>. Certkiller .com. Andy Reid's problem is that no one can access a Web site that he is developing. During the investigation you notice that Andy Reid has the appropriate permissions granted on the Web site. You also learn that the other employees of the Sales department can access Certkiller -WS272 and the Web sites by the IP address, but not the domain name.

What is the cause of the problem?

- A. An Lmhost file
- B. Windows Internet Naming Service (WINS)
- C. A Host file

D. Domain Name System (DNS)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The users of the Sales department can access the Web site by its IP addresses but not the domain name. This is an indication that it is a name related problem. The DNS resolve FQDN to IP addresses.

Incorrect Answers:

A: Lmhost files resolves NetBIOS names to IP addresses. The Lmhost file is not the problem here.

B: This is not a WINS issue. A WINS server provides NetBIOS name resolution.

C: This is not a Host file problem. On a computer the Host file resolve FQDNs to IP addresses.

QUESTION 64

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. The client computers have also an application named WinApp that is installed on it.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. Rory Allen complains 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".

During monitoring you discover that Rory Allen can access e-mail and the Internet.

The Access file is shared on a file server named Certkiller -SR24 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The error message indicates that the file is not in the location that the shortcut refers to. The file has probably been moved or deleted.

QUESTION 65

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a DHCP server named Certkiller -SR20 that is used to assign IP addresses to all client computers. A new Certkiller .com policy requires that users use Microsoft Internet Explorer as their Web browser.

A Certkiller .com user named Andy Booth is a member of the Research and Development department.

Andy Booth complains that when he tries to connect to any Web site on the Internet while he is using his computer at the office, Internet Explorer displays the following error message: "The page cannot be found." During maintenance you discover that he followed instructions from his ISP to make several changes in Internet Explorer on his portable computer so that he could connect to the Internet from home.

You check that the Internet Explorer has the correct proxy settings. You instruct Andy Booth to ping a computer on the Internet by using its IP address. Andy Booth reports that he can successfully ping the other computer.

What should you do to ensure that the user can connect to Web sites by using Internet Explorer on his computer?

- A. Use Internet Options in Control Panel to configure security level for the Internet security zone to Medium.

- B. Use Internet Options in Control Panel to add the URLs of the Web sites he needs to access to the Trusted sites security zone.
- C. Select the Automatic private IP address option button on the Alternate Configuration tab of the TCP/IP properties page.
- D. Select the Obtain DNS server address automatically option button on the TCP/IP properties page.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the user can successfully reach computers on the internet by using their IP address but not when using the DNS name (or URL) then it probably is a DNS issue and the correct solution would be to make sure the DNS settings under the TCP/IP properties page are right (in this case automatically assigned from DHCP). Changing anything in the Internet Options would not help as the problem is clearly outside the scope of Internet Explorers settings.

QUESTION 66

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. The Certkiller .com network contains a Microsoft Exchange 2000 server named Certkiller -EX04 that has mailboxes for all Certkiller .com users. All Certkiller .com client computers use Microsoft Outlook 2003 to access the mailboxes on Certkiller -EX04. A Certkiller .com user named Mia Hamm works in the Marketing department. Mia Hamm uses a mobile computer named Certkiller -WS274. When Mia Hamm is out of the office, she is unable to access her e-mail. You have been instructed to ensure that Mia Hamm can access her e-mail messages for off-line viewing when she is out of the office. You must also ensure that the e-mail messages are not deleted from her mailbox on Certkiller -EX04.

What should you do?

- A. Create an IMAP4 account that has Outlook Web Access for Mia Hamm.
- B. Create two IMAP4 accounts for Mia Hamm, one for local use and one for remote use.
- C. Create an IMAP4 account for Mia Hamm that she can use for local use, and a POP3 account that she can use for remote use.
- D. Create a POP3 account for Mia Hamm and select the Leave a copy of messages on the server option.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The POP3 account has an option, Leave a copy of messages on the server, which will leave a copy of the messages on the e-mail server.

Incorrect Answers:

A, B, C: IMAP4 does not support offline viewing of messages.

QUESTION 67

You work as the network administrator at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All client computers on the Certkiller .com network are configured to receive their IP addresses from a DHCP server named Certkiller -SR05. The DHCP service on Certkiller -SR05 has been configured to assign IP addresses from the 192.168.12.0/16 network.

A Certkiller .com user named Andy Booth uses a client computer named Certkiller -WS272. Andy Booth contacts you to complain that he cannot access any network resources. During your investigation you discover that Certkiller -WS272 is configured with the correct subnet mask, but with an IP address of 169.254.126.17. You need to ensure that Andy Booth can access network resources.

What should you do?

- A. Run the netsh /flushdns command from a command prompt window.

- B. Run the netsh /dhcp command from a command prompt window.
- C. Run the ipconfig /all command from a command prompt window.
- D. Run the ipconfig /release command from a command prompt window, followed by the ipconfig /renew command.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The address of 169.254.126.17 and a subnet mask of 255.255.0.0 is an APIPA address. APIPA addresses are assigned to a Windows XP Professional computer when the DHCP server is not available. He needs to obtain an IP address from the DHCP server.

Incorrect Answers:

- A: The ipconfig /flushdns command is used to register the DNS resource records on the computer. The scenario does not have a name resolution problem.
- B: The netsh /dhcp command is used to enter into the DHCP mode where you can administer DHCP server. This will not allow the user to get an IP address.
- C: The ipconfig /all command are used to view all of the current IP settings.

QUESTION 68

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. All client computers on the Certkiller .com network are configured to receive their IP addresses from a DHCP server named Certkiller -SR05. The DHCP service on Certkiller -SR05 has been configured to assign IP addresses from the 192.168.12.0/16 network.

A Certkiller .com employee named Mia Hamm uses a client computer named Certkiller -WS278. Mia Hamm contacts you to complain that she cannot access any network resources. She also cannot connect to the Internet. During your investigation you run the ipconfig /all command on Certkiller -WS278 and discover that Certkiller -WS278 is configured with an IP address of 169.254.127.23, a subnet mask of 255.255.0.0, and without a default gateway address. You then run the ipconfig /release command. When you try to run the ipconfig /renew command, you receive a time-out error message. You then successfully run the ping 127.0.0.1 command.

What should you next?

- A. Configure Certkiller -WS278 with the IP Address of the default gateway.
- B. Configure Certkiller -WS278 with a static IP Address of 192.168.12.23.
- C. Ensure that the DHCP service is running on Certkiller -SR05.
- D. Configure Certkiller -WS278 with the IP Address of the DNS server.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The IP address 169.254.127.23/16 is an APIPI address that is assigned when the DHCP server cannot be contacted. Therefore you should check if the DHCP server is online and that the DHCP service is running.

Incorrect Answers:

- A: You do not need to reinstall the TCP/IP on her network adapter. You did receive a positive answer when you ping the loopback address on her IP address.
- B: You should not do this. If the IP address is the same of another computer in the network, the other computer and your computer will not be able to communicate.
- D: If the DNS address listing was incorrect, then she would not have been able to browse the local network.

QUESTION 69

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner work for Acme.com which contains a two offices. Ally Wagner said that the employees in there office cannot connect to the computers in the other offices, but the other employees in the other office can access there computer. You respond to her by telling her to connect by name and IP address. Her reply was that it was unsuccessful. You then tell her to ping the default gateway, which result in the following: Destination host unreachable error. What would you tell Ally Wagner?

- A. The interface that can give a computer access outside of its own subnet is not registered in Domain Name System (DNS).
- B. The interface that can give a computer access outside of its own subnet is maybe offline or not the same subnet as your computer.
- C. The interface that can give a computer access outside of its own subnet does not have bridging enabled.
- D. The interface that can give a computer access outside of its own subnet is not registered in Windows Internet Naming Service (WINS).

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It is that the default gateway can be offline or not have the same subnet as the computer. If the two computers cannot connect, it will send it to the default gateway, which will then forward the request.

Incorrect Answers:

- A: There is on need for the default gateway to be registered in DNS.
- C: Bridging will allow multiple network interface adapters to share a single set of network settings. The default gateway does not have to be bridged.
- D: There is on need for the default gateway to be registered in WINS.

QUESTION 70

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner is self employed and work from home. She has four computers, which are connected to the home network and not to the Internet, which is running Windows XP Professional. Ally Wagner also states that the computer get IP addresses automatically. Ally Wagner would like to give one of the computers a static Internet Protocol address which is needed for a new accounting application that needs to be installed. Ally Wagner wants this computer to be also part of the network. You also learnt that her computers does not use the Dynamic Host Configuration Protocol (DHCP). Ally Wagner needs a subnet mask.

What should she use?

- A. 255.0.0.0
- B. 255.255.255.0
- C. 255.255.255.255
- D. 255.255.0.0

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The computers do not use DHCP but APIPA. APIPA assigns IP addresses automatically from the 169.254.0.0/16 subnet.

Incorrect Answers:

- A: This subnet is used to identify a subnet that uses 8 bits.
- B: This subnet is used to identify a subnet that uses 24 bits.
- C: This subnet is used to identify a local computer and not a subnet.

QUESTION 71

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP. A Certkiller .com user named Ally Wagner works as the manager of the Admin department. Ally Wagner is assigned a mobile computer named Certkiller -WS275. Because of the workload, Ally Wagner takes Certkiller -WS275 home to complete some work. At home Ally Wagner uses her domain user account to logon to Certkiller -WS275. She then creates a dial-up connection to the Certkiller .com network. When Ally Wagner attempts to enable the Internet Connection Firewall (ICF) for the dial-up connection, she is unsuccessful.

The next morning Ally Wagner informs you about the problem. Ally Wagner wants to be able to enable ICF for the dial-up connection.

What should you do?

- A. Disable the Prohibit use of Internet Connection Firewall on your DNS domain network group policy on Certkiller -WS275.
- B. Enable the Allow other network users to control, or disable shared Internet connection option on Certkiller -WS275.
- C. Add Ally Wagner's domain user account to the Domain Administrators group.
- D. Enable the Web Server (HTTP) option on Certkiller -WS275.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

ICF is controlled by the local Prohibit use of Internet Connection Firewall on the DNS domain network policy. ICF cannot be enabled on a network connection when this policy is enabled.

Incorrect Answers:

B, D: The Allow other network users to control, or disable shared Internet connection and the Web Server (HTTP) options are ICS options. They are not used for ICF.

C: Making Ally Wagner a member of the domain administrators group would provide her with too much privileges.

QUESTION 72

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

On a desktop computer you have enabled ICF. After you have enabled ICF the small web service no longer works according to the users who are expected to view the 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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.

Exam H

QUESTION 1

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Andy Booth has contacted you. He wants the latest Microsoft Office XP update. Clive Wilson does not know where he could get the updates.

What should Andy Booth do?

- A. He should use the Office Tools on the Web option, which resides in the Help menu of Microsoft Word.
- B. He should use Microsoft Office Tools and then Activate Product.
- C. He should use the Help and Support.
- D. He should use the Windows Update

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Booth should use the Office Tools on the Web option. The Web browser would navigate him or he can do it manually.

Incorrect Answers:

B: Andy Booth should not use Microsoft Office Tools and then Activate Product. This is used to activate Office.

C: Andy Booth should not use the Help and Support. This is used to troubleshoot operating system issues.

D: Andy Booth should not use the Windows Update. This is used to update the operating system and not to update Microsoft Office.

QUESTION 2

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and make use of Microsoft Internet Explorer as their Web browser.

A user named Andy Reid would like to have the highest degree of protection against cookies. This protection must still allow him to log on to Web sites and store personal data. He would also like to prevent cookies from advertisers on third-party Web sites from being stored on his computer.

Of the following options, which is the one that you should take to ensure that the Andy Reid's Internet options are configured properly?

- A. Instruct Andy Reid to enable the Content Advisor in Internet Options in Control Panel.
- B. Instruct Andy Reid to configure the Privacy setting to Medium-High in Internet Options in Control Panel.
- C. Instruct Andy Reid to configure the custom security setting to High for the Internet security zone in Internet Options in Control Panel.
- D. Instruct Andy Reid to add all third-party Web sites to the Restricted sites security zone in Internet Options in Control Panel.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 3

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Marketing department and a Sales department. The users in the Marketing department belong to the Marketing group and the users in the Sales department belong to the Sales group. A Certkiller .com user named Andy Reid is a member of the Marketing department. Andy Reid shares a folder named CK_Market on a client computer named Certkiller -WS271. The Marketing department users, other than the secretary, must be able read and write to files in the CK_Market folder. The secretary, who is also a member of the Marketing group, must only be able to read the files in the CK_Market folder. You need to assign the appropriate share and NTFS permissions to the CK_Market folder.

What should you do? (Each correct answer represents part of the solution. Choose all that apply.)

- A. Grant the Domain Users group the Allow-Read permissions for the CK_Market folder.
- B. Grant the Domain Users group grant the Allow-Change permissions for the CK_Market folder.
- C. Grant the Marketing Users group the Allow-Change permissions for the CK_Market folder.
- D. Grant the Marketing Users group the Allow-Modify permissions for the CK_Market folder.
- E. Grant the secretary's user account the Allow-Read & Execute permissions for the CK_Market folder.

Correct Answer: BDE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The best solution is to assign share and NTFS permissions. To make the administration easy, it is best to grant Change share permissions to the Domain Users group. This will stop them from controlling permissions. The NTFS permissions are there to secure the files in the Market folder.

Incorrect Answers:

A: The Domain Users group should have the Allow-Change permissions. This will stop them from controlling permissions.

C: The Marketing Users group should have Allow-Modify permissions.

QUESTION 4

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Development department produces and tests software applications. The Development department stores its documents in a shared folder named CK_Development which resides on a client computer named CertK NG-WS272. The Everyone group has the Full Control share permissions for CK_Development folder. Rory Allen is the lead developer at the Development department. Rory Allen suspects that one or more disgruntled employees may be sabotaging the Development department by trying to delete files in the CK_Development folder. He also suspects that users in other departments are storing files in CK_Development folder. You have been instructed by the CEO to use auditing to determine who is attempting to delete files in the CK_Development folder, whether they succeed or not. You must also determine who is storing files in CK_Development folder.

What should you do? (Each correct answer presents part of the solution. Choose all that apply.)

- A. Open the Auditing Entry for CK_Development page and select the Everyone group.
Then select the Successful check box for the Delete Subfolders and Files setting.
- B. Open the Auditing Entry for CK_Development page and select the Everyone group.
Then select the Failed check box for the Delete setting.
- C. Open the Auditing Entry for CK_Development page and select the Everyone group.

Then select the Failed check box for the Delete Subfolders and Files setting.
- D. Open the Auditing Entry for CK_Development page and select the Everyone group.

- Then select the Successful check box for the Delete setting.
- E. Open the Auditing Entry for CK_Development page and select the Everyone group.
Then select the Successful check box for the Create Files/Write Data setting.
- F. Open the Auditing Entry for CK_Development page and select the Everyone group.
Then select the Failed check box for the Create Files/Write Data setting.

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To monitor successful and unsuccessful attempts to delete files from the shared folder, you need to select the Successful and the Failed check box for the Delete Subfolders and Files setting. To monitor who is saving files to the shared folder you need to select the Successful checkbox for the Create Files/Write Data setting.

Incorrect Answers:

B, D: The Delete setting monitor attempts to delete the shared folder; however, you must monitor attempts to delete files in the shared folder.

E: You do not need to monitor unsuccessful attempts to save files in the shared folder.

QUESTION 5

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers runs Windows XP Professional. All users are members of the local Administrators group on their respective client computers. Certkiller .com contains a Development department produces and tests software applications. All users in the Development department members of a user group named CK_Dev.

Certkiller .com hires an intern named Rory Allen. You make Rory Allen a member of the CK_Dev group and assign him a client computer named Certkiller -WS274.

You have received instruction from the CIO to create a shared folder in which Rory Allen can store his work files. The CIO want all Certkiller .com employees to view Rory Allen's work file but only employees in the Development department must be able to make changes to Rory Allen's files.

What should you do? (Each correct answer represents part of the solution. Choose all that apply.)

- A. Create folder named RAllen on Certkiller -WS274 and drag the RAllen folder to the Shared Documents folder.
- B. Share the RAllen folder with the default share permissions.
- C. Grant the Change share permissions for the folder to the CK_Dev group.
- D. Assign the Allow-Read and Allow-List Folder Contents NTFS permissions for the folder to the Everyone group.
- E. Create folder named RAllen in the Shared Documents folder on Certkiller -WS274.

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The default share permissions are assign Allow-Read to the Everyone group. This will allow every body to view the content only. You then should use the NTFS permissions for the CK_Dev group to control the file access.

Incorrect Answers:

A, E: Folders in the Shared Documents folder will inherit the permissions assigned to the Shared Documents folder.

QUESTION 6

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Ally Wagner is sharing a client computer named Certkiller -WS274, with a colleague named Mia Hamm. Ally

Wagner has confidential documents that she stores in a folder named AWagner on Certkiller -WS274. Ally Wagner wants to ensure that Mia Hamm cannot access the AWagner folder. Ally Wagner asks for your assistance in this matter.

What should you do?

- A. Instruct Ally Wagner to grant Mia Hamm's users account the Deny-Read permissions for the AWagner folder.
- B. Instruct Ally Wagner to format the hard drive on Certkiller -WS274 with the FAT32 file system.
- C. Instruct Ally Wagner to grant Mia Hamm's users account the Deny-Full Control permissions for the AWagner folder.
- D. Instruct Ally Wagner to move the AWagner folder to shared folder on a file server.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If she does not want Mia Hamm to access the folder, she should explicitly deny Mia Hamm's users account Full Control permissions to the AWagner folder.

Incorrect Answers:

A: The Deny-Read permission will ensure that the user cannot read files in the folder; however you need to prevent access to the folder.

B: The FAT32 file system does not support NTFS permissions.

D: Simply moving the folder to a file server will not prevent other users accessing the folder. You would also need to apply permissions to the folder.

QUESTION 7

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers runs Windows XP Professional.

A Certkiller .com customer named Andy Booth has contacted you. Andy Booth shares a Windows XP Professional computer with a colleague named Dean Austin.

Andy Booth has a folder named MyDoc which is not accessible to Dean Austin. With the extent of there work, Dean Austin needs to create and delete files in the MyDoc folder. You would like Dean Austin to have the least amount of permissions to do this task.

What permissions should Andy Booth assign Dean Austin on the MyDoc folder?

- A. Modify
- B. Write
- C. Full Control
- D. Read

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

With the modify permissions he will be able to read, create delete and list the contents of the folder. This will not give Dean Austin unnecessary permissions.

Incorrect Answers:

B: The write permissions will only allow Dean Austin to create files write data append data and write properties. However, this will not allow him with both the create and delete writes.

C: Full permissions will give unnecessary permissions which are the ability to delete subfolders, take ownership and to change permissions.

D: This will only allow him to read the content.

QUESTION 8

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server

computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Finance department. A Certkiller .com employee was relieved from work. To fill the gap the manager hired a named Mia Hamm. She is using the same computer as the relieved worker. During the day Mia Hamm has contacted you to say that he cannot access a Contracts folder on the client computer. During the investigation you learn that the Finance group has access to the folder. You are also sure of it that Mia Hamm is a member of this group.

What could cause the problem? (Choose TWO.)

- A. Mia Hamm is not listed in the permissions list, because she is part of another group.
- B. Mia Hamm is explicitly denied access to the folder.
- C. Mia Hamm is not listed in the permissions list.
- D. Mia Hamm is explicitly denied access to the folder and she belongs to another group.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It can be that Mia Hamm belongs to another group and is explicitly denied access to the folder. The Deny permissions overwrite the Allow permissions.

Incorrect Answers:

- A: She is listed in the permissions list because she is a member of the Finance group.
- C: She is listed in the permissions list because she is a member of the Finance group.

QUESTION 9

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Research department. A Certkiller .com manager named Clive Wilson that is in the Research department wants to allow a workgroup user to have access to a folder on a client computer named Certkiller -WS277. Clive Wilson wants to give the user Read and Execute permissions on the folder on his client computer. He is also going to grant permissions on the folder with the 'This folder only' in the 'Apply onto'. Clive Wilson wants to know what the user will be able to do with this permission.

- A. Open and create files within the folder.
- B. Open files within the folder and execute applications.
- C. Open files within the folder, view the content of the folder, and run applications stored in the folder.
- D. Open and delete files within the folder, view the content of the folder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Read and Execute permissions combine the Read permissions and the List Folder Contents permission. With the Read permissions the user will be able to open the files.

Incorrect Answers:

- A: The user will not be able to create files with in the folder.
- B: The user will be able to open files within the folder, view the content of the folder, and run applications stored in the folder.
- D: The user will be able to open files within the folder, view the content of the folder, and run applications stored in the folder.

QUESTION 10

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server. All client computers run Windows XP Professional and Office XP.

A Certkiller .com user named Mia Hamm uses a client computer named Certkiller -WS271. Mia Hamm works as a secretary at Certkiller .com. Mia Hamm writes project management reports for CertKing.com.

Mia Hamm was instructed to use the Reports template with Microsoft Word 2002. She then realizes that the Reports template is not installed on Certkiller -WS271. What should Mia Hamm do to have Reports template on Certkiller -WS271?

- A. Deploy Microsoft Access
- B. Reinstall Office XP, using the default settings.
- C. Install the latest patch for Office XP
- D. Use the Add/Remove Programs Wizard and the Office XP installation CD disk to install the template.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To install the template she should use the Add/Remove Programs Wizard and the Office XP installation CD disk.

Incorrect Answers:

A: Installing Microsoft Access will not help. Microsoft Access is a database program.

B: To reinstall Office XP, using the default settings will not help. She should use the Add/Remove Programs Wizard and the Office XP installation CD disk to install the template.

C: If she installs the latest patch, it would not enable the Reports template. She should use the Add/Remove Programs Wizard and the Office XP installation CD disk to install the template.

QUESTION 11

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 98 client computers. Certkiller .com contains a Marketing department. A Certkiller .com employee named Mia Hamm works in the Marketing department. Certkiller .com contains a Windows 98 workstation named Certkiller -WS271. Mia Hamm is working on Certkiller -WS271. Certkiller -WS271 contains a third party accounting application named CK_Acc. During the previous month a beta version of the third party accounting application which is compatible with its predecessor and it was available to the public which runs on Windows XP Professional. These two versions run different user interfaces (UIs). Mia Hamm needs the latter version for Certkiller .com. Your administrator partition the hard drive into two drives named C and D and install Windows XP Professional on one of the partitions. When Mia Hamm starts Windows XP Professional and CK_Acc, she created a test account application and exports it to the file. She then reboots in Windows 98 and starts TerstAcc to import the files, but she was not successful. She cannot access the files.

What could be the problem?

- A. The new data files were stored on an NTFS partition.
- B. The beta version of CK_Acc is not compatible with the former version.
- C. Mia Hamm imported by using the beta version of CK_Acc.
- D. Mia Hamm exported by using the former version of CK_Acc.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The administrator format the second partition with NTFS. Windows 98 does not support NTFS, only FAT.

Incorrect Answers:

B: The beta version is not incompatible. The scenario states that the two is compatible.

C: The importing is not the problem. The versions have UIs that differs them.

D: The exporting is not the problem. The versions have UIs that differs them.

QUESTION 12

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner's computer is running Microsoft Windows 98 on drive C and Microsoft Windows XP Professional on drive D. Ally Wagner moved the confidential encrypted files from drive D to drive C. Ally Wagner's computer is part of a workgroup. She now has a security problem. The other users in the workgroup can access and read the encrypted files. Ally Wagner wants to know what is the problem.

What should you tell Ally Wagner?

- A. Windows 98 can be installed on FAT16 and FAT32. FAT16 and FAT32 do not support encryption.
- B. When folders are moves to another, they forfeits there permissions.
- C. You are not the owner of the file. Another user has changed the permissions.
- D. When encrypted files are always decrypted when they are moving.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

It is true that FAT16 and FAT32 do not support encryption. Ally Wagner did move the files from NTFS to a FAT partition.

Incorrect Answers:

B: The statement in B: is misleading. It is only true if the destination folder resides on a different partition from the source folder.

C: This is not true. If a user moves a folder, he will still be the owner of the folder.

D: Moving files will not decrypt it. It will only become decrypted if it is moved fro NTFS to FAT.

QUESTION 13

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Dean Austin has contacted you. Dean Austin has a laptop that is running Windows 98. He wants to install another operating system, Windows XP Home on the laptop. He wants to know if should be aware of anything.

What should you tell Dean Austin?

- A. You cannot install service packs on Windows XP Home because it will affect Windows 98.
- B. Make sure that all files that need to access from Windows 98 remains on the FAT partition.
- C. Windows 98 will become unstable due to registry merging.
- D. Windows XP Home should be installed on a separate partition.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Dean Austin should know that all files that need to access from Windows 98 remains on the FAT partition. He should also know that Windows 98 cannot read files on NTFS.

Incorrect Answers:

A: Windows XP Home is on a separate partition. It cannot affect Windows 98.

C: The two operating systems are on separate partitions, so it cannot become unstable.

QUESTION 14

You work as a help desk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Kara Lang needs to access resources on the Internet.

She also wants to store the user name and password information needed to access two Internet resources, which she frequently accesses, so that she can access them automatically in the future. You create a dial-up connection to your Internet Service Provider (ISP) to enable Ally Wagner to access her required

resources on the Internet.

The following morning, Kara Lang complains that the user name and password information of the two Internet resources are not stored. She has to manually provide the user name and password information whenever she wants to access either of the resources. Kara Lang's user account has no administrative privileges assigned to it.

What should you instruct Kara Lang to do?

- A. Access the Properties sheet of Internet Explorer to define the user names and passwords of the resources.
- B. Access the Properties sheet of the dial-up connection to define the user names and passwords of the resources.
- C. Access the User Accounts applet in Control Panel to define the user names and passwords of the resources.
- D. Access the Phone and Modem Options applet in Control Panel to define the user names and passwords of the resources.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should use the User Accounts applet in Control Panel to define the user names and passwords of the resources. This is where you access the Stored User Names and Passwords feature of Windows XP Professional. If Ally Wagner wants to automatically access an Internet based resource, she should define the user name and password required to access the resource using the Friendly Management User Interface. This is the interface that allows users who have accounts with no administrative privileges assigned to it, to manage some features for themselves.

Incorrect Answers A: The Properties sheet of Internet Explorer is used to configure the digital identifiers that are used with email addresses.

B: The Properties sheet of the dial-up connection is used to configure properties for the actual dial-up connection, such as Internet Connection Sharing (ICS) settings.

D: The Phone and Modem Options applet in Control Panel is used to configure properties for the modems that are installed on your computer.

QUESTION 15

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users that work in the Marketing department access confidential files that reside in a shared folder on a client computer named Certkiller -WS278. No other users must be able to access these files and data. You configure the necessary permissions to ensure that only Finance department users have access to the files. You have been instructed to perform monitoring, to ensure that no other users can read the data in these files. You decide to use a user account that does not have the Read permissions assigned for these files. What should you do to ensure that this user account cannot access the financial files?

- A. Enable auditing for failed events in Privilege Use.
- B. Enable auditing for failed events in Directory Service.
- C. Enable auditing for failed events in Object Access.
- D. Assign the Generate security audits user right to the user account.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Object Access audit policy will let you know when an individual failed to access the Finance department's files.

Incorrect Answers A: The Privilege Use audit policy tracks when a user affects a user right. You do not want to track events for all rights.

B: The Directory Service audit policy tracks when users access Active Directory objects which have system

access control lists (SACLs).

D: You do not want to enable the Finance users to make entries in the security log for object access auditing. You want to verify that no other users can access their files.

References:

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 561 Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 251

QUESTION 16

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Rory Allen is a manager in the Human Resources department. Rory Allen uses a client computer named Certkiller -WS279. Rory Allen frequently accesses files that contain confidential information about Certkiller .com's employees. The files reside in several shared folders on Certkiller -WS279. Both Rory Allen and employees working in the Human Resources department modify these files.

Rory Allen complain that this morning, when he attempted to access a file in one of the shared folders on Certkiller -WS279, the shared folders and files were deleted.

You decide to use last nights backup to restore the files. You successfully restore the latest available backup of these files. You must immediately determine who the culprit is that deleted the files.

You suspect that someone deleted Rory Allen's files from across the network. You log on to Certkiller - WS279. You want to configure local security policy, so that you can determine who connected to Rory Allen's computer and deleted the files.

What should you do? Choose the two actions which you should perform. Each correct answer presents only part of the complete solution. Choose two answers that apply.

- A. On Certkiller -WS279, enable the Privilege Use - Success audit policy.
- B. On Certkiller -WS279, enable the Logon Events - Success audit policy.
- C. On Certkiller -WS279, enable the Account Logon Events - Success audit policy.
- D. On Certkiller -WS279, enable the Object Access - Success audit policy.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Privilege Use - Success audit policy will allow you to see who deleted the files from Certkiller -WS279, and also when these files were deleted. The Object Access - Success audit policy will let you know when an individual successfully accessed Rory Allen's files.

Incorrect Answers:

C, B: The Logon Events - Success and Account Logon Events - Success audit policies would not work because the question states that Rory Allen's files were deleted from over the network. These policies would inform you on who logged on to the local computer, and whether a user account was compromised.

References:

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 249-250 Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 552

QUESTION 17

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named Certkiller -WS272 hosts a shared folder named AccountsData. Only permanent employees working in the Finance department should be allowed to access AccountsData and its contents. The Auditors group has the Allow - Read & Execute NTFS permission, and the Finance group has the Allow - Modify NTFS permission assigned.

The Finance department employs a new contractor employee named Ally Wagner.

You must prevent Ally Wagner from accessing and viewing the files contained within the AccountsData folder. You want to still allow Ally Wagner to access other resources that do not reside in the AccountsData folder. Your solution must not affect all current permissions assigned to security groups.

What should you do, while ensuring that all permanent employees working in the Finance department can

still open files in the AccountsData folder?

- A. Assign the Deny - Read permission to the Auditors group.
- B. Assign the Deny - Read permission to the Finance group.
- C. Remove Ally Wagner's user account from the Finance group.
- D. Assign the Deny - Read permission to Ally Wagner's user account.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Ally Wagner's effective permissions for the AccountsData folder is determined by which security groups she is a member of and the permissions assigned for those groups to the folder, and the permissions defined for her specific user account for the folder. Because Ally Wagner is a member of multiple security groups, her effective permissions becomes important. When you assign an explicit Deny permission, that permission overrides all associated Allow permissions. In this case, you should assign the Deny - Read permission to Ally Wagner's user account for the folder. This Deny - Read permission overrides any implicitly assigned permissions that Ally Wagner has to the folder by being a member of the Finance or Auditors security groups.

Incorrect Answers:

A: If you assign the Deny - Read permission to the Auditors group, no users belonging to the group will be able to view the files contained in the shared folder. You must not affect other permissions when you deny Ally Wagner access to the files in the folder.

B: If you assign the Deny - Read permission to the Finance group, no users belonging to the group will be able to view the files contained in the shared folder. You must not affect other permissions when you deny Ally Wagner access to the files in this specific folder.

C: If you remove Ally Wagner's user account from the Finance group then Ally Wagner will no longer have the permissions to resources that are assigned by being a member of the group.

QUESTION 18

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. She did create a shared folder on her computer and her colleague needs to access the content of the files in the folder. Amy Wilson's colleague can open the files from her computer but cannot delete the files. The problem is that if her colleague logs onto her computer, she can delete those files.

Amy Wilson wants to know why her colleague can do this.

- A. The colleague has Read share permissions
- B. The colleague has Change share permissions
- C. The colleague has Full Control share permissions
- D. The colleague has no share permissions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The colleague has Read share permissions because she can open the files on Amy Wilson's computer.

Incorrect Answers:

B: The Change share permissions will allow the user to all the permissions in the Read permissions. This will also allow the user to create, modify, and delete files and sub folders that is in the shared folder.

C: The Full Control share permissions will allow the user to create, modify, and delete files and sub folders that is in the shared folder. The user also than can change the NTFS permissions.

D: This is not true, because the user can access the files on her computer.

QUESTION 19

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. All the client computers in their company run Windows 2000 Professional. Mia Hamm then upgrades her computer from Windows 2000 Professional to Windows XP Professional. The research files of the company reside on her computer and she then creates a share on the folder after the computer upgrade. The users need to change or delete some of the facts on the files of the further research they did to the given topic. The problem she has now is that no one can modify the files in the folder from their computers.

Mia Hamm wants to know what could be the problem.

- A. Windows XP Professional does not support deleting files across the network
- B. The NTFS permissions were reset after the upgrade.
- C. The default Share permissions which was granted to the Everyone group is Read in Windows XP Professional.
- D. Simple file sharing service is disabled.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

In Windows 2000 Professional, the default Share permission granted to the Everyone group is Full Control and in Windows XP Professional the default Share permission granted to the Everyone group is Read.

Incorrect Answers:

- A: This statement is correct, unless you are granted the appropriate Share and NTFS permissions.
- B: NTFS on folders are not reset that is configured for security. Further more the share was created after the upgrade.
- D: The Simple files sharing must be disabled. if not, then anyone can access these folders.

QUESTION 20

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com user named Amy Walsh has contacted you. Amy Walsh has a printer connected to the computer which is running Windows XP Professional. The printer is connected through a universal serial bus port. Amy Walsh wants to share the printer with the other users in her department. Amy Walsh does not want to grant more rights than necessary. You need to setup the printer to share it to the other users. What should you do?

- A. Add the user's account to the Domain Admins group.
- B. Add the user's account to the Local Administrators group.
- C. To the Everyone group, grant the Manage Printers right.
- D. Add the user's account to the local Power Users group.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Power Users group will give the users the Manage Printers right.

This will not give the users unnecessary rights.

Incorrect Answers:

A, B: The Domain Admins group and the Local Administrators group will give the users more rights than what is needed.

C: You should not give the Manage Printers right. This will allow the users to pause and restart the printer, change spooler settings, change permissions and printer properties.

QUESTION 21

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. She is the administrator of there company. Ally Wagner has downloaded an Excel spreadsheet from the Internet to perform a lot of calculations. When Ally Wagner opens the Excel spreadsheet, it automatically runs Macro virus. Ally Wagner wants to ensure that only signed macros from trusted sources are allowed to run in Excel spreadsheet. Ally Wagner does not want the other users to modify or change the list of trusted sources. What should you advice Ally Wagner to do on the Security dialog box in Excel?

- A. Select a security level of High.
- B. Select a security level of Medium.
- C. Select a security level of High and establish a computer policy that blocks changes to the Trusted Sources list.
- D. Select a security level of Medium and establish a computer policy that blocks changes to the Trusted Sources list.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If you set the security level of High, it will disable all macros except the ones that are from a trusted source. By blocking the changes will prevent the user from adding or deleting the list of resources that is in the trusted sources list.

Incorrect Answers:

- A: If you set the security level of High, it will disable all macros except the ones that are from a trusted source. However, this is not enough because the user can still add or change the list of resources that is in the trusted sources list.
- B: A security level of Medium will still allow the user to open even when the Trusted Sources list is blocked.
- D: A security level of Medium will still allow the user to open even when the Trusted Sources list is blocked. By blocking the changes, it will prevent the user from adding or deleting the list of resources that is in the trusted sources list.

QUESTION 22

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server. All client computers run Windows XP Professional and Office XP.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com user named Andy Reid works in the Sales department. He is still new in the department and is not familiar with Microsoft Excel. Andy Reid has contacted you to use Microsoft Excel with help readily available. You then tell for Andy Reid to open Microsoft Excel.

What should you tell him to do next?

- A. Click Help and then click Detect and Repair.
- B. Click Help and then click Show Office Assistant.
- C. Click Help and then click Microsoft Office Online.
- D. Click Tools and then click Customize and enable the Office Assistant.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Andy Reid has to click Help and then click Show Office Assistant.

Click Help and then click Show Office Assistant will allow for help to be available when he is using Excel.

Incorrect Answers:

- A: When he clicks the Detect and Repair, it will repair any errors that are happening in the Office programs.
- C: When he clicks the Microsoft Office Online, it will launch the Microsoft Office Web page. This action will

not enable the Office assistant.

D: By clicking the Tools, will not make help available. He should click Help.

QUESTION 23

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm is working for a printing company. She is busy doing research for her book. Mia Hamm uses a laptop and connects by modem to his personal Internet Service Provider (ISP). She uses the company's network to access the Internet. When Mia Hamm is at her home with the laptop, the laptop still wants to the Internet and attempts to dial the ISP instead of using the network connection.

What should Mia Hamm do?

- A. Select the Dial whenever a network connection is not present option.
- B. Run from the command prompt the ipconfig /renew.
- C. Select the Never dial a connection option in the Internet Connections dialog box.
- D. Use the Alternate Configuration tab in the Internet Protocol (TCP/IP) Properties dialog box.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm should use the Select the Dial whenever a network connection is not present. When she is then at work, it would use there Internet connection and when she is at home it would use her own Internet connection.

Incorrect Answers:

B: This command will let Mia Hamm renew the computer lease on the IP address.

C: This option will allow Mia Hamm to only use the network at her office and not the one at home.

D: The Alternate Configuration tab is used for correct TCP/IP configuration on different networks that does not use Dynamic Host Configuration Protocol to assign TCP/IP configuration parameters.

QUESTION 24

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner is the administrator of her computer which is running Windows XP Home. Ally Wagner has a third party graphics application, which she wants to share with a co-worker. Ally Wagner and the co-worker have different user accounts to log on to the computer. The third party graphics application resides in a folder on drive C and copies the application's executables from a CD-ROM disk. The problem is that the shortcut of the third party graphics application is not available to her brother.

The theme of both desktops is different. Ally Wagner needs her co-worker to also use third party graphics application.

What should you do?

- A. Change the co-worker's user account type to Computer Administrator.
- B. Copy the third party graphics application's shortcut to the Desktop folder in the All Users profile.
- C. The third party graphics application should be reinstalled for all users.
- D. Configure the co-workers Theme the same as yours.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When copying the third party graphics application's shortcut to the Desktop folder in the All Users profile will allow the shortcut to be available for the co-worker.

Incorrect Answers:

- A: By changing the account type of the co-worker to Computer Administrator, will not make the third party graphics application available on the desktop.
- C: Ally Wagner does not need to reinstall the third party graphics application. She already copy the executable files.
- D: Even if you change the Desktop Theme, it will not make the shortcut available.

QUESTION 25

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003. A Certkiller .com, user named Clive Wilson, hooks a printer up to his computer and shares it with other users on the Certkiller .com network.

You then receive a report from Clive Wilson that the other network users are able to view the printer in a list of available printers on the Certkiller .com network, but they are unable to print to it.

Clive Wilson informs you that it is essential for Certkiller .com network users to be able to print to the printer.

Which of the following is the option that you should take?

- A. You should instruct Clive Wilson to enable simple file sharing in Windows Explorer.
- B. You should instruct Clive Wilson to add the Domain Users group to his computer's Power Users group.
- C. You should instruct Clive Wilson to modify the permissions on the shared printer so that the Users group has only Print permission.
- D. You should instruct Clive Wilson to modify the permissions on the shared printer so that the Users group has only Manage Documents permission.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

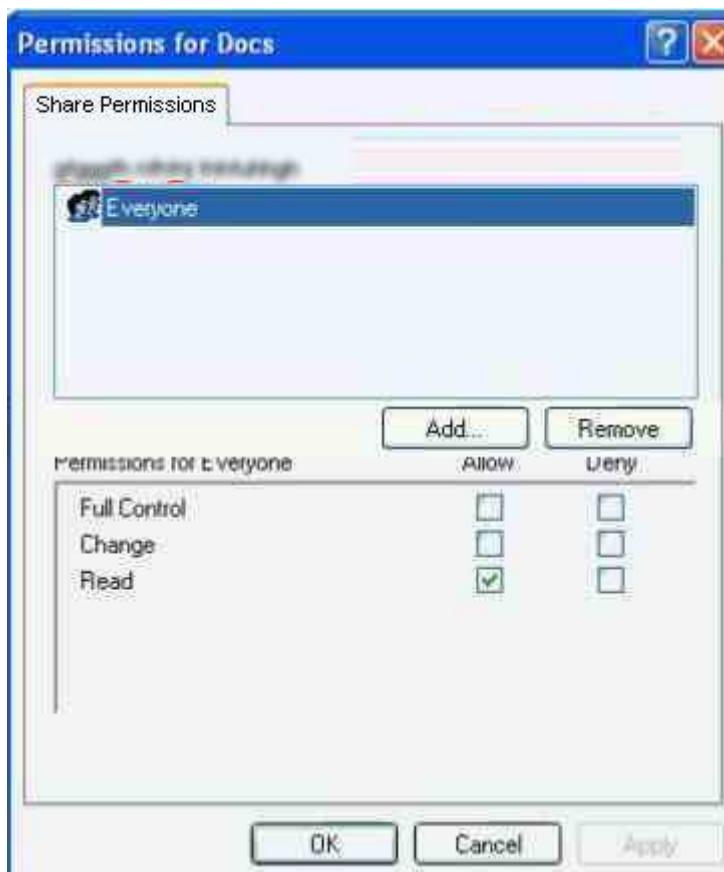
Explanation:

Users must be able to print to the printer so the print permissions are fine. The manage documents permission is too much right for what is needed.

QUESTION 26

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A Certkiller .com user named Amy Wilson is attempting to read documents that are located in \\ Certkiller -SR01\Docs. When Amy Wilson reports that she is unable to access any of the documents located in \\ Certkiller -SR01\Docs, you investigate and discover that the permissions for \\ Certkiller -SR01\Docs are configured as shown in the dialog box below.



You then verify that Amy Wilson has the necessary permission to read documents on \\ Certkiller -SR01\Docs.

Which of the following is the action that you should carry out to ensure that Amy Wilson can read these documents?

- A. Instruct Amy Wilson to map a network drive to \\ Certkiller -SR01\Docs.
- B. Instruct Amy Wilson to copy the files from \\ Certkiller -SR01\Docs to his computer.
- C. Ask an administrator to modify the share permissions on \\ Certkiller -SR01\Docs.
- D. Ask an administrator to modify the NTFS permissions on the documents in \\ Certkiller -SR01\Docs.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The share permissions are correct and the user has the appropriate permissions to read documents through the share. Instructing Amy Wilson to map a network drive to the share, asking an administrator to change the share permissions will not help as long as the NTFS permissions are wrong on the content in the shared folder. Neither will the user be able to copy the files as long as he can't read them.

QUESTION 27

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. After setting up your computer for offline files, you now want to make individual files and folders available for offline use.

To accomplish this, you need to work on which of the following?

- A. The client
- B. The server
- C. Both the client and the server

D. The network connection

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 28

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have already configured offline files, and you now want to alter the caching property. Which of the following is the tool that you should utilize?

- 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 29

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have already configured offline files, and you now want to alter the caching property. Which of the following is the tool that you should utilize to call up the relevant management console?

- A. %systemroot%\system32\fsmgmt.msc
- B. %systemroot%\system32\admgmt.msc
- C. %systemroot%\system32\hwmgmt.msc
- D. %systemroot%\system32\sdmgmt.msc

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 30

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have setup your computer to use offline files and also have automatic caching enabled. For some or other reason your network connections are very unstable. In this instance, should you keep automatic caching enabled?

- A. YES, you should
- B. NO, you should have it disabled

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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 31

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have setup your computer to make use of offline files.

Which of the following would adequately describe how you would rate the 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 32

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have setup your computer to make use of offline files.

Which of the following would adequately describe how you would rate the 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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 33

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently planning to set up application 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 34

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have setup your computer to make use of offline files.

Which two of the following options describes the default setting for synchronizing your offline files and folders? (Choose TWO.)

- A. When you log off.
- B. When you log back on.
- C. Every 15minutes.
- D. Every 30 minutes.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 35

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a

single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You need to be capable of starting Internet Explorer as quickly as possible. Which of the following is the command that you should utilize so that you could have Internet Explorer open without a home page?

- A. iexplore -nohome
- B. iexplore -nh
- C. iexplore -n
- D. iexplore -blank

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 -nohome, but when you start Internet Explorer this way, some of the menu commands are unavailable until you actually load a page.

QUESTION 36

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is the folder that the shortcut will be stored in, when you add a shortcut of any kind to your Internet Explorer's Links toolbar?

- A. %UserProfile%FavoritesLinks
- B. %UserProfile%Local SettingsLinks
- C. %UserProfile%My DocumentsFavoritesLink
- D. %UserProfile%FavoritesApplication DataLinks

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 37

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

Your most important task is to assist in the configuration and maintenance of desktop applications. There is an Outlook Express address book on your desktop that contains contact information of multiple identities. You want to the contacts of all the identities defined in the Outlook Express address book. What should you do?

- A. Run the wab /a command.
- B. Run the wab /all command.
- C. Run the wab *.* command.
- D. Run the wab OE.* command.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 38

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Rory Allen reports that he can log on to his computer, but he is unable to access the Certkiller .com network.

When you run the ping command from your computer, you find that you cannot access the Rory Allen's computer. Rory Allen confirms that his network cable is attached and that the lights on the back of the network adapter are blinking.

You then decide to run the ipconfig command from the Rory Allen's computer, and discover that the IP configuration does not match the network's IP information.

Which of the following is the task that you should complete FIRST to help Rory Allen gain network access?

- 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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen 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 than powering down the station, cracking open the case, replacing the NIC, and 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 39

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

When a user named Amy Walsh reports that she is unable to browse the network or access her e-mail messages, you discover that Amy Walsh's mapped network drives are not accessible.

You then search for the proper default gateway address for Amy Walsh's subnet, but you are unable to ping to the gateway address from her computer.

Which of the following adequately describes the most likely reason for this problem?

- A. Amy Walsh's computer does not have a valid DNS server address.
- B. Amy Walsh's computer does not have a hardware connection to the network.
- C. Amy Walsh'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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

No network connection, or email access. No mapped drives and can't ping the default gateway hardware connection problem

QUESTION 40

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

When a user named Amy Wilson reports that she is unable to connect to the Internet, you find that she is able to connect to all internal network resources.

You also discover that she can connect to external resources via IP address, but not by name.

Of the following tasks, which is the one that you should complete to make sure that Amy Wilson can connect to internal and external resources by name?

- A. Configure Amy Wilson's computer to have the correct Lmhosts file.
- B. Configure Amy Wilson's computer to have the correct subnet mask.
- C. Configure Amy Wilson's computer to have the correct DNS server IP address.
- D. Configure Amy Wilson's computer to have the correct default gateway address.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

User is having problems connecting to any external resources by name, so this is a DNS problem.

QUESTION 41

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003. A manager at Certkiller .com named Andy Booth uses a client computer called Certkiller -WS271.

Andy Booth reports that he is unable to modify the files in a shared folder located on his computer, named MyDocs. After a brief investigation, you discover that a folder named C:\Docs on Andy Booth's computer is shared as MyDocs and that he is able to modify the files when accessing them via C:\Docs.

Andy Booth informs you that other users will need to access and modify the documents contained in MyDocs, and that these users will be connecting through a domain user account.

The CIO instructs you to make sure that Andy Booth and all other required users are able to modify the files by accessing them through MyDocs.

Which of the following is the option that you should take to achieve this objective?

- A. Instruct all users to map a network drive to \\ Certkiller -WS271\MyDocs when they need to modify a file.
- B. Instruct the manager to create a local user account for each network user that needs to modify the files in MyDocs.
- C. Instruct the manager to modify the share permissions on MyDocs so that the Users group has Read permissions and Change permissions.
- D. Instruct the manager to modify the share permissions on MyDocs so that the Guest group has Read permissions and Change permissions

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The fact that the manager can modify the documents when accessing them through C:\Docs points towards faulty share permissions on the shared folder \\ Certkiller -WS271\MyDocs. Instructing users to map a network drive to \\ Certkiller -WS271\MyDocs would not help as long as the share permissions are wrong. Creating local users on Certkiller -WS271 would not help as the users will use their domain accounts to access the files. Giving the Guest account Read and Change permissions on the share would allow more than the required user's access to the shared folder.

QUESTION 42

You work as a desktop technician at Certkiller .com.

The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a Manufacturing department that has a client computer named Certkiller -WS274. Certkiller -WS274 hosts a new shared folder named CKTargets. The default share and NTFS permissions are in effect for CKTargets.

Certkiller .com appoints a user named Rory Allen as the manager of the Manufacturing department. Rory Allen uses a workstation named Certkiller -WS275. Rory Allen's user account is included in all default group memberships.

You want Rory Allen to manage the CKTargets shared folder Certkiller -WS274.

You assign the Allow - Full Control NTFS permission for CKTargets to Rory Allen's user account. You instruct Rory Allen to start handling requests for changes that need to be made to CKTargets and its associated subfolders and files.

Two days later, Rory Allen complains that he cannot create new subfolders within the folder. He also cannot add files to the folder. Rory Allen is attempting to make these changes while logged on to Certkiller - WS275. You want to assign Rory Allen with the least amount of permissions needed to effectively manage the CKTargets folder.

What should you do?

- A. Include Rory Allen's user account in the Server Operators group on Certkiller -WS274.
- B. Include Rory Allen's user account in the Accounts Operators group.
- C. Include Rory Allen's user account in the domain local Server Operators group.
- D. Grant Rory Allen's user account the Allow - Full Control share permission for the folder.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The question states that Rory Allen is attempting to make these changes while logged on to Certkiller - WS275. This indicates that he cannot make changes to CKTargets from across the network, which in turn points to Rory Allen having insufficient share permissions. To allow Rory Allen to make changes from his workstation, you have to grant Rory Allen's user account the Allow - Full Control share permission for the CKTargets folder. The Allow - Full Control NTFS permission you have assigned to Rory Allen only allows him full control permission for the folder when performing permission changes locally at Certkiller -WS274.

Incorrect Answers:

A: The Server Operators group is not defined on member servers, such as Certkiller -WS274. It is defined on domain controllers.

B: Members of the Account Operators group have the Allow logon locally and Shut down the system user rights. Assigning this permission to Rory Allen will result in him having the ability to create, modify and delete accounts for users, groups and computers residing in organizational units (OUs), the Users container and the Computers container in the domain. This is not required for Rory Allen.

C: Adding Rory Allen to this group will grant him the Allow logon locally, Back up files and directories, Change the system time, Force shutdown from a remote system , Restore files and directories, and Shut down the system default user rights in the domain.

QUESTION 43

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

Certkiller .com contains a Research department. The Research department contains a client computer

named Certkiller -WS272 that is shared between several employees in the Research department. The manager of the Research department has asked you to create a shared folder on Certkiller -WS272. The manager wants only the Research department employees who use Certkiller -WS272 to be able to read, delete and modify files in the shared folder.

You create a shared folder on Certkiller -WS272 and give the shared folder the name CK_Research. What should you do next?

- A. Open the Properties page for the CK_Research folder and grant the Users group the Full Control permissions.
- B. Open the Properties page for the CK_Research folder and grant the Users group the Read & Execute permissions.
- C. Open the Properties page for the CK_Research folder and grant the Domain Users group the Full Control permissions.
- D. Open the Properties page for the CK_Research folder and grant the Domain Users group the Read & Execute permissions.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Full Control share permissions will allow the users to create, modify, and delete files and sub folders that are in the shared folder. This permission must be granted to the built-in Users group that contains the user accounts of users that log on to the computer.

Incorrect Answers:

B: The Read & Execute permissions allow users to list and read files in the shared folder.

Users will not be able to modify and delete these files.

C: You need to apply the permissions to the Users group, not the Domain Users group.

The Users group contains the user accounts of users that log on to the computer while the Domain Users group contains user accounts of all users that logon to any computer in the domain.

D: The Read & Execute permissions allow users to list and read files in the shared folder.

Users will not be able to modify and delete these files. Furthermore, you need to apply the permissions to the Users group, not the Domain Users group. The Users group contains the user accounts of users that log on to the computer while the Domain Users group contains user accounts of all users that logon to any computer in the domain.

QUESTION 44

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

The Certkiller .com network contains a file server named Certkiller -SR10 which hosts a shared folder named CK_Documents. CK_Documents contains three subfolders named CK_Questions (TestShare1), CK_Guides (TestShare2) and CK_Audio. The Everyone group has been granted Full Control share permissions for the CK_Documents folder, the Modify NTFS permission for the CK_Guides subfolder, and the Read & Execute NTFS permission for the CK_Questions subfolder. CK_Questions contains a file named Planning.doc.

A Certkiller .com user named Andy Booth uses a client computer named Certkiller -WS272. Andy Booth has mapped drive Z: on Certkiller -WS272 to the CK_Documents share folder. Andy Booth needs update the content of Planning.doc file, but is unable to. You need to ensure that Andy Booth is able to update the content of Planning.doc file using the least amount of permissions.

What should you do?

- A. Grant Andy Booth's user account the Read & Execute permissions to the CK_Guides folder.
- B. Grant Andy Booth's user account the Read & Execute and Modify permissions to the CK_Documents folder.
- C. Grant Andy Booth's user account the Modify permissions to the CK_Questions folder.
- D. Grant Andy Booth's user account the Take Ownership permissions to the CK_Documents folder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Planning.doc file is located in the CK_Questions folder. The Everyone group has specified Read & Execute permissions for the CK_Questions folder. This permission does not allow the users to modify files in that folder.

Therefore, you need to grant Andy Booth Modify permissions to the CK_Questions folder.

Incorrect Answers:

A: The Planning.doc file is located in the CK_Questions folder, not the CK_Guides folder. Therefore the appropriate permissions need to be applied to the CK_Questions folder.

B: As a member of the built-in Everyone group, Andy Booth already has Full Control permissions to the CK_Documents folder. This includes the Read & Execute and Modify permissions.

D: The Take Ownership permissions will provide too much permissions to Andy Booth.

QUESTION 45

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Dean Austin uses a client computer named Certkiller -WS273. The video adapter fails on Certkiller -WS273 and Dean Austin is supplied with a new video adapter. As the system technician is on vacation, Dean Austin attempts to install the video adapter himself. However, Dean Austin receives an error message when he tries to install the drivers for the video adapter.

Dean Austin reports that the error message says unsigned drivers cannot be installed. You need to ensure that Dean Austin can install the drivers for the video adapter. What should you do? What should you do?

- A. Add Dean Austin's user account to the Power Users group on Certkiller -WS273.
- B. Add Dean Austin's user account to the local Administrators group on Certkiller -WS273.
- C. Add Dean Austin's user account to the local Users group on Certkiller -WS273.
- D. Add Dean Austin's user account to the Administrators group on the domain.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The drive sign option on the computer is set to Block - Never install unsigned driver software. You need to give Dean Austin the ability to change this setting; therefore you need to make him a member of the local Administration group.

Incorrect Answers:

A: The Power Users group cannot change the diver signing settings.

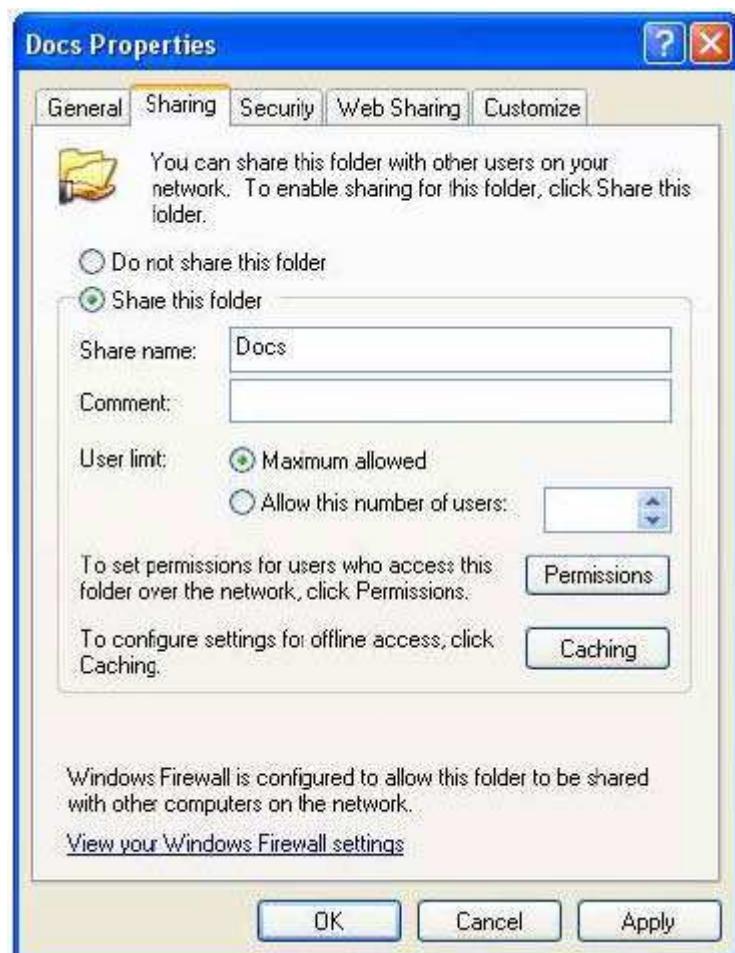
C: The Users group cannot change the diver signing settings. Furthermore, the Users group includes all users that are currently logged on to the computer; therefore Dean Austin is already a member of the Users group.

D: Making Dean Austin a member of the Administrators group for the domain would give him administrator privileges on all computers in the domain. This would provide him with too much power.

QUESTION 46

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang belongs to a workgroup in there department and works on a Windows XP Professional client computer. She is sharing a folder named C:\Kara Lang\Docs to the users in there department. She permits the users to read and to change the document over there network. Later the users complain that they can read the folder but cannot change the file. You then make sure that the NTFS permissions are correct. Kara Lang then sends you the following exhibit.



What should Kara Lang do?

- A. Drag the folder to the Share Document folder.
- B. Assign share permissions and turn off Simple File Sharing.
- C. Pick the Allow network users to change my file option.
- D. Log on as the Administrator and share the folder.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If Simple File Sharing is activated, she cannot change share permissions. She needs to turn off Simple File Sharing.

Incorrect Answers:

A: This will only allow the other users that use the computer to access the folder and not the network users.
C: This option will allow all the users on the network to read and to modify the files.

D: Logging on as the Administrator will not help. She needs to turn off Simple File Sharing.

QUESTION 47

[DRAG DROP] You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department, Sales department and a Quality Assurance department. You have received instruction from the CIO to prepare a computer for a tester. The tester is responsible for testing the latest version of a product that was developed in the Research department, which works on Windows XP Professional and Windows XP Home. The computer will be accessible from the network and will house encrypted files. These files must be accessible only to the tester. You need to prepare the hard disk for the two operating systems.

From the list on the left, select the tasks.

Select and Place:

Steps, Select from these

Install Windows XP Professional on an NTFS partition.

Create two partitions.

Format one partition with FAT32.

Install Windows XP Home on an NTFS partition.

Format one partition with NTFS.

Install Windows XP Home on a FAT32 partition.

Create one partition.

Format both partitions with FAT32.

Install Windows XP Professional on a FAT32 partition.

Format both partitions with NTFS.

Steps, place here

Place here.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
	Create two partitions.
	Format both partitions with NTFS.
Format one partition with FAT32.	Install Windows XP Home on an NTFS partition.
	Install Windows XP Professional on an NTFS partition.
Format one partition with NTFS.	<i>Place here, if any.</i>
Install Windows XP Home on a FAT32 partition.	<i>Place here, if any.</i>
Create one partition.	<i>Place here, if any.</i>
Format both partitions with FAT32.	<i>Place here, if any.</i>
Install Windows XP Professional on a FAT32 partition.	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should create two partitions. You then can run both operating systems, each on a partition. You also need to format the partitions with NTFS.

Incorrect Answers:

You should not partition a partition with FAT. FAT does not support encryption.

Windows XP Home supports NTFS but not Encrypted File System (EFS). EFS is supported with Windows XP Professional.

QUESTION 48

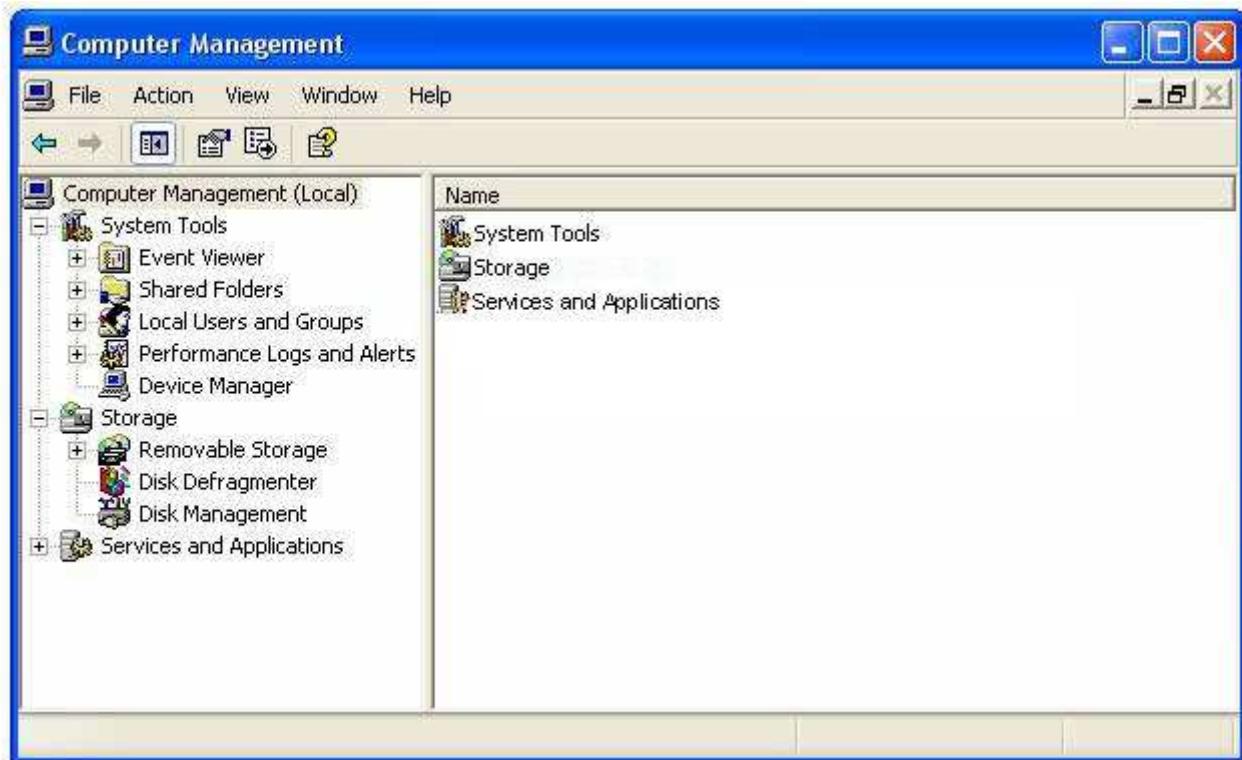
[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. The Certkiller .com network contains a 300 Windows XP Professional computers. All computers and users are members of the Certkiller .com domain.

While adding new user accounts to the Certkiller .com domain, you find some user accounts that have been assigned more permissions than what you recall assigning to them. You remove the excessive permissions from the user accounts which you are able to identify as being problematic.

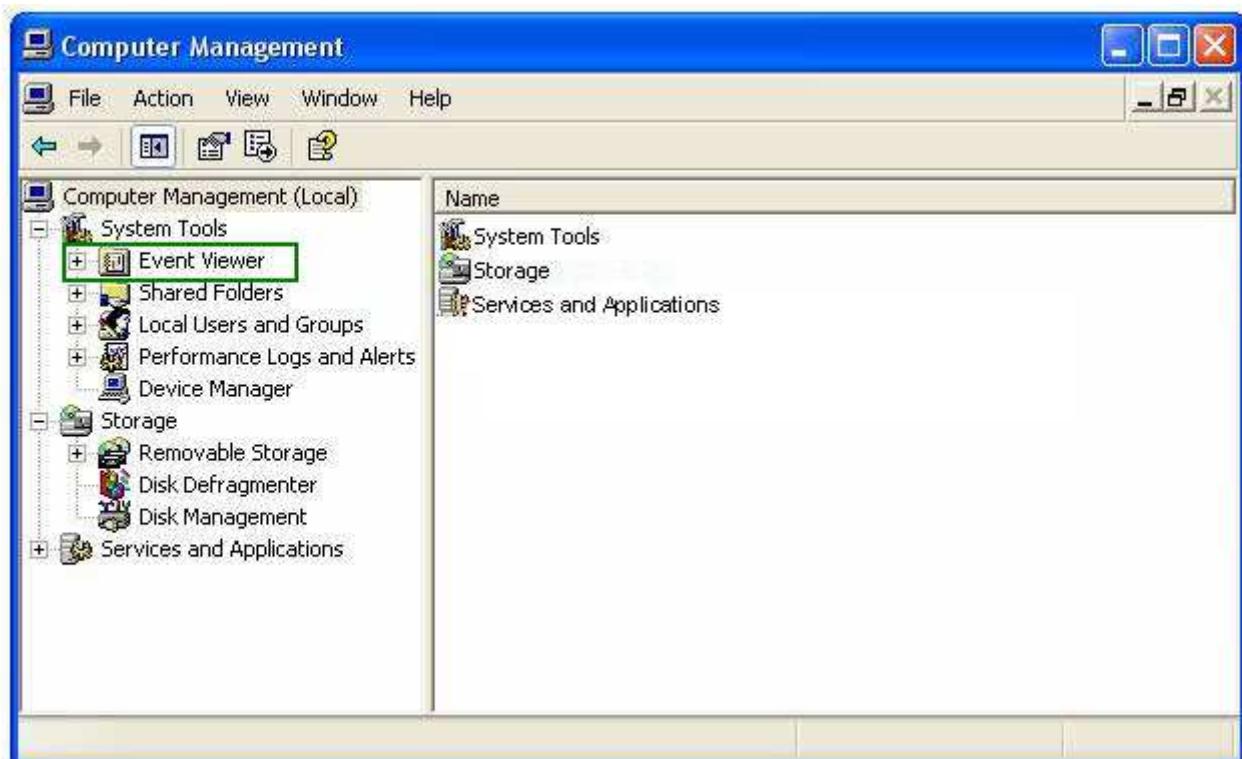
You suspect that a security violation has occurred and decide to view the results of your current auditing effort. You want to view the information contained within the Security log. You open Computer Management.

Using the Exhibit; click the option, entry, or menu item that you should use to access the information in the Security log.

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

You need to view the audit trail on changes that were made to the user accounts. When an event or action takes place that's configured for auditing, the action or event is written to the security log. Security auditing events are written to the security log of the system, and can be accessed and viewed from Event Viewer.

QUESTION 49

[DRAG DROP]

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Andy Reid has contacted you. Andy Reid is working as a manager for their company. The employees that was hired, is deleting sensitive files from a shared folder, from the lab computer. Andy Reid does not want the deletion of the files in the shared folders. He now only wants the hired employees to delete the files when they are working at the lab computer, which is now monitored with cameras. He wants to catch the perpetrators.

From the list on the left, which permissions should be granted to the hired employees?

Select and Place:

Permissions, select from these

Modify
Change
Full Control
Read and Execute
Read

Permissions, place here

Share:	Place here, if any.
	Place here, if any.
	Place here, if any.
	Place here, if any.
NTFS:	Place here, if any.
	Place here, if any.
	Place here, if any.
	Place here, if any.

Correct Answer:

Permissions, select from these

Change
Full Control
Read and Execute

Permissions, place here

Share:	Read
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
NTFS:	Modify
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>
	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Read permissions will only allow the hired employees to open the shared files from their computers. The Modify NTFS permissions will allow the hired employees to delete shared files on the lab computers.

Incorrect Answers:

The Chang permissions will all the hired employees to add files and subfolders change the data in the files over the network.

The Full Control share permissions will allow the hired employees to create, modify, and delete files and sub folders that are in the shared folder. The hired employees also than can change the NTFS permissions.

The Read and Execute permissions will allow the hired employees to traverse and read the content of the folder, the properties and the permissions of the content.

QUESTION 50

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang is visiting a Web site regularly, but she is always presented with a page that indicates that she should enable cookies before she can brows the site as seen on the exhibit. What tab should Kara Lang click to visit those sites?

Point and Shoot:



Correct Answer:



Section: (none)**Explanation****Explanation/Reference:**

Explanation:

The Privacy tab will allow her to set the default handling of cookies.

QUESTION 51

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Development department and a Sales department. The Development department does research on software and the Sales department sells the applications, software and computers.

Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

You are using Windows Messenger to converse with the customers and to receive Remote Assistance invitations. You have upgraded a Windows XP Professional computer with Service Pack 2, which belongs to a customer named Rory Allen. You need to allow Rory Allen to contact you with Windows Messenger to receive Remote Assistance request because he contacts you frequently for assistance.

What should you do on Rory Allen's computer?

- A. Create a Windows Firewall exception for Windows Messenger.
- B. Install Windows Messenger
- C. Create a Windows Firewall exception for Remote Assistance.
- D. Create a Windows Firewall exception for Remote Desktop.

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

For the user to have Remote Assistance, you need to create a Windows Firewall exception for Windows Messenger.

Incorrect Answers:

B: You do not need to install the Windows Messenger because the user was contact you before the upgrade.

C: You do not need to create an exception for Remote Assistance because Service Pack 2 is installed and the Windows Firewall will automatically create an exception for Remote Assistance.

D: You do not need to create an exception for Remote Desktop. The Windows will create the exception for you when requested.

QUESTION 52

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Home Edition with Service Pack 2 (SP2).

Certkiller .com contains a computer that does not have file and print sharing enabled.

A Certkiller .com user named Rory Allen is a member of the Sales department. Rory Allen complains that he cannot successfully use the ping command to connect to another computer on his home network. You discover that Rory Allen has two computers that run Windows XP Home Edition on the network. Windows Firewall is enabled on both computers.

What should you do to ensure that Rory Allen can receive a ping response from the computers that run Windows XP?

- A. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow redirect.
- B. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow incoming echo request.
- C. In Windows Firewall on each computer, on the Advanced tab, click Restore defaults.
- D. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow incoming router request.

Correct Answer: B

Section: (none)**Explanation****Explanation/Reference:**

Explanation:

Allow Incoming Echo Request - Controls whether a remote computer can ask for and receive a response from the computer. Ping is a command that requires you to enable this option. When enabled (as with other options), attackers can see and contact the host computer.

QUESTION 53

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

How should you proceed to configure the Windows XP power management features?

- A. Open Power Options in Control Panel.
- B. Define a power management group policy.
- C. Edit the registry.
- D. Define a custom startup script.

Correct Answer: A

Section: (none)**Explanation****Explanation/Reference:**

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 54

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to assist in the configuration and maintenance of desktop applications.

The CIO of Certkiller .com wants to deploy 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

Correct Answer: A

Section: (none)**Explanation****Explanation/Reference:**

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 55

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

Your most important task is to assist in the configuration and maintenance of desktop applications. There is an Outlook Express address book on your desktop that contains contact information of multiple identities.

You want to see the contacts of all the identities defined in the Outlook Express address book. What should you do?

- A. Run the wab /a command.
- B. Run the wab /all command.
- C. Run the wab *.* command.
- D. Run the wab OE.* command.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 56

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is the folder that the shortcut will be stored in, when you add a shortcut of any kind to your Internet Explorer's Links toolbar?

- A. %UserProfile%FavoritesLinks
- B. %UserProfile%Local SettingsLinks
- C. %UserProfile%My DocumentsFavoritesLink
- D. %UserProfile%FavoritesApplication DataLinks

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 57

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Rory Allen reports that he can log on to his computer, but he is unable to access the Certkiller .com network.

When you run the ping command from your computer, you find that you cannot access the Rory Allen's computer. Rory Allen confirms that his network cable is attached and that the lights on the back of the network adapter are blinking.

You then decide to run the ipconfig command from the Rory Allen's computer, and discover that the IP configuration does not match the network's IP information.

Which of the following is the task that you should complete FIRST to help Rory Allen gain network access?

- 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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen 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 than powering down the station, cracking open the case, replacing the NIC, and 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 58

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003. A manager at Certkiller .com named Andy Booth uses a client computer called Certkiller -WS271.

Andy Booth reports that he is unable to modify the files in a shared folder located on his computer, named MyDocs. After a brief investigation, you discover that a folder named C:\Docs on Andy Booth's computer is shared as MyDocs and that he is able to modify the files when accessing them via C:\Docs.

Andy Booth informs you that other users will need to access and modify the documents contained in MyDocs, and that these users will be connecting through a domain user account.

The CIO instructs you to make sure that Andy Booth and all other required users are able to modify the files by accessing them through MyDocs.

Which of the following is the option that you should take to achieve this objective?

- A. Instruct all users to map a network drive to \\ Certkiller -WS271\MyDocs when they need to modify a file.
- B. Instruct the manager to create a local user account for each network user that needs to modify the files in MyDocs.
- C. Instruct the manager to modify the share permissions on MyDocs so that the Users group has Read permissions and Change permissions.
- D. Instruct the manager to modify the share permissions on MyDocs so that the Guest group has Read permissions and Change permissions

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The fact that the manager can modify the documents when accessing them through C:\Docs points towards faulty share permissions on the shared folder \\ Certkiller -WS271\MyDocs. Instructing users to map a network drive to \\ Certkiller -WS271\MyDocs would not help as long as the share permissions are wrong. Creating local users on Certkiller -WS271 would not help as the users will use their domain accounts to access the files. Giving the Guest account Read and Change permissions on the share would allow more than the required user's access to the shared folder.

QUESTION 59

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP.

The Certkiller .com network contains a file server named Certkiller -SR10 which hosts a shared folder named CK_Documents. CK_Documents contains three subfolders named CK_Questions (TestShare1),

CK_Guides (TestShare2) and CK_Audio. The Everyone group has been granted Full Control share permissions for the CK_Documents folder, the Modify NTFS permission for the CK_Guides subfolder, and the Read & Execute NTFS permission for the CK_Questions subfolder. CK_Questions contains a file named Planning.doc.

A Certkiller .com user named Andy Booth uses a client computer named Certkiller -WS272. Andy Booth has mapped drive Z: on Certkiller -WS272 to the CK_Documents share folder. Andy Booth needs update the content of Planning.doc file, but is unable to. You need to ensure that Andy Booth is able to update the content of Planning.doc file using the least amount of permissions.

What should you do?

- A. Grant Andy Booth's user account the Read & Execute permissions to the CK_Guides folder.
- B. Grant Andy Booth's user account the Read & Execute and Modify permissions to the CK_Documents folder.
- C. Grant Andy Booth's user account the Modify permissions to the CK_Questions folder.
- D. Grant Andy Booth's user account the Take Ownership permissions to the CK_Documents folder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Planning.doc file is located in the CK_Questions folder. The Everyone group has specified Read & Execute permissions for the CK_Questions folder. This permission does not allow the users to modify files in that folder.

Therefore, you need to grant Andy Booth Modify permissions to the CK_Questions folder.

Incorrect Answers:

A: The Planning.doc file is located in the CK_Questions folder, not the CK_Guides folder. Therefore the appropriate permissions need to be applied to the CK_Questions folder.

B: As a member of the built-in Everyone group, Andy Booth already has Full Control permissions to the CK_Documents folder. This includes the Read & Execute and Modify permissions.

D: The Take Ownership permissions will provide too much permissions to Andy Booth.

QUESTION 60

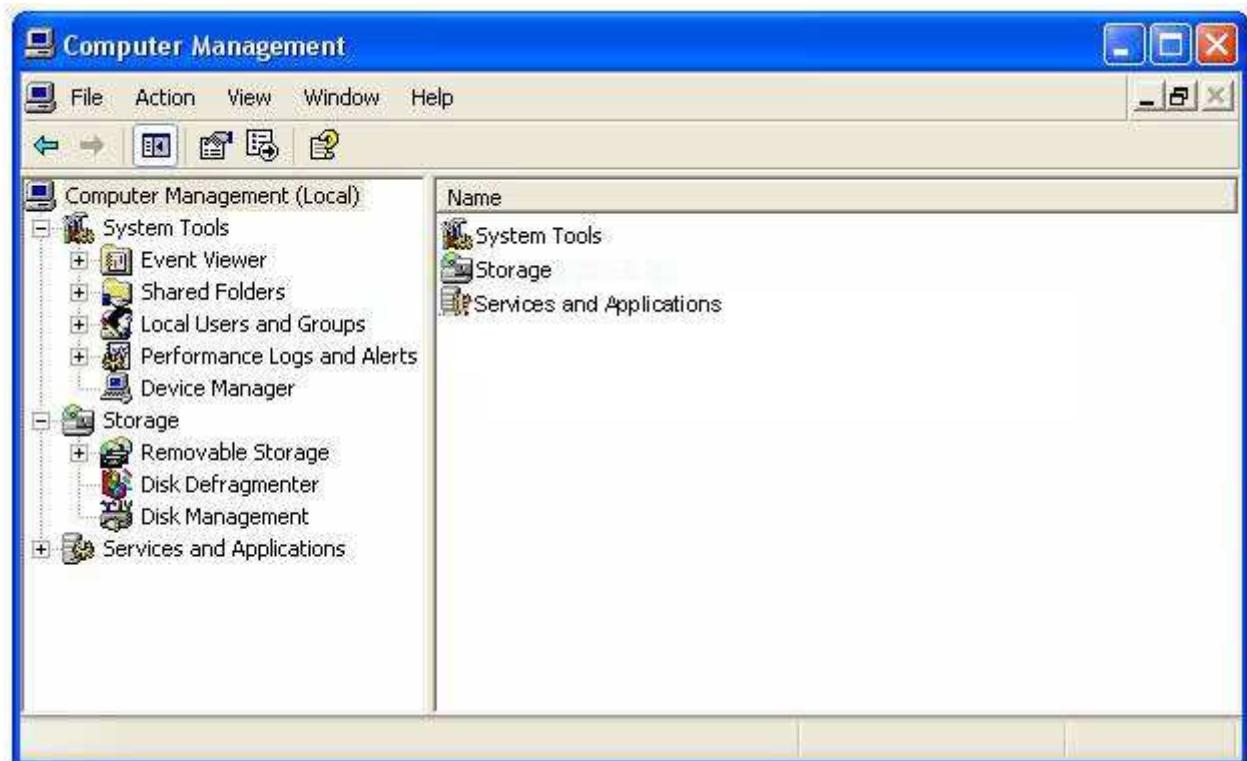
[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. The Certkiller .com network contains a 300 Windows XP Professional computers. All computers and users are members of the Certkiller .com domain.

While adding new user accounts to the Certkiller .com domain, you find some user accounts that have been assigned more permissions than what you recall assigning to them. You remove the excessive permissions from the user accounts which you are able to identify as being problematic.

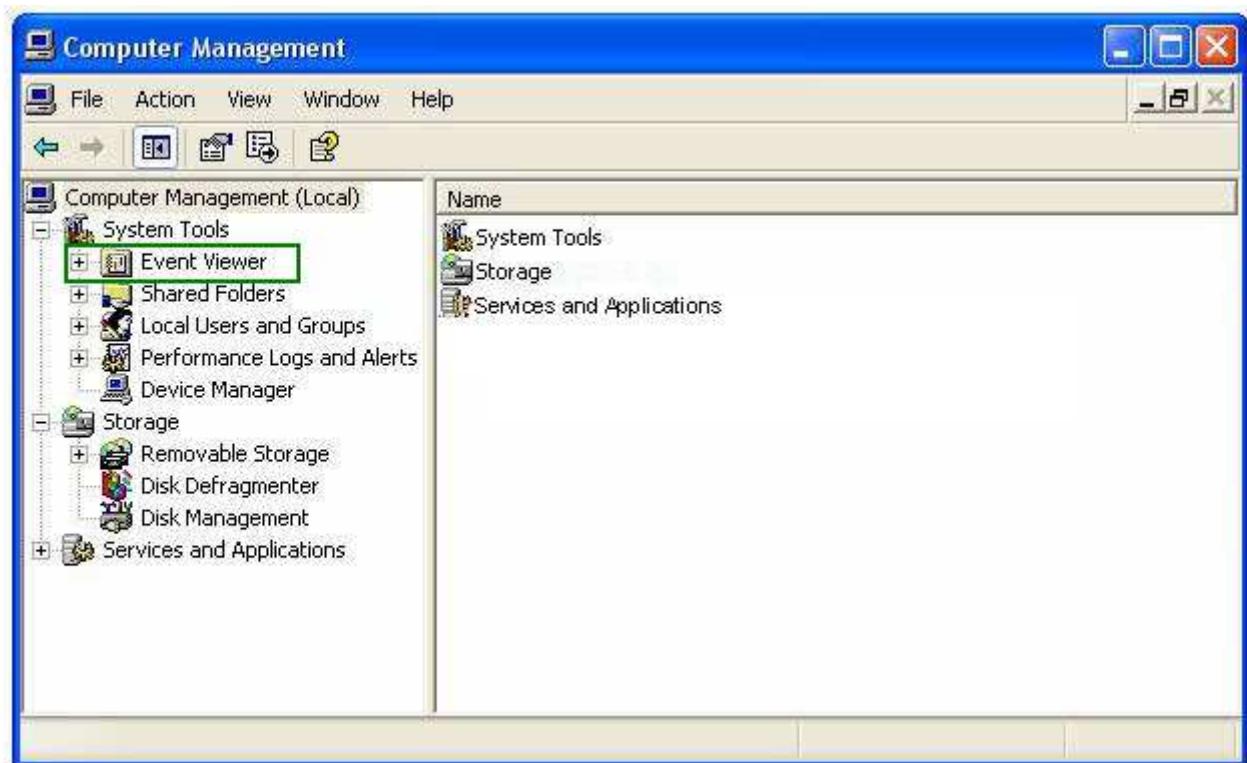
You suspect that a security violation has occurred and decide to view the results of your current auditing effort. You want to view the information contained within the Security log. You open Computer Management.

Using the Exhibit; click the option, entry, or menu item that you should use to access the information in the Security log.

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

You need to view the audit trail on changes that were made to the user accounts. When an event or action takes place that's configured for auditing, the action or event is written to the security log. Security auditing events are written to the security log of the system, and can be accessed and viewed from Event Viewer.

QUESTION 61

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Rory Allen reports that he can log on to his computer, but he is unable to access the Certkiller .com network.

When you run the ping command from your computer, you find that you cannot access the Rory Allen's computer. Rory Allen confirms that his network cable is attached and that the lights on the back of the network adapter are blinking.

You then decide to run the ipconfig command from the Rory Allen's computer, and discover that the IP configuration does not match the network's IP information.

Which of the following is the task that you should complete FIRST to help Rory Allen gain network access?

- 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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen 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 than powering down the station, cracking open the case, replacing the NIC, and 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.

Exam I

QUESTION 1

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department and a Sales department. The Research department does research on and software and develops the software, where the Sales department sells the applications, software and computers.

Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

The Research department has developed an in-house application that will allow the employees to track their time worked on projects. The in-house application will prompt the users for their domain user account and will run under the context of that user. The manager named Andy Reid wants to know under which account the in-house application should initially run to work as expected.

What is you reply?

- A. Network Service
- B. Local Service
- C. Administration
- D. Local System

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Local System is granted the Act as part of the operating system user right. Simple File Sharing is activated, she cannot share permissions. She needs to turn off Simple File Sharing.

Incorrect Answers:

- A: The Network Service does not have the necessary rights.
- B: The Network Service does not have the necessary rights.
- C: The Network Service does not have the necessary rights.

QUESTION 2

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

After a Certkiller .com user attempts to modify documents that are located in \\ Certkiller -SR01\Docs, she reports that she is unable to update any of these documents. She states that she can, however, open all of the documents in \\ Certkiller -SR01\Docs. While viewing the NTFS permissions on the documents, you confirm that the user has the permissions required to modify these documents.

You have been given the responsibility of ensuring that the user can update the documents on \\ Certkiller -SR01\Docs. In addition to this, your solution has to guarantee that the updated documents are saved in \\ Certkiller -SR01\Docs.

Which of the following is the task that you should complete to achieve this objective?

- A. Ask an administrator to modify the share permissions on \\ Certkiller -SR01\Docs.
- B. Ask an administrator to disable Volume Shadow Copy on the volume that contains \\ Certkiller -SR01\Docs.
- C. Instruct the user to map a network drive to \\ Certkiller -SR01\Docs.
- D. Instruct the user to copy the documents from \\ Certkiller -SR01\Docs to her computer, instruct her to modify the documents on her computer, and then instruct her to copy the documents back to \\ Certkiller -SR01\Docs.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The user is accessing a network share, so you have NTFS permissions and share permissions that apply to the directory. You must change the share permission for that user to be able to update the documents as needed.

QUESTION 3

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A user at Certkiller .com shares a computer with two other Certkiller .com users.

These three Certkiller .com users exchange documents by placing them in the local Shared Documents folder.

Currently, each of the three users who share the computer only has Full Control permission on the files and folders that he or she placed in Shared Documents. One of the users asks you to make sure that they have the required permissions to read, write, and manage all files and folders in Shared Documents.

Which of the following is the task that you should complete to comply with this request?

- A. Modify the permissions on Shared Documents so that the Users group has Full Control permission.
- B. Modify the permissions on Shared Documents so that the Users group has Change permission and Read permission.
- C. Instruct each user to modify the permission on the folders they create so that the Creator Owner user has Full Control permission.
- D. Instruct each user to modify the permission on the folders they create so that the Creator Owner user has Change permission and Read permission.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If manage is read as being able to decide on the ability to remove files, then the Users need Full Control Permission.

QUESTION 4

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and all users use Microsoft Internet Explorer as their Web browser.

A user named Dean Austin calls you from a client's office and reports that he is unable to access the Certkiller .com Web site from his portable computer. He also reports that Internet Explorer displays the error message: "Cannot find server or DNS Error", when he tries to access the Web site.

Dean Austin confirms that the staff at the client's office does not receive this error message and are able to view Web sites on the Internet.

After verifying that the Dean Austin's computer is connected to the customer network, you instruct him to ping the IP address of the Certkiller .com Web server on the Internet. Andy Booth later informs you that the ping command reported a successful reply.

What should you do to make sure that Andy Booth is able to access the Certkiller .com Web site from the client network?

- A. You should instruct Andy Booth to configure the Privacy setting to Medium.
- B. You should instruct Andy Booth to configure the security level for the Internet zone to Medium.
- C. You should instruct Andy Booth to select the Repair option on the user's Local Area Connection.
- D. You should instruct Andy Booth to select Automatically detect settings check box for the LAN connection settings in Internet Options in the Control Panel.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Automatically detect settings allows the client to automatically receive proxy server configuration from a properly configured Dynamic Host Configuration Protocol (DHCP) or Domain Name System (DNS) server.

QUESTION 5

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A user named Ally Wagner reports that she needs to share the C:\Documents\Sales folder on her computer with other specific network users and that she would like only members of a domain group named Sales to be able to read or modify the files.

This means that besides the users mentioned, no other user should have access to the files.

You are given the task of making sure that Ally Wagner has the ability to properly share the files.

Which of the following is the option that you should take to complete this task instruct Ally Wagner to do?

- A. Instruct Ally Wagner to add the domain Sales group to the local Power Users group on her computer.
- B. Instruct Ally Wagner to first enable simple file sharing, to share the folder that contains the files next, and to then select the check box to allow network users to change the files.
- C. Instruct Ally Wagner to first disable simple file sharing, to share the folder that contains the files next, and to then configure the share permissions so that only the domain Sales group has Read permission and Change permission.
- D. Instruct Ally Wagner to first move the files into the Shared Documents folder on her computer, and then configure the NTFS permissions on the files so that only the domain Sales group has Read permission and Change permission.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You are giving the sales group the correct permission needed to the folder. You need to disable Simple File Sharing in order to configure permissions on the shared files.

QUESTION 6

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A user at Certkiller .com recently received a computer, which was not reformatted before he started using it, from another Certkiller .com user.

The current user now reports that he is unable to delete a file that was created by the computer's original user, named C:\Test\Test.doc. He informs you that when he attempts to delete the file, he receives the following error message: "Access denied".

He also reports that this problem does not arise for any other files in the same folder.

Which of the following is the action that you should take to ensure that the current user is able to delete this file?

- 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Permission problem user needs full control to access the files.

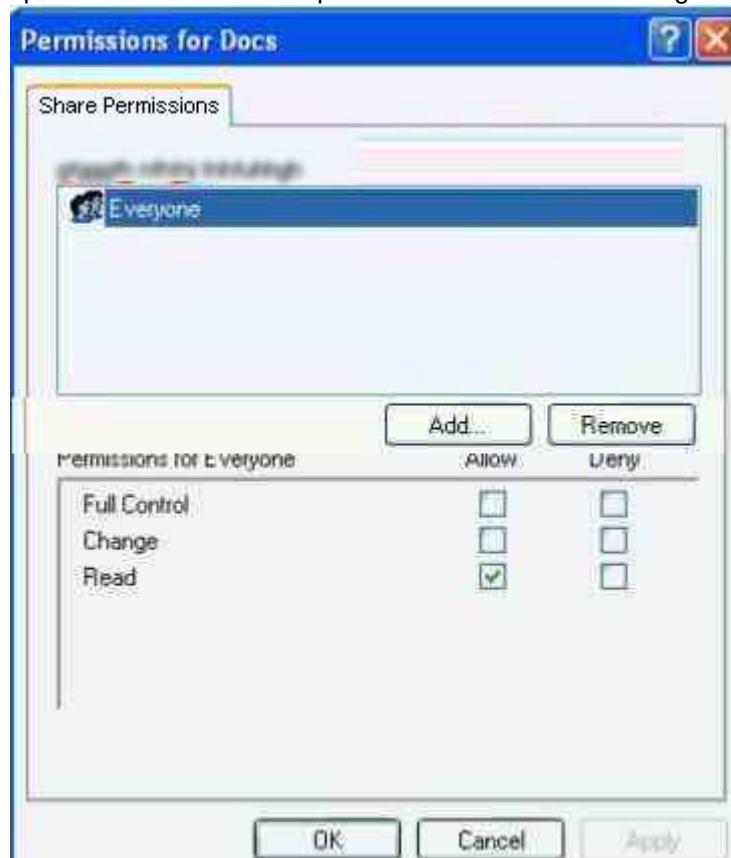
QUESTION 7

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network

run Windows XP Professional and Microsoft Office 2003.

A user named Dean Austin reports that he is unable to access the documents on drive Z of his computer. Dean Austin also informs you that a different Certkiller .com technician recently mapped drive Z to a file share on \\Files04.

You discover a single shared folder named Docs when you utilize the Run option from the Start menu to open \\Files04. The share permissions on Docs are configured as shown in the dialog box below.



You then decide to view the NTFS permissions on all files in Docs, and observe the information displayed in the following dialog box.



Which of the following is the option that you should take should you do to make sure that Dean Austin can read the documents in \\Files04\Docs?

- A. Instruct Dean Austin to map drive Z to \\Files04\Docs.
- B. Instruct Dean Austin to copy the documents from drive Z to local computer.
- C. Ask an administrator to modify the share permissions on \\Files04\Docs.
- D. Ask an administrator to modify the NTFS permissions on the files in \\Files04\Docs.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 8

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All client computers run Windows XP Professional.

Certkiller .com contains a Research department that develops and test software for the company. All the documents of the Research department are stored in a shared folder named CK_Research. The CK_Research folder resides on a client computer named Certkiller -WS275. The manager of the Research department is concerned that unauthorized users may be attempting to access the files on the CK_Research folder. The manager would like all attempts to access to the CK_Research folder to be recorded for analysis.

What should you do?

- A. Configure auditing on the CK_Research folder.
- B. Encrypt each document in the CK_Research folder.
- C. Compress the CK_Research folder.
- D. Run the Defragment utility on the CK_Research folder.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

you need to configure auditing on the folder if you want to record all attempts to access the folder.

Incorrect Answers:

B: Encryption will prevent unauthorized users from reading the files; however, only the owner of the files would be able to read them.

C: Compression removes redundant bits from a file. It does not record access to the folder.

D: The Defragment utility will rearrange the files into contiguous space on the hard disk.

It does not record access to the folder.

QUESTION 9

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com has its headquarters in Chicago and branch offices in Dallas, Miami and Atlanta.

The CIO at Certkiller .com has to visit branch offices at a regular basis. The CIO has a personal computer at home that runs Windows XP Professional. His personal computer is connected to the internet via an ADSL modem. The CIO informs you that he needs to leave his personal computer connected to the internet as his ISP-based e-mail can only be accessed from that computer. The CIO is concerned that malicious users may attempt to hack into his computer. The CIO would like to know what he can do to prevent hackers from accessing his computer.

What should you do?

- A. Instruct the CIO to enable the Allow this computer to be controlled remotely option on his personal computer.
- B. Instruct the CIO to disable the Allow this computer to be controlled remotely option on his personal computer.
- C. Instruct the CIO to enable Internet Connection Firewall (ICF) on his personal computer and enable the Remote Desktop option on his personal computer.
- D. Instruct the CIO to enable Internet Connection Firewall (ICF) on his personal computer and disable the Remote Desktop option on his personal computer.
- E. Instruct the CIO to disable the Allow Remote Assistance invitations to be sent from this computer option on his personal computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

ICF offers packet filtering on the internet connection. This will protect the computer from unauthorized access. To enable the CIO to access his e-mail, you would need to enable the Remote Desktop option on the Advanced Settings page.

Incorrect Answers:

A: The Allow this computer to be controlled remotely option is enabled by default. It allows a remote user to connect to your computer and control it with your permission.

B: If this option is disabled, Andy Reid cannot access the home computer remotely. He will then not have access to his e-mail messages.

D: Andy Reid needs to access the home computer at any time, not by invitation.

QUESTION 10

You work as a desktop technician at Certkiller .com. Certkiller .com has a small network that is configured

as a single Active Directory domain named Certkiller .com.

All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional and Microsoft Office XP. The Certkiller .com network contains a single domain controller named Certkiller -DC01. All computers are members of the Certkiller .com domain.

Certkiller .com issues a new security policy that requires all users to change their passwords every seven days. A network administrator named Rory Allen has configured a Group Policy object (GPO) to apply the new policy to all client computers. Rory Allen asks you to ensure that the GPO is applied to all client computers with immediate effect.

What should you do?

- A. Open a command prompt and run the Gpupdate /force command on each client computer.
- B. Open a command prompt and run the Gpupdate /force command on Certkiller -DC01.
- C. Open a command prompt and run the Secedit /refreshpolicy machine_policy command on each client computer.
- D. Open a command prompt and run the Secedit /refreshpolicy machine_policy command on Certkiller -DC01.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If you want the policy to take immediate effect, you should run the Gpupdate /force command on the target computers.

Incorrect Answers:

B: You should not run the Gpupdate /force command on the domain controller. The target computers on which the GPO needs to be applied are the client computers.

C, D: The Secedit /refreshpolicy machine_policy command was used in Windows 2000 but has been replaced by the Gpupdate /force command.

QUESTION 11

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com contains a Development department produces and tests software applications. Certkiller .com is concerned about industrial espionage and has enabled Auditing of all network computers through a Group Policy object (GPO).

Rory Allen is the lead developer at the Development department. He uses a client computer named Certkiller -WS279 and hosts several important documents in a network share named Dev_Docs. The Dev_Docs share is hosted on Certkiller -WS279. Rory Allen suspects that one or more disgruntled employees in the Development department are attempting to sabotage their work by trying to delete the CK_Docs folder. You have been instructed by the CEO to determine who are attempting to delete the folder.

What should you do?

- A. Open the Auditing Entry for Dev_Docs page and select the Everyone group. Then select the Failed check box for the Delete setting.
- B. Open the Auditing Entry for Dev_Docs page and select Everyone group. Then select the Failed check box for the Delete Subfolders and Files setting.
- C. Open the Auditing Entry for Dev_Docs page and select Everyone group. Then select the Failed check box for the Change Permissions setting.
- D. Open the Auditing Entry for Dev_Docs page and select Everyone group. Then select the Successful check box for the Delete Subfolders and Files setting.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

To monitor the unsuccessful attempts to delete the Dev_Docs folder, you need to select the Failed check box for the Delete setting.

Incorrect Answers:

B, D: You need to monitor attempts to delete the Dev_Docs folder, not its subfolders and files.

C: You need to monitor attempts to delete the Dev_Docs folder, not attempts to change permission to the Dev_Docs folder.

QUESTION 12

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang's computer at work has a dual boot configuration with Windows XP Professional and Windows 2000 Professional. Kara Lang shares the computer with another employee named Mia Hamm. Kara Lang and Mia Hamm are working shifts. Kara Lang uses Windows XP Professional and Mia Hamm uses Windows 2000 Professional. Mia Hamm has installed an accounting application that should be used by Kara Lang and her self. Mia Hamm did register the accounting application using one license.

Whenever Kara Lang runs the accounting application, she receives an error, that the accounting application is not registered.

What should you do to troubleshoot the problem?

- A. The Program Compatibility Wizard should be run.
- B. Copy the database registry from Windows 2000 Professional to Windows XP Professional.
- C. The Upgrade Advisor should be run.
- D. Reinstall the application under Windows XP Professional.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should reinstall the application in Windows XP Professional.

There are two operating systems. Each of them has their own database registry, and each operating system is on a partition.

Incorrect Answers:

A: This will allow the application to run in a specific operating system mode.

B: Copy the database registry to Windows XP Professional will make the operating system unstable.

C: They should run the Upgrade Advisor before upgrading to Windows XP Professional to see if the program is compatible with the operating system.

QUESTION 13

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Sales department. The Certkiller .com users named Mia Hamm and Kara Lang works in the Sales department. Due to the long hours, these two employees work shifts. They both share a computer named Certkiller -WS275 which runs Windows XP Professional. Mia Hamm has contacted you because she cannot access the application which they both use. Mia Hamm used to access the application by clicking the shortcut on the Desktop. When she accesses the application it produces a Missing Shortcut error. Kara Lang does not have this problem. She activates the application the same way Mia Hamm does. What could cause the problem?

- A. The application is still running in Kara Lang's session with Fast User Switching.
- B. Kara Lang is the administrator and not Mia Hamm.
- C. The executable of the application was moved from its location.
- D. You cannot create two shortcuts for the same application.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Mia Hamm and Kara Lang have their own separate Desktop. Kara Lang can successfully access the application, which means she must have moved the executable and configured the shortcut to point to the new location.

Incorrect Answers:

A: It cannot be Fast Switching. Mia Hamm received a Missing Shortcut error.

B: This is not the issue here. Both of them did run the application.

D: You can create two shortcuts for one application. One shortcut cannot point to more than one application.



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QUESTION 14

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Graphics department. A Certkiller .com user named Mia Hamm who works in the Graphics department has contacted you. Mia Hamm has a meeting with her superiors and she uses a computer named Certkiller -WS270 to do her presentation. Always during the presentation the computer's screen becomes corrupt. She wants you to troubleshoot the problem. When you switch on the computer, everything was normal. Mia Hamm then said the problem occurs regularly.

What should you do?

- A. Replace the CRT of Certkiller -WS270.
- B. Update the video driver of Certkiller -WS270.
- C. On Certkiller -WS270, reinstall Windows XP Professional.
- D. Make sure that the video card is fully seated in the slot.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The screen becomes disrupted during the presentation. Mia Hamm also said that it occurs frequently. It can be that the video driver is not compatible with the application. If she upgrades the video card, the problem will be rectified.

Incorrect Answers:

A: You switch on the computer and there was nothing wrong. If it was the CRT, then the problem will persist.

C: Reinstalling Windows XP Professional would not solve the problem.

D: If the video card was not properly seated then the screen would have stayed black.

QUESTION 15

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Rory Allen uses a client computer named Certkiller -WS271. One morning Rory Allen calls to complain that his computer is malfunctioning. Based on his explanation you suspect that the cause of the problem is a virus. However, Rory Allen informs you that he recently ran the antivirus program on Certkiller -WS271 but did not detect any virus. You restore the data on Certkiller -WS271 from a recent backup. You now need to ensure that the virus does not infect Certkiller -WS271 again.

What should you do?

- A. Schedule Certkiller -WS271 to run a virus scan everyday after working hours.

- B. Download the latest virus definitions for the antivirus program and install it on Certkiller -WS271.
- C. Uninstall and then reinstall the antivirus program on Certkiller -WS271.
- D. Reinstall Windows XP Professional on Certkiller -WS271.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Updating the virus signature, will allow the antivirus program to detect any new viruses.

Incorrect Answers:

A: Certkiller -WS271 did not detect the virus; therefore scheduling a virus scan will not ensure that the virus will not infect the computer again. You need to update the virus definitions on a regular basis.

C: Reinstalling the antivirus program will not ensure that the antivirus program will detect new viruses. You need to update the virus definitions on a regular basis.

D: Reinstall Windows XP Professional is unnecessary as it will not ensure that the virus will not infect the computer.

QUESTION 16

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional and Microsoft Office XP.

A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson works as a secretary at her company.

Amy Wilson has downloaded a new screensaver that was linked in an e-mail message. Amy Wilson said that after she put the screensaver in use her colleagues received messages from her computer that she did not send. She removed the screensaver but her colleagues said that they still receive messages from her computer. Amy Wilson also said she ran the antivirus and no infections were reported.

What should Amy Wilson do?

- A. In the command line run GPupdate.
- B. In the command line run Secedit.
- C. Download the latest virus signatures and scan the computer.
- D. Connect to the Windows Update Web site and scan for updates.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

An e-mail message was received and open. It can be that the computer is infected with a virus. This is a new virus because his antivirus cannot recognize anything. She has to download the latest antivirus and scan the computer. The virus signature, will allow the antivirus program to detect any new viruses.

Incorrect Answers:

A: The GPupdate is used to refresh or update Groups Policy settings.

B: The Secedit allows you to analyze and configure security settings.

D: The updates in the Windows Update Web site are there to protect the computer, not to disinfect a computer that has a virus.

QUESTION 17

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Andy Booth has contacted you. He said that he received an e-mail message in a ZIP format from an unknown person. Andy Booth also said that there is a info.txt file in the ZIP files, which he extracted. Andy Booth would like to know if this is a virus.

What should you tell him? (Choose TWO.)

- A. Check that the Folder Options is specified to show file extensions of known file types.

- B. ZIP files cannot have viruses
- C. In Windows Explorer. Highlight the file and ensure that there is no trailing spaces
- D. Run the file and see if there is a malicious action.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should check that the Folder Options is specified to show file extensions of known file types. The persons that write the viruses use executables.

The users should highlight the file in Windows Explorer. Windows Explorer will show the flaw that exists, which are usably spaces.

Incorrect Answers:

B: ZIP files can have executables that host viruses.

D: You should not run files that you are not sure of.

QUESTION 18

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has a computer that is running Windows XP Home and Microsoft Internet Explorer 6.0.

One of her friends has used her computer, now there is something wrong. Kara Lang said that the Web sites are very slow and it takes along time to scroll down to the other pages. She also said that her computer looks different.

What could be the problem?

- A. A service pack was installed.
- B. A virus was installed.
- C. Themes are being used.
- D. A different hardware profile is used.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is a known virus that configures Internet Explorer to use a malicious configures style sheet.

Incorrect Answers:

A: Service pack does not create problems, if solve problems.

C: Themes does not have a noticeable effect on the performance.

D: Hardware profiles define the device drivers that are enabled and loaded by the operating system.

QUESTION 19

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh has received a message that states that she should go the Web site on the messages and download a patch. The patch will prevent the data of your computer to be deleted.

Amy Walsh wants to know what she must do.

- A. Do not delete the message because it s a virus.
- B. Download the patch from the Web site and install it.
- C. Download the patch from the Web site and install it. then delete the message

- D. Delete the message because it is a hoax.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is a hoax. Amy Walsh should delete the message.

Incorrect Answers:

A: The user must delete the message because it's a virus.

B: The user should not go to the Web site and download the patch, it is a virus.

C: The user should not download the patch from the Web site and install it and then delete the message, because it is a virus.

QUESTION 20

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Sales department. A Certkiller .com user named Clive Wilson works in the Sales department. Clive Wilson visits a lot of Web pages to do research in the cost price of products. Clive Wilson wants to remove some of the Web pages that he's not visiting regularly. He needs to access the most needed site quickly.

What should you tell Clive Wilson to do?

- A. Increase the number of days to keep pages in history.
- B. Add the pages that are visited often to the Favorites menu.
- C. Store cookies for the pages that it regularly visits.
- D. Decrease the number of days to keep pages in history.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Clive Wilson should add the pages that he visited regularly, to the Favorites menu.

Incorrect Answers:

A, C: Increase or Decrease the number of days will not help. If the settings for the days are over, he still then needs to access these pages.

D: This is not a cookies related issue.

QUESTION 21

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Ally Wagner has contacted you. Ally Wagner has a Windows XP Home computer and wants to configure the launching programs and files in an IFRAME. Ally Wagner wants to know why this setting is disabled on her computer.

What explanation can you give Ally Wagner?

- A. This will prevent you from accessing the Internet from Windows Explorer.
- B. This prevents a Web page from invisibly loading Web content from another site onto the same page.
- C. This will prevent Internet Explorer from using scrollbars so that Web pages are more viewable.
- D. It has no effect on Windows XP because of its security enhancements.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The IFRAME is an invisible section of a Web page that contains content from another location. If the setting is disabled, it will not load other content of other invisible Web site.

Incorrect Answers:

A: Windows Explorer and Internet Explorer use the same object model. Internet cannot be browse from the Windows Explorer. This setting will not prevent you from accessing the Internet from Windows Explorer.

C: This setting does not have an effect on the scroll bar.

D: This is effective in Windows XP Professional. it is set to be prompt.

QUESTION 22

Given the statement below:

"Outlook Express is set by default to prevent you from saving any attachment that could possibly be a virus." Which of the following adequately describes how you would rate the above statement?

- A. True
- B. True only when Windows XP Professional SP1 is applied
- C. False
- D. True only if ICF is running

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 23

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and have an antivirus application installed.

When a user named Mia Hamm reports that files in a shared folder on her computer are being deleted, the first thing you do is confirm that the Mia Hamm's computer has the most recent virus signature file and that no viruses are detected on her computer.

You have to find out who is deleting files from Mia Hamm's computer.

Which of the following is the option that would allow you to achieve this goal?

- 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You must identify who is deleting files; auditing is the only way.

QUESTION 24

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A Certkiller .com user reports that she constantly receives e-mail messages stating that she has sent a virus. She works from home and has a broadband Internet connection.

During your investigation, you discover that the user bought an antivirus application and installed it on her computer. When she ran the virus scanner on her computer, no virus was detected and yet she continues to receive e-mail messages stating that she sent a virus.

You have to find out why these e-mail messages are being sent. You then tell the user to log on as an administrator.

Which of the following would you advise the user to do prior to running the virus scanner again?

- A. To download the most recent virus signature file.
- B. To run Network Diagnostic to scan her computer.
- C. To connect to the Microsoft Windows Update Web site and scan her computer.
- D. To run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for Windows vulnerabilities.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Before the user reruns the virus scanner again she must download the most recent virus updates.

QUESTION 25

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You receive a call from a Certkiller .com user named Clive Wilson that has Windows XP Home Edition running on his computer, with an antivirus application installed. Clive Wilson informs you that he recently downloaded a program from the Internet and installed it on his computer. He also reports that soon after installing the program, he started receiving e-mail messages from people he does not know. The e-mail messages state that he sent them an e-mail message. Clive Wilson then reports that even though he uninstalled the program, he still receives e-mail messages with the same message content from people he does not know.

You have to find out why these e-mail messages are being sent.

Which of the following would you advise Clive Wilson to do?

- A. To connect to the Microsoft Windows Update Web site and scan his computer.
- B. To download the most recent virus signature files and scan his computer for viruses.
- C. To run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates.
- D. To run the Security Configuration and Analysis tool and analyze his computer by using the hisecws.inf security template.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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

QUESTION 26

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 2 (SP2) and Microsoft Office XP. All users on the Certkiller .com network make use of Microsoft Outlook as their e-mail client.

You receive a complaint from a user named Kara Lang, who reports that in the past day she has received an automated response e-mail message from every e-mail address in her Outlook Contacts folder, stating that she sent an e-mail message.

Kara Lang also states that she has not sent a single e-mail message in the past. You then confirm that other Certkiller .com users are experiencing the same problem.

You have to find out why Kara Lang's computer has automatically sent e-mail messages to all the e-mail addresses in her Outlook Contacts folder.

Which of the following would you advise Kara Lang to do?

- A. To enable Windows Firewall and then select "Don't allow exceptions" on the General tab.

- B. To ensure that virus protection is monitored in Security Center, and then run an antivirus application
- C. To run Network Diagnostics.
- D. To enable Automatic Updates in Security Center and then restart the computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The computer has probably been infected by an e-mail worm (virus) that uses the Outlook address book to find new potential victims. Recently some viruses also use a random address from the address book as a faked sender to draw attention away from the actually infected computer but the right thing to do here is to run a full antivirus scan of the user's computer to verify if it is her computer sending the messages or if it is another computer sending them in her name.

QUESTION 27

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 2 (SP2).

You receive a complaint from a user named Andy Reid, who reports that his computer is performing more slowly than usual. When you display the processes in Windows Task Manager, you notice that the CPU usage is 99 percent and that Msblast.exe is running as a service.

You need to.

Which of the following is the action that you should execute to optimize the performance of Andy Reid's computer?

- A. Restart Andy Reid's computer by using the Last Known Good Configuration option.
- B. Install updated antivirus signatures, and scan for known viruses.
- C. Use Windows Task Manager to end the Msblast.exe process.
- D. In Security Center, click Change the way Security Center alerts me, and select Virus Protection.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Msblast.exe is strongly associated with the RPC Worm called MSBlaster (it is also known under some other names). This worm causes a heavy load on the computer once infected and on Non-English operating systems it sometimes also causes a reboot every 60 seconds. The correct way to disinfect is to disconnect the computer from the network, install antivirus software with recent virus definition database, scan and clean the computer, and finally patch the RPC vulnerability before connecting it to the network again.

QUESTION 28

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Finance department that has 10 Windows XP Professional client computers.

For security reasons, the Finance department network is isolated from the rest of the Certkiller .com network and is not connected to the Internet. You have received instruction to determine whether the latest service packs and updates are applied to the client computers in the Finance department.

What should you do?

- A. Run the Utility Manager on each computer in the Finance department.
- B. Run the Dr. Watson application on each computer in the Finance department.
- C. Run the Microsoft Baseline Security Analyzer tool on each computer in the Finance department.
- D. Run Windows Update on each computer in the Finance department.

Correct Answer: C

Section: (none)**Explanation****Explanation/Reference:****Explanation:**

You can use the Microsoft Baseline Security Analyzer tool to determine if the latest operating system service packs, patches and updates are installed on a client computer.

Incorrect Answers:

- A: The Utility Manager is used to start or stop the Accessibility Feature in Windows XP Professional.
- B: The Dr. Watson utility is used to record information about failures in applications and system services.
- D: An internet connection is required for Windows Update; however, the computers in the Finance department have no Internet connectivity.

QUESTION 29

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional. Certkiller .com has a high-speed Internet connection and all client computers use Internet Explorer as the default browser.

A Certkiller .com user named Ally Wagner works in the Graphics department. Ally Wagner has been assigned a client computer named Certkiller -WS272. Ally Wagner is currently working on a new brochure for Certkiller .com. The video adapter recently failed on Certkiller -WS272 and she fitted a new adapter; however, Certkiller -WS272 is having display problems. Ally Wagner calls to inform you about the problem. You suspect the cause of the problem to be faulty drivers for the new video adapter.

What should you do?

- A. Instruct Ally Wagner to reinstall Windows XP Professional.
- B. Instruct Ally Wagner to click Scan for update on the Windows Update Web site.
- C. Instruct Ally Wagner to download the latest service pack for Windows XP Professional from the Microsoft Windows Web site.
- D. Instruct Ally Wagner to open the Display properties and set the Hardware acceleration on Full.

Correct Answer: B**Section: (none)****Explanation****Explanation/Reference:****Explanation:**

In the Windows Update Web site will scan the operating system and hardware and will check for updates for the operating system and hardware. If an update is available, the user will have an option to install the update.

Incorrect Answers:

- A: Reinstalling Windows XP Professional is not necessary as you only need to update the device drivers.
- C: The user needs a driver update and not a service pack.
- D: This will help, but the computer needs an updated driver.

QUESTION 30

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm wants to secure her Windows XP Professional computer. She wants the latest critical updates and hotfixes installed.

What should she do?

- A. Apply the Hisecws security template.
- B. Run GPupdate
- C. Run Secedit
- D. Go to the Windows Update Web site and scan for updates.

Correct Answer: D**Section: (none)****Explanation**

Explanation/Reference:

Explanation:

She can go to the Windows Update Web site and scan for updates. The Windows Update will determine the updates that are needed.

Incorrect Answers:

A: The Hisecws security template is used to analyze and modify the security settings on the computer.

B: The GPupdate is used to refresh or update the Group Policy settings.

C: The Secedit is used to allow you to analyze and configure the security settings on the computer.

QUESTION 31

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has a Windows XP Professional computer has Service Pack 2 installed. Kara Lang wants to ensure that her computer has the latest security updates installed. She is not sure if the computer is setup for security.

What should she do?

- A. Apply the Hisecws security template.
- B. Enable Automatic updates.
- C. Run Secedit
- D. Go to the Windows Update Web site and scan for updates.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should make sure that the downloading of the updates is enabled in the Automatic updates.

Incorrect Answers:

A: The Hisecws security template is used to analyze and modify the security settings on the computer.

C: The Secedit is used to allow you to analyze and configure the security settings on the computer.

D: She can go to the Windows Update Web site and scan for updates. The Windows Update will determine the updates that are needed.

QUESTION 32

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. Currently, your biggest concern is web browsing safety.

Which of the following statements are TRUE regarding the kinds of active content? (Choose all that apply.)

- A. By default, Internet Explorer 6 on Windows XP Professional can download ActiveX controls.
- B. By default, Internet Explorer 6 on Windows XP Professional can download Java applets.
- C. By default, Internet Explorer 6 on Windows XP Professional can download Scripts.
- D. Internet Explorer 6 does not download active content, by default

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Internet Explorer can download the following kinds of active content:

* ActiveX controls * Java applets * Scripts

QUESTION 33

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a

single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. Currently, your biggest concern is web browsing safety.

Which of the following is a TRUE statement?

- A. ActiveX controls pose the greatest potential threat for Internet Explorer 6 on Windows XP Professional, by default.
- B. Java applets pose the greatest potential threat for Internet Explorer 6 on Windows XP Professional, by default.
- C. Scripts pose the greatest potential threat for Internet Explorer 6 on Windows XP Professional, by default.
- D. Internet Explorer 6 by default does not download active content

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 34

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. Currently, your biggest concern is web browsing safety. Which of the following are the three default options you are given when Internet Explorer 6 displays a Security Warning dialog box, while you are attempting to download an active content file? (Choose THREE.)

- 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

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

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 35

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Rory Allen reports that he received an automated response e-mail message stating that he sent a message containing a virus. Rory Allen says that when he ran a virus scanner on his computer, he did not detect any virus. Rory Allen also reports that he has just received four more of these messages. You must make sure that Rory Allen can detect whether a virus is on his computer.

Which of the following would you advise Rory Allen to do?

- A. To reinstall the virus scanner from the original product CD-ROM.
- B. To connect to the Microsoft Windows Update Web site and scan his computer.

- C. To download the most recent virus signature file on his computer and run the virus scanner again.
- D. To run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for Windows vulnerabilities on his computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Rory Allen must be able to find out if a virus is on the computer.

Downloading the recent codes is the only way.

QUESTION 36

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Amy Walsh has a portable computer running Windows XP Home Edition with Service Pack 1. Amy Walsh uses her portable computer to work from home four days a week and connects to the Internet via a broadband connection. Amy Walsh would like to make sure that her computer files are not damaged by a virus.

You have been given the task of ensuring that Amy Walsh's computer is always kept up to date with the most current Windows security updates.

Which of the following would you advise Amy Walsh to do, after she has logged on to her computer as an administrator?

- A. To connect to the Microsoft Windows Update Web site and scan her computer.
- B. To configure Automatic Updates to automatically download the updates and install them on a specified schedule.
- C. To run the Security Configuration and Analysis tool to configure her computer by using the hisecws.inf security template.
- D. To create a scheduled task to run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates on a specified schedule.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The customer's computers must always be kept up to date with the most current security updates, so configuring Automatic Updates is the best way.

QUESTION 37

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and have an antivirus application installed.

A Certkiller .com user named Ally Wagner, who works from home and has a broadband connection to the Internet, reports that she has received an e-mail message from the Certkiller .com IT department stating that she needs to apply the most current Windows security patches to her computer.

You have been given the task of ensuring that Ally Wagner applies the most current Windows security patches to her computer.

Which of the following would you advise Ally Wagner to do, after she has logged on to her computer as an administrator?

- A. To download the most recent virus signature file and run the virus scanner.
- B. To connect to the Microsoft Windows Update Web site and scan her computer.
- C. To run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates.
- D. To run the Security Configuration and Analysis tool to configure her computer by using the hisecws.inf security template.

Correct Answer: B

Section: (none)**Explanation****Explanation/Reference:****Explanation:**

The Microsoft Windows Update Web site is the correct way to run a manual security update of a computer. Virus signature files will trigger on malicious code but has nothing to do with security patches. MBSA will help you detect any missing security patches, but it will not download them for you. The Security Configuration and Analysis tool will help you configure the computer so that it will be generally more secure but it will not help against known exploits (more than possibly by turning off the service affected or by configuring Automatic Updates) and it will not help you download or install security patches.

QUESTION 38

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 1 and have an antivirus application installed.

A Certkiller .com user named Andy Booth, who works at home and has a broadband connection to the Internet, reports that he recently read an article on the Internet that describes viruses that can potentially exploit vulnerabilities in Windows.

You have been given the task of ensuring that Andy Booth's computer is kept protected against known Windows vulnerabilities. You instruct the user to log on to her computer as an administrator.

Which of the following would you advise Andy Booth to do, after she has logged on to her computer as an administrator?

- A. To run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for Windows vulnerabilities and security updates.
- B. To run the Security Configuration and Analysis tool to configure his computer by using the hisecws.inf security template
- C. To configure Automatic Updates to automatically download updates and install them according to a specified schedule.
- D. To configure the antivirus application on his computer to automatically download most recent virus signature file on a weekly schedule.

Correct Answer: C**Section: (none)****Explanation****Explanation/Reference:****Explanation:**

Exploiting vulnerabilities is only possible as long as the vulnerabilities are not "closed" by a security update from Microsoft therefore you should instruct the user to Enable Automatic Updates at a specific schedule so that any future vulnerabilities get patched as soon as possible. Running MBSA would only show any known vulnerabilities at the moment that you run MBSA. The Security Configuration and Analysis tool will help you to configure your local computer to be more secure, for example by turning off services, but it will not detect any vulnerabilities. The antivirus will probably detect the virus too late if it is using a known vulnerability for replication; by the way, one week between virus signature files is way too long.

QUESTION 39

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Rory Allen has contacted you. Rory Allen is the manager for his company. Rory Allen has enabled Software Restriction Policies on the client computer in their work group. A user named Mia Hamm at their company that works on that computer contacts you to complain that she cannot run any applications on that computer. Rory Allen wants to know where to look to solve the problem. Which security level is set to Disallow?

- A. A Path rule's security level
- B. The Default security level
- C. A Hash rule's security level
- D. A Certificate rule's security level

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The default security level is set to Disallowed. This also defines the behavior of the applications running.

The user also needs to configure extra rules to specify which applications can run.

Incorrect Answers:

A: It is improbable that the Path rule is set to disallow. The Path rule allow or disallow software to run. This is based on the folder or drive where the files are located.

C: The Hash rule allow or disallow software to run that is based on file content.

D: The Certificate rule allow or disallow software to run based on who digital signed the software.

QUESTION 40

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has a Windows XP Professional computer with Service Pack 2. Kara Lang said that she regularly visits a remote Web site. The information in the Web site is provided via pop-up windows. Kara Lang would like to view the information, but she does not want to get additional prompts to open the pop-up windows. Your solution must not affect the other Web site or her computer's Windows Firewall configuration.

What should Kara Lang do?

- A. Remove Service Pack 2
- B. Add the Web site to the Trusted Sites zone.
- C. In Internet Explorer, click the Tools menu and click the Reset Web Settings.
- D. Change the Internet Site properties to disable the Use Pop-up Blocker property.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the Web site is added to the pop-up zone, you can enable pop-ups.

This action will not affect the other Web sites.

Incorrect Answers:

A: The Firewall will be removed if she removes the Service Pack 2.

C: If you click the Reset Web Settings, you will reset the security settings to their default.

D: If you change the Use Pop-up Blocker property to disable, you will enable pop-ups to all the Web sites not listed in another zone.

QUESTION 41

You work as a help desk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has a computer running Windows XP Professional with Service Pack 2. She needs your help with Outlook Express. Kara Lang said that she receives regular updates to a custom application. Now Outlook Express stops her from receiving the attachment, which has the .exe extension.

What should Kara Lang do on the Security tab of the Outlook Express Option dialog box?

- A. Clear the Block images and other external content in HTML e-mail option.
- B. Select the DO not allow attachments to be saved or opened that could be a virus option.
- C. Select the Internet zone.
- D. Clear the DO not allow attachments to be saved or opened that could be a virus option.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should clear the DO not allow attachments to be saved or opened that could be a virus option. This will stop Outlook Express from opening files that can have a virus.

Incorrect Answers:

A: The clear the Block images and other external content in HTML e-mail option will block the images, but not potential unsafe attachments.

B: This option will allow her to receive the executables attachments.

C: This will allow her to apply rules from the Restricted Sites zone or Internet zone to HTML and ActiveX content in e-mail messages.

QUESTION 42

You work as a help desk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Mia Hamm has contacted you. Mia Hamm said that she cannot run the macros in a Microsoft Office Excel 2003, which is send by there mother company. Mia Hamm would like to run the macros without being prompt.

What should you tell her?

- A. For macros, change the security setting to High.
- B. For macros, change the security setting to Medium.
- C. Add the mother company's Web site to the list of Trusted Sites.
- D. For macros, change the security setting to Low.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If the settings are low, then she will be able to run the macros without any prompting.

Incorrect Answers:

A: This setting will disable macros that are not from trusted sources.

B: This setting will prompt the user about whether to enable potential unsafe macros.

C: This feature is not related to macros functions.

QUESTION 43

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.

Certkiller .com contains a Development department. A Certkiller .com employee named Mia Hamm works in the Development department. Certkiller .com contains a Windows XP Professional workstation named Certkiller -WS271. Mia Hamm is using this computer. Mia Hamm has contacted you to report the invoice management application has problems. During the questioning you learned that Mia Hamm has installed a customer relationship management application on Certkiller -WS271. Before the installation of the customer relationship management application, the invoice management application worked without any problems. Mia Hamm needs her invoice management application.

What should you do?

- A. Find out if the two applications can coexist by using the Program Compatibility Wizard.
- B. Use the Upgrade Advisor to find out the source of the problem.
- C. Find out if the registry keys are overwritten, in the registry.
- D. Find out if the Windows system dynamic link libraries (DLLs) were overwritten during the installation process.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should check the registry and find out if the registry keys were not overwritten.

Incorrect Answers:

A: To find out if the two applications can coexist, you should not use the Program Compatibility Wizard.

B: You should have used the Upgrade Advisor to see if the two applications can coexist before installing it.

D: Windows XP does not allow the Windows system DLLs to be overwritten.

QUESTION 44

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Kara Lang uses a Windows XP Professional client computer named Certkiller -WS278. Kara Lang has installed a new software development framework on Certkiller -WS278. When Kara Lang needs to use the Windows Explorer, the computer hangs. You need to find out if any components were overwritten when installing the framework.

What tool should you use?

- A. Dr. Watson
- B. File Signature Verification
- C. Regedit
- D. Scandisk

Correct Answer: B**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

You should use the File Signature Verification to find out if the correct versions of the system files are installed.

Incorrect Answers:

A: The Dr. Watson is used to log errors if application errors occur.

C: The Regedit is used to view and edit the system registry.

D: The Scandisk is used to check for hard disk errors.

QUESTION 45

You work as a desktop support technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Kara Lang uses a Windows XP Professional computer named Certkiller -WS270 that has two hard disks. Drive C: has 200 MB of free space and has the Windows 95 operating system installed on it. Drive D: has 2 GB of free disk space and has the Windows XP Professional operating system installed on it and secure data files and other information which is encrypted. Kara Lang has contacted you because she cannot install an accounting application on Certkiller -WS270. She received the following error: "Disk requirement not been met. Please adhere to the disk requirement before proceeding with the installation".

Kara Lang installed the accounting application on drive D: which has 2 GB of memory and the accounting application only needs 500 MB of free space for installation. Kara Lang needs to install the accounting application.

What should Kara Lang do?

- A. On Drive C, free up disk space
- B. On Drive D, free up disk space
- C. Format drive C with NTFS
- D. Format drive D with FAT

Correct Answer: A**Section: (none)****Explanation****Explanation/Reference:**

Explanation:

Kara Lang should free space in drive C. You do get applications that need temporary disk space. Other applications do need disk space on drive C.

Although drive C has only 200 MB; she should free the disk space on drive C.

Incorrect Answers:

B: Kara Lang does not need disk space on drive D. Drive D has enough disk space. Some applications need disk space that requires drive C.

C: Drive C contains Windows 95. Windows 95 does not support NTFS.

D: Formatting drive D to FAT is not an option because Kara Lang has encrypted files on that drive. Files can only be encrypted on drive which is formatted with NTFS.

QUESTION 46

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a Windows 2000 Active Directory domain named Certkiller .com.

All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A department manager at Certkiller .com named Amy Wilson reports that some of the files on drive D on her computer were deleted and other data was modified.

Certkiller .com requires you to track unauthorized attempts to modify or delete data from drive D on Amy Wilson's computer.

Which of the following is the task that you should carry out FIRST to achieve this objective?

- A. Run the secedit command on the client computer.
- B. Run the gpupdate command on the client computer.
- C. Configure the security access control list for drive D on the client computer to audit the Everyone group.
- D. Configure the access control list for drive D on the client computer to assign the Deny - Change permission for the Everyone group.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You must track unauthorized attempts to modify or delete the files so auditing the Everyone group is the correct choice.

QUESTION 47

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

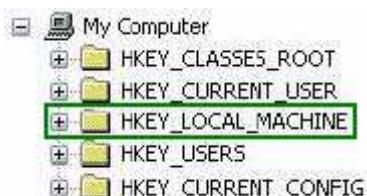
Certkiller .com contains a Research department, Sales department and a Quality Assurance department. You have received instruction from the CIO to prepare a computer for a tester. The tester is responsible for testing the latest version of a product that was developed in the Research department, which works on Windows 2000 Professional. The Quality Assurance department contains a computer to run the new applications. The manager wants all the testers to run the application. The Quality Assurance department's manager has installed a 16-bit graphics application on the computer in the Quality Assurance department, but no tester can run the 16-bit graphics application. They received the following error message: "The Software/TestDev/DocumentGenerator registry subkey is missing". You then connect to the registry on the computer remotely.

In the exhibit, what registry key should you examine?

Point and Shoot:



Correct Answer:



Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should examine the HKEY_LOCAL_MACHINE key. This key has the computer-specific information. If the subkey is there, it will be available to the other users.

Incorrect Answers:

There is no need to examine the HKEY_CURRENT_USER key. When you connect remotely, the key will not be available. The HKEY_CURRENT_USER key contains the registry entries that are specific to a user that is currently logged on.

There is no need to examine the HKEY_CURRENT_CONFIG key. When you connect remotely, the key will not be available. The HKEY_CURRENT_CONFIG key contains the settings for the current loaded hardware profile.

There is no need to examine the HKEY_CURRENT_ROOT key. When you connect remotely, the key will not be available. The HKEY_CURRENT_ROOT key contains registry entries for the registered dynamic link libraries and the Component Object Model objects.

There is no need to examine the HKEY_USER key. When you connect remotely, the key will not be available. The HKEY_USER key contains all the subkeys for all the users of the computer system.

QUESTION 48

[HOTSPOT] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Wilson has contacted you. Amy Wilson wants to keep her computer secure from the new viruses. She states that she regularly visits the update site to secure her computer. Amy Wilson is worried that she cannot remember what she has downloaded and she does not want to download or install the same update.

In the exhibit, what should Amy Wilson do?

Point and Shoot:

Microsoft.com Home | Site Map

Search Microsoft.com for: Go

Microsoft

Microsoft Update

Microsoft Update Home

Options

- Review your update history
- Restore hidden updates
- Change settings
- FAQ
- Get help and support
- Use administrator options



Welcome to Microsoft Update

Keep your computer up to date
Check to see if you need updates for Windows, your programs, your hardware or your devices.

Express Get high-priority updates (recommended)

Custom Select from optional and high-priority updates for Windows and other programs

Concerned about privacy? When you check for updates, basic information about your computer, not you, is used to determine which updates your programs need. To learn more, see our privacy statement.

Automatic Updates: TURNED ON.

Your computer is set to receive notifications when new updates are available.
Pick a time to install updates.

News
Windows XP users: new security updates are now available for SP1 and SP2 only

Correct Answer:

Microsoft.com Home | Site Map

Search Microsoft.com for: Go

Microsoft

Microsoft Update

Microsoft Update Home

Options

- Review your update history**
- Restore hidden updates
- Change settings
- FAQ
- Get help and support
- Use administrator options



Welcome to Microsoft Update

Keep your computer up to date
Check to see if you need updates for Windows, your programs, your hardware or your devices.

Express Get high-priority updates (recommended)

Custom Select from optional and high-priority updates for Windows and other programs

Concerned about privacy? When you check for updates, basic information about your computer, not you, is used to determine which updates your programs need. To learn more, see our privacy statement.

Automatic Updates: TURNED ON.

Your computer is set to receive notifications when new updates are available.
Pick a time to install updates.

News
Windows XP users: new security updates are now available for SP1 and SP2 only

Section: (none)
Explanation

Explanation/Reference:

Explanation:

Amy Wilson should click the Review your update history link. This will give a list of what was installed and the date when it was installed.

QUESTION 49

[DRAG DROP] You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Andy Reid has contacted you. Andy Reid is a regular customer of Certkiller .com. Andy Reid wants to apply a critical update to his computer because he is worried that his computer can become infected with a new virus.

Using the exhibit, what should he do?

Select and Place:**Steps, Select from these**

Click the Critical Updates and Service Packs link.

Click Express.

Click Install Updates.

Click Windows Update.

Click the Start menu and point to All Programs

Open Microsoft Internet Explorer and search for the Critical Updates.

Steps, place here

Place here.

Place here, if any.

Correct Answer:**Steps, Select from these**

Click the Critical Updates and Service Packs link.

Open Microsoft Internet Explorer and search for the Critical Updates.

Steps, place here

Click the Start menu and point to All Programs

Click Windows Update.

Click Express.

Click Install Updates.

Place here, if any.

Place here, if any.

Section: (none)**Explanation**

Explanation/Reference:**Explanation:**

Andy Reid should apply the critical updates. He should click the Windows Update, opens Internet Explorer and browse to the Windows Update Web site.

Incorrect Answers:

Andy Reid should not use Internet Explorer and search for the Critical Updates. The Windows Update is accessible from the Start menu.

QUESTION 50

[DRAG DROP] You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers.

Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

A Certkiller .com customer named Dean Austin which has a Windows XP Professional computer has contacted you. Dean Austin has bought a 16-bit accounting application at your company. He has problems with the 16-bit accounting application which is designed for Windows XP Professional. When ever Dean Austin runs Microsoft FrontPage the 16-bit accounting application crashes.

From the list on the left, select the tasks to troubleshoot the problem.

Select and Place:**Steps, Select from these**

Install Windows XP Home on the test computer

Install a copy of the application on the test computer.

Have the user open the log file and read its entries to you.

Have the user send you the log file.

Escalate the issue to a software developer.

Have the user locate the Dr. Watson file.

Have the user open the registry.

Try to reproduce the problem.

Steps, place here

Place here.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Install Windows XP Home on the test computer	Have the user locate the Dr. Watson file.
Install a copy of the application on the test computer.	Have the user send you the log file.
Have the user open the log file and read its entries to you.	Escalate the issue to a software developer.
	<i>Place here, if any.</i>
Have the user open the registry.	<i>Place here, if any.</i>
Try to reproduce the problem.	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Dean Austin should send the Dr. Watson log file. This file contains the information needed for a higher-level technician. If the developer discovers the cause of the problem, he could fix the 16-bit accounting application.

Incorrect Answers:

Dean Austin should not alter anything in the registry. Any changes that are made to the registry are permanent.

You should not use a test computer and install the 16-bit accounting application to reproduce the problem.

You should have the software developer debug the application.

Reading the Dr. Watson log files is impossible. The debug symbols are not human-readable.

QUESTION 51

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and make use of Microsoft Internet Explorer as their Web browser.

A user named Andy Reid would like to have the highest degree of protection against cookies. This protection must still allow him to log on to Web sites and store personal data. He would also like to prevent cookies from advertisers on third-party Web sites from being stored on his computer.

Of the following options, which is the one that you should take to ensure that the Andy Reid's Internet options are configured properly?

- A. Instruct Andy Reid to enable the Content Advisor in Internet Options in Control Panel.
- B. Instruct Andy Reid to configure the Privacy setting to Medium-High in Internet Options in Control Panel.
- C. Instruct Andy Reid to configure the custom security setting to High for the Internet security zone in Internet Options in Control Panel.
- D. Instruct Andy Reid to add all third-party Web sites to the Restricted sites security zone in Internet

Options in Control Panel.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 52

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Ally Wagner has contacted you. She is the administrator of there company. Ally Wagner has downloaded an Excel spreadsheet from the Internet to perform a lot of calculations. When Ally Wagner opens the Excel spreadsheet, it automatically runs Macro virus. Ally Wagner wants to ensure that only signed macros from trusted sources are allowed to run in Excel spreadsheet. Ally Wagner does not want the other users to modify or change the list of trusted sources. What should you advice Ally Wagner to do on the Security dialog box in Excel?

- A. Select a security level of High.
- B. Select a security level of Medium.
- C. Select a security level of High and establish a computer policy that blocks changes to the Trusted Sources list.
- D. Select a security level of Medium and establish a computer policy that blocks changes to the Trusted Sources list.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

If you set the security level of High, it will disable all macros except the ones that are from a trusted source. By blocking the changes will prevent the user from adding or deleting the list of resources that is in the trusted sources list.

Incorrect Answers:

A: If you set the security level of High, it will disable all macros except the ones that are from a trusted source. However, this is not enough because the user can still add or change the list of resources that is in the trusted sources list.

B: A security level of Medium will still allow the user to open even when the Trusted Sources list is blocked.

D: A security level of Medium will still allow the user to open even when the Trusted Sources list is blocked. By blocking the changes, it will prevent the user from adding or deleting the list of resources that is in the trusted sources list.

QUESTION 53

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Development department and a Sales department. The Development department

does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

You are using Windows Messenger to converse with the customers and to receive Remote Assistance invitations. You have upgraded a Windows XP Professional computer with Service Pack 2, which belongs to a customer named Rory Allen. You need to allow Rory Allen to contact you with Windows Messenger to receive Remote Assistance request because he contacts you frequently for assistance.

What should you do on Rory Allen's computer?

- A. Create a Windows Firewall exception for Windows Messenger.
- B. Install Windows Messenger
- C. Create a Windows Firewall exception for Remote Assistance.
- D. Create a Windows Firewall exception for Remote Desktop.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

For the user to have Remote Assistance, you need to create a Windows Firewall exception for Windows Messenger.

Incorrect Answers:

B: You do not need to install the Windows Messenger because the user was contact you before the upgrade.

C: You do not need to create an exception for Remote Assistance because Service Pack 2 is installed and the Windows Firewall will automatically create an exception for Remote Assistance.

D: You do not need to create an exception for Remote Desktop. The Windows will create the exception for you when requested.

QUESTION 54

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Home Edition with Service Pack 2 (SP2).

Certkiller .com contains a computer that does not have file and print sharing enabled.

A Certkiller .com user named Rory Allen is a member of the Sales department. Rory Allen complains that he cannot successfully use the ping command to connect to another computer on his home network. You discover that Rory Allen has two computers that run Windows XP Home Edition on the network. Windows Firewall is enabled on both computers.

What should you do to ensure that Rory Allen can receive a ping response from the computers that run Windows XP?

- A. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow redirect.
- B. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow incoming echo request.
- C. In Windows Firewall on each computer, on the Advanced tab, click Restore defaults.
- D. In Windows Firewall, on the Advanced tab under ICMP, click Settings, and select Allow incoming router request.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Allow Incoming Echo Request - Controls whether a remote computer can ask for and receive a response from the computer. Ping is a command that requires you to enable this option. When enabled (as with other options), attackers can see and contact the host computer.

QUESTION 55

Given the statement below:

"Outlook Express is set by default to prevent you from saving any attachment that could possibly be a

virus." Which of the following adequately describes how you would rate the above statement?

- A. True
- B. True only when Windows XP Professional SP1 is applied
- C. False
- D. True only if ICF is running

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 56

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

Certkiller .com contains a Desktop Support team which you are part of. A Certkiller .com customer named Amy Walsh has contacted you. Amy Walsh has received a message that states that she should go the Web site on the messages and download a patch. The patch will prevent the data of your computer to be deleted.

Amy Walsh wants to know what she must do.

- A. Do not delete the message because it s a virus.
- B. Download the patch from the Web site and install it.
- C. Download the patch from the Web site and install it. then delete the message
- D. Delete the message because it is a hoax.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

This is a hoax. Amy Walsh should delete the message.

Incorrect Answers:

A: The user must delete the message because it s a virus.

B: The user should not go to the Web site and download the patch, it is a virus.

C: The user should not download the patch from the Web site and install it and then delete the message, because it is a virus.

QUESTION 57

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Amy Walsh has a portable computer running Windows XP Home Edition with Service Pack 1. Amy Walsh uses her portable computer to work from home four days a week and connects to the Internet via a broadband connection. Amy Walsh would like to make sure that her computer files are not damaged by a virus.

You have been given the task of ensuring that Amy Walsh's computer is always kept up to date with the most current Windows security updates.

Which of the following would you advise Amy Walsh to do, after she has logged on to her computer as an administrator?

- A. To connect to the Microsoft Windows Update Web site and scan her computer.
- B. To configure Automatic Updates to automatically download the updates and install them on a specified schedule.
- C. To run the Security Configuration and Analysis tool to configure her computer by using the hisecws.inf

- security template.
- D. To create a scheduled task to run the Microsoft Baseline Security Analyzer (MBSA) tool and scan for security updates on a specified schedule.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The customer's computers must always be kept up to date with the most current security updates, so configuring Automatic Updates is the best way.

QUESTION 58

You work as a help desk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang has a computer running Windows XP Professional with Service Pack 2. She needs your help with Outlook Express. Kara Lang said that she receives regular updates to a custom application. Now Outlook Express stops her from receiving the attachment, which has the .exe extension.

What should Kara Lang do on the Security tab of the Outlook Express Option dialog box?

- A. Clear the Block images and other external content in HTML e-mail option.
- B. Select the DO not allow attachments to be saved or opened that could be a virus option.
- C. Select the Internet zone.
- D. Clear the DO not allow attachments to be saved or opened that could be a virus option.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Kara Lang should clear the DO not allow attachments to be saved or opened that could be a virus option. This will stop Outlook Express from opening files that can have a virus.

Incorrect Answers:

- A: The clear the Block images and other external content in HTML e-mail option will block the images, but not potential unsafe attachments.
- B: This option will allow her to receive the executables attachments.
- C: This will allow her to apply rules from the Restricted Sites zone or Internet zone to HTML and ActiveX content in e-mail messages.

QUESTION 59

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a Windows 2000 Active Directory domain named Certkiller .com.

All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A department manager at Certkiller .com named Amy Wilson reports that some of the files on drive D on her computer were deleted and other data was modified.

Certkiller .com requires you to track unauthorized attempts to modify or delete data from drive D on Amy Wilson's computer.

Which of the following is the task that you should carry out FIRST to achieve this objective?

- A. Run the secedit command on the client computer.
- B. Run the gpupdate command on the client computer.
- C. Configure the security access control list for drive D on the client computer to audit the Everyone group.
- D. Configure the access control list for drive D on the client computer to assign the Deny - Change permission for the Everyone group.

Correct Answer: C

Section: (none)**Explanation****Explanation/Reference:**

Explanation:

You must track unauthorized attempts to modify or delete the files so auditing the Everyone group is the correct choice.

QUESTION 60

[DRAG DROP] You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

Certkiller .com contains a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers.

Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.

A Certkiller .com customer named Dean Austin which has a Windows XP Professional computer has contacted you. Dean Austin has bought a 16-bit accounting application at your company. He has problems with the 16-bit accounting application which is designed for Windows XP Professional. When ever Dean Austin runs Microsoft FrontPage the 16-bit accounting application crashes.

From the list on the left, select the tasks to troubleshoot the problem.

Select and Place:**Steps, Select from these****Steps, place here**

Install Windows XP Home on the test computer

Place here.

Install a copy of the application on the test computer.

Place here, if any.

Have the user open the log file and read its entries to you.

Place here, if any.

Have the user send you the loa file.

Place here, if any.

Escalate the issue to a software developer.

Place here, if any.

Have the user locate the Dr. Watson file.

Place here, if any.

Have the user open the registry.

Place here, if any.

Try to reproduce the problem.

Place here, if any.

Correct Answer:

Steps, Select from these	Steps, place here
Install Windows XP Home on the test computer	Have the user locate the Dr. Watson file.
Install a copy of the application on the test computer.	Have the user send you the log file.
Have the user open the log file and read its entries to you.	Escalate the issue to a software developer.
	<i>Place here, if any.</i>
Have the user open the registry.	<i>Place here, if any.</i>
Try to reproduce the problem.	<i>Place here, if any.</i>

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Dean Austin should send the Dr. Watson log file. This file contains the information needed for a higher-level technician. If the developer discovers the cause of the problem, he could fix the 16-bit accounting application.

Incorrect Answers:

Dean Austin should not alter anything in the registry. Any changes that are made to the registry are permanent.

You should not use a test computer and install the 16-bit accounting application to reproduce the problem.

You should have the software developer debug the application.

Reading the Dr. Watson log files is impossible. The debug symbols are not human-readable.

QUESTION 61

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003. All client computers run Windows XP Professional.

Certkiller .com contains a Research department that develops and tests software for the company. All the documents of the Research department are stored in a shared folder named CK_Research. The CK_Research folder resides on a client computer named Certkiller -WS275. The manager of the Research department is concerned that unauthorized users may be attempting to access the files on the CK_Research folder. The manager would like all attempts to access to the CK_Research folder to be recorded for analysis.

What should you do?

- A. Configure auditing on the CK_Research folder.
- B. Encrypt each document in the CK_Research folder.

- C. Compress the CK_Research folder.
- D. Run the Defragment utility on the CK_Research folder.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

you need to configure auditing on the folder if you want to record all attempts to access the folder.

Incorrect Answers:

B: Encryption will prevent unauthorized users from reading the files; however, only the owner of the files would be able to read them.

C: Compression removes redundant bits from a file. It does not record access to the folder.

D: The Defragment utility will rearrange the files into contiguous space on the hard disk.

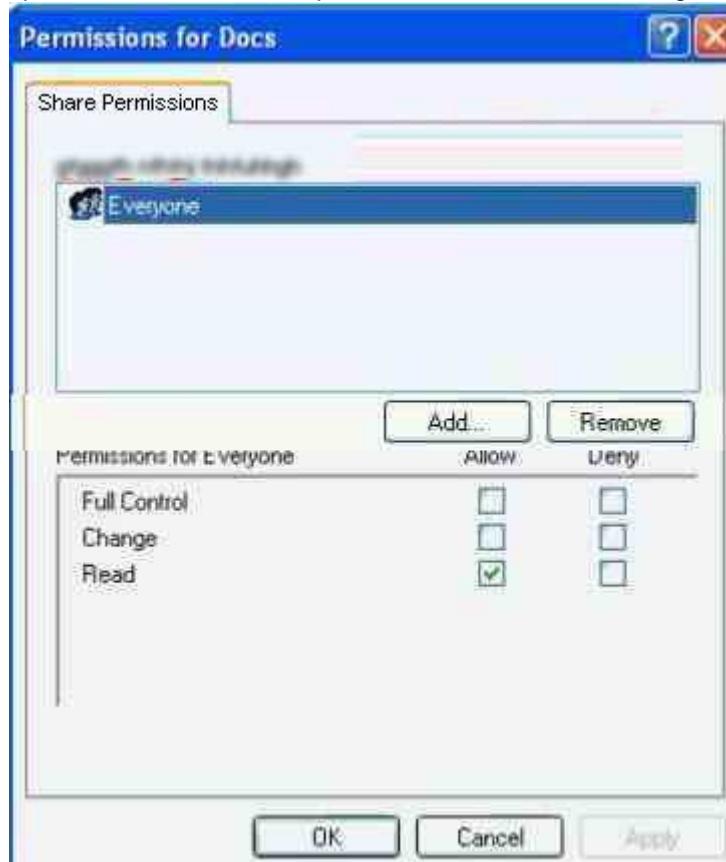
It does not record access to the folder.

QUESTION 62

You work as the desktop support technician at Certkiller.com. The Certkiller.com network consists of a single Active Directory domain named Certkiller.com. All client computers on the Certkiller.com network run Windows XP Professional and Microsoft Office 2003.

A user named Dean Austin reports that he is unable to access the documents on drive Z of his computer. Dean Austin also informs you that a different Certkiller.com technician recently mapped drive Z to a file share on \\Files04.

You discover a single shared folder named Docs when you utilize the Run option from the Start menu to open \\Files04. The share permissions on Docs are configured as shown in the dialog box below.



You then decide to view the NTFS permissions on all files in Docs, and observe the information displayed in the following dialog box.



Which of the following is the option that you should take should you do to make sure that Dean Austin can read the documents in \\Files04\Docs?

- A. Instruct Dean Austin to map drive Z to \\Files04\Docs.
- B. Instruct Dean Austin to copy the documents from drive Z to local computer.
- C. Ask an administrator to modify the share permissions on \\Files04\Docs.
- D. Ask an administrator to modify the NTFS permissions on the files in \\Files04\Docs.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 63

You work as a desktop technician at Certkiller .com. The Certkiller .com network contains a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com customer named Kara Lang has contacted you. Kara Lang's computer at work has a dual boot configuration with Windows XP Professional and Windows 2000 Professional. Kara Lang shares the computer with another employee named Mia Hamm. Kara Lang and Mia Hamm are working shifts. Kara Lang uses Windows XP Professional and Mia Hamm uses Windows 2000 Professional. Mia Hamm has installed an accounting application that should be used by Kara Lang and her self. Mia Hamm did register the accounting application using one license.

Whenever Kara Lang runs the accounting application, she receives an error, that the accounting application

is not registered.

What should you do to troubleshoot the problem?

- A. The Program Compatibility Wizard should be run.
- B. Copy the database registry from Windows 2000 Professional to Windows XP Professional.
- C. The Upgrade Advisor should be run.
- D. Reinstall the application under Windows XP Professional.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You should reinstall the application in Windows XP Professional.

There are two operating systems. Each of them has their own database registry, and each operating system is on a partition.

Incorrect Answers:

A: This will allow the application to run in a specific operating system mode.

B: Copy the database registry to Windows XP Professional will make the operating system unstable.

C: They should run the Upgrade Advisor before upgrading to Windows XP Professional to see if the program is compatible with the operating system.

Exam J

QUESTION 1

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A software developer at Certkiller .com named Mia Hamm informs you that she needs to be able to install new software, updates, and device drivers on her computer. Mia Hamm also has to be able to manage her computer's event logs. Mia Hamm also informs you that she normally logs on to her computer with a domain user account.

You verify that the Certkiller .com written policy permits Mia Hamm to carry out these tasks on her computer. However, the written policy also states that the user account used to execute these tasks should not have access to network resources that require authentication.

Which of the following is the task that you should complete to make sure that Mia Hamm's computer is configured to meet her requirements?

- A. Add the Mia Hamm's domain user account to the computer's local Power Users group.
- B. Add the Mia Hamm'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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Adding the developer's domain account to the computer's local administrators group is correct because she must manage computer event logs in addition, to the updates, install new software etc. The local power's users group does not have the required permissions.

QUESTION 2

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas. The Dallas office has a wireless network that has a Service Set Identifier (SSID) named CoBranch. Static Wired Equivalent Privacy (WEP) keys are used to protect data on the Dallas wireless network.

A user named Dean Austin, whose portable computer contains a wireless network adapter that supports the Wireless Zero Configuration service, travels from the headquarters in Chicago to the Dallas office. The wireless network connection icon in the taskbar notification area shows that the wireless adapter is connected to CoBranch and has a signal strength of Excellent.

When Dean Austin reports that he cannot access his e-mail messages or connect to any Web sites on the Internet, you find that the IP address displayed in the Wireless Network Connection Status dialog box is 169.254.66.227.

You then confirm that the Dallas office DHCP server is running and configured properly, and that the other Dallas office users can connect to the wireless network, access their e-mail messages, and view Web sites on the Internet.

You have been given the task of ensuring that Dean Austin can access his e-mail and connect to Web sites on the Internet.

Which of the following would you advise Dean Austin 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, and then manually enter the network key assigned to the wireless access points.
- C. Select the Network Authentication (Shared 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The IP address on the computer is a so called APIPA address (Automatic Private IP Address) that the computer has assigned to itself when it failed to contact the DHCP server. This point towards that even the most basic functions of networking is not working with this computer. The most natural place to start troubleshooting this issue is by verifying that the Data encryption (WEP enabled) settings are correct and that the preshared secret key is correct.

QUESTION 3

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently trying to help Certkiller .com users to secure their files.

Which two of the following are files that will be created if you make use of the cipher command to generate a recovery agent certificate? (Choose TWO.)

- A. .pfx file
- B. .cer file
- C. .idx file
- D. .lre file

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 4

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently trying to help Certkiller .com users to secure their files.

Which of the following best describes the recommended method of encryption?

- A. On a per folder basis.
- B. On a per file basis.
- C. On a per user basis.
- D. On a per application basis.
- E. None of the above.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 5

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is the program that you would recommend when a user asks you what program can be used to open and read a cookie file?

- A. Notepad
- B. Photo Editor
- C. Regedt32
- D. NetDom

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 6

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is the directory that you should look into when you want to clean up the cookies inside your computer?

- A. %UserProfile%Cookies
- B. %UserProfileTemporary Internet Files
- C. %UserProfileApplication Data
- D. %UserProfileLocal Settings
- E. %UserProfileMy Documents

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 7

You are the desktop application support specialist for Certkiller .com. Certkiller .com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer and would like certain cookies to be blocked by Internet Explorer.

Which of the following describes how you can tell if Internet Explorer is blocking a cookie for you?

- A. Check the corresponding icon on your status bar.
- B. Choose View, Status Bar, and View Status.
- C. Choose View, Status Bar, and View Cookies.

D. Check the security event log.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 8

Which of the following is a standard supported by Internet Explorer 6 that is able to filter cookie transactions on the basis of the cookie's content and purposes?

- A. P3P
- B. PGP
- C. RDP
- D. ASP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 9

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You would like to fine tune your Internet Explorer to express your preferences with regard to cookies.

Which of the following are applicable options found in the Privacy tab of the Internet Options dialog box of Internet Explorer 6? (Choose all that apply.)

- A. Block All Cookies
- B. High
- C. Medium High
- D. Medium
- E. Low

Correct Answer: ABCDE

Section: (none)

Explanation

Explanation/Reference:

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

<http://www.gratisexam.com/>

QUESTION 10

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer (). Which three of the following statements are adequate descriptions of a LOW privacy level? (Choose THREE.)

- 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.

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 11

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer. Which of the followings are three suitable descriptions of a Medium High privacy level? (Choose THREE.)

- 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.

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

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.

QUESTION 12

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer. Which of the following is the default privacy level configured for Internet Explorer?

- A. High
- B. Medium High
- C. Medium
- D. Low.
- E. Accept All Cookies.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The valid levels in Internet Explorer 6 are:

- * Block All Cookies
- * High
- * Medium High
- * Medium (Default)
- * Low
- * Accept All Cookies

QUESTION 13

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer and would like certain cookies to be blocked by Internet Explorer.

Which of the following options can you use to check whether Internet Explorer is blocking a cookie for you?

- A. Check the corresponding icon on your status bar.
- B. Choose View, Status Bar, and View Status.
- C. Choose View, Status Bar, and View Cookies.
- D. Check the security event log.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 14

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. Currently, your biggest concern is web browsing safety.

Which of the following are the four valid security zones specified by Internet Explorer? (Choose FOUR.)

- A. Local Intranet
- B. Internet
- C. Trusted Sites
- D. Restricted Sites
- E. None of the above.

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

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 15

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. Currently, your biggest concern is web browsing safety.

Internet Explorer populates the Local Intranet zone with which of the following, by default? (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.

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

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 16

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is a task that you should complete to ensure that Internet Explorer won't show the page if a user tries to go to a Web page that is beyond the limits you set?

- A. Set up Content Advisor
- B. Enable ICS
- C. Enable ICF
- D. Configure security zones

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 17

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You have recently set up Content Advisor on desktop of a user at Certkiller .com. Which of the following is the option that you should take if the user wants to bypass the content advisor warning while viewing a page?

- 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 18

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently installing Internet Explorer's Content Advisor.

Which of the following is the default content rating system that Internet Explorer comes with?

- A. RSACi
- B. RBAC
- C. RICS
- D. REDT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 19

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently installing Internet Explorer's Content Advisor.

Which of the following is the default number of categories defined for the content rating system that comes with Internet Explorer?

- A. 4
- B. 5
- C. 6
- D. 8

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 20

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently installing Internet Explorer's Content Advisor.

Which of the following are the valid categories defined by default the content rating system that comes with Internet Explorer? (Choose all that apply.)

- A. Language
- B. Nudity
- C. Sex
- D. Violence

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

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 21

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are using Outlook Express as your mail client.

Which two of the following are configured by defaults in Outlook Express' security section? (Choose TWO.)

- 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 above.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 22

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are using Outlook Express as your mail client.

For which two of the following security zones that is available in Internet Explorer does Outlook Express share the settings by default? (Choose TWO.)

- A. Internet zone
- B. Restricted Sites zone
- C. Danger zone
- D. High secure zone
- E. None of the above.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

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 23

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 2 (SP2) and are part of the domain.

When two users in the Research department at Certkiller .com reports that one of their testing applications is no longer working, you trouble shoot the problem and notice that an administrator configured security on the computers in the Research department by implementing a new security template. You then confirm that all the other Research department users are able to run their testing applications.

You now have to discover the reason why these two users are unable to run the testing application.
Which of the following would you advise these users to do?

- A. To run the gpupdate command on their computers.
- B. To run the gpedit.msc command on their computers.
- C. To run the netdiag command on their computers.
- D. To run the gpresult command on their computers.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

A single computer can be affected by Local Security Policy and any number of Group Policies at different levels. Policy settings are cumulative, so all settings contribute to effective policy. The effective policy is called the Resultant Set of Policy (RSOP). You can view the RSOP for a computer by using the command-line tool gpresult.exe. To display RSOP, open the command prompt on a computer running Windows XP and type gpresult. Windows calculates the RSOP for the computer and displays the results, as shown in Figure.

```
Command Prompt

COMPUTER SETTINGS

Last time Group Policy was applied: 5/18/2004 at 11:09:34 PM
Group Policy was applied from: N/A
Group Policy slow link threshold: 500 kbps

Applied Group Policy Objects
N/A

The following GPOs were not applied because they were filtered out
Local Group Policy
Filtering: Not Applied (Empty)

The computer is a part of the following security groups:
BUILTIN\Administrators
Everyone
Autoconfigured Users

Users Settings

Last time Group Policy was applied: 8/18/2004 at 11:25:25 PM
Group Policy was applied from: N/A
Group Policy slow link threshold: 500 kbps

Applied Group Policy Objects
N/A

The following GPOs were not applied because they were filtered out
Local Group Policy
Filtering: Not Applied (Empty)

The user is a part of the following security groups:
None
Everyone
BUILTIN\Administrators
BUILTIN\Users
LOCAL
NT AUTHORITY\INTERACTIVE
NT AUTHORITY\Authenticated Users
```

QUESTION 24

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 2 (SP2) and are part of the domain.

A new Certkiller .com security policy requires that all portable computers in the company have to be configured to monitor essential security settings.

You have received a request from a user named Mia Hamm, to configure her computer to monitor essential security settings.

Which of the following is the task that you should complete to achieve this objective?

- A. In the Group Policy editor, under Computer Configuration\Windows Settings\Security Settings\Software Restriction Policies\Security Levels, set the default to Disallowed.
- B. In the Group Policy editor, under Computer Configuration\Administrative Templates\Windows Components\Security Center, select Turn on Security Center.
- C. In Security Center, click Automatic Updates, and then select Turn off Automatic Updates.
- D. In the Group Policy editor, under Computer Configuration\Administrative Templates\System\Windows File Protection, set Set Windows File Protection scanning to enabled.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When the Security Center is turned on, it monitors essential security settings (firewall, antivirus, and Automatic Updates), and notifies users when their computers might be at risk. Software restrictions are used to specify software that is or isn't allowed to run so that you can protect your organization from untrusted programs (and prevent users from distractions, too). Turning off Automatic Updates will not help you to monitor essential settings, in fact, all you do is turn off one of the components that Security Center monitors. Windows File Protection (WFP) prevents programs from replacing critical Windows system files. Programs must not overwrite these files because they are used by the operating system and by other programs. Protecting these files prevents problems with programs and the operating system.

QUESTION 25

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network

run Windows XP Professional and all Certkiller .com users make use of Microsoft Internet Explorer as their Web browser.

A new Certkiller .com security policy prohibits Web sites from saving cookies on Certkiller .com client computers if the Web sites do not have a Platform for Privacy Preferences (P3P) privacy policy, but allows Web sites that do have a P3P policy to save cookies.

Which of the following is the task that you should do in Internet Options in Control Panel to configure all client computers to abide by the new security policy?

- A. Configure the Privacy setting to High.
- B. Configure the security settings to Medium.
- C. Configure the custom security setting for the Trusted sites security zone to High.
- D. Configure the custom security setting for the Restricted sites security zone to Medium.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

A Web site's privacy policy tells you what kind of information the site collects, to whom it gives that information, and how it uses the information. Many Web sites provide a privacy statement or a Platform for Privacy Preferences (P3P) policy that you can view with Internet Explorer. Changing Privacy settings to High will have the following effect:

* Cookies from all Web sites that do not have a compact policy (a condensed computer-readable privacy statement) will be blocked * Cookies from all Web sites that use your personally identifiable information without your explicit consent will be blocked

QUESTION 26

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com uses a third-party virtual private network (VPN) device that is not configured to accept IPSec VPN connections.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that every time she attempts to remotely connect to the company network, she receives the following error message.



During a routine maintenance, you discover that Amy Walsh used the New Connection Wizard on her client computer named Certkiller -WS270 to create a VPN connection to the new company network. Amy Walsh then changed some of the VPN connections settings.

What should you do to ensure that Amy Walsh can always establish a VPN connection to the company's VPN device?

- A. Select PPTP VPN as the type of VPN on the VPN connection properties page.
- B. 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 Certkiller .com's certification authority (CA) on the VPN device.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IPSec is not used, so L2TP connections should not be used either.

Instead reconfigure to use PPTP VPN.

QUESTION 27

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A user named Ally Wagner reports that she needs to share the C:\Documents\Sales folder on her computer with other specific network users and that she would like only members of a domain group named Sales to be able to read or modify the files.

This means that besides the users mentioned, no other user should have access to the files.

You are given the task of making sure that Ally Wagner has the ability to properly share the files.

Which of the following is the option that you should take to complete this task instruct Ally Wagner to do?

- A. Instruct Ally Wagner to add the domain Sales group to the local Power Users group on her computer.
- B. Instruct Ally Wagner to first enable simple file sharing, to share the folder that contains the files next, and to then select the check box to allow network users to change the files.
- C. Instruct Ally Wagner to first disable simple file sharing, to share the folder that contains the files next, and to then configure the share permissions so that only the domain Sales group has Read permission and Change permission.
- D. Instruct Ally Wagner to first move the files into the Shared Documents folder on her computer, and then configure the NTFS permissions on the files so that only the domain Sales group has Read permission and Change permission.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You are giving the sales group the correct permission needed to the folder. You need to disable Simple File Sharing in order to configure permissions on the shared files.

QUESTION 28

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications.

Which of the following is a task that you should complete to ensure that Internet Explorer won't show the page if a user tries to go to a Web page that is beyond the limits you set?

- A. Set up Content Advisor
- B. Enable ICS
- C. Enable ICF
- D. Configure security zones

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 29

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer and would like certain cookies to be blocked by Internet Explorer.

Which of the following options can you use to check whether Internet Explorer is blocking a cookie for you?

- A. Check the corresponding icon on your status bar.
- B. Choose View, Status Bar, and View Status.
- C. Choose View, Status Bar, and View Cookies.
- D. Check the security event log.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 30

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are currently installing Internet Explorer's Content Advisor.

Which of the following is the default content rating system that Internet Explorer comes with?

- A. RSACi
- B. RBAC
- C. RICS
- D. REDT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 31

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 2 (SP2) and are part of the domain.

A new Certkiller .com security policy requires that all portable computers in the company have to be configured to monitor essential security settings.

You have received a request from a user named Mia Hamm, to configure her computer to monitor essential security settings.

Which of the following is the task that you should complete to achieve this objective?

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

- Components\Security Center, select Turn on Security Center.
- C. In Security Center, click Automatic Updates, and then select Turn off Automatic Updates.
- D. In the Group Policy editor, under Computer Configuration\Administrative Templates\System\Windows File Protection, set Set Windows File Protection scanning to enabled.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When the Security Center is turned on, it monitors essential security settings (firewall, antivirus, and Automatic Updates), and notifies users when their computers might be at risk. Software restrictions are used to specify software that is or isn't allowed to run so that you can protect your organization from untrusted programs (and prevent users from distractions, too). Turning off Automatic Updates will not help you to monitor essential settings, in fact, all you do is turn off one of the components that Security Center monitors. Windows File Protection (WFP) prevents programs from replacing critical Windows system files. Programs must not overwrite these files because they are used by the operating system and by other programs. Protecting these files prevents problems with programs and the operating system.

QUESTION 32

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com uses a third-party virtual private network (VPN) device that is not configured to accept IPSec VPN connections.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department. Amy Walsh complains that every time she attempts to remotely connect to the company network, she receives the following error message.



During a routine maintenance, you discover that Amy Walsh used the New Connection Wizard on her client computer named Certkiller -WS270 to create a VPN connection to the new company network. Amy Walsh then changed some of the VPN connection's settings.

What should you do to ensure that Amy Walsh can always establish a VPN connection to the company's VPN device?

- A. Select PPTP VPN as the type of VPN on the VPN connection properties page.
- B. 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 Certkiller .com's certification authority (CA) on the VPN device.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

IPSec is not used, so L2TP connections should not be used either.

Instead reconfigure to use PPTP VPN.

QUESTION 33

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and Microsoft Office 2003.

A user named Ally Wagner reports that she needs to share the C:\Documents\Sales folder on her computer with other specific network users and that she would like only members of a domain group named Sales to be able to read or modify the files.

This means that besides the users mentioned, no other user should have access to the files.

You are given the task of making sure that Ally Wagner has the ability to properly share the files.

Which of the following is the option that you should take to complete this task instruct Ally Wagner to do?

- A. Instruct Ally Wagner to add the domain Sales group to the local Power Users group on her computer.
- B. Instruct Ally Wagner to first enable simple file sharing, to share the folder that contains the files next, and to then select the check box to allow network users to change the files.
- C. Instruct Ally Wagner to first disable simple file sharing, to share the folder that contains the files next, and to then configure the share permissions so that only the domain Sales group has Read permission and Change permission.
- D. Instruct Ally Wagner to first move the files into the Shared Documents folder on her computer, and then configure the NTFS permissions on the files so that only the domain Sales group has Read permission and Change permission.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

You are giving the sales group the correct permission needed to the folder. You need to disable Simple File Sharing in order to configure permissions on the shared files.

QUESTION 34

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Of the variety of windows computers that Certkiller .com uses, Windows XP Professional is one of the mainstream Operating Systems that have been deployed. Your most important task is to assist in the configuration and maintenance of desktop applications. You are in the process of configuring the privacy level of your Internet Explorer and would like certain cookies to be blocked by Internet Explorer.

Which of the following options can you use to check whether Internet Explorer is blocking a cookie for you?

- A. Check the corresponding icon on your status bar.
- B. Choose View, Status Bar, and View Status.
- C. Choose View, Status Bar, and View Cookies.
- D. Check the security event log.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 35

Which of the following is a standard supported by Internet Explorer 6 that is able to filter cookie transactions on the basis of the cookie's content and purposes?

- A. P3P
- B. PGP
- C. RDP

D. ASP

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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 36

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional with Service Pack 2 (SP2) and are part of the domain.

A new Certkiller .com security policy requires that all portable computers in the company have to be configured to monitor essential security settings.

You have received a request from a user named Mia Hamm, to configure her computer to monitor essential security settings.

Which of the following is the task that you should complete to achieve this objective?

- A. In the Group Policy editor, under Computer Configuration\Windows Settings\Security Settings\Software Restriction Policies\Security Levels, set the default to Disallowed.
- B. In the Group Policy editor, under Computer Configuration\Administrative Templates\Windows Components\Security Center, select Turn on Security Center.
- C. In Security Center, click Automatic Updates, and then select Turn off Automatic Updates.
- D. In the Group Policy editor, under Computer Configuration\Administrative Templates\System\Windows File Protection, set Set Windows File Protection scanning to enabled.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When the Security Center is turned on, it monitors essential security settings (firewall, antivirus, and Automatic Updates), and notifies users when their computers might be at risk. Software restrictions are used to specify software that is or isn't allowed to run so that you can protect your organization from untrusted programs (and prevent users from distractions, too). Turning off Automatic Updates will not help you to monitor essential settings, in fact, all you do is turn off one of the components that Security Center monitors. Windows File Protection (WFP) prevents programs from replacing critical Windows system files. Programs must not overwrite these files because they are used by the operating system and by other programs. Protecting these files prevents problems with programs and the operating system.



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