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| <b>Exam Name:</b>    | <b>Installing, Configuring and Administering Microsoft Windows XP Professional</b> |                           |               |
| <b>Exam Type:</b>    | <b>Microsoft</b>   | <b>Exam Code:</b>         | <b>70-270</b> |
| <b>Section Name:</b> | <b>Combined Questions &amp; Answers</b>  |                           |               |
| <b>Section No:</b>   | <b>8</b>   | <b>Section Questions:</b> | <b>198</b>    |

## Section 8 Combined Questions & Answers

### Question 1.

You are the desktop administrator for your company. The company's network consists of a single Active Directory domain. All client computers run Windows XP Professional. All client computers are Advanced configuration and Power Interface (ACPI) compliant and use the Windows XP Professional power management features.

You receive a flash BIOS update from the manufacturer of the client computers. You update the BIOS on your computer. The BIOS update completes successfully. When the computer restarts, you receive the following error message: "STOP: 0x00000079HAL\_MISMATCH." You Manually restart the computer and receive the same error message.

You need to be able to start your computer as quickly as possible. What should you do?

- A. Restart the computer by using the Recovery console, and copy the ACPI Hal.dll file from the Windows XP Professional CD-ROM to your computer.
- B. Restart the computer by using the last known good configuration.
- C. Restart the computer by using the Windows XP Professional CD-ROM, and select the option to repair the installation.
- D. Restart the computer. Enter BIOS setup, and re-enable ACPI power management support.

**Ans: B**

### Question 2.

You are the administrator of 20 Windows XP Professional computers. Each computer has one hard disk that has three volumes named C,D, and E. Each volume is 4 GB in size and has approximately 1GB of available space. The total physical memory of each computer is 196 MB in size. The paging file on each computer is located on drive D.

A user named Andrea reports that every day, one hour after she starts her Windows XP Professional computer, the computer appears to perform very slowly for 15 second. This always happens after she receives an error message stating that the system is low on virtual memory.

You want to improve the performance of Andrea's computer. You do not want to install additional memory.

What should you do?

- A. Increase the initial size of the paging file.
- B. Move the current paging file to the system drive.
- C. Increase the Buffers setting in the Config.sys file.
- D. Enable the Adjust for best performance of: System cache memory usage option.

**Ans: A**

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**Question 3.**

You are the administrator of 15 Windows XP Professional portable computers in the sales department of your company. The company network uses DHCP to configure the IP address of the portable computers when the computers are used in the office.

Company policy allows the company portable computers to be connected to users' home to networks. The sales department reports that users who use home networks that have manually configured IP address are unable to connect the portable computers to their home networks.

You want to ensure that users can connect portable computers to their home networks when they are at home and to the company network when they are in the office. You do not want to change the configuration of home computers on users' home networks. You do not want to change the administrative privileges of the sales department users.

What should you do?

- A. Configure the network adapters of the portable computers to enable Internet Connection Sharing (ICS).
- B. Configure the network adapters of the portable computers to enable Automatic Private IP Addressing (APIPA).
- C. Add a script to the users' desktops that changes the IP configuration between dynamic and manual.
- D. Configure the IP properties of the portable computers so that they have an alternate configuration.

**Ans: D**

**Question 4.**

You are the desktop administrator for your company's sales department. The IT manager for the sales department creates a custom policy that will apply to a custom application that is loaded on the department's Windows XP Professional computers. He deploys this policy by using Group Policy.

When you inspect the sales department's computers, you find out that the application has not been modified by the policy. You want to examine Windows XP Professional to find out whether the custom policy is affecting the correct location in the Registry.

Which command should you run?

- A. Msinfo32.exe
- B. Gpresult.exe
- C. Gpedit.msc
- D. Rsop.msc

**Ans: B**

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**Question 5.**

You are the desktop administrator for your company’s sales department. Susan is a user in the sales department. Susan’s Windows XP Professional computer has a single hard disk, which is formatted as NTFS.

Susan’s computer contains a folder named C:\Files1. The C:\Files1 folder is shared as Files1. Users in the sales department have permissions to create files in the Files1 shared folder.

Company policy allows interns to read files, but prohibits interns from creating files in the Files1 shared folder. Company policy allows members of the Sales group and the Marketing group to create files in the Files1 shared folder.

Carlos is an intern. He is a member of the Interns group, the Sales group, and the Marketing group. Susan reports that Carlos is able to create files in the Files1 shared folder.

You inspect Susan’s computer to evaluate the Files1 shared folder. Permissions on Susan’s computer are granted as shown in the following table.

|                        | <b>Files1 shared folder</b> | <b>C:\Files1 folder</b> |
|------------------------|-----------------------------|-------------------------|
| Interns group          | Allow - Read                | Allow – Write           |
| Sales global group     |                             | Allow – Modify          |
| Everyone group         | Allow - Read                |                         |
| Marketing global group |                             | Allow – Modify          |

You want ensure that Carlos cannot create files in the Files1 shared folder. What should you do?

- A. On the Files1 shared folder, remove the Interns group’s access.
- B. On the C:\Files1 folder, remove the Interns group’s access.
- C. On the C:\Files1 folder, assign the Interns group Deny – Full Control permission.
- D. On the C:\Files1 folder, assign the Interns group Deny – Write permission.

**Ans: D**

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**Question 6.**

You are the desktop administrator for your company's sales department. Philippe is a user in the Sales department.

Philippe's computer currently runs Microsoft Windows NT Workstation 4.0. You need to install Windows XP professional on Philippe's computer. Philippe uses a legacy application that is compatible with only Windows NT Workstation.

Philippe's computer has two hard disks. The first disk is partitioned as drive C and has 3 GB of available space. The second disk is unpartitioned and has 3 GB of available space.

Windows NT Workstation 4.0 is currently installed on drive C. you want to install Windows XP Professional on the second hard disk, which you will format as drive D. you want to ensure that after Windows XP Professional is installed. Philippe can access all files that are on drive C and drive D.

What should you do?

- A. Install Windows XP Professional on drive D.  
Copy Atdisk.sys from drive D to drive C.
- B. Install Windows XP Professional on drive D.  
Copy Ntfs.sys from drive D to drive C.
- C. Prior to installing Windows XP Professional, install the most recent Windows NT 4.0 service pack.  
Install Windows XP Professional on drive D.
- D. Prior to installing Windows XP Professional, install the Active Directory client extensions for Windows NT Workstation 4.0.  
Install Windows XP Professional on drive D.

**Ans: C**

**Question 7.**

You are the desktop administrator for your company. You need to deploy Windows XP Professional to 50 new computers. You want to use a fully automated installation process.

Each new computer is configured with a 20-GB hard disk, a CD-ROM drive, and a floppy disk drive. The computers do not contain network adapter cards.

You specify the company's standard installation settings and save them in an answer file.

You want to use the Sysprep utility to prepare the source computer for the deployment. Which two actions should you take? (Each correct answer presents part of the solution. Choose two.)

- A. Place the answer file in C:\Windows\System.
- B. Place the answer file in C:\Windows\System32.
- C. Place the answer file in C:\Sysprep.
- D. Place Sysprep.exe and Setupcl.exe in C:\Windows\System.
- E. Place Sysprep.exe and Setupcl.exe in C:\Windows\System32.
- F. Place Sysprep.exe and Setupcl.exe in C:\Sysprep.

**Ans: C & F**

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**Question 8.**

You are the desktop administrator for your company's sales department. You need to perform a clean installation of Windows XP Professional on a computer that currently runs Windows 98.

You start the installation. The text-based portion of Setup finishes successfully. Before the GUI-based portion of Setup starts, the computer stops responding. You investigate and discover that there is a problem with a device driver.

You want to know which device is causing the problem. What should you do?

- A. Modify the Boot.ini file to include the /fastdetect switch.
- B. Modify the Boot.ini file to include the /sos switch.
- C. Restart Setup by using the /dudisable switch.
- D. Restart Setup by using the /dushare switch.
- E. Restart the computer. From the Recovery console, red the Dr.Watson log.
- F. Restart the computer. From the Recovery console, read the Comsetup.log file.

**Ans: B**

**Question 9.**

You are a help desk technician for your company. The company has a main office and a branch office. You work at the branch office.

The company's network consists of a single Active Directory domain. All client computers run Windows XP Professional. The two offices are connected by means of T1 connections that are hosted by an Internet Service Provider (ISP).

The network addresses are shown in the following table.

| Location      | Public network  | Private network |
|---------------|-----------------|-----------------|
| Main office   | 131.107.12.0/30 | 172.30.1.0/24   |
| Branch office | 131.107.13.0/30 | 192.168.1.0/24  |
| ISP           | 131.107.0.0/16  | 10.0.0.0/8      |

Helene, a user in the branch office, reports that she cannot access resources located on computers in the main office. When she attempts to connect to servers in the main office, she receives the following error message: "Network path not found." Helene is able to access resources and computers in the branch office.

You run the Ping command to verify connectivity to the Windows 2000 Server computer that functions as a router in the main office.

You receive the following response.

```
C:\WINDOWS\system32>ping -a main-router.contoso.com
```

Pinging 131.107.12.51 with 32 bytes of data:

```
Request timed out.
Request timed out.
Request timed out.
Request timed out.
```

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Ping statistics for 131.107.12.51:

Packets: Sent = 4, Received = 0, Lost = 4 (100% loss)

You then run the Tracert -d -h 10 131.107.12.51 command on Helene's computer and receive the following response.

Tracing route to 131.107.12.51 over a maximum of 10 hops

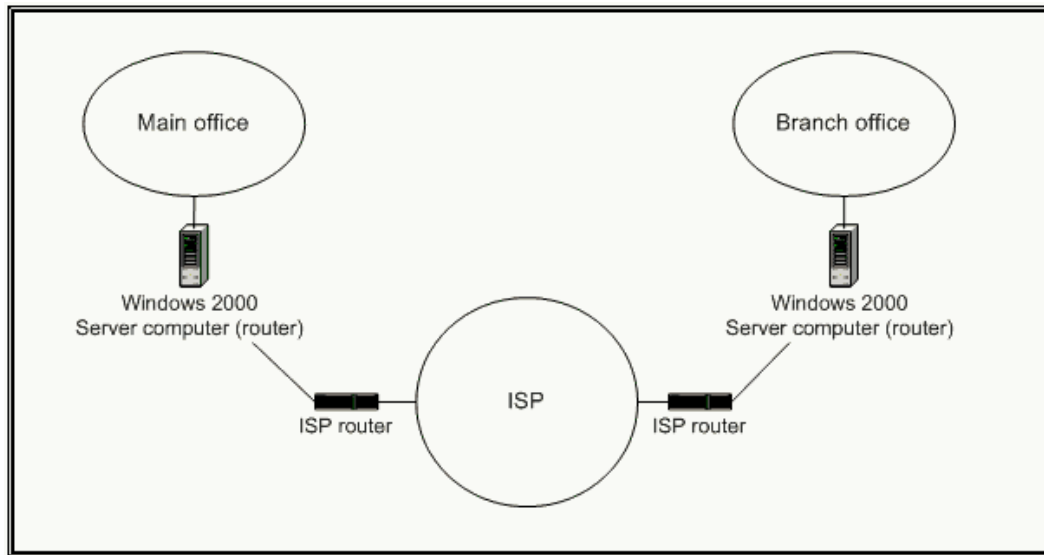
|    |       |       |       |              |
|----|-------|-------|-------|--------------|
| 1  | 2 ms  | 3 ms  | 2 ms  | 192.168.1.1  |
| 2  | 75 ms | 83 ms | 88 ms | 131.107.13.1 |
| 3  | 73 ms | 79 ms | 93 ms | 10.0.2.1     |
| 4  | 24 ms | 11 ms | 39 ms | 10.0.1.2     |
| 5  | 32 ms | 12 ms | 29 ms | 10.0.2.1     |
| 6  | 54 ms | 61 ms | 45 ms | 10.0.1.2     |
| 7  | 20 ms | 23 ms | 22 ms | 10.0.2.1     |
| 8  | 14 ms | 25 ms | 23 ms | 10.0.1.2     |
| 9  | 26 ms | 26 ms | 26 ms | 10.0.2.1     |
| 10 | 21 ms | 25 ms | 31 ms | 10.0.1.2     |

Trace complete.

You verify that there is no connectivity to the main office. You need to identify which network component is causing the connection failure so that you can refer the problem to the appropriate department.

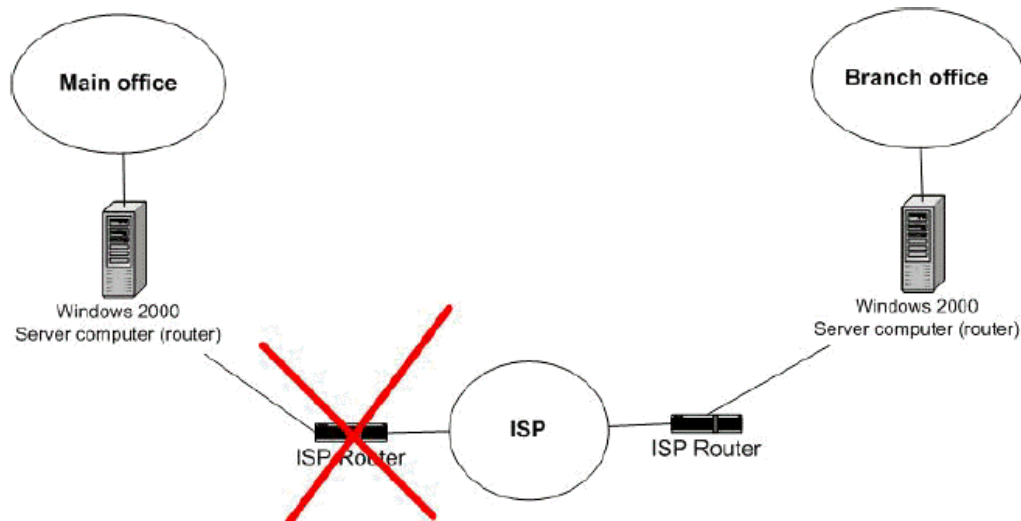
On which network component does the network interruption occur?

To answer, click the appropriate network component in the network diagram.



**Ans:**

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**Explanation:**

The trace is looping. The most likely cause of this is a configuration error of the remote ISP router.

**Question 10.**

You are the desktop administrator for Contoso, Ltd. Philippe is a user in the accounting department. Philippe reports that he is not able to download a file from an FTP server by using Internet Explorer on his Windows XP Professional computer. When Philippe attempts to access the FTP server by using the URL <ftp://ftp.contoso.com>, Internet Explorer displays the following error message: "The password was rejected." Philippe informs you that he has a user name and password for the FTP server, but that Internet Explorer does not prompt him to type the user name or password.

You need to ensure that Philippe can access the FTP server by using Internet Explorer on his computer. Which URL should you instruct Philippe to use?

- A. `ftp://ftp.contoso.com/Philippe`
- B. `ftp://Philippe:password@ftp.contoso.com`
- C. `ftp://Philippe/ftp.contoso.com`
- D. `ftp://ftp.contoso.com@Philippe:password`

**Ans: B**

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**Question 11.**

You are the administrator of 20 Windows XP Professional computers for Contoso, Ltd. The computers are members of a Windows 2000 domain. The domain contains an enterprise certification authority (CA). The CA is used to issue Web server certificates to the human resources (HR) department's intranet Web servers.

When users connect the intranet Web servers at <https://intra.hr.contoso.com>, the Security Alert dialog box appears, as shown in the exhibit:



You want to ensure that the users can securely connect to the HR department's intranet Web servers and that the Security Alert dialog box does not appear. What should you do?

- A. Add \*.hr.contoso.com to the list of sites in the Local intranet zone.
- B. Add the server certificate for intra.hr.contoso.com to the Trusted Publishers list.
- C. Add the enterprise CA root certificate to the Trusted Root Certificate Authorities list.
- D. Configure Internet Explorer to enable the Use TLS 1.0 option.

**Ans: C**



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**Question 12.**

You are the desktop administrator for Contoso, Ltd. The Company's network contains 1,000 Windows XP Professional computers, which are members of a single Active Directory domain. The computer's hard disks are formatted as NTFS.

The company's software developers release a new custom application. The application uses a .dll file named AppLib.dll, which is installed in a folder named \Program Files\Contoso\OpsApp.

The company's help desk technicians report that several users experience problems when they use the application because the AppLib.dll file deleted on their client computers. The company's software developers recommended that you modify the file permissions on AppLib.dll so that users have only Read permission on the file.

You need to ensure that all users have only Read permission on the AppLib.dll file on all 1,000 Windows XP Professional computers. What should you do?

- A. Write a logon script that moves the AppLib.dll into the %systemroot%\System32 folder. Ensure that Windows File Protection is enabled on all 1,000 Windows XP Professional computers.  
Apply the logon script to all domain user accounts.
- B. Use the Security Configuration and Analysis console to create a new security template that modifies the file permissions on AppLib.dll.  
Use Active Directory Group Policy to import and apply the template to all 1,000 Windows XP Professional computers.
- C. Repackage the custom application in a Windows installer package.  
Ask a domain administrator to create a Group Policy object (GPO) that advertises the package to all domain user accounts.
- D. Write a Microsoft Visual Basic Scripting Edition (VBScript) file named Modify.vbs that modifies the file permissions on AppLib.dll.  
E-mail Modify.vbs to all company employees and instruct them to double-click the file in order to run it.

**Ans: A**

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**Question 13.**

You are the administrator of 10 Windows XP Professional computers for your company. The computers are members of a Windows 2000 domain. Because the computers are used in a public area in the cafeteria, you audit all security events on the computers.

A user named Marc reports that he was using one of the Windows XP Professional computers when the computer suddenly shut down with a STOP error. When the computer restarted, Marc attempted to log on by using the same user name and password that he used before. Marc received the following error message: "your account is configured to prevent you from using this computer. Please try another computer." Marc states that he did not do anything to cause the STOP error to occur.

You want to ensure that Marc can use this computer. What should you do?

- A. On the computer, save and clear the security log, set the CrashOnAuditFail setting to 1, and restart the computer.
- B. On the computer, modify the local audit policy so that system events are not audited, set the CrashOnCtrlScroll setting to 1, and restart the computer.
- C. In the domain, modify Marc's Logon Workstations list to include the name of the computer.
- D. In the domain, modify Marc's account properties to unlock the account.

**Ans: A**

**Explanation:**

**CrashOnAuditFail** setting to 1 specifies that when the Security Log is full or the queue to the log has reached its maximum size, the system displays the message "c0000244 (STATUS\_AUDIT\_FAILED)" and halts. When the computer is restarted, and until the Security Log is cleared, only members of the Administrators group can log on.

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**Question 14.**

You are a help desk technician for your company. You purchase a new desktop computer that has Windows XP Home Edition preinstalled by the computer manufacturer. You upgrade the computer to the retail version of Windows XP Professional. After the upgrade, you notice that some Start menu shortcuts are missing. You want to resolve this problem and prevent future occurrences of it. What should you do? (Choose two. Each answer is part of the solution.)

- A. Delete the Unattend.txt file.
- B. Delete the Undo\_guimode.txt file.
- C. Restore the missing shortcuts from backup.
- D. Start the computer from the Windows XP CD-ROM, press ENTER, and press R to repair the installation.

**Ans: B**

**Explanation:**

To resolve the problem, you should restore the missing shortcuts from backup. To prevent future occurrences of this problem, you should delete the Undo\_guimode.txt file from the \Windows\System32 folder before upgrading. This text file is created by the wizard that runs when an end user first starts a computer that has Windows XP pre-installed by the computer manufacturer (OEM).

Repairing the installation is incorrect and will not restore the missing Start menu shortcuts. If you attempt to repair Windows XP on a computer that has the operating system pre-installed by the OEM, you may lose data stored in the All Users folder, default program templates and settings that are stored in the Default User folder. In addition, Start menu shortcuts, items in the Startup group, and documents, pictures, or music files stored in the Shared Documents folder may be lost after you reinstall, repair, or upgrade Windows XP.

Deleting the Unattend.txt file is incorrect and will not restore the missing Start menu shortcuts. The Unattend.txt file is used to perform an unattended installation of Windows XP Professional.

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**Question 15.**

You administer a network supporting computers that all have the same hardware configuration. You want to create and deploy an image of Windows XP Professional to 12 computers. You install and configure Windows XP Professional on a reference computer and install the appropriate applications. Then you preserve custom user settings and configure an answer file to automate the Mini-Setup Wizard. Which tool must you run to prepare the hard disk of the reference computer?

- A. Sysprep.exe
- B. Setupmgr.exe
- C. Setupcl.exe
- D. Msiexec.exe

**Ans: A**

**Explanation:**

You must run Sysprep.exe to prepare the hard disk on the reference computer. After configuring the reference computer, you must use Sysprep.exe (the System Preparation Tool) to remove all data unique to the reference computer, including the Security Identifier (SID) and computer name. Before running Sysprep.exe, first restart the reference computer and log on as Administrator. Then extract the Sysprep.exe and Setupcl.exe files from the DEPLOY.CAB file on the Windows XP Professional CD to a folder named Sysprep at the root of the system drive. You should then use a third party imaging application, such as Norton Ghost, to store and install the images. Upon restarting, each computer will create its own unique SID.

Setupcl.exe cannot be used to prepare the hard disk on the reference computer. Setupcl.exe is an executable program invoked by Sysprep.exe that recognizes security IDs (SIDs). It must reside in the same folder as Sysprep.exe.

Msiexec.exe cannot be used to prepare the hard disk on the reference computer. Msiexec.exe is the client-side installer service of Windows Installer. Msiexec.exe works with a package file (.msi file). Windows Installer uses the data contained within a package file to install an application.

Setupmgr.exe cannot be used to prepare the hard disk on the reference computer. Setupmgr.exe is the Setup Manager Wizard, which you can use to create answer files for automated installation of Windows XP Professional.

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**Question 16.**

You are the administrator for your company. You have just installed Windows XP Professional on a portable computer for a user named Andrew. The computer is configured to have a modem and Ethernet PC card. At the office, Andrew uses his computer in a docking station.

At home, he uses his computer in an undocked state by using the power adapter.

Andrew travels to customer locations frequently. While traveling, he creates and edits documents. When he returns from a customer location, he informs you that the battery power in his computer has not lasted as long as he would like.

You need to configure Andrew's portable computer to conserve battery power for his sales trips. What should you do?

- A. Modify the Device Manager settings to disable all devices used by the docked hardware profile
- B. Restart the computer in the undocked profile. In control panel, disable the server service in the services options
- C. Configure the hardware profiles so that the Undocked hardware profile is at the top of the list of available hardware profiles.
- D. Create a new hardware profile named Remote. Use Device Manager to disable the modem and Ethernet PC card devices for this hardware profile.

**Ans: D**

**Explanation:**

A hardware profile is used to store the configuration settings for a set of devices and services that are used on a computer. In Windows XP Professional you can create different hardware profiles to meet a user's needs in different situations. The user can then choose the appropriate profile the Windows XP Professional should load when starting the computer. To ensure the optimal performance in different networking environments, we should create different hardware profiles that the users can choose from under different network environments. In this scenario we should create a profile that has the modem and Ethernet card disabled to save the battery resources used to power these cards. The user can then choose this profile when he is visiting client sites

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**Question 17.**

You are the desktop administrator for your company. You install Windows XP Professional on your portable computer. The computer is configured to use an IEEE 1394 PC card. You use the computer to download pictures from a digital camera while you are at the office.

You attend a meeting every Monday. During the meeting you use a battery to supply power to your portable computer. Occasionally, the battery runs out of power during these meetings.

You need to configure the computer to conserve battery power while you attend your weekly meeting without affecting your power options when you use the computer at your office.

How should you configure your computer?

- A. Use Device Manager to disable the IEEE 1394 PC card power device.
- B. In control panel, select the Minimal Power Management power scheme in the Power Options Properties.
- C. Create an additional hardware profile, and disable the IEEE 1394 PC card for this profile.
- D. Use Device Manager to configure the IEEE 1394 PC card Host Controller power management scheme. Select the Allow this device to bring the computer out of standby check box.

**Ans: C**

**Explanation:**

To ensure the optimal performance in different networking environments, we should create different hardware profiles that the users can choose from under different network environments. We do not require the IEEE 1394 PC card at the meeting therefore we should create a profile that has the IEEE 1394 PC card disabled to save the battery resources used to power this card. We can then choose this profile when we are at the meeting.

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**Question 18.**

You are the desktop administrator for the Graphic Design Institute. You have just deployed new Windows XP Professional computers to all graphic designers. Each computer has a built-in tape drive for data backups.

The graphic designers need to back up their own data to the tape drive. You add all graphic designers' user accounts administrator members of the Backup Operators group on their computers. Then you instruct the graphic designers to create a full backup of all their data every Monday morning.

The graphic designers need to back up all of their data once a week. They also need to back up all the changes since the last full backup. The graphic designers want to use a backup method that allows them to recover their data as quickly as possible.

What should you advise the graphic designers to do?

- A. Perform a Differential backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.
- B. Perform a Daily backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.
- C. Perform a normal backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.
- D. Perform a copy backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.

**Ans: C**

**Explanation:**

Although none of the Answers provided here are strictly correct, this Answer is the best. To back up all the changes that were made since the last full backup, we would need to perform a differential backup.

A Differential back up only backs up files and folders that are marked as having been altered since the last full backup but does not clear these markers. These markers are called archive bits. Thus, if we performed two differential backups on a file that has been altered since the last full back but not since the last differential backup, the file would be backed up on both occasions.

This provides the quickest recovery method as we would have to restore only the most recent full backup and the most recent differential backup.

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**Question 19.**

You are the desktop administrator for your company. All users have Windows XP Professional or Windows 2000 Professional computers. Users in the accounting department run an application that requires several hours to process financial and accounting data.

Users in the accounting department report that when they run this application, the performance of other business applications becomes significantly slower.

You need to allow the accounting application to run with the least amount of performance impact on the other business applications. How should you configure the users' applications?

- A. Configure all other business applications to have High priority.
- B. Configure all other business applications to have Realtime priority.
- C. Configure the accounting application to have AboveNormal priority.
- D. Configure all accounting application to have BelowNormal priority.

**Ans: D**

**Explanation:**

To resolve the problem in this scenario we must lower the priority of the accounting application. The priority must be lowered from Normal to either Low or to BelowNormal. This will result in less system resources being allocated to the application and will leave more resources for other processes. This would thus improve the performance of the other applications while allowing accounting application to run.



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**Question 20.**

You are a Help desk technician for your company. All users have Windows XP Professional computers. All desktop computers in your company have dual Pentium III processors, 128 MB of RAM, and two hard disks, which are configured as shown in the table.

| Physical disk | Partition | File System | Partition role      |
|---------------|-----------|-------------|---------------------|
| 0             | C         | NTFS        | System and boot     |
| 0             | D         | NTFS        | Application storage |
| 1             | E         | NTFS        | Data storage        |

Users report that under normal working conditions, their computer performance is slow. When they run a large database application, computer performance becomes significantly slower. When the application processes large amounts of data, hard disk activity is very slow and no other applications can be run.

While monitoring the users' computers, you discover that when the database application is running, the sustained processor utilization on both processors is at 100 percent. There are also numerous hard page faults. When the application is not running, sustained processor utilization drops to 30 percent, but the number of hard page faults remains high.

You need to improve performance on the computers while minimizing hardware costs. Which two actions should you take? (Each Ans: presents part of the solution. choose two)

- A. Add RAM to each computer.
- B. Upgrade the processors in each computer.
- C. Move the paging file from the system partition to drive E on each computer.
- D. Move the paging file from the system partition to drive D on each computer.
- E. Increase the size of the paging file to at least twice the amount of RAM in each computer.

**Ans: A & B**

**Explanation:**

In Task Manager, page faults are the number of times data has to be retrieved from the hard disk for a process because it was not found in memory. We can resolve this problem by increasing system Ram. Furthermore, processor utilization that is above 80% for sustained periods of time indicate that the processor is not able to handle the workload required of it. We should thus upgrade the processor.

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**Question 21.**

You are the desktop administrator of your company. A user named Andrew has just dropped his Windows XP Professional portable computer on the floor.

Andrew reports that when he turns on his portable computer, he receives the following message:

“System disk not found.”

You confirm that the hard disk on Andrew’s computer is functioning properly.

The portable computer has an Automated System Recovery (ASR) backup of the original system state. You verify that Andrew had created a restore point before the accident.

You need to ensure that Andrew’s computer can start Windows XP Professional from the hard disk. What should you do?

- A. Restart the computer with the last known good configuration
- B. Restart the computer in safe mode. Restore Windows XP Professional by using the latest restore point.
- C. Restart the computer by using a Windows XP Professional CD. Perform an ASR restore.
- D. Restart the computer by using a bootable floppy disk. Restore the operating system by using the Ntbackup utility and the latest ASR backup.

**Ans: C**

**Explanation:**

Windows XP Professional introduces the Automated System Recovery (ASR) tool, an advanced option of the Backup Tool (NTBackup.exe). ASR replaces the Emergency Repair Disk found in Microsoft Windows 2000 and Microsoft Windows NT 4.0.

ASR in Backup is a last-resort feature to use before reformatting your disk and re-installing Windows XP Professional. ASR enables you to restore the system state and critical files on the system and boot partitions. Use ASR only when Windows XP Professional cannot start in normal, safe, or Recovery Console mode.

To restore your system by using ASR, ensure that your computer is set in the BIOS to boot from the CD-ROM. Insert the Windows XP Professional installation CD, and then restart your computer. At the Press any key to boot CD prompt, press any key. At the ASR prompt, press F2.

At the prompt, insert an ASR floppy disk. At the prompt, insert ASR backup media (typically one or more pieces of removable media such as data tape cartridges). At this prompt, provide a destination folder, such as C:\Windows or C:\Winnt.

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**Question 22.**

You are a help desk technician for your company. Susan is an executive. Because Susan travels frequently, she uses a Windows XP Professional portable computer that has a smart card reader.

Susan asks you to configure her computer so that she can dial in to the company network when she is out of the office. Company security policy states that dial-in users must use a smart card when they connect to the network, and that the users must use the strongest form of data encryption possible. Company security policy also states that client computers must disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication.

You need to configure the dial-up connection properties on Susan's computer to dial in to the company network. Your solution must ensure that company security policies are enforced.

Which three actions should you perform? (Each correct Ans: presents part of the solution. Choose three)

- A. Select the Advanced (custom settings) security option.
- B. Select the Require data encryption check box.
- C. Select the Typical (recommended settings) security option.
- D. Select the Use smart card item from the Validate my identity as follows list.
- E. Select the Maximum strength encryption item from the Data encryption list.
- F. Select the Allow these protocols option, and select the MS-CHAP v2 check box.
- G. Select the Extensible Authentication Protocol (EAP) option, and select Smart Card or other Certificate from the EAP list.

**Ans: A, E & G**

**Explanation:**

Company security policy requires that dial-in users must use a smart card to connect to the network, must use the strongest form of data encryption possible and client computers must disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication. Therefore we should configure the dial-up connection properties on Susan's computer by selecting the advanced settings to set specific protocols and other options. We must then select the Extensible Authentication Protocol (EAP) option and select Smart Card or other Certificate from the EAP list

This will enable smart card authentication. We must then select the Maximum strength encryption item from the Data encryption list to ensure that only the maximum security is used. This will ensure that client computers will disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication.

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**Question 23.**

You are a help desk technician for your company. Stefan and Irene are software developers for your company. Stefan is developing a web application on his Windows XP Professional computer. The computer is named Stefan 132.

When Irene types http://Stefan132 in the address bar of her web browser, she cannot access the web application by typing http://localhost or http://Stephan132 in the address bar of her Web browser. She can access other resources on the company network.

When you run the Ping command from your computer, you cannot connect to Stephan's computer. When you attempt to access http://Stephan132 from your computer, Internet Explorer displays "DNS or Server error."

You need to ensure that Irene can access the Web application on Stefan's computer. First, you establish a Remote Assistance connection to Stefan's computer.

What should you do next on Stefan's computer?

- A. Run the Ipconfig/renew command.
- B. Stop and then restart the World Wide Web Publishing service.
- C. Ensure that the Everyone group Allow-Full Control permission on the Inetpub folder.
- D. In the properties of the Local Area Connection connection, clear the Internet Connection Firewall Check box.

**Ans: D**

**Explanation:**

When an expert attempts to connect to a novice's computer, the expert may receive the following error message:

A Remote Assistance connection could not be established. You may want to check for network issues or determine if the invitation expired or was cancelled by the person who sent it.

This problem can occur if the Internet Connection Firewall has been enabled after the Remote Assistance invitation was created. To resolve this problem, we should either create a new Remote Assistance invitation while ICF is enabled, and then send the new invitation to the expert; or we should disable the Internet Connection Firewall while the expert attempts to establish the Remote Assistance invitation; or restart the novice's computer, and then have the expert establish the Remote Assistance session.

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**Question 24.**

You are a help desk technician for your company. Helene is a user in the sales department who works from home. She reports a problem on her Windows XP Professional computer.

You instruct Helene to send you a Remote Assistance invitation, and then disconnects from the ISP.

You receive the invitation on your Windows XP Professional computer and instruct Helene to reconnect to her ISP. After you accept the invitation, you cannot connect to Helene's computer.

You need to establish a Remote Assistance connection with Helene's computer. What should you do?

- A. Run the Ipconfig/flushdns command on your computer, and reaccept the invitation.
- B. Run the Remote Desktop Connection application on your computer to establish a connection to Helene's computer.
- C. Instruct Helene to disable the Internet Connection Firewall on her computer. From your computer, reaccept the invitation.
- D. Instruct Helene to send a new Remote Assistance invitation and remain connected to her ISP. From your computer, accept the new invitation.
- E. Instruct Helene to edit the System properties of her computer and add your domain user account to the Remote Desktop Users list on the Remote tab. From your computer, reaccept the invitation.

**Ans: D**

**Explanation:** In this scenario Helene needs to remain connected to her ISP so that we can connect to her computer via the internet. We should therefore instruct Helene to send a new Remote Assistance invitation and remain connected to her ISP. We can then accept the new invitation and connect to her computer from our computer.

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**Question 25.**

You are a help desk technician for your company. The network consists of a single Active Directory domain. The network includes Windows 2000 Advanced Server computers, and Windows 2000 Professional and Windows XP Professional client computers. Except for the domain controllers, all computers on the network use DHCP for their TCP/IP configuration.

During the business day, the network administrators perform emergency maintenance on a file server named Filesrv1. Filesrv1 is then restarted and experiences no further problems.

Users begin reporting that when they try to access resources on Filesrv1, they receive the following error message: "Network path not found."

You verify that Filesrv1 is functional. You need to ensure that all users can access Filesrv1. What command should you instruct users to run?

- A. Nbtstat-R
- B. Nbtstat-RR
- C. IPconfig/flushdns
- D. IPconfig/registerdns

**Ans: C**

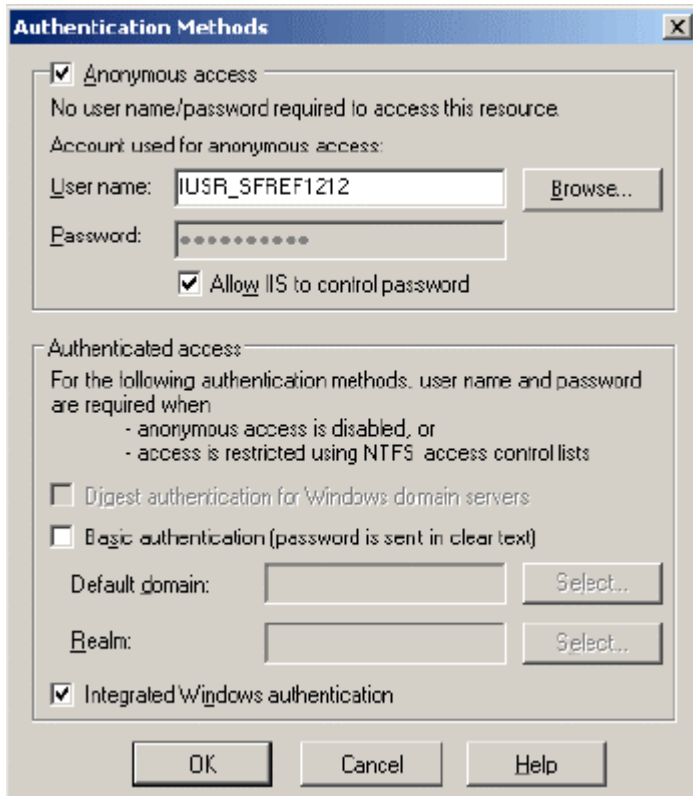
**Explanation:**

The likely problem in this scenario is that when the file server was restarted, it received a new IP address. When a user connects to a server using a user-friendly name, DNS resolves the user-friendly name to an IP Address that is then used to connect to the server. This name-to-IP address resolution is then stored in cache on the user's computer so that when they attempt to connect to the same server, they do not have to use DNS. The DNS cache on the users' computers has the old IP address for the file server. Thus, when the client attempts to contact the file server it is using the wrong IP address that it has cached. The /flushdns switch of the Ipconfig command flushes the list of locally cached DNS names.

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**Question 26.**

You are the desktop administrator for your company. An employee named Bruno uses IIS to develop a Web application on his Windows XP Professional computer. Bruno creates a new Web page named Private.htm for the Web application. He saves the web page in the C:\Inetpub\wwwroot folder on his computer. Private.htm should be accessible only to users who provide a valid user name and password. Other pages in the web site should be accessible to anyone. Using his web browser, Bruno can access Private.htm without providing a user name or password. The directory security on the web site is configured as shown in the exhibit.



You need to ensure that users are required to provide a valid user name and password in order to access Private.htm. What should you do?

- A. Clear the Anonymous access check box in the web site properties.
- B. Select the Basic authentication check box in the web site properties.
- C. Modify the web site properties to enable the session state. Rename Private.htm to Private.asp.
- D. Modify the security permissions on private.htm to list the users who are authorized to access the file.

**Ans: A**

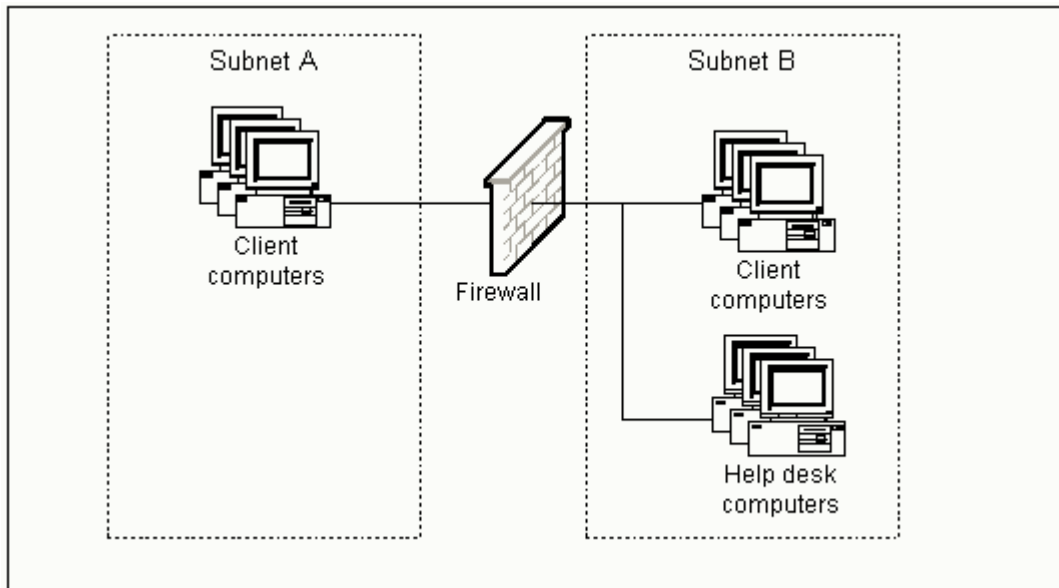
**Explanation:**

In this scenario the anonymous access check box on the web site properties dialog box is selected. This permits people to access the web site anonymously without any form of authentication. We should clear this check box to ensure that no anonymous connections can be established to the site. All users would then be required to provide a valid user name and password.

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**Question 27.**

You are a help desk technician for your company. A portion of your company's network is shown in the exhibit.



Michael is an employee in your company's marketing department. Michael uses a Windows XP Professional computer that is located on Subnet A. You use a Windows XP Professional computer that is located on Subnet B. The company's firewall does not use Network Address Translation (NAT).

Michael sends you a Remote Assistance invitation. In Windows messenger, you accept the invitation, but you cannot connect to Michael's computer.

Next, you run the Ping command, which verifies connectivity to Michael's computer.

You need to establish a Remote Assistance connection with Michael's computer. What should you do?

- A. Ask your firewall administrator to open the TCP/IP ports that are used by Windows Messenger.
- B. Ask your firewall administrator to open the TCP/IP ports that are used by Remote Desktop Services.
- C. Instruct Michael to create an invitation file and then e-mail the file to you as a file attachment. When you receive the e-mail, open the file attachment.
- D. Instruct Michael to edit the System properties for his computer and add your domain user account to the Remote Desktop Users list on the Remote tab.

**Ans: B**

**Explanation:**

The problem in this scenario is that the firewall is blocking the Remote Desktop Protocol port 3389. Remote Assistance uses the Remote Desktop Protocol port 3389 for outbound RDP traffic. This port is typically blocked on most firewalls, in which case we cannot connect to the Remote Desktop. We must configure the firewall to enable Remote Desktop Services program, which is Mstsc.exe, to make outbound TCP connections on port 3389.



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**Question 28.**

You are a help desk technician for your company. An employee name Marc is attempting to open a Microsoft Word document Phonelist.doc by using Internet Explorer. However, when he types `http://Server1/Files/Phonelist.doc` into the address bar in Internet Explorer, he receives the following error message: "404: Page not found."

You verify that Phonelist.doc exists in a shared folder named Files on Server1.

You need to ensure that Marc can access Phonelist.doc by using Internet Explorer. What should you do?

- A. Instruct Marc to run the `IPconfig/flushdns` command on his computer.
- B. Grant Marc's domain user account Allow-Read permission on the File shared folder.
- C. Grant Marc's domain user account Allow-Read permission on Phonelist.doc.
- D. Instruct Marc to type `file://server1/File/Phonelist.doc` into the address bar in Internet Explorer.

**Ans: D**

**Explanation:**

The error message 404 indicates that the web page cannot be located at the URL address specified by the user. This is because the user specified a web server address, which is denoted by `http://` in the URL. He should use `file://` in the URL to specify a file server. The correct URL for opening the file with a web browser in this scenario is `file://server1/File/Phonelist.doc`.

**Question 29.**

You are the desktop administrator for your company. Maria is one of your company's software developers. Her client computer runs Windows XP Professional and Internet Information services. Her computer is configured with the values shown in the following table:

| Setting       | Configured value             |
|---------------|------------------------------|
| Computer name | MKP01                        |
| IP addresses  | 172.24.67.45<br>172.24.67.46 |

Other than these settings, Maria's computer uses the default configuration values.

The default web site on Maria's computer contains a static HTML page. Maria adds a new virtual web site named Web2 to her computer. She installs a new web application in Web2. However, when she types `http://MKP01` in the address bar of her web browser, the browser displays the HTML page from the default web site.

You need to ensure that Maria can use her web browser to access the application in web2. What should you do?

- A. Instruct Maria to access the web application by typing `http://Web2` in the address bar of her web browser.
- B. Instruct Maria to access the web application by typing `http://172.24.67.45` in the address bar of her web browser.
- C. Configure the Web2 virtual web site to use the host header name Web2. Instruct Maria to access the web application by typing `http://MKP01/Web2`.
- D. Configure the Web2 virtual web site to use the IP address 172.24.67.46. Instruct Maria to access the web application by typing `http://172.24.67.46` in the address bar of her web browser.

**Ans: D**

**Explanation:**

By configuring the Web site to use the IP address 172.24.67.46 the web site could be accessed by the URL <http://172.24.67.46>. In Windows XP Professional, the default web site uses the name `default.html`. When a user specifies only a server name as the URL in his or her web browser, the web browser searches for `default.html` or `index.html` in the root of that server. In this scenario that server name is MKP01. Therefore when Maria types <http://MKP01>, `default.html` is loaded.

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**Question 30.**

You are the desktop administrator for your company. You have just set up a new Windows XP Professional computer at home. The computer is always connected to the internet via an ADSL modem.

The computer is configured to have a static IP address assigned by your Internet Service Provider.

You enable the internet connection Firewall on the ADSL connection. You use the Ping command on your office computer to try to connect to your home computer. However, you receive the following error message: "Request timed out."

You examine the internet connection firewall on your home computer. A portion of the log file is shown here.

```
2001-06-25 15:23:02 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
2001-06-25 15:23:07 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
2001-06-25 15:23:13 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
2001-06-25 15:23:18 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
```

You need to ensure that you can connect to your home computer by using the Ping command from your office computer. You also need to prevent any unauthorized access of your home computer by internet users.

How should you configure your home computer?

- A. Clear the Internet Connection Firewall Check box on the Advanced Tab of the ADSL connection.
- B. Clear the Log dropped packets check box on the security Logging tab of the internet connection firewall settings.
- C. Select the Allow incoming echo requests check box on the ICMP tab of the Internet connection firewall settings.
- D. Select the Allow incoming router requests check box on the ICMP tab of the Internet connection firewall settings.
- E. Select the Allow outgoing destination reachable check box on the ICMP tab of the Internet connection firewall settings.

**Ans: C**

**Explanation:**

The ping command sends a series of ICMP echo requests to the specified computer. However, the ICMP echo requests are being dropped by the firewall and are therefore not reaching the specified computer. We need to configure the firewall to allow the ICMP echo requests so that they can pass to the specified computer.

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**Question 31.**

You are the desktop administrator for your company. The company network consists of a single Active Directory domain. All employees have Windows XP Professional computers that use DHCP for their TCP/IP configuration.

A new user reports that he cannot access network resources. No other users report problems. When you run IPconfig.exe on the user's computer, you receive the following log.

Windows IP Configuration  
Ethernet adapter Local Area Connection:

```

Connection-specific DNS Suffix. :
IP address. . . . . :169.254.96.107
Subnet Mask. . . . . :255.255.0.0
Default Gateway. . . . . :

```

You must ensure that the new user can connect to the network. What should you do?

- A. Run the Netstat –e command on the new user's computer.
- B. Run the IPconfig/renew command on the new user's computer.
- C. Run the Ntstat –RR command on the new user's computer.
- D. Add the IP address of the DHCP server to the HOSTS file.
- E. Disable Automatic Private IP addressing (APIPA) on the new user's computer.

**Ans: B**

**Explanation:**

When the client computer cannot contact the DHCP server for IP address configuration, Windows XP uses APIPA (Automatic Private IP Address) for IP configuration. This allows the client computer to communicate with other computers and printers on a single subnet. APIPA uses the private IP address range of 169.254.0.1 through 169.254.255.254 and a subnet mask of 255.255.0.0. 169.254.96.107 is thus an APIPA address that was assigned by Windows because the computer did not receive an IP configuration from a DHCP server. By running the Ipconfig/renew command we will force the computer to attempt to contact the DHCP server again so that it renew the client IP configuration.

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**Question 32.**

You are a help desk technician for your company. Marie is a member of your company's sales department. Marie asks you to configure her XP portable computer so that she can dial in to the company network when she is out of the office.

The company uses two servers for Routing and Remote Access: one is Microsoft Windows NT server 4.0 computer, and the other is a Windows 2000 Server computer. Each server contains four modems. Each modem connects to a dial-up telephone line, and a single telephone number distributes incoming calls across the eight telephone lines.

Company security policy requires that dial-up logon credentials be encrypted and use the maximum possible security when they are transmitted.

You need to ensure that Marie can dial in and log on by using her domain user account. You also need to ensure that company security policy is enforced. How should you configure the security settings for the dial-up connection?

- A. Select the Typical (recommended settings) option. Select the Require data encryption (disconnect if none) check box.
- B. Select the Typical (recommended settings) option. Select the Require secured password list item from the validation list.
- C. Select the Typical (recommended settings) option. Select the Automatically use my Windows logon name and password (and domain if any) check box.
- D. Select the Advanced (custom settings) option. On the advanced security settings tab, clear all check boxes except the Microsoft CHAP Version 2 (MS-CHAP v2) check box.

**Ans: D**

**Explanation:**

MS-CHAP version 2 encrypts all authentication traffic and thus meets the company security policy.

**Question 33.**

You are the desktop administrator for your company. All employees have Windows XP Professional computers. Twenty engineers at the company use portable computers.

An engineer named Tom wants to install an external parallel-port tape backup drive to use the removable storage features of Windows XP Professional. The tape drive is included on the Hardware Compatibility List (HCL)

Tom connects the tape drive to his computer and installs the manufacturer-provided drivers and software. When Tom attempts to create a media library for removable storage, the tape drive is not listed as an available library to select.

You need to enable Tom to install the driver for the tape drive. What should you do?

- A. Add Tom to the local Backup Operator group on his computer.
- B. Run the Sigverif utility to verify the digital signer and version information for the print device driver.
- C. Disable Enhanced Parallel Port (EPP) support in the system BIOS on Tom's computer.
- D. Ensure that the Driver Signing Options are set to Warn-Prompt me each time to choose an action.

**Ans: A**

**Explanation:**

The backup operators group has permission to access storage devices and to bypass file permissions to backup files. We should therefore add Tom to this group so that he can inherit these permissions and would then gain access to storage devices.

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**Question 34.**

You are the desktop administrator for your company. Initially, all employees use Windows 2000 Professional computers. You upgrade all computers to Windows XP Professional users experience no problems after the upgrade is complete.

A new user is issued a new client computer that is identical to all other client computer in the company. The user installs Windows XP Professional on this computer from a network installation point. The user now reports that he cannot change his Display settings to anything other than 640 x 480 resolution with 16 color.

You verify that this computer has the same video hardware as all the other client computers. You also verify that the hardware vendor does not currently offer a video driver for Windows XP Professional.

You need to enable the user to change his Display settings to higher resolution and color quality. What should you do?

- A. Reboot the computer in safe mode and select the standard VGA video driver.
- B. Install the Windows 2000 Professional version of the video drivers on the computer.
- C. On the Monitor tab in the Advanced Display settings, specify the correct driver for the monitor.
- D. On the Color Management tab in the Advanced Display settings, specify the appropriate color profile for the monitor.

**Ans: B**

**Explanation:**

In this scenario, the computers that were upgraded worked properly but the new computer did not. This suggests that the Windows XP installation CD does not have drivers for the video adapter and that the upgraded computers are still using the Windows 2000 drivers. It also suggests that the Windows 2000 driver is compatible with Windows XP Professional and that we could therefore use the Windows 2000 video adapter driver on the Windows XP Professional computer.

**Question 35.**

You are the desktop administrator for Southridge Video. You have recently installed Windows XP Professional on a portable computer that meets the minimum installation requirements for the operating system.

After the installation, you attempt to configure hibernation, but this option is unavailable. To ensure that the option becomes available, you update the BIOS on the computer. After, the update, the computer displays a STOP error every time you attempt to restart the computer. You cannot successfully start the computer.

You need to start the computer and enable hibernation. What should you do?

- A. Use system Restore to restore the last restore point.
- B. Restart the computer with the last known good configuration.
- C. Use the Recovery console to add the correct Advanced Configuration and Power Interface (ACPI) HAL to the computer.
- D. Reinstall Windows XP Professional to enable Advanced Configuration and Power Interface (ACPI) and power management support.

**Ans: A**

**Explanation:**

When we install Windows XP, a restore point is automatically created. We can roll back the system to this point by starting in safe mode and using the restore wizard.

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**Question 36.**

You are the desktop administrator for the sales department at your company. All employees have Windows XP Professional portable computers.

Sales department users require dial-in access to the company network when they travel to customer locations. These users must also be able to fax documents to customers from their computers.

You need to configure network dial-up access immediately for a user named Anne. First, you insert a 56- Kbps PCMCIA fax modem into Anne's computer. You restart the computer and log on as a local administrator. Then, you start the Network Connection Wizard. However, the modem does not appear in the list of devices that you can select for marking the dial-up connection.

You need to be able to install Anne's modem. What should you do?

- A. Disable the portable computer's built-in serial ports.
- B. Manually install the modem device driver provided by the manufacturer.
- C. Decrease the maximum port speed on the modem's COM port to 57600.
- D. Set the Driver signing Options to Ignore - Install the software anyway and do not ask for my approval.
- E. Use the Add or Remove Windows components wizard to install the Fax service.

**Ans: B**

**Explanation:**

In this scenario the device is not listed therefore it has not been installed. This is because Windows XP Professional did not detect the device at start up and thus did not automatically install the device drivers. If a device is not installed automatically by Plug and Play enumeration during startup, we must use the Add/Remove Hardware Wizard to manually install the device drivers.

**Question 37.**

You are the desktop administrator for your company. All employees have Windows XP Professional computers. All employees are members of the local Users group on their own computers.

A user in the graphics department has a removable disk cartridge drive on his computer. The disk cartridge contains an unsupported, third-party file system. When he tries to save data to the disk cartridge, the user is prompted to reformat the disk cartridge. However, he receives an "Access denied" error message when attempting to reformat.

You need to enable the user to save data to the disk cartridge. What should you do?

- A. Instruct the user to format the cartridge as FAT32.
- B. Remove the Read-only attribute from the disk cartridge.
- C. Add the user to the Power Users local group on the computer.
- D. Grant the user Allow-Full Control permission on the disk cartridge.
- E. Configure the local security settings to allow the user to format and eject removable media.

**Ans: E**

**Explanation:**

In the local security settings, we can set the permission to allow or deny someone the ability to format and/or eject removable media. The user in this scenario is receiving an access denied message which suggests the local security policy is denying him this permission.

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**Question 38.**

You are the desktop administrator for your company. All employees have Windows XP Professional computers. A user named Anne is given a new portable computer. She successfully installs her printer and scanner hardware.

Two weeks later, Anne installs an updated print driver. When she restarts her computer, she receives the following error message:

“STOP: IRQL\_NOT\_LESS\_OR\_EQUAL.”

Anne restarts the computer again, and she receives the same error message.

You need to ensure that Anne can successfully start Windows XP Professional. What should you do?

- A. Restart Anne’s computer with the last known good configuration.
- B. Restart Anne’s computer in safe mode. Log on as a local administrator and set the Driver Signing Options to Ignore – Install the software anyway and don’t ask for my approval.
- C. Restart Anne’s computer in safe mode. Create a local computer policy to enable Windows File Protection.
- D. Restart Anne’s computer in the Recovery console. Enable the new print driver with the Service\_system\_start parameter.

**Ans: A**

**Explanation:**

If the system is unable to start after installing a troublesome driver, the first step in troubleshooting is to start the computer with the Last Known Good Configuration. This will load the last hardware and registry configuration that was automatically saved by Windows XP on the last successful start up of Windows XP. This will thus restore the registry to what it was at the time of the last successful logon.

**Question 39.**

You are the desktop administrator for your company. A graphics designer name Pierre installs a new application and an updated video driver on his Windows XP Professional computer.

After the installation, Pierre restarts his computer and logs on. However, when he moves Windows and dialog boxes, the display is distorted.

You need to find the correct video driver for the new application. Meanwhile, you need to ensure that Pierre can run his other applications without video distortion.

What should you do?

- A. Use device Manager to roll back the video driver.
- B. Restart the computer with the last known good configuration.
- C. Run the Msconfig utility, and select the /BASEVIDEO check box.
- D. Use the Add Hardware Wizard to scan for new hardware. Install any found hardware.

**Ans: A**

**Explanation:**

Device Manger in XP has the added functionality of rolling back to a previous driver. To do this in Device Manager right-click the device for which the previous version of the driver is desired and then click Properties. Click the Drivers tab and click "Roll Back Driver".



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**Question 40.**

You are a help desk administrator for your company. You install Windows XP Professional on all portable computers in the marketing department.

Users in this department bring their computers from their offices to a conference room for a weekly marketing meeting. These users need a simple method to manually place their computers in a low-power state without using the Start button. Additionally, they need their computers to start as quickly as possible.

You need to configure the Power Options on the portable computers to meet these requirements. What should you do?

- A. Configure the power button on each computer to enable hibernation.
- B. Configure the computers to enable standby when the lid is closed.
- C. Configure all the computers to use the Portable/Laptop power scheme.
- D. Configure the computers to use the Minimal Power Management power scheme.
- E. Configure the Critical Battery Alarm on the computers to hibernate when the battery capacity reaches 3 percent.

**Ans: B**

**Explanation:**

Standby' is the quickest sleep mode to wake up from. The hard disks and screen are turned off but the RAM is kept running by using a small amount of power. You can configure the machine to do different things when the lid is closed, such as shutdown, hibernate or standby. Here we should use standby to enable the machines to wake quickly.

**Question 41.**

You are the desktop administrator for your company. You upgrade all client computers from Microsoft Windows NT workstation 4.0 to Windows XP Professional.

After the upgrades, a user named Anne reports that her computer now starts with Display settings of 640 x 480 screen resolution and 16 colors. She is unable to change these settings. She also wants to be able to select Windows XP themes.

You need to enable Anne to use the Windows XP interface options. What should you do?

- A. Update the driver for the video adapter to support increased screen resolution and color depth.
- B. On the Color Management tab in the Advanced Display settings, add the color profile for Anne's monitor.
- C. In the advanced properties for the video adapter, clear the Enable Write Combining check box.
- D. Roll back the current video adapter driver to the previous Windows NT workstation 4.0 video adapter driver.

**Ans: A**

**Explanation:**

In this scenario the Windows NT video driver is incompatible with Windows XP therefore it needs to be updated.



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**Question 42.**

You are the desktop administrator for your company. All employees have Windows XP Professional portable computers.

A sales representative named Richard has a local user account on his computer. Richard is issued a portable USB print device. You log on to his computer and disable the restrictions on loading unsigned drivers. All other local computer policies are configured with the default settings.

You restart Richard's computer. Then Richard connects the USB print device, but the printer does not appear in the Printers folder, and Richard cannot print any documents.

You need to ensure that Richard can install the printer and print successfully. What should you do?

- A. Add Richard to the local Print Operators group on his computer.
- B. Add the /fastdetect switch in the Boot.ini file on Richard's computer.
- C. Disable the Prevent users from installing printer drivers local security policy setting.
- D. Modify the Driver signing Options, selecting the Make this action the system default check box.

**Ans: C**

**Explanation:**

Windows XP Professional has a setting in the local security policy that prevents users from installing printer drivers on the local computer. This is preventing Richard from installing the print drivers on the computer and must be disabled so that he can install the drivers for his print device.

**Question 43.**

You are a help desk technician for your company. Initially, all your client computers run Microsoft NT workstation 4.0. You upgrade these computers. Now some run Windows 2000 Professional and others run Windows XP Professional.

Users now report display problems. When they run an application named App2, their displays become garbled, or their computers do not display the application window correctly. They do not experience this problem when running other applications.

How should you reconfigure each computer?

- A. In the Display settings, adjust the screen resolution to a lower value.
- B. In the Monitor properties, adjust the screen refresh rate to a lower value.
- C. In the Advanced Display settings, configure the display DPI settings to 120 dots per inch.
- D. In the Compatibility settings for app2, select the Run in 256 colors check box.

**Ans: D**

**Explanation:**

In this scenario app2 is the only program that has problems with the current display settings. We can therefore set the compatibility settings for App2 only to run in 256 colours.

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**Question 44.**

You are the desktop administrator for your company. All users have Windows XP Professional computers. Users in the sales department have portable computers. The portable computers are used to create customer presentations and perform online ordering.

Sales representatives want to be able to use large external monitors to display their presentations at customer locations. These users also want to use the displays on the portable computers to show their speaker notes and extra data.

You verify that the video adapters in the portable computers support multiple monitor and dual-view capabilities. However, the sales representatives report that when they attach the external monitors to their computers, the option to define separate desktop displays does not appear in the Display settings.

You need to enable the sales representatives to display multiple desktops. What should you do?

- A. Obtain and install an updated driver from the video adapter manufacturer.
- B. Instruct the sales representatives to disable all hardware video acceleration during their presentations.
- C. Configure the monitors on the sales representatives' computers to use the Presentation power scheme.
- D. Create a monitor profile on the sales representatives' computers for the external monitors at the customer sites.

**Ans: C**

**Explanation:**

Windows XP Professional has a presentation power scheme which enables a user to have one display on the laptop screen and another display on an external monitor.

**Question 45.**

You are the desktop administrator for your company's network. All employees use Windows XP Professional computers. All employees in the research department use both desktop and portable computers. All computers in the research department have four-port USB hubs attached.

A user in the research department connects a portable USB hard disk to the USB hub attached to his portable computer. However, the port on the USB hub shuts down and the hard disk does not function. The user experiences no problem when he attaches the same hard disk to his desktop computer's USB hub.

When the user attaches a USB mouse or keyboard to the portable computer's USB hub, the port and device function normally. When he attaches the hard disk directly to the USB port on his portable computer, the device functions normally.

You need to ensure that the USB hub on the user's portable computer can use the USB hard disk. What should you do?

- A. Replace the portable hard disk's USB cable with a shorter USB cable.
- B. Replace the portable computer's bus-powered USB hub with a self-powered USB hub.
- C. Enable the Assign IRQ to USB option in the computer's system BIOS.
- D. Disable all USB power management features for the USB Root Hub.
- E. In the properties of the USB Root Hub, increase the reserved USB bandwidth for the external USB hub.

**Ans: E**

**Explanation:**

In this scenario the default reserved bandwidth is 10%. This needs to be increased to accommodate the hard drive.

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**Question 46.**

You are the desktop administrator for Trey Research. You need to build a RIPrep image of a Windows XP Professional computer.

You successfully install Windows XP Professional on a computer in your lab. Then, you log on to the computer by using a local administrator account. You install a virus scanner and three other standard applications.

Next, you run RIPrep.exe to create a RIS image of the computer. Then you deploy this image to 50 computers by using RIS

Users report that when they log on to their computers, the shortcuts for the three standard applications are unavailable.

You need to ensure that the RIPrep image includes the shortcuts for the domain user accounts. What should you do?

- A. Open Control Panel. In the system properties, change the local user profile to a roaming profile. Then run RIPrep.exe.
- B. Open control panel. In the system properties, copy the All users profile to the Default user profile. Grant the Everyone group Allow-Full Control permission on the copied profile.
- C. Open control panel. In the system properties, copy the local administrator account profile to the Default user profile. Grant the Everyone group Allow-Full Control permission on the copied profile. Then run RIPrep.exe.
- D. Run RIPrep.exe before installing the standard applications. Open control panel. In the system properties, copy the local administrator account profile to the Default user profile.

**Ans: C**

**Explanation:**

In this scenario the software was installed under the Administrator account. Therefore the shortcuts for the domain user accounts will be in the Administrator profile. We need to copy this profile to the Default User profile so that users will be able to receive this profile.

**Question 47.**

You are the desktop administrator for Baldwin Museum of Science. You are configuring a Windows XP Professional desktop computer for a new employee named Maria.

Maria will be using the Magnifier utility. You need to configure the computer so that Maria can more easily distinguish between interface colors and fonts. You also need to configure Maria's screen to display fonts and colors designed for easy reading.

What should you do?

- A. In Accessibility Options, enable the Use High Contrast Display setting.
- B. Enable the Invert Colors setting for the Magnifier utility's configuration screen.
- C. In the Display Properties, change the Appearance settings to use the Windows Classic theme instead of the Windows XP theme.
- D. In the Display Properties, change the system Display settings to enable large fonts.

**Ans: A**

**Explanation:**

We can use the Accessibility Program in Control Panel to enable and configure features that assist users who have low vision. To open the Accessibility dialog box click Start, click Control Panel, and then click Accessibility Options. In the Accessibility Options dialog box, select the Display tab to have access to options for visually-impaired users. Select the Use High Contrast check box to change the screen display to use colors and fonts designed for easier reading. Click the Settings button to select a high-contrast color scheme for your Windows XP system. The default high-contrast scheme is High Contrast Black (Large). Choose a scheme from the drop-down list in the "High contrast appearance" screen; picking a scheme with the word "large" or

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"extra large" in the scheme name is typically best. Use the Cursor Options section of the dialog box to change the appearance of the cursor so that it is easier to see. If we prefer the wizard interface to enable features, we could open the Accessibility Wizard.

To open the Accessibility Wizard click Start, point to All Programs, point to Accessories, point to Accessibility, and then click Accessibility Wizard. When the wizard starts, click Next to begin setting accessibility options. Use the wizard options that apply to features for users with low vision.

The following three options are displayed on the "Text size options" screen. Click Next after making your selection. On the next screen, the options that are displayed depend on the choices that you selected in the previous screen. Click Next to continue. After we have completed the first part of the Accessibility Wizard and the Set Wizard Options section, completes the process to set the Accessibility Features. To set wizard options for users with low vision, click the "I am blind or have difficulty seeing things on screen" option, and then click Next. Select the scroll bar and window border size that is comfortable, and then click Next. Select the icon size that is comfortable, and then click Next. Select the high-contrast color scheme that is comfortable, and then click Next. Select the size and color of the mouse cursor that is comfortable, and then click Next. Adjust the cursor blink rate and size that is comfortable, and then click Next. Click Finish to apply your settings.

**Question 48.**

You are the desktop administrator for your company. All employees use Windows XP Professional computers. All employees are members of the local power users group on their client computers.

There are three daily work shifts, and employees share computers with employees who work on different shifts.

Each client computer has a defined set of desktop icons and shortcuts in addition to the system icons. All users must be able to access these icons and shortcuts. Users can place their own icons and shortcuts on the desktop, but these icons and shortcuts should be invisible to other users of the computer.

You want to prevent users from adding or removing icons and shortcuts to the default desktop. You also want to allow users to customize their own desktops.

What should you do?

- A. For the Power Users group, remove Allow-Modify permission from the Documents and settings\All Users folder.
- B. For each user, remove Allow-Full Control and Allow-Modify permissions from the Document and settings\%username% folder.
- C. For the power users group, assign the Deny-Full Control permission on the documents and settings folder.
- D. For the power users group, assign the Deny-Full Control permission on the documents and settings/Default User folder.

**Ans: A**

**Explanation:**

In this scenario the shortcuts are in the All Users folder. By removing the modify permission from this folder the users will not be able make changes that would affect other users. The users will be able to add their own shortcuts because these are placed in their individual profiles.

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**Question 49.**

You are the desktop administrator for wide world importers. The company has a main office in New York and a branch office in Paris. A user named Irene travels to and from the branch office. During Irene's last trip, the desktop administrator at the Paris office configured Irene's Windows XP Professional portable computer to display the French date and time settings. When Irene returns to the main office in New York, all of her e-mail messages display the French date and time settings. You need to change Irene's date and time settings back to the English format. What should you do?

- A. In the Regional and Language Options, apply the English user interface.
- B. In the Regional and Language Options, apply the English input language keyboard.
- C. In the regional and language options, apply the English (United States) Standards and Formats.
- D. In the date and time options, select the English language.
- E. In the date and time options, change the Time Zone to Eastern Time (US & Canada).

**Ans: C**

**Explanation:**

In this scenario we must change the date format to English. To do this we must open Control Panel, open Regional and Language Options, select Regional Options tab, and under Standards and Formats select English.

**Question 50.**

You are a help desk technician for your company. You have created a Windows installer package and a transform file with custom changes for a third-party application. You install the Windows installer package on your Windows XP Professional computer. After the installation is complete, you notice that none of the custom changes have been applied.

You need to install the Windows installer package and the custom changes on your computer only. What should you do?

- A. Start the Windows Installer service, and install the package.
- B. Create a ZAP file for the package, and redeploy the package.
- C. From a command prompt, use the Msiexec utility to repair the package.
- D. Install the Windows installer package by using an .mst file.

**Ans: D**

**Explanation:**

In this scenario we installed the Windows installer package but not the transform file. A transform file is an .mst file which should be used when installing the package.

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**Question 51.**

You are the desktop administrator for Wingtip Toys. Management requires that a standard user profile be created for all domain user accounts. Additionally, the standard profile must be protected so that domain users cannot make permanent changes to the standard profile.

You create a company standard user profile. You require all domain us accounts to use this profile. Later, users report that the changes they make to their desktop are overwriting the standard profile settings.

What should you do to ensure permanent changes cannot be made to the standard user profile?

- A. Open the local default user profile. Rename ntuser.dat to ntuser.man.
- B. Enable the local Group Policy to exclude directories in roaming profile for all users in the Wingtip Toys domain.
- C. Open control panel. In system properties, copy the standard user profile to the profile server. Grant the Everyone group Allow-Full Control permission on the copied profile. Change the profile type from Local to Roaming.
- D. Open control panel. In system properties, copy the standard user profile folder to the profile server. Grant the Everyone group Allow-Full Control permission on the copied profile. Name the directory that contains the standard user profile to standard man.

**Ans: A**

**Explanation:**

A mandatory user profile is a preconfigured user profile. The user can still modify the desktop, but the changes are not saved when the user logs off. The next time the user logs on, the mandatory user profile is downloaded again. User profiles become mandatory when you rename the NTuser.dat file on the server to NTuser.man. This extension makes the user profile read-only.

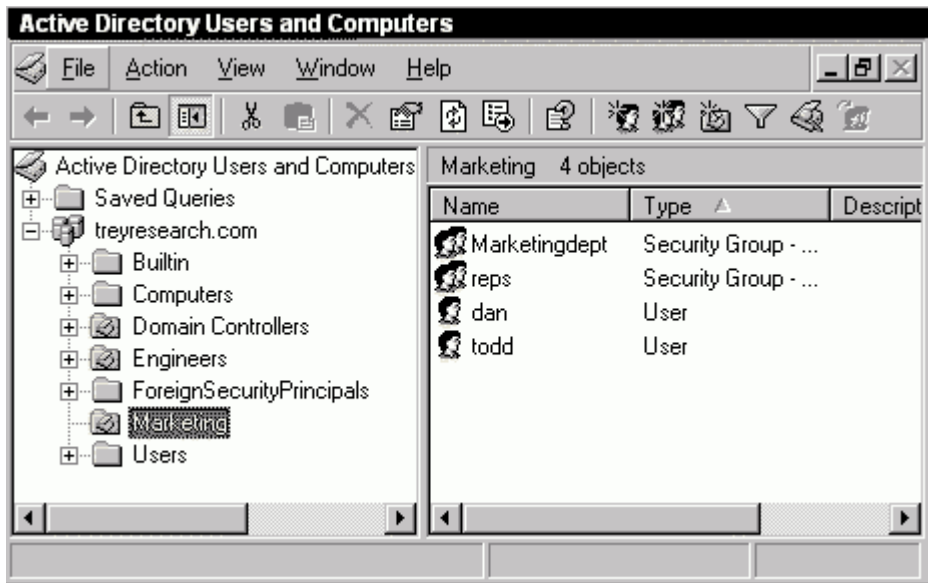
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**Question 52.**

You are the desktop administrator for your company. You install Windows XP Professional on all client computers in the company.

You create a Group Policy for the Engineers Organizational Unit. The Group Policy successfully installs the latest service pack to all computers in the engineers OU by using a Windows installer package.

Next, you apply the same Group Policy to the marketing OU. However, the Group Policy does not install the service pack on the 15 computers in the marketing department. The marketing OU is configured as shown in the exhibit.



You ask all users in the marketing department to restart their computers. However, after the computers have been restarted, the Group Policy still does not assign the service pack to these computers.

You need to ensure that the service pack is successfully installed on the computers in the Marketing OU. What should you do?

- A. Move the user accounts for the marketing department into the marketing OU.
- B. Move the computer accounts for the marketing department into the marketing OU.
- C. Restart the Windows installer service on all of the computers in the marketing OU.
- D. Log on as a local administrator, and run the GPOupdate /target:computer command.

**Ans: B**

**Explanation:**

In this scenario there are no computer accounts in the OU. Therefore we must move the computer accounts to the OU so the GPO will apply to them.



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**Question 53.**

You are the desktop administrator for your company. The company has an Active Directory domain that includes 15 Microsoft Windows NT Workstation 4.0 computers and 20 new Windows XP Professional computers.

Domain users of Windows NT Workstation 4.0 computers can run an older application on their computers. However, domain users of Windows XP Professional computers cannot run the same legacy application on their computers.

You need to enable all users of Windows XP Professional computers to run this application. Your solution must not give the users administrative control of their computers.

You create an Organizational unit name Pro and a Group Policy Object name Legacy. How should you reconfigure the Windows XP Professional computers?

- A. Add the domain user accounts to the Pro OU. Import the Basicwk.inf security template to the legacy GPO.
- B. Add the domain user accounts to the Pro OU. Import the Compatws.inf security template to the Legacy GPO.
- C. Add the computer accounts to the Pro OU. Import the Basicwk.inf security template to the legacy GPO.
- D. Add the computer accounts to the Pro OU. Import the Compatws.inf security template to the Legacy GPO.

**Ans: D**

**Explanation:**

The compatws template relaxes security to permit legacy programs to run.

**Question 54.**

You are a help desk technician for Trey Research. All employees use Windows XP Professional computers. A user named Anne reports a problem browsing the Internet. She says that she cannot use a search engine to browse to [www.treyresearch.com](http://www.treyresearch.com)

You use Remote Assistance to examine the configuration of Anne's computer. When you try to use the search engine, you receive the following message: "You cannot send HTML forms."

When you try to use other search engines on Anne's computer, you receive the same message. Anne verifies that she is able to use the search engine to browse the company intranet without problems.

You need to ensure that Anne can use any search engine to browse the Internet from her computer. What should you do?

- A. Instruct Anne to click the Search button on the Internet explorer toolbar and then type her search keywords in the form displayed by Internet explorer.
- B. Instruct Anne to use https:// instead of http:// when typing the URLs for the search engines. Instruct Anne to ensure that Internet Explorer displays a lock icon in its status bar before she submits information in a form on a web page.
- C. On Anne's computer, open the Security properties for Internet explorer. Add [www.treyresearch.com](http://www.treyresearch.com) to the Trusted Sites list. Clear the Require server verification for all sites in this zone check box.
- D. On Anne's computer, open the Security properties for Internet explorer. In the security settings for the Internet zone, select the Submit non-encrypted form data option.

**Ans: C**

**Explanation:**

The Trusted sites zone is intended for sites that we consider absolutely safe. In our scenario the [www.treyresearch.com](http://www.treyresearch.com) should be considered safe, since it is the URL of the company. The Require server verification for all sites in this zone check box specifies whether Internet Explorer verifies that the server for a web site is secure before connecting to any web site in this zone. By clearing this option http traffic would be allowed and https would not be required.



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**Question 55.**

You are a help desk technician for your Litware, Inc. Litware, Inc. maintains a secure intranet web site at intranet.litwareinc.com. All employees use Windows XP Professional computers.

A user named Katherine reports that she cannot access the secure web site by using internet explorer. When she types http://intranet.litware.com into the internet explorer address bar, an error message reports that the digital certificate is not from a trusted source.

You confirm that the intranet web server is using a digital certificate issued by your company's Enterprise Certificate Authority. The Enterprise Certificate Authority is located on a server named certificates.litwareinc.com

You need to ensure that Katherine can access the secure intranet web site without receiving an error message. What should you do?

- A. Ask a network administrator to modify the properties for IIS on intranet.litwareinc.com and set the SSL port number to 443.
- B. Ask your network administrator to create a Certificate Trust List (CTL) that includes your Enterprise Certificate Authority. On Katherine's computer, open the Certificates settings for internet explorer and import the CTL.
- C. On Katherine's computer, open the security properties for Internet Explorer. Add intranet.litwareinc.com to the Trusted Sites list.
- D. On Katherine's computer, open the Security properties for Internet Explorer. Open the Trusted Sites dialog box, and select the Require server verification for all sites in this zone check box.
- E. On Katherine's computer, open Internet Explorer's list of certificates. Import a copy of the certificate used by the intranet.litwareinc.com server into Katherine's Trusted Publishers certificates store.

**Ans: E**

**Explanation:**

The Internet Explorer Certificate Manager enables you to install and remove trusted certificates for clients and CAs. Many CAs have their root certificates already installed in Internet Explorer. You can select any of these installed certificates as trusted CAs for client authentication, secure e-mail, or other certificate purposes, such as code signing and time stamping. If a CA does not have its root certificate in Internet Explorer, you can import it. Each CA's Web site contains instructions that describe how to obtain the root certificate. To install or remove clients and CAs from the list of trusted certificates click Internet Options on the Tools menu, and then click the Content tab. Click Certificates and then click the Trusted Publishers tab. To add other certificates to the list, click Import. The Certificate Manager Import Wizard steps you through the process of adding a certificate.

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**Question 56.**

You are a help desk technician for your company. Irene is a user in the human resources department. She often works with documents that contain confidential information.

Irene creates a folder named Private on volume C. Volume C is an NTFS volume on her Windows XP Professional computer. Then she adds the confidential files to the Private folder. Whenever Irene opens a file, any subsequent temporary files are created within the same folder as the source document.

You need to configure Irene's computer so that only she can access the confidential documents. You also need to minimize the impact of the configuration on her computer's performance. What should you do?

- A. In the Encrypted data Recovery Agents policy for the local computer, import a certificate. Compress the contents of volume C.
- B. Instruct Irene to modify the properties of each file in the Private folder by selecting the option to encrypt the contents of the files.
- C. Instruct Irene to modify the properties of the Private folder by selecting the option to encrypt the contents of the folder. Then instruct Irene to accept the default setting on the Confirm Attributes Changes dialog box.
- D. Ensure that Irene has Allow-Full Control permission on the Private folder. Instruct Irene to modify the properties of the Private folder and then select the option to compress the contents of the folder.

**Ans: C**

**Explanation:**

By encrypting the files Irene will ensure that only she and an Encrypted data Recovery Agent can access the files.

**Question 57.**

You are a help desk technician for your company. Your company's network includes an Active Directory domain and Windows XP Professional computers that are configured as members of the domain.

Company policy prohibits users from accessing their computers unless they are authenticated by a domain controller. However, users report that they can log on to their computers, even though a network administrator has told them that a domain controller is not available.

As a test, you log off of your computer and disconnect it from the network. You discover that you can log on by using your domain user account.

You need to ensure that users cannot access their computers unless they are authenticated by a domain controller. How should you configure the local computer policy on these computers?

- A. Enable the Require domain controller to unlock policy.
- B. Set the Number of previous logons to cache policy to 0.
- C. Remove all user and group accounts from the Log on locally user right.
- D. Remove all user and group accounts from the Access this computer from the network user right.

**Ans: B**

**Explanation:**

If we log on to a computer and we are authenticated by a Domain Controller, our logon is cached. If we try to log on again, but no Domain Controller is available, Windows will look for a cached logon. If one exists, we will be permitted to log on. To disable this ability, we should configure Windows not to cache logons.

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**Question 58.**

You are a help desk technician for your company. All users have Windows XP Professional computers.

A user named Richard reports that he cannot access [www.southridgevideo.com](http://www.southridgevideo.com), an internet web site, by using Internet explorer. Whenever, Richard types <http://www.southridgevideo.com> into the Internet explorer address bar, he receives the following error message;

“your security settings prohibit the display of unsigned ActiveX Controls.”

According to company policy, users should download unsigned ActiveX control only from Internet Web sites that have been approved by the company's information security department.

You verify that [www.southridgevideo.com](http://www.southridgevideo.com) is listed as an approved web site. On Richard's computer, you also verify that Internet explorer is configured with the default settings.

You need to ensure that Richard can access [www.southridgevideo.com](http://www.southridgevideo.com) without receiving an error message. You also want to comply with company policy.

You need to configure Richard's computer. First, you open the Security properties for Internet Explorer on Richard's computer.

Which two actions should you perform next? (Each correct answer presents part of the solution. Choose two.)

- A. Add [www.southridgevideo.com](http://www.southridgevideo.com) to the **Trusted Sites** list.
- B. Remove [www.southridgevideo.com](http://www.southridgevideo.com) from the **Restricted Sites** list.
- C. In the Internet zone settings, enable the **Allow unsigned ActiveX controls** option.
- D. Open the **Local intranet sites** dialog box and clear the **Include all network paths** check box.
- E. Open the **Trusted sites** dialog box and clear the **Require server verification for all sites in this zone** check box.
- F. Open the **Intranet sites** dialog box. In Advanced properties, add [www.southridgevideo.com](http://www.southridgevideo.com) to the list of web sites.

**Ans: A & E**

**Explanation:**

The Trusted sites zone is intended for sites that you consider absolutely safe. For the most part, Internet Explorer will accept just about any type of content from such sites, without considering potential harm. The only exception is that users will be prompted before downloading unsigned ActiveX controls or ActiveX controls that have not been marked as safe.

The Require server verification for all sites in this zone check box specifies whether Internet Explorer verifies that the server for a web site is secure before connecting to any web site in this zone. By clearing this option http traffic would be allowed and https would not be required.

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**Question 59.**

You are the desktop administrator for your company. The network consists of a single Active Directory domain. All users have Windows XP Professional computers, and all users store their data on file servers. No company or user data is stored locally on client computers.

Users from the sales department have portable computers. When these users travel, they must be able to use company data files even when they are not connected to the network.

Caching of offline files is enabled on all shared folders on the file servers. Offline files are configured on all computers used by employees of the sales department. Additionally, these users select several folders to be made available offline.

However, sales department users report that when they are out of the office, the offline files are no available to them. You need to ensure that the offline files are available to the sales users, even when they are not connected to the network.

What should you do?

- A. Grant the sales users Allow-Full Control permission on the shared folders.
- B. Change the caching options for the shared folder to allow automatic caching of documents.
- C. Add the servers containing the sales department files to the Exception list on the offline files configuration.
- D. In the Advanced properties for Offline Files, select the Notify me and begin working offline check box on each of the sales department client computer.

**Ans: D**

**Explanation:**

The portable clients must be configured to begin to work offline when they are disconnected from the network. To configure this we must open Control Panel on the client computers and then open Folder Options. On the Offline Files tab, click Advanced and under When a network connection is lost, select Notify me and begin working offline. This is the preferred option for portable notebook systems and it specifies that you can continue working offline if you lose your connection to a computer or the network. Any network files will continue to be available to you.

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**Question 60.**

You are a help desk administrator for your company. Eric, an employee in the marketing department, uses a Windows XP Professional computer.

Eric often works with a file named Plan.xls, which is stored in a folder named \\MktFiles\Plans. Initially, he can work with the file when he is out of the office and offline, without copying it to his local hard disk. However, Eric now reports that he can no longer open the file when he is out of the office.

You need to ensure that Eric can always access Plan.Xis when he is out of office and offline. What should you do?

- A. Instruct Eric to increase the amount of hard disk space used for offline files on his computer.
- B. Instruct Eric to right-click the \\MktFiles\Plans\Plan.xls file and select Make available offline from the context menu.
- C. Instruct Eric to open Windows explorer, select Folder Options from the Tools menu, and select the Enable offline files check box on the Offline Files tab.
- D. Instruct Eric to open Windows Explorer, select Folder Options from the Tools menu, and select the Synchronize all offline files before logging off check box on the Offline Files tab.

**Ans: B**

**Explanation:**

Eric used to be able to work with the Plan.xls offline. He cannot use offline any longer. Apparently the amount of disk space available for offline folders has been exceeded. Disk space is always reserved for those files that the local user makes available offline. But some files are automatically made available to the local user by the administrator. We need to ensure that Eric always can access the Plan.Xis file. So we instruct him to configure this particular share available for him for offline use.

**Procedure:**

- Browse to the network share, for example using My Network connections.
- Right-click on the network share, and choose select Make available offline from the context menu.
- The Offline Files Wizard starts. Continue the Wizard and select appropriate options. For example:
- Automatically synchronize the Offline Files when I log on and log off my computer check box, and then click Next .
- Select the Create a shortcut to the Offline Files folder on my desktop check box, and then click Finish

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**Question 61.**

You are a help desk technician for your company. Your company uses a custom database application to track sales information. The database application saves its data in files with a .dta file extension. The .dta files are stored in the same shared folder as several shared Microsoft word 2002 documents.

Your manager reports that the application's .dta files are becoming corrupted. Each time the files are corrupted, they must be restored from a tape backup.

Users with portable computers often select the Word 2002 documents in the shared folder to be made available offline. You discover that several users also select the .dta files to be made available offline.

You need to ensure that users cannot make the .dta files available offline. Your solution must not affect user access to the other files in the folder.

What should you do?

- A. Use Remote Assistance to disable offline files on the local computer policy of all portable computers.
- B. Modify the file share that contains the .dta files, and disable offline file caching.
- C. Ask a network administrator to modify the file permissions on the .dta files to assign all users the Deny-Change permission.
- D. Ask a network administrator to modify the domain security policy to add the .dta file type to the File not caching domain group policy.

**Ans: D**

**Explanation:**

With this option, we can select the file extensions of files that should not be available offline.

**Question 62.**

You are the desktop administrator for your company's network. You are preparing a Windows XP Professional computer for Carlos, a new user in the sales department. This computer formerly belonged to an employee named Anne. Carlos requires access to all of Anne's files, but he does not have the appropriate permissions.

You log on as the local administrator and attempt to reassign permission so Carlos can access Anne's files. However, you receive an "access denied" error message.

You need to ensure that Carlos can access Anne's file. What should you do?

- A. Copy Anne's account and name the new account Carlos.
- B. Give Carlos ownership of the files and folders on the computer.
- C. Grant Carlos Allow-Change Permissions permission on the files and folds on the computer.
- D. Take ownership of the files and folders on the computer, and grant Carlos Allow-Full Control permission.

**Ans: D**

**Explanation:**

If an administrator has been removed from the access control list of a file or folder, the administrator needs to take ownership of the files to enable him to change the permissions on the files.

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**Question 63.**

You are the desktop administrator for your company. You install a new printer on your Windows XP Professional computer. You share this printer with several users in your department.

When you attempt to print to this printer, the output is several pages of unreadable characters. Other users report similar results.

You need to ensure that the appropriate users can successfully print to this printer. What should you do?

- A. Configure the printer to print directly to the print device. Instruct the other users to make the same configuration.
- B. Configure the printer to use the WinPrint print processor and to use RAW as the default data type.
- C. Configure the printer to hold mismatched documents. Disable the advanced printing features.
- D. Run the AddPrinter Driver Wizard to install the correct printer driver on your computer. Instruct the other users to disconnect and then reconnect to your shared printer.

**Ans: D**

**Explanation:**

Unreadable text usually indicates an incorrect printer driver. We need to install the correct driver. The users will need to disconnect and reconnect to download the new driver.

**Question 64.**

You are the desktop administrator for your company. You upgrade all computers in the company from Windows 98 to Windows XP Professional.

Andrew, a user in the graphics department, works with very large graphics and desktop publishing file. She wants to be able to save his files in a folder named GFX on drive C of his computer. However, Andrew does not have enough free space on the drive.

You install a new hard disk on Andrew's computer and create an NTFS volume named NewVolume. You attempt to mount NewVolume to the GFX fold. However, the option to mount the volume to a folder is unavailable.

You need to be able to mount the volume to the GFX folder. Which command should you run on Andrew's computer?

- A. Convert c:/fs:ntfs
- B. Convert c:/V/NoSecurity
- C. Fsutil objectid create NewVolume c:\GFX
- D. Fsutil hardlink create c:\GFX NewVolume

**Ans: A**

**Explanation:**

Mounted volumes are only available on NTFS drives. The system was upgraded from Windows 98 so the file system will be FAT32. This command will convert the drive to NTFS while keeping the file structure in tact.

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**Question 65.**

You are a help desk technician for your company, which includes a main office and one branch office. All employees in the main office have Windows XP Professional computers. All employees in the branch office have Microsoft Windows NT Workstation 4.0

Users in the branch office require access to a network printer shared on a Windows XP Professional computer in the main office. Branch office users access this printer by using their web browser software. These users cannot install the printer on their own computers.

Branch offices users now report that they are prompted to insert a manufacturer' disk whenever they try to access the printer by connecting to the company intranet web site. Users in the main office do not report any problems using the printer.

You need to make the printer accessible to the branch office users. What should you do?

- A. Enable the Basic authentication method on the Printers intranet site.
- B. Enable support for ActiveX control on the branch office computers.
- C. Configure the browsers on the branch office computers to support automatic logon.
- D. Disable the Advanced printing features on the Windows XP Professional print server.
- E. Install the Windows NT Workstation 4.0 printer drivers on the Windows XP Professional print server.

**Ans: E**

**Explanation:**

We need to install the Windows NT drivers on the print server so that the drivers are downloaded to the Windows NT clients when they connect to the shared printer.



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**Question 66.**

You are the desktop administrator of your company's network. You install a print device on a Windows XP Professional computer. This print device should be used only by the desktop administration staff and by managers.

You share the printer on the network as DTA-Print and assign Allow-Print permissions to the DTA-S group, which includes staff members' computers

Later, the managers report that they must wait a long time for their jobs to print. You discover that the desktop administration staff generates many problematic print jobs. As a result, the managers' print jobs must wait a long time in the print queue.

You need to ensure that the managers' print jobs as quickly as possible while minimizing hardware costs. What should you do?

- A. Install a second printer for the same print device on the Windows XP Professional computer. Share this printer as DTA-Manager and grant allow-Print permission to the DTA-Microsoft group only. Configure a priority setting of 1 on DTA-Print. Configure a priority setting of 99 on DTA-Manager.
- B. Install a second printer for the same print device on the Windows XP Professional computer. Share this printer as DTA-Manager and grant allow-Print permission to the DTA-Microsoft group only. Configure a priority setting of 99 on DTA-Print. Configure a priority setting of 1 on DTA-Manager.
- C. Connect a second print device to the Windows XP Professional computer. Create a printer pool from the first defined printer. Configure a priority setting of 1 on the printer pool. Grant Allow-Manage Documents permission to DTA-Microsoft group.
- D. Connect a second print device to the Windows XP Professional computer. Create a printer pool from the first defined printer. Configure a priority setting of 99 on the printer pool. Grant Allow-Manage Documents permission to DTA-Microsoft group.

**Ans: A**

**Explanation:**

Any print jobs sent to the printer with the higher priority will be printed first. 99 is the highest priority and 1 is the lowest. We only want the managers to be able to use the higher priority printer so set the permissions accordingly.

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**Question 67.**

You are the desktop administrator for Southridge Video. A user named Marie installs the Fax service with the default options on her Windows XP Professional computer. Her computer is configured to use an internal fax modem.

Maria now reports that she can successfully send faxes from her computer. However, her computer's Fax monitor never Ans: s incoming calls.

How should you correct this problem?

- A. Restart Marie's computer.
- B. Use the Fax console to redirect faxes to the My Faxes folder.
- C. Reinstall the Fax service, selecting the option to receive faxes.
- D. Use the Fax configuration Wizard to enable the fax modem to receive faxes.

**Ans: D**

**Explanation:**

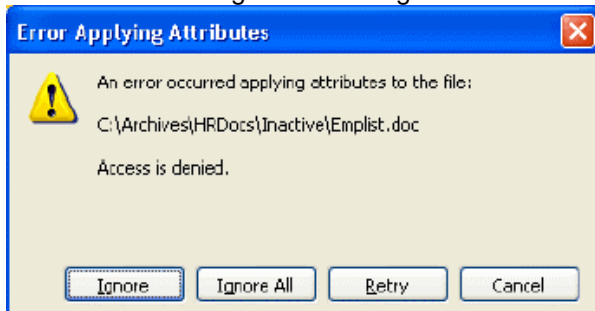
The fax service is not able to receive faxes by default. This option needs to be configured.

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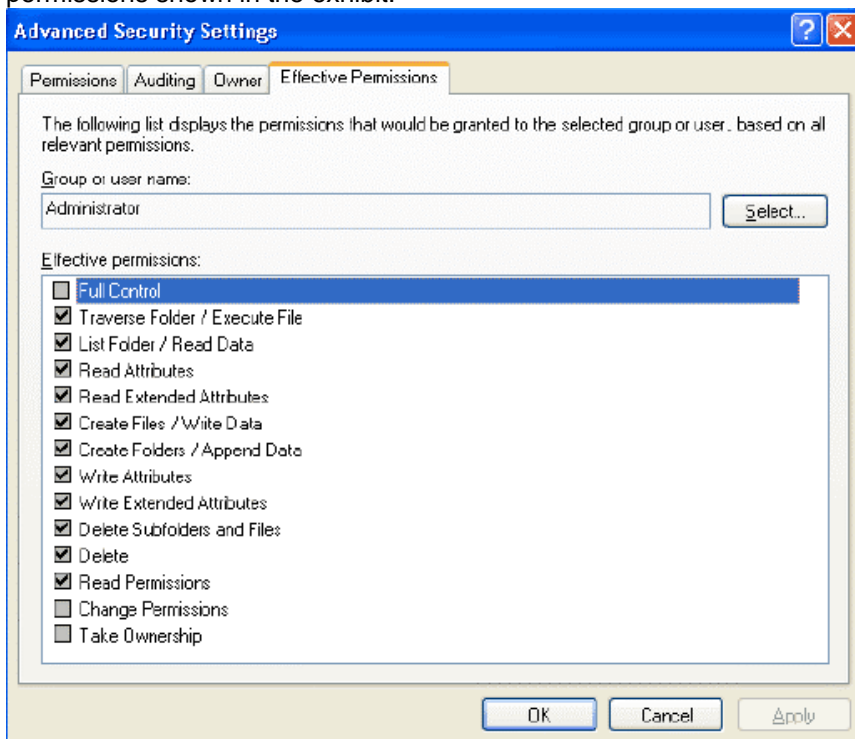
**Question 68.**

You are the desktop administrator for your company. The company network consists of a single Active Directory domain. Helene, a domain user in the human resources department reports that her Windows XP Professional computer is running out of hard disk space.

You decide to implement file compression on the archive folders stored on her hard disk. You log on to her computer as a local administrator and attempt to compress the folders. However, you receive the following error message.



You discover that the local administrators group on Helene's computer has the effective NTFS permissions shown in the exhibit.



You need to compress files and folders on Helene's computer. What should you do?

- A. Instruct Helene to unencrypt the files and folders that you want to compress.
- B. Take ownership of the files and folders. Then select the Compression attribute for the files and folders.
- C. Grant the local administrator account Allow-Full control permission on the files and folders.
- D. Grant the local administrator account Allow-Modify permission on the files and folders.

**Ans: B**

**Explanation:** In this scenario we are denied access to the folder. We can override these access restrictions by taking ownership of the folder.

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Question 69.

You are the desktop administrator for your company. You are configuring a Windows XP Professional computer named MKT1. Twenty members of the marketing department will use MKT1 interactively. All of these users will require access to files on this computer. However, the users should not be able to overwrite or delete other users' files.

You create the folder structure on MKT1 and grant the permissions shown in the following table.

| Group           | NTFS permission      |
|-----------------|----------------------|
| Everyone        | Allow-read           |
| Users           | Deny-full control    |
| Marketing users | Allow-read & execute |
| Creator owner   | Allow-modify         |
| Administrators  | Allow-full control   |

Now, users in the marketing department report that they cannot access, modify, or save any files to the folders on MKT1.

You need to grant the appropriate permissions to users in the marketing department. What should you do?

- A. Remove Allow-Read permission from the Everyone group.
- B. Remove Deny-Full control permission from the users group.
- C. Grant the everyone group Allow-Modify permission on the folders.
- D. Grant the marketing users group Allow-Modify permission on the folders.
- E. Grant the Marketing users group Allow-full control permission on the folder.

**Ans: B**

**Explanation:**

When we deny full control to a group, we are denying all access. The Deny permission overrides all other permissions, including read and write, that a user may be assigned in all groups that the user is a member of. We therefore need to remove this restriction for the users group as all users are part of this group.

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**Question 70.**

You are a help desk technician for your company, which is in the process of deploying Windows XP Professional to all client computers. You upgrade Pierre's Windows 98 portable computer to Windows XP Professional. After the upgrade, Pierre reports that some of his older software applications no longer work properly. Also, one of the hardware devices on his computer is not currently supported by Windows XP Professional. Pierre requests that you reinstall Windows 98 and all of his applications so that he can use his computer normally.

You need to restore Pierre's computer to its pre-upgraded state while retaining all of the applications, documents, and personal data on the computer. You want to accomplish this task in the minimum amount of time. What should you do?

- A. Copy Pierre's documents and personal data to a shared folder on the network. Reinstall Windows 98 and Pierre's applications. Copy the documents and personal data to the My Documents folder on Pierre's computer.
- B. On Pierre's computer, run Setup.exe from a Windows 98 installation CD.
- C. On Pierre's computer, use the Add or Remove Programs Wizard to remove the Windows XP Professional installation item.
- D. On Pierre's computer, use a third-party disk-imaging software utility to apply a disk image that contains Windows 98 and Pierre's applications.

**Ans: C**

**Explanation:**

Windows XP includes an uninstall feature which allows us to uninstall Windows XP and return to the previous operating system.

**Question 71.**

You are deploying new Windows XP Professional computers in your company. All employees will receive new computers, and their old Windows 98 and Windows 2000 Professional computers will be sold to another company.

You must ensure that each employee's documents, personal data, Microsoft Office XP settings, and desktop settings are copied from their old computers to their new computers. You want this data to be copied to the new computer when Windows XP Professional is installed.

What should you do?

- A. Run the Scanstate utility on each employee's computer. Save the information generated by the utility to a shared folder on the network. Run the Loadstate utility in the installation script for each employee's new computer, specifying the shared folder on the network as the state source.
- B. Start each employee's old computer in the Recovery console. Copy the Registry files, documents, and personal data to a removable storage device. In each new computer's installation script, copy the information from the removable storage device to each new computer.
- C. Use Windows Explorer to copy all documents and personal data from each employee's old computer to each new computer. Run the Regedit command to export the Registry to a .REG file. In the installation script for each new computer, copy the documents and personal data to the computer, and import the .REG file.
- D. Run the Sysprep utility on each employee's old computer. Use a third-party disk-imaging software utility to create an image of the hard disk. After installing Windows XP Professional, apply the hard-disk image to each new computer.

**Ans: A**

**Explanation:**

The scanstate and loadstate tools are part of the User State Migration Tool. These tools can be used to collect user data and settings from one machine and load them on to another machine.

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**Question 71a.**

You are the desktop administrator for your company. You are deploying new Windows XP Professional computers. All employees will receive new computers, and their old Windows 98 and Windows 2000 Professional computers will be sold to another company.

You must ensure that each employee's documents, personal data, Microsoft Office XP settings, and desktop settings are copied from their old computers to their new computers.

What should you do?

- A. Run the Sysprep utility on each employee's old computer.  
Use a third-party disk-imaging software utility to create an image of the hard disk.  
Apply the hard-disk image to each new computer.
- B. Run the Scanstate utility on each employee's old computer.  
Save the information generated by the utility to a shared folder on the network.  
Run the Loadstate utility on each employee's new computer, specifying the shared folder on the network as the state source.
- C. Copy the user profiles on each employees old computer to a shared folder on the network.  
Copy the user profiles from the shared folder to each employee's new computer.
- D. Start each employee's old computer in the Recovery console.  
Copy the Registry files, documents, and personal data to a removable storage device.  
Copy the information from the removable storage device to each new computer.

**Ans: B**

**Question 72.**

You are the desktop administrator for your company. You plan to install Windows XP Professional on a client computer. The computer contains a PCI network adapter, a PCI video adapter, and an industry standard architecture (ISA) SCSI adapter that hosts the hard disk and a CD-ROM drive.

After the installation begins, you receive an error message indicating that setup cannot find a hard disk.

You verify that the SCSI hard disk is connected and functional. Nevertheless, the error message persists when you restart setup. The installation will not resume.

What should you do to complete the installation?

- A. Disable the APM features in the system BIOS.
- B. Enable UDMA in the system BIOS for the primary hard disk.
- C. Reserve an IRQ for the ISA SCSI adapter in the system BIOS.
- D. Set the system BIOS boot device option to boot from the SCSI hard disk.
- E. Restart Setup and install the driver for the SCSI adapter while initially copying the files.

**Ans: E**

**Explanation:**

During the early text-mode phase of the setup process, you can press F6 and install the driver for the SCSI adapter.

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**Question 73.**

You are the administrator of your company's network, which includes an Active Directory domain. Your company hires Julie to help deploy Windows XP Professional to 200 new computers. You create a new domain user account for Julie and add it to the Domain Users group.

Julie is able to perform the Windows XP Professional installation on the new computers, but she is unable to add the computers to the Active Directory domain. She verifies that the computers are connected to the network and that they are receiving IP configuration information from your company's DHCP server.

You need to ensure that Julie can add the new computers to the Active Directory domain. You also need to ensure that Julie does not have any unnecessary security privileges on the network. What should you do?

- A. Add Julie's domain use account to the Server Operators domain user group.
- B. Use the Delegation of Control Wizard to grant Julie's domain user account the right to create new objects in the computers container.
- C. On a domain controller, use the Local Computer Policy MMC to add Julie's domain user account to the add workstations to domain user right policy.
- D. Install the Active Directory users and computers MMC on Julie's Windows XP Professional computer. Add Julie's domain user account top the domain Administrators domain user group.

**Ans: C**

**Explanation:**

Julie needs the right to add workstations to the domain. If you configure this right on one Domain Controller, the right will be replicated to the other Domain Controllers.

**Question 74.**

You are the desktop administrator for your company. You are responsible for automating the deployment of Windows XP Professional to new computers in your company. You are preparing a Windows XP Professional computer, which you will use to test disk imaging.

You install Windows XP Professional on the test computer and run the Sysprep utility. You use a third-party software package to create a disk image to a new computer and then restart the computer.

Instead of completing the Windows XP Professional installation, the computer starts the Windows Welcome program, requiring you to enter additional setup information.

Because you will be deploying a large number of computers, you want to ensure that the disk image can be applied without additional user interaction. What should you do?

- A. Use a network-based RIS server to apply the disk image to new computers.
- B. On the test computer, run the Sysprep-factory command. Re-create the disk image by using the third-party software.
- C. C. Use setup manager to create a Sysprep Ans: file. Copy the Ans: file to a floppy disk, and insert the disk into new computers when the disk image is applied.
- D. D. Create an Unattend.txt Ans: file. Copy the file to the C:\Winnt\System32 folder on the text computer. Run the Sysprep utility and re-create the disk image by using the third-party software.

**Ans: C**

**Explanation:**

There is not a parameter for specifying the mini-Setup Wizard Ans: file. The Ans: file must be renamed to Sysprep.inf. Sysprep.inf can exist either in the %systemdrive%\Sysprep folder (located on the hard disk of the destination computer), or on a floppy disk. If the Sysprep folder is named differently, Setup ignores it.

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**Question 75.**

You are the desktop administrator for Adventure Works. You perform a clean installation of Windows XP Professional on 25 computers. All of these computers are part of a workgroup named Dev.

All of the computers in Dev are configured to require a user name and password for logon. Thirty day after the installation, all users in the Dev workgroup report that they cannot log on to their computers.

How should you correct this problem?

- A. Use the Windows product Activation wizard on all computers to activate Windows XP Professional via the Microsoft Clearing House.
- B. On each computer, log on as a local administrator and reset the user password at the next logon.
- C. Restart each computer in safe mode, and change the local account policy expiration from 30 days to zero days.
- D. Restart each computer in safe mode. Use system restore, specifying the restore point that was created after the clean installation of Windows XP Professional.

**Ans: A**

**Explanation:**

Windows XP must be activated within 30 days of installation. If it is not activated, you will only be able to use the activation wizard when you log in. You will not be able to use Windows until it has been activated via the Microsoft Clearing House, typically via the Internet.

**Question 76.**

You are the desktop administrator for your company. You install a new driver for the network adapter card on your Windows XP Professional computer. When you restart the computer, the monitor displays a STOP error with no text before you are able to log on. Every time you restart the computer, a STOP error halts the start process.

You need to correct the error without affecting the user data on the computer. You also need to restore the original network adapter driver.

What should you do?

- A. Restart the computer with the last known good configuration.
- B. Restart the computer by using the Recovery console, and stop the Network Connections service.
- C. Restart the computer by using a Windows XP Professional CD, and select the option to perform an Automated System Recovery (ASR) restore when prompted.
- D. Restart the computer by using a Windows XP Professional bootable floppy disk, and disable the network adapter. Restart the client computer, and enable the network adapter.

**Ans: A**

**Explanation:**

This will restore the registry to what it was at the time of the last successful logon.



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**Question 77.**

You are the desktop administrator for your company. A graphics designer named Eric installs a photo editing application on his Windows XP Professional computer. After the installation, performance on his computer is significantly slowed.

In an attempt to resolve the problem, Eric uninstalls the photo editing application and restarts his computer. However, performance is not improved

You want to ensure that you preserve Eric's data and his computer settings while returning his computer to its previous working condition as quickly as possible.

What should you do?

- A. Restart the computer with the last known good configuration.
- B. Use disk Defragmenter on the computer's hard disk.
- C. Restore Windows XP Professional by using the most current system restore point.
- D. Restore Windows XP Professional by using an Automated system recovery (ASR) backup.

**Ans: C**

**Explanation:**

We can roll the system back to the latest restore point. This will restore the system to what it was at the time of the last restore point.

**Question 78.**

You are the desktop administrator for your company. A remote sales representative named Laura uses a Windows XP Professional portable computer.

Laura travels to customer locations daily, and she usually works from home. She does not use a docking station when she starts the computer at home. Each time Laura starts her computer, she is prompted to choose between the Docked and Undocked hardware profiles from the Hardware Profile Menu.

You need to ensure that Laura is not prompted to choose a hardware profile each time she start her computer. You also need to allow her computer to start automatically with the undocked profile and without delay.

How should you configure Laura's computer?

- A. Modify the BIOS settings, and disable support for the docking station.
- B. Modify the hardware profiles, and remove the Docked hardware profile.
- C. Modify the Device Manager settings to disable all devices used by the docking station.
- D. Configure the hardware profiles so that the Undocked hardware profile is the default hardware profile for startup.

**Ans: B**

**Explanation:**

There is no need for the docked profile because Laura does not use a docking station.

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**Question 79.**

You are the desktop administrator for your company. All users in the network have Windows XP Professional computers. Users in the research department have dual-processor computers. Users in the research department report that when they run 16-bit Windows programs, their computer performance becomes very slow. You use system monitor to monitor the users' computers. You discover that when the users are running their 16-bit applications, one processor shows a sustained utilization of more than 90 percent while the other processor only shows utilization of less than 10 percent.

You need to improve application performance for the users in the research department. What should you do?

- A. Configure each application to run in a separate memory space.
- B. Configure each application to run in AboveNormal priority class.
- C. For each application, set the compatibility mode to Windows 95.
- D. Configure processor affinity for each application to allow it to run on both processors.

**Ans: A**

**Explanation:**

In order for the legacy 16-bit program to take advantage of the preemptive multitasking feature of Windows XP they must be configured to run in separate memory spaces. This will allow Windows XP to assign 16-bit applications to the 2<sup>nd</sup> processor. This would increase performance.

**Question 80.**

You are a help desk technician for your company. All users have Windows XP Professional computers.

Ten users run a custom application named Finance on their computers. Finance stores user passwords in a file named Passwords.ini

By default, the passwords.ini file is stored in a folder named C:\Winnt\App 1. The location and name of the file can be changed by an administrator. Each Passwords.ini file is unique. Each computer contains a single logical drive, which is drive C and is formatted as NTFS

In order to comply with a new company security policy, you need to ensure that the Passwords.ini files are encrypted. What should you do?

- A. In the Properties of the C:\Winnt\App1 folder, use Windows Explorer to select the option to encrypt the contents of the folder. Accept the default settings on the Confirm Attributes Changes dialog box.
- B. Ask a network administrator to share a new encrypted folder named PassFiles on a network server and to permit users to read the files contained within the folder. Copy the passwords.ini file from each computer into the PassFiles folder. On each computer, configure Finance to use the Passwords.ini file in the PassFiles folder.
- C. Create a folder named C:\Files. Copy the Passwords.ini file to the C:\Files folder. In the properties of the C:\Files folder, select the option to encrypt the contents of the folder. Accept the default settings on the Confirm Attributes Changes dialog box. Configure Finance to use the
  - A. C:\Files\Passwords.ini file.
- D. Create a folder named C:\Files. Move the passwords.ini file to the C:\Files folder. Instruct the user of each computer to open the properties of the C:\Files folder and select the option to encrypt the contents of the folder. Accept the default settings on the Confirm Attributes Changes dialog box. Configure Finance to use the C:\Files\Passwords.ini files.

**Ans: D**

**Explanation:**

The user must encrypt the files. If the administrator encrypts the files, the user will not be able to access them.

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**Question 81.**

You are the desktop administrator for your company. You set up a new Windows XP Professional computer at home. The computer is always connected to the internet via an ADSL modem.

You enable the internet connection firewall on the ADSL connection. After several days, you notice that the computer is running slower than normal.

You examine the internet connection firewall on your home computer. A portion of the log file is shown here.

```
2001-10-25 15:28:36 CLOSE TCP 172.30.23.1 172.30.23.103 3738 80 -----
2001-10-25 15:28:36 CLOSE TCP 172.30.23.104 172.30.23.103 1076 80 -----
2001-10-25 15:28:53 OPEN-INBOUND TCP 172.30.23.104 172.30.23.103 1077 80 -----
```

You want to prevent the activity shown in the log. How should you configure the internet connection firewall?

- A. Clear the Telnet Server check box on the services tab.
- B. Clear the Allow incoming echo requests on the ICMP tab.
- C. Clear the Web server (HTTP) check box on the services tab.
- D. Clear the Internet Mail server (SMTP) check box on the services tab.
- E. Clear the Log successful connections checkbox on the security Logging tab.

**Ans: C**

**Explanation:**

The fields in the log file seen above are: date time action protocol src-ip dst-ip src-port We see that the protocol is TCP and source port is 80. The logged traffic is traffic involving a local Web Server. We simply disable the Web server (HTTP) service to avoid this kind of traffic. A firewall is a security system that acts as a protective boundary between a network and the outside world. Windows XP includes Internet Connection Firewall (ICF) software you can use to restrict what information is communicated between the Internet and your home or small office network.

**Question 82.**

You are the desktop administrator for your company. Your company's software developers use Windows XP Professional and IIS on their client computers to develop web-based applications.

One of the developers reports that he can no longer access the web-based application on his desktop by using his web browser. When you attempt to access the application by using your web browser, you receive the following error message, "Cannot find server or DNS Error." You verify that the world wide web publishing service is started on the developer's computer. You also verify that you are using the correct URL to access the developer's computer by using your web browser.

You need to ensure that the developer can access the web application by using his web browser. How should you configure the developer's computer?

- A. Start the default web site.
- B. Start the IIS Admin Service.
- C. Run the IPconfig/registerdns command.
- D. In the default web site properties, disable the host header setting.

**Ans: A**

**Explanation:**

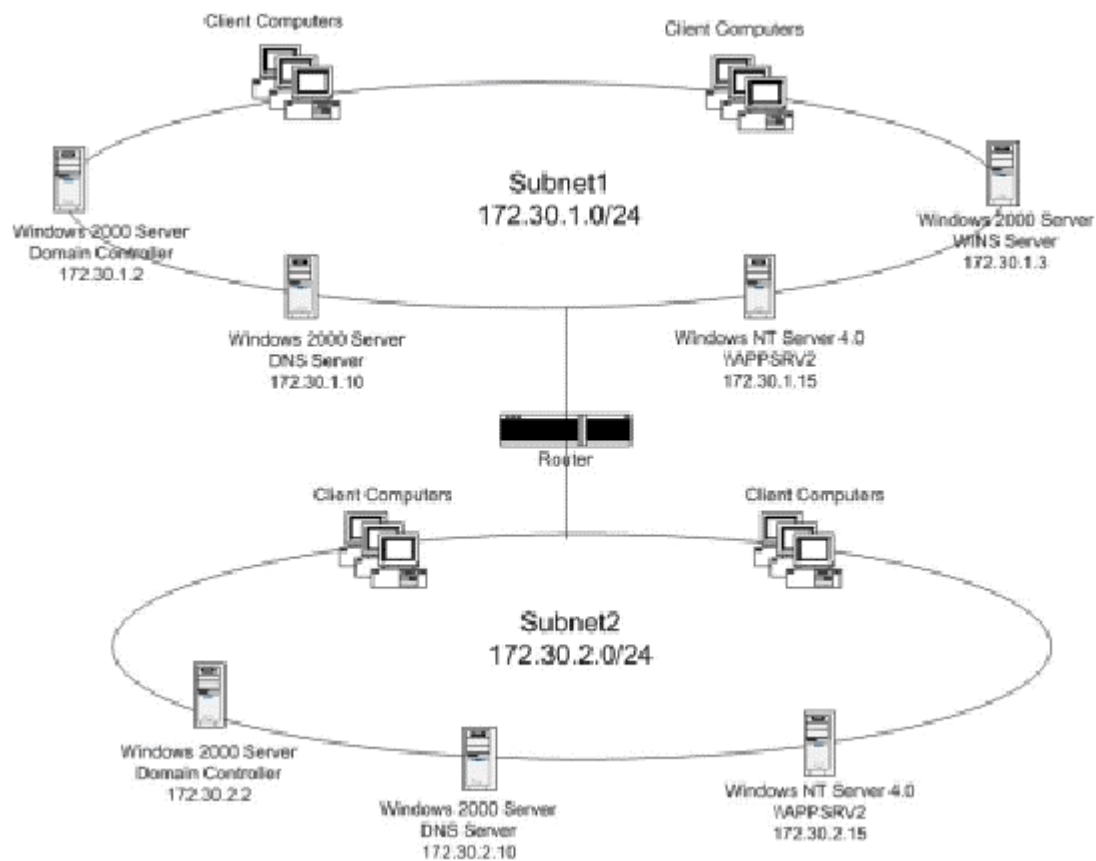
In this scenario the web site needs to be started as well as the WWW service.

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**Question 83.**

You are the administrator of your company's network. The network consists of a single Windows XP Professional and Windows 2000 Professional client computers. All computers have manually configured IP addresses.

A portion of your network is shown in the configuration exhibit.



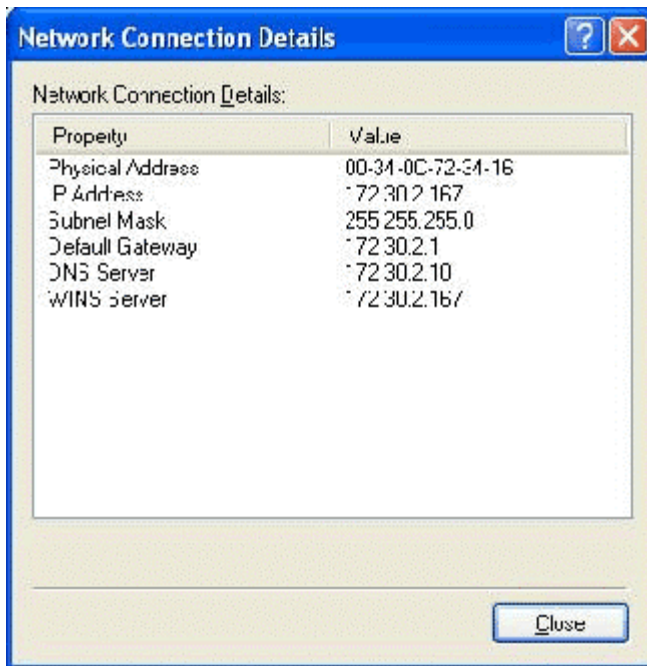
You install a new Windows XP Professional client computer on Subnet2. The user of this computer reports that she cannot access an application hosted on APPSRV1.

When she tries to access the application, she receives the following error message, "Network path not found."

The user verifies that she can access resources on other servers located on both subnets.

You view the configuration of her network connection, as shown in the Network Connection Details exhibit.

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You need to ensure that the user can access the application on APPSRV1. What should you do?

- A. Configure the computer to use the address of the DNS server on Subnet1.
- B. Configure the computer to use the address of the WINS server on Subnet1.
- C. Configure the computer to use DHCP to automatically receive its TCP/IP configuration.
- D. Configure the computer to use an IP address from Subnet1 as an alternate configuration.

**Ans: B**

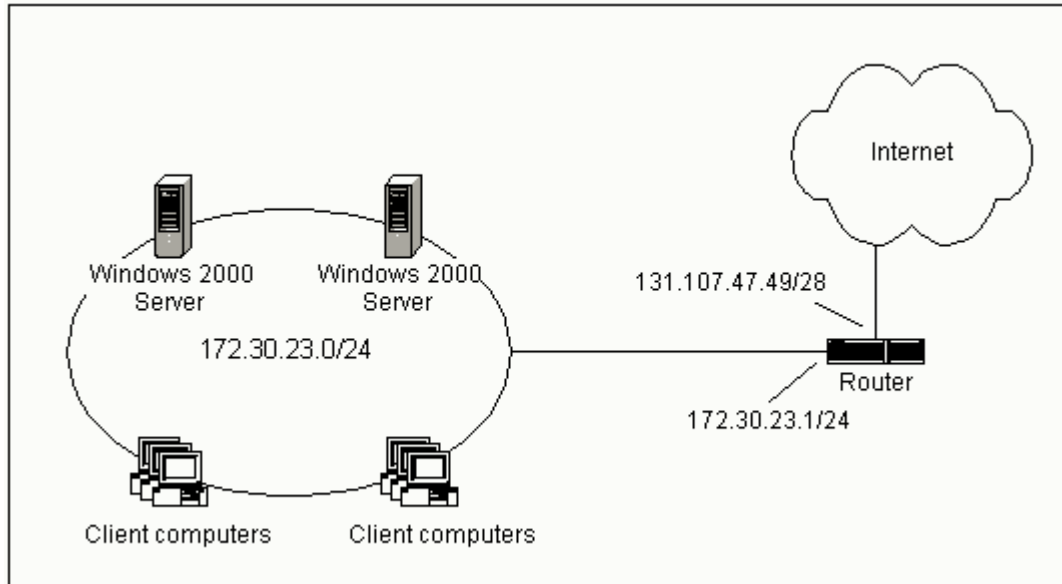
**Explanation:**

The application server is a Window NT machine so it will use a NetBIOS name. NetBIOS names are resolved with WINS servers. The Windows NT machine will register with the WINS server on subnet 1.

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**Question 84.**

You are a help desk technician for your company. A portion of your network is shown in the exhibit:



All employees use Windows XP Professional computer. All client computers in the Web development department require manually configured IP address to access a Web-based application on the Internet. All other client computers use DHCP for their TCP/IP configuration.

A new user in Web development reports that he cannot access Internet resources from his computer. No other users in the Web development department are reporting any connectivity problems

You run the Netstat -r command on the new user's computer and receive the following log entries.

**Active Routes:**

| Network Destination | Netmask         | Gateway      | Interface    | Metric |
|---------------------|-----------------|--------------|--------------|--------|
| 0.0.0.0             | 0.0.0.0         | 172.30.23.57 | 172.30.23.57 | 1      |
| 127.0.0.0           | 255.0.0.0       | 127.0.0.1    | 127.0.0.1    | 1      |
| 172.30.23.0         | 255.255.255.0   | 172.30.23.57 | 172.30.23.57 | 1      |
| 172.30.23.57        | 255.255.255.255 | 127.0.0.1    | 127.0.0.1    | 1      |
| 172.30.255.255      | 255.255.255.255 | 172.30.23.57 | 172.30.23.57 | 1      |
| 224.0.0.0           | 240.0.0.0       | 172.30.23.57 | 172.30.23.57 | 1      |
| 255.255.255.255     | 255.255.255.255 | 172.30.23.57 | 172.30.23.57 | 1      |
| Default Gateway:    |                 | 172.30.23.57 |              |        |

You need to configure the new user's computer to have Internet access. What should you do?

- A. Configure the subnet mask to be 255.0.0.0.
- B. Configure the subnet mask to be 255.255.255.240.
- C. Configure the default gateway parameter to have the IP address 172.30.23.1.
- D. Configure the default gateway parameter to have the IP address 131.107.47.49.

**Ans: C**

**Explanation:**

The default gateway should be set to the internal interface of the router. This is 172.30.23.1.

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**Question 85.**

You are the desktop administrator for your company. Your company has offices in Los Angeles and New York. Both offices are connected by a wide area network (WAN) connection. The networks at both offices include Windows XP Professional computers. The company uses a single Active Directory domain that includes a Microsoft exchange 2000 server computer. Neither office is connected to the Internet.

Peter is a member of the marketing department in the New York office. Peter needs to use Remote Assistance to obtain help from another marketing employee in Los Angeles. However, when Peter attempts to send a remote assistance invitation by using Windows Messenger, and error message reports that he does not have a Net Passport.

You need to ensure that Peter can send a Remote Assistance invitation by using Windows messenger.

How should you configure Peter's computer?

- A. Configure Windows Messenger to log on by using an exchange account.
- B. Install MSN Explorer. Configure MSN Explorer to connect to the Internet.
- C. Configure Windows Messenger to log on using a valid Net Passport user name and password.
- D. Install a modem. Configure the modem to dial up to an internet service provider when an internet connection is required.

**Ans: A**

**Explanation:**

Windows messenger can be configured to use an Exchange 2000 server within a corporate environment.

**Question 86.**

You are a help desk technician for your company. Michael and Veronica are users in your company's marketing department. Michael and Veronica use Windows XP Professional portable computers.

Michael and Veronica use Internet explorer to connect to a web-based internet e-mail service. Michael reports that he is required to provide a user name and password each time he accesses the web site.

However, Veronica is not required to log on each time she accesses the web site. The web site remembers Veronica's user name and password.

You need to configure Michael's computer so that the web site can remember his user name and password. How should you configure internet explorer on Michael's computer?

- A. Set the security level for the internet zone to medium.
- B. Set the privacy configuration for First party cookies to accept.
- C. Modify the privacy configuration so that the Always allow session cookies check box is selected.
- D. Modify the security configuration so that the internet e-mail web site is included in the Trusted Sites list.

**Ans: B**

**Explanation:**

A cookie is a text file that the web site places on our hard disk. In this case, the text file would contain the username and password. First-party cookies are cookies that are associated with the host domain. Third-party cookies are cookies from any other domain.

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**Question 87.**

You are a help desk technician for your company. Andrew is a salesperson who works remotely. Andrew uses a Windows XP Professional portable computer. He connects to the company network by dialing in to a company remote access server and logging on to the company Active Directory domain. Andrew dials in to several different branch offices, depending on where he is located.

Andrew's user account is a member of the local Administrators group on his computer. He reports that he cannot enable the internet connection firewall on a new dial-up connection that he created. In the past, he enabled the internet connection firewall on other dial-up connections that he created.

You need to ensure that Andrew can enable the internet connection firewall on new dial-up connections that he creates. What should you do?

- A. Remove Andrew's user account from the local administrator group. Add his user account to the local Power Users group.
- B. Ask a domain administrator to remove the Prohibit use of Internet Connection Firewall on your DNS domain group policy in the domain. Instruct Andrew to connect to the company network and to log on to the domain.
- C. Instruct Andrew to disable Internet Connection Sharing (ICS) Discovery and control on his computer. Instruct Andrew to delete and re-create the new dial-up connection.
- D. Instruct Andrew to delete and re-create the new dial-up connection. Instruct Andrew to share the new dial-up connection by using Internet connection sharing (ICS).

**Ans: B**

**Explanation:**

A group policy is preventing Andrew from using Internet Connection Firewall (ICF) on connections to a branch office. This group policy might not apply to all Andrew's remote connections. Andrew must ask a domain administrator to disable this group policy. The Prohibit use of internet connection firewall on your DNS domain setting determines whether users can enable the Internet Connection Firewall (ICF) feature on a connection, and if the ICF service can run on a computer. This setting is location aware. It only applies when a computer is connected to the same DNS domain network it was connected to when the setting was refreshed on that computer. If a computer is connected to a DNS domain network other than the one it was connected to when the setting was refreshed, this setting does not apply. This is designed to protect the integrity of corporate networks but it does not prevent users with laptops, for example, from taking their computers home and using these features on their own networks.



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**Question 88.**

You are a help desk technician for your company. Your Windows XP Professional computer is connected to the company network, which is connected to the internet via a T1 line. Your computer hosts a web site that is accessed by other help desk technicians. You set up a new Windows XP Professional computer at home. The home computer is connected to the internet via a cable modem that is always on. The home computer is configured to use a static IP address assigned by your internet service provider.

You want to use a remote desktop connection to control your home computer while you are at work. However, you want to prevent any other internet traffic from reaching the home computer. You verify that your company's internet firewall permits remote desktop connection traffic. Which two actions should you take? (Each Ans: presents part of the solution. Choose two)

- A. On your office computer, enable the internet connection firewall.
- B. On your office computer, enable internet connection sharing.
- C. On your home computer, enable internet connection sharing.
- D. On your home computer, enable the internet connection firewall.
- E. On your home computer, enable the Remote Desktop Option in the internet connection firewall services.
- F. On your home computer, enable the web Server (HTTP) option in the internet connection firewall service.
- G. On your home computer, select the internet connection Sharing Advanced tab. Select the establish a dial-up connection whenever a computer on my network attempts to access the internet check box.

**Ans: D & E**

**Explanation:**

Enable the Internet Connection Firewall. This can be configured to block all ports except the ports used by Remote Desktop. This will block all internet traffic except Remote Desktop traffic.

**Question 89.**

You are the desktop administrator for your company. You are using RIS to install Windows XP Professional on a new computer. You start the computer, but instead of connecting to your network RIS server, your computer returns the following error message, "Operating system not found."

You verify that the computer contains a PXE-compliant network adapter that is connected to your network.

You need to start the computer and connect to your network RIS server. What should you do?

- A. Ask a network administrator to modify the network DHCP server to include a DHCP reservation for the computer.
- B. Ask a network administrator to modify the RIS server permissions to grant your domain user account **Allow-Read** permission on the RIS images.
- C. Modify the computer's BIOS settings, and ensure that the computer is configured to boot from the network.
- D. Modify the computer's BIOS settings, and ensure that the computer's boot password is the same as the RIS server's Administrator password.

**Ans: C**

**Explanation:**

The error in this scenario occurs because the computer is trying to boot from the hard disk which has no operating system installed. To use RIS the computer must be configured to boot from the network.

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**Question 90.**

You are the desktop administrator for your company. All employees use Windows XP Professional computers.

Users in the sales department have portable computers. Each of these users also has a portable USB hard disk and a digital camera. You install these devices on the portable computers by using built-in Windows XP Professional drivers

One user installs an updated camera driver from the manufacturer and restarts his computer. After the installation, he receives an error message indicating that a service or driver failed to start. When he logs on to his computer, he discovers that he can no longer access his digital camera.

How should you correct this problem?

- A. Restart the user's computer with the last known good configuration.
- B. Restart the user's computer in safe mode. Log on as the local administrator and set the Driver Signing Options to Warn-Prompt me each time to choose an action.
- C. Restart the user's computer in safe mode. In device manager, select the Roll Back Driver option in the digital camera's properties.
- D. Restart the user's computer in the Recovery console. Enable the new digital camera driver with the Service\_system\_auto parameter.

**Ans: C**

**Explanation:**

Windows XP supports a Roll Back Driver option that we can use to roll back the system to a previous working driver. This will resolve the problem in this scenario.

**Question 91.**

You are responsible for installing Windows XP Professional on the Windows 2000 Professional computers at your company. Before you begin the installation, you create a network shared folder named \\FileSrv01\WinXP. You copy the Windows XP Professional installation files to this folder.

Next, you use a 56-Kbps connection to the internet to download updates from the Windows Update web site to <\\FileSrv01\XPUpdates>.

Now, you need to install Windows XP Professional on the computers. Because your office's internet connection is used for other purposes, you want to use the least possible WAN bandwidth while performing the installations. You also want to download updates to be applied to the computers with the least possible administrative effort.

Which action should you take on each computer?

- A. Run the \\FileSrv01\WinXP\Winnt32\dudisable command.
- B. Run the \\FileSrv01\WinXP\Winnt32\copydir:i386\XPUpdates\dudisable command.
- C. Run the \\FileSrv01\WinXP\Winnt32 command, accept the Dynamic updates defaults, and install the updates.
- D. Run the \\FileSrv01\WinXP\Winnt32\duprepare:\\FileSrv01\XPUpdates command. Then, run the \\FileSrv01\WinXP\Winnt32\dushare:\\FileSrv01\XPUpdates command.

**Ans: D**

**Explanation:**

The /duprepare switch prepares the downloaded update files to be used during an installation with the /dushare switch. When you run Winnt32.exe with the /DUShare switch, the Dynamic Update wizard is not displayed to the user and no attempt is made to connect to Windows Update.

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**Question 92.**

You are the desktop administrator for your company. Your Windows XP Professional computer is configured to use an external fax modem.

The fax modem is configured to send and receive faxes. You install a new application that requires the computer to be restarted.

After the computer restarts, you can no longer send and receives faxes. When you open the Fax console, you notice that the options to send and receive faxes are unavailable.

You need to configure your computer to send and receive faxes. What should you do?

- A. Turn the fax modem OFF and then ON again.
- B. Configure the Fax service to start automatically. Then start the Fax server.
- C. Use the fax configuration wizard to configure the fax modem to send and receive faxes.
- D. Log on as a local administrator, and grant your user account Allow Full Control Permission on the fax printer driver.

**Ans: C**

**Explanation:**

The Fax modem device is configured to send and receive faxes, but to receive a fax from within Windows XP, you must first enable and configure the Fax service; you have to select the Enable Receive check box in the Fax Configuration Wizard to receive faxes.

**Question 93.**

You are a help desk technician for your company. All users have computers that run Windows XP Professional. Users in the software development department use computers that have a dual-boot configuration. These computers have both Windows XP Professional and Windows 98 installed.

The hard disks on these computers are configured as shown in the table.

| Physical disk | Drive letter | File system | Volume type                             |
|---------------|--------------|-------------|---|
| 0             | C            | FAT32       | Windows 98 Boot                         |
| 0             | D            | FAT32       | Windows XP Professional system and Boot |
| 1             | E            | FAT32       | Data                                    |

A software developer converts drives D and E on his computer to NTFS. He inadvertently runs Convert.exe on drive C. He is now worried that he will no longer be able to start Windows 98 after his computer restarts.

You need to stop the user's conversion process so that he can continue to access Windows 98. What should you do?

- A. Run the **Fsutil behavior set disablelastaccess 1** command on the computer before restarting the computer.
- B. Configure the **Read-only** and **system** attributes on the root of drive C before restarting the computer.
- C. Restart the computer in the Recovery console. Run the **Fixmbr** command and then the **Fixboot** command
- D. Delete the Autocheck autoconv\??\c:/fs:ntfs string from the BootExecute value in HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\SessionManager

**Ans: D**

**Explanation:**

When we run the convert.exe utility, the registry key is modified so that the process will continue at the next reboot.

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**Question 94.**

You are a help desk technician for your company. All employees use Windows XP Professional computers.

A salesperson named Philippe receives a removable disk drive cartridge from his supervisor. Philippe now reports that he cannot edit files on the cartridge, he receives an “access denied” error message. Philippe’s supervisor is currently out of the office.

You place the cartridge in the removable drive on your computer. You receive the same “access denied” error message when you try to access the files and folders.

You call Philippe’s supervisor. She asks you to grant permission to access the contents of the cartridge only to Philippe. However, she also wants to prevent Philippe from changing permissions on the contents of the cartridge.

Which two actions should you take? (Each correct Ans: presents part of the solution. Choose two)

- A. As administrator, take ownership of the files and folders.
- B. As administrator, grant your help desk user account Allow-Full Control permission on the files and folders.
- C. Grant Philippe Allow-Modify permission on the files and folders.
- D. Grant Philippe Allow-Full Control permission on the files and folders.
- E. Grant Philippe Allow-Take Ownership permission on the files and folders.

**Ans: A & C**

**Explanation:**

We need to take control of the files and folders. This will enable us to bypass the permissions on the files so that we can change the permissions.

The modify permission will allow Phillippe to edit the files but will not allow him to change the permissions on the files.

**Question 95.**

You are a help desk technician for your company. An employee named Anne is using her Windows XP Professional portable computer to work with a file named MarketingPlan.doc, which is located in a fold named \\Mfiles01\Plans.

Anne needs to make the file available on her portable computer, when she is out of the office.

You verify that she has permission to make the file available offline. However, when Anne Right-clicks the file, the menu option labelled Make available offline is not visible.

You need to ensure that Anne can make the file available offline. What should you do?

- A. Instruct Anne to map a network drive to the \\Mfiles\Plans folder.
- B. Instruct Anne to move the MarketingPlan.doc file from the \\Mfiles01\Plans folder to a shared folder that is formatted as NTFS.
- C. Ask a network administrator to modify the permissions on the MarketingPlan.doc file to grant Anne Allow-Read & Execute permission.
- D. Ask a network administrator to open the properties of the Plans shared folder and ensure that the Allow caching of files in this shared folder check box is selected.

**Ans: D**

**Explanation:**

Enabling offline files is a two step process. First, it must be enabled on the shared files by allowing the caching of the files. Only when this is done will Anne be able to make the files available to her offline.

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**Question 96.**

You and Stephen are the desktop administrators for your company. You install a printer on your Windows XP Professional computer. You share this printer on the company network. You want to ensure that only members of the DTAdmins local group can use this printer, and that only you and Stephen can manage the printer and all print jobs. You also want to ensure that members of the DTAdmins local group can manage only their own print jobs. How should you configure security on this printer?

- A. Grant Allow-Print permission to the DTAdmins group. Grant Allow-Manage Documents permission to your user account and to Stephen's user account.
- B. Grant Allow-Print permission to the DTAdmins group. Grant Allow-Manage Documents and Allow-Manage Printers permissions to your user account and o Stephen's user account.
- C. Grant Allow-Manage Documents permission to the DTAdmins group. Grant Allow-Manage printers permission to your user account and o Stephen's user account.
- D. Grant Allow-Print permission to the DTAdmins group. Remove Allow-Manage Documents permission from the Creator Owner group. Grant Allow-Manage Printers permission to your user account and o Stephen's user account.

**Ans: B**

**Explanation:**

By default, anyone with Allow-Print permission can manage their own print jobs. This is because anyone who sends a print job is placed in the Creator Owner group. The creator owner of a document can manage it. To manage other people's documents we need Allow Manage Documents permission. To manage the printer we need Allow Manage Printer permissions

**Question 97.**

You are a help desk technician for your company. A user named Bruno has a Windows XP Professional portable computer that contains two hard disks, which are configured as logical drives C and D. Both hard disks are formatted as NTFS. You run the Cachemove utility to move Bruno's Client Side Cache (CSC) to the D:\Data\CSC folder. Bruno now reports that his offline files cannot be synchronized. He does not receive any error messages or warnings to indicate the source of the problem. Whenever Bruno tries to synchronize the files, Synchronization Manager reports that the synchronization completed successfully. However, when he opens the file, it is not the correct version. You verify that the D:\Data\CSC folder exists on Bruno's computer. You need to ensure that Bruno can synchronize his offline files. What should you do?

- A. On Bruno's computer, re-initialize the offline files CSC.
- B. Instruct Bruno to delete the offline files on his computer.
- C. On Bruno's computer, modify the NTFS permissions on drive D to grant Bruno the ability to create new folders.
- D. Ask a network administrator to modify the server-based file permissions on Bruno's files so that Bruno has Allow-Read permission on each file.

**Ans: C**

**Explanation:**

Users may experience a problem when they attempt to synchronize changes made to files while working offline. Synchronization Manager reports that the synchronization finished successfully, but the files on the server do not reflect the changes made. This can be a problem if users are not given NTFS permissions to write to the root of a drive. If the temporary file cannot be created, the modified files never get synchronized with the server. By giving Bruno modify NTFS permission on Drive D. Then he would be able to write in the new offline files cache folder.

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**Question 98.**

You are the desktop administrator for your company. All employees use Windows XP Professional computers.

A user named Julie is a member of the sales user group. She reports that she cannot save a sales report spreadsheet o a shared folder on another computer.

You examine the shared folder, which has the permissions shown in the following table.

| User or group | Permission           | Permission type |
|---------------|----------------------|-----------------|
| Everyone      | Allow-Full control   | Shared folder   |
| Sales         | Allow-Read & Execute | NTFS            |
| Managers      | Allow-Modify         | NTFS            |
| Admins        | Allow-Full control   | NTFS            |

You need to ensure that Julie can save her spreadsheet to the shared folder. What should you do?

- A. Grant Julie Allow-Modify shared folder permission.
- B. Grant the Sales group Allow-Modify NTFS permission.
- C. Grant Julie Allow-Full Control shared folder permission.
- D. Grant the sales group Allow-Create Files/Append Data NTFS permission.

**Ans: B**

**Explanation:**

Julie does not have enough NTFS permission to write to the folder. This is the only Ans: that gives her enough permission. (Although it does give her MORE than enough along with everyone else in the sales group).

**Question 99.**

You are the desktop support technician for Margie’s travel. Every day, a user named Andrea successfully faxes travel itineraries from her Windows XP Professional computer.

Andrea’s computer is configured to use an external fax device. The fax device is configured to receive faxes. However, Fax monitor does not Ans: any incoming calls.

You need to configure Andrea’s computer to receive faxes. What should you do?

- A. Restart Andrea’s computer.
- B. Turn the external fax device off and then on again.
- A. C. Use the fax monitor to manually answer the incoming fax calls.
- B. D. Configure the fax device to automatically answer incoming fax calls after the first ring.

**Ans: D**

**Explanation:**

In Windows XP the Fax Service is only enabled to send faxes by default. We can either manually receive each individual fax or we can configure the Fax Service to automatically receive faxes. We can use the Fax Configuration Wizard to configure Fax to automatically receive faxes. We can specify after how many rings the fax will attempt to Ans: the fax line. In this scenario we can specify the fax device to automatically Ans: after the first ring.



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**Question 100.**

You are the desktop administrator for Wide World Importers. You have installed Windows XP Professional on a portable computer for a user named Bruno. Bruno travels between the main office in New York and the branch office in Tokyo. Bruno needs to create documents in the English and Japanese languages.

You need to provide an easy method for Bruno to switch between languages. You also need to allow Bruno to create documents in the selected language immediately.

How should you configure the Regional and Language Options on Bruno's computer?

- A. In the Languages options, configure the Language bar to show additional Language bar icons.
- B. In the Languages options, select the Install files for complex script and right-to-left languages (including Thai) check box.
- C. In the Languages options, select the Install Files for East Asian languages check box. Add Japanese as an input language.
- D. In the Advanced options, select Japanese as the Language for non-Unicode programs. In the Language options, add the Japanese keyboard/ME layout.

**Ans: C**

**Explanation:**

In the Windows operating systems, a locale is a set of user preference information related to the user's language, environment and/or cultural conventions. We must install the Japanese input locale, and in order to do so we must install the Japanese language group. The Japanese language group is included in the East Asian language collection.

In order to use one of the locales it is necessary to have the appropriate Language Group installed. Open Control Panel, start Regional Options, click on Languages tab. In Supplemental language support box, check the Install Files for East Asian languages and click OK. Additional files will be copied to your machine. We may need to provide the Windows XP CD or the network share name. After reboot, support for new languages will become available.

**Question 101.**

You are the desktop administrator for Contoso, Ltd. A graphic designer named Peter saves all his files in the My Documents folder on his Windows XP Professional computer. Peter now needs to work on several computers each day to complete his work.

Peter needs to be able to access his files at any time. You implement a roaming user profile and home directory for Peter. However, Peter reports that when he uses his roaming profile, it takes 10 minutes for him to log on to computers other than his own.

You need to reduce the amount of time it takes for Peter to log on to computers when using his roaming profile. What should you do?

- A. Change the UNC path of Peter's roaming profile to his home directory folder.
- B. Log on as a local administrator on Peter's computer. Change the roaming profile to a local profile.
- C. Log on as a local administrator on Peter's computer. Edit the local Group Policy to exclude Directories in Roaming Profile.
- D. Log on as a local administrator on Peter's computer. In the properties of the My Documents folder, change the Target folder location to Peter's home directory.

**Ans: D**

**Explanation:**

Every time Peter logs on to another computer than his own, the whole content of the My Documents folder has to be copied. This increases Peter's logon time. By changing the Target folder location of the My Documents folder to Peter's home directory these files and folders would be moved to a central location in a server and would not have to be copied during the logon process.

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**Question 102.**

You are the desktop administrator for Blue Yonder Airlines. You have recently upgraded a client computer to Windows XP Professional. Before the upgrade, the computer had the Multilanguage edition of Windows 2000 Professional installed.

After the upgrade, the users of this computer report that the Regional and Language Options no longer provides the option to switch between the English and the Japanese user interface. As a result, only the English user interface can be used.

You need to configure the computer to use the Japanese and English user interfaces. What should you do?

- A. Use the Regional and language options to add the Japanese Input Language.
- B. Run Muisetup.exe from the Multilanguage CD-ROM to install the Japanese user interface. Restart the computer.
- C. Use the regional and language options to install files for East Asian languages, and to switch between the English to the Japanese user interface.
- D. Use the Regional and Language Options to install files for complex script and to right-to-left languages, and to switch between the English to the Japanese user interface.

**Ans: B**

**Explanation:**

The users want to be able to switch between the English and Japanese user interface. They have a multilingual version of Windows XP Professional but they are not able to switch to Japanese using the Regional and Language options. The Japanese language has to be added. User Interface languages can be easily added or removed through use of MUISetup.exe, the installation tool. The tool is very similar to the Regional Options control panel, and can be used by administrators to select which of the available languages to add or remove.

**Question 103.**

You are the desktop administrator for your company. You upgrade all client computers from Windows 98 to Windows XP Professional.

A user now reports a problem. When she tries to restore her data from a back tape created in Windows 98, Windows Backup cannot read or restore the data from the tape.

You need to enable the user to restore her data. What should you do?

- A. Grant the user Allow – Modify permission on Removable Storage.
- B. Import the tapes into an existing application media pool. Log on as a local administrator and perform the restoration.
- C. Create a new system media pool in Removable Storage. Add the tapes to the media pool. Perform the restoration.
- D. Restore the data to a Windows 98 computer. Back up the data in non-compressed mode. Restore the data on the user's computer.

**Ans: D**

**Explanation:**

Windows XP uses Ntbackup to backup and restore files. Windows 98 (Windows 98, Windows Me) on the other hand uses Msbackup. The problem is that Ntbackup does not recognize the software compression format that Msbackup uses.

The solution is to restore the data in a machine that uses Msbackup. Then you could either copy it to the Windows XP machine or make a new backup that does not use software compression.



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**Question 104.**

You are the desktop administrator for your company. Your network environment includes a workgroup supporting four users. Two users run Windows 2000 Professional, and two users run Windows NT Workstation 4.0.

You want to perform a clean installation of Windows XP Professional on a computer with a new hard disk. You insert the Windows XP Professional CD into the CD-ROM drive, and configure the BIOS to boot from the CD-ROM drive. When you boot the computer, the CD-ROM drive fails. How can you install Windows XP Professional on the computer while minimizing costs?

- A. Use RIS.
- B. Use Sysprep.
- C. Replace the CD-ROM drive.
- D. Create a network boot disk to run Winnt32.exe.

**Ans: C**

**Explanation:**

You should replace the CD-ROM drive to perform a clean installation of Windows XP Professional. This is the best choice because you cannot use Winnt32.exe to perform an unattended clean installation over the network using a network boot disk. This method is only supported for upgrades. When using a network boot floppy disk on a computer with no operating system, you must run Winnt.exe.

Using Remote Installation Services (RIS) is not the best choice because RIS requires Windows 2000 Server Active Directory, DNS and DHCP to be implemented on the network. Because your network is currently limited to a workgroup without any servers, this option does not minimize costs.

Using Sysprep (System Preparation Tool) is not the best choice. This method requires a third-party tool to create an image of a reference computer. Sysprep is intended to deploy Windows XP Professional on hundreds of computers in large organizations. To use Sysprep, you must install and configure Windows XP Professional on an identical hardware platform to create a disk image.

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**Question 105.**

You administer a local area network for your company. You want to install Windows XP Professional on 25 computers. Although each of the 25 computers has a previous version of Windows installed, you plan to perform clean installations instead of upgrades. You plan to reformat all hard disk drives before starting the clean installations. At a minimum, what should you do to prepare these 25 computers before installing Windows XP Professional? (Choose three.)

- A. Back up files.
- B. Scan for viruses.
- C. Uncompress drives.
- D. Install BIOS updates.
- E. Remove incompatible software.
- F. Determine hardware compatibility.

**Ans: A, D & F**

**Explanation:**

Each of the six options is a recommended step to prepare a computer for an upgrade to Windows XP Professional. However, since you will be reformatting all hard disk drives and performing clean installations, only three of these steps are necessary in this case.

You should back up important files before performing the clean installations because you plan to reformat all hard disk drives. Reformatting the disk drives erases all data. When performing a clean installation on a computer running a previous version of Windows, the existing operating system is completely removed and replaced.

Microsoft has placed emphasis on the importance of getting the latest BIOS (basic input/output system) that is available from your computer manufacturer. Therefore, you should install the necessary BIOS updates. The fact that clean installations will be performed does not affect this requirement.

Because nothing was mentioned in the scenario about hardware compatibility, you must determine that all hardware is compatible with Windows XP Professional. You can determine hardware compatibility by using the Microsoft Windows Readiness Analyzer, which checks the existing hardware to determine if any unrecognized or incompatible hardware is installed. To run the Readiness Analyzer, insert the product CD and run Winnt32 using the /checkupgradeonly switch. For example, if the CD-ROM drive is the D drive, you type D:\i386\Winnt32 /checkupgradeonly. The Readiness Analyzer will display a system compatibility report that you can view and save.

Because you plan to reformat all hard disk drives, it is not necessary to scan for viruses, uncompress drives, or remove incompatible software.

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**Question 106.**

You are the desktop administrator for your company. You want to use Remote Installation Services (RIS) to remotely install Windows XP Professional on 35 computers. You want to use a RIS template answer file to customize the installations. Which file should you modify?

- A. Switch.inf
- B. Sysprep.inf
- C. Ristndrd.sif
- D. Unattend.txt

**Ans: C**

**Explanation:**

You should modify the Ristndrd.sif file. Ristndrd.sif is the RIS template answer file, which you can modify to customize a RIS-based installation of Windows XP Professional.

Switch.inf cannot be used to customize a RIS-based installation of Windows XP Professional. You can use Switch.inf scripts to automate the remote logon process.

Sysprep.inf cannot be used to customize a RIS-based installation of Windows XP Professional. Sysprep.inf can be used to customize an unattended installation using the System Preparation tool (Sysprep.exe). This process requires a third-party tool to create a disk image on a reference computer.

Unattend.txt cannot be used to customize a RIS-based installation of Windows XP Professional. Unattend.txt can be used to customize an unattended installation using Winnt32.exe.

**Question 107.**

You are a help desk technician for a Windows 2000 domain. You want to configure a computer to dual-boot Windows XP Professional and Windows 2000 Professional. What should you do? (Choose two. Each answer is part of the solution.)

- A. Install Windows 2000, and then install Windows XP.
- B. Install Windows XP, and then install Windows 2000.
- C. Use the same computer name for each installation.
- D. Use a different computer name for each installation.

**Ans: A & D**

**Explanation:**

You should install Windows 2000 Professional first, and then install Windows XP after you have installed Windows 2000. You must install the newest operating system last or important files may be overwritten.

In a Windows 2000 Server domain, you should use a different computer name for each installation. You can set up a computer so that it has multiple installations of Windows XP and Windows 2000 Professional. However, you must use a different computer name for each installation if the computer participates in a Windows 2000 Server domain.

Because a unique security identifier (SID) is used for each installation of Windows XP on a domain, the computer name for each installation must be unique, even for multiple installations on the same computer. Therefore, using the same computer name for each installation is incorrect.

You should install each operating system on a separate drive or disk partition, and install applications on the same partition as the operating system on which you run them. If an application is used with two different operating systems, you should install copies on both partitions. Placing each operating system in a separate partition ensures that it will not overwrite crucial files used by the other OS.

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**Question 108.**

You want to perform an unattended installation of Windows XP Professional on 27 computers. You want each installation of Windows XP Professional to have these components:

TCP/IP

Client Service for NetWare

Service Advertising Protocol

Client for Microsoft Networks

File and Printer Sharing for Microsoft Networks

NWLink IPX/SPX/NetBIOS Compatible Transport Protocol

You create an answer file using Windows Setup Manager and specify a typical installation for the Networking Components page. Which components will be installed using this answer file? (Choose all that apply. Each answer is part of the solution.)

A. TCP/IP

B. Client Service for NetWare

C. Service Advertising Protocol

D. Client for Microsoft Networks

E. File and Printer Sharing for Microsoft Networks

F. NWLink IPX/SPX/NetBIOS Compatible Transport Protocol

**Ans: A, D & E**

**Explanation:**

You can use the Setup Manager Wizard to create an answer file for unattended installation of Windows XP Professional. On the Networking Components page of this wizard, you can select Typical Settings, or you can customize the network settings. If you select Typical Settings, the wizard installs TCP/IP, Client for Microsoft Networks, and File and Printer Sharing for Microsoft Networks. In addition, Dynamic Host Configuration Protocol (DHCP) is enabled.

When using Typical Settings for Networking Components in the answer file, Client Service for NetWare, Service Advertising Protocol, and NWLink IPX/SPX/NetBIOS Compatible Transport Protocol are not installed.

A custom installation installs the same components as the typical installation, but allows you to add, remove, and configure clients, services, and protocols. If these settings are not configured, the typical installation applies.

**Question 109.**

You want to upgrade a computer running Windows NT Workstation 4.0 to Windows XP Professional. You place the Windows XP Professional compact disc in the CD-ROM drive (D), but Windows does not automatically detect the CD. Which commands could you type in the Run dialog box to start the installation process? (Choose two. Each answer is a unique solution.)

A. D:\Setup.exe

B. D:\Install.exe

C. D:\I386\Winnt

D. D:\I386\Winnt32

**Ans: A & D**

**Explanation:**

You can run Setup.exe from the Run dialog box to start the installation process. This applies whether you are upgrading or installing a new copy from the compact disc. You can also run Winnt32.exe from the \I386 folder of the Windows XP Professional compact disc to install or upgrade to Windows XP Professional. You can run Winnt32 on a computer running Windows 95, Windows 98, Windows Me, Windows NT, Windows 2000, or Windows XP. To upgrade Windows NT Workstation 4.0, Service Pack (SP) 6 must be applied.

Running Winnt.exe from the \I386 folder is not recommended to upgrade computers running Windows NT Workstation 4.0 to Windows XP Professional. Winnt.exe is provided to set up Windows XP Professional on computers with no operating system.

There is no executable file named Install.exe on the Windows XP Professional compact disc.

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**Question 110.**

You install Windows XP Professional on a Pentium III computer. You want to perform an unattended installation of Windows XP Professional on another computer that has a new hard disk. You want to start the Setup Manager Wizard to create an answer file. How can you accomplish this?

- A. Run it from the Administrative Tools program group on the Start menu.
- B. In the Run dialog box, type Setupmgr.exe.
- C. Run Setup from the \SUPPORT\TOOLS folder of the product CD to install the Support Tools for Windows XP. Then start the Setup Manager Wizard from the Windows XP Support Tools program group.
- D. In the Run dialog box, type D:\SUPPORT\TOOLS\DEPLOY.CAB, and click OK. Extract all files to a folder named Deploy at the root of the system drive. Run Setupmgr.exe from the \Deploy folder.

**Ans: D**

**Explanation:**

Windows XP Setup does not install the Setup Manager Wizard by default, so you must manually extract the contents of the DEPLOY.CAB file in the \SUPPORT\TOOLS folder. You should extract all files to a folder named Deploy at the root of the system drive. Then, you can run Setupmgr.exe from the \Deploy folder.

Because Windows XP Setup does not install the Setup Manager Wizard by default, you cannot run Setupmgr.exe from the Run dialog box until you extract the DEPLOY.CAB file. Windows XP Professional does not allow you to run executable files directly from .cab files. You cannot run the Setup Manager Wizard from the Administrative Tools program group.

The Windows XP Support Tools Setup program does not install the Setup Manager Wizard or other Deployment Tools in the Deploy.cab file. Therefore, the option to install the Support Tools for Windows XP is incorrect. The Support Tools are a separate group of tools that includes the Active Directory Administration Tool, the Active Directory Replication Monitor, the Security Administration Tools, and the SNMP Query Utility.

**Question 111.**

You are a help desk technician for your company. You install Windows XP Professional on a Windows 98 computer with one hard disk. During the installation, the C drive is converted to NTFS. Later you decide to use the system to dual-boot with Windows 98. You want to convert the drive back to FAT32. What should you do?

- A. Run convert C:/FS:FAT.
- B. Run convert C:/FS:NTFS.
- C. Reformat the partition, and restore the data from backup.
- D. Use System Restore to recover the previous disk configuration.

**Ans: C**

**Explanation:**

You should back up the data, reformat the partition, and restore the data from backup. The conversion to NTFS is a one-way process. After a partition has been converted to NTFS, it is not possible to convert the partition back to a FAT32 partition. Therefore, running convert C:/FS:FAT is invalid.

Running convert C:/FS:NTFS is the command to convert from FAT32 to NTFS. This is incorrect because the drive has already been converted to NTFS.

System Restore cannot be used to convert NTFS to FAT32. System Restore is a component of Windows XP Professional that allows you to restore your computer to a previous state, if a problem occurs, without losing your personal data files (such as Microsoft Word documents, browsing history, drawings, favorites, or e-mail).

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**Question 112.**

You are the network administrator for your company. You have upgraded all client computers from Windows 98 to Windows XP Professional. Users in the Marketing department work with large graphic and desktop publishing files. One of these users, Michelle, wants to save her files to the Proposal folder on the C drive. However, there is not enough free space on the disk. You install a new disk on Michelle's computer and create an NTFS volume named NewVolume. When you attempt to mount the volume in an empty folder under the C drive, the Mount option is unavailable. You need to mount the volume. Which command should you run?

- A. convert C:/FS:NTFS
- B. convert C:/V/NoSecurity
- C. fsutil objectid create NewVolume C:\Proposal
- D. fsutil hardlink create C:\Proposal NewVolume

**Ans: A**

**Explanation:**

You should convert the C drive to NTFS. To create a mount point on a volume, the volume must be formatted as NTFS. Because Michelle's computer was upgraded from Windows 98, it is likely that the file system on drive C is FAT32. To convert a FAT or FAT32 volume to NTFS, you can use Disk Management or the Convert command from the command prompt window. To use the Convert utility to convert a volume to NTFS, at the command prompt, type:

Convert drive\_letter: /FS:NTFS

The syntax "convert C:/V/NoSecurity" is incorrect. The /V switch specifies that the conversion process should run in verbose mode. The /NoSecurity switch specifies that the security settings of the converted files and directories allow access by everyone. However, the command syntax is invalid because the /FS:NTFS command is missing. Therefore, this option is incorrect.

After you convert drive C to NTFS, you will be able to mount the volume, provided that the C:\Proposal folder is empty. Mount points, also referred to as mounted drives, allow you to graft access to the root of a local NTFS volume onto the folder structure of another local volume. A mount point can be placed in any empty folder in an NTFS volume. The volume to be mounted can be formatted in any Windows XP Professional-accessible file system including NTFS, FAT16, FAT32, CDFS, or UDF. You can have multiple mount points for the same drive. Multiple mount points provide you a single drive from which to manage your files that are actually stored on various separate volumes.

The Fsutil command-line utility cannot be used to mount a volume. You can use the volume subcommand of the Fsutil command-line utility to dismount a volume or query the free space of a volume. The objectid subcommand can be used by support professionals to manage object identifiers, which are used by Windows XP to track objects including files and directories. The hardlink subcommand can be used to create a hard link. A hard link is a directory entry for a file. Every file can be considered to have at least one hard link. On NTFS volumes, each file can have multiple hard links, and a single file can appear in many directories (or in the same directory with different names). All of the links reference the same file, and programs can open any of the links and modify the file. After you create a hard link, programs can use it like any other file name.

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**Question 113.**

You are a help desk technician for your company. Users run different Microsoft operating systems, including MS-DOS, Windows NT Workstation 4.0, Windows 9x, and Windows 2000 Professional. You want to create a multiple-boot system with Windows XP Professional using a FAT32 volume. Which operating systems support FAT32? (Each answer presents part of the solution. Choose all that apply.)

- A. MS-DOS
- B. Windows 98
- C. Windows 95 (first release)
- D. Windows XP Professional
- E. Windows 2000 Professional
- F. Windows NT Workstation 4.0

**Ans: B, D & E**

**Explanation:**

To configure a multiple-boot system, you must consider the operating systems that support each file system. When creating a multiple-boot system using a FAT32 volume as the active partition, you can run Windows 98, Windows 2000 Professional, or Windows XP Professional.

MS-DOS, the first release of Windows 95, and Windows NT Workstation 4.0 do not support the FAT32 file system. Windows NT Workstation 4.0 with Service Pack 3 or earlier supports a version of NTFS that is not compatible with NTFS running on Windows XP Professional. If you want a dual-boot system with Windows NT and Windows XP, you must use the FAT file system on the active partition.

FAT is the file system used by Microsoft MS-DOS and early versions of Windows. FAT32 was introduced with Microsoft Windows 95 OEM Service Release 2 (OSR2). Windows XP Professional supports both FAT and FAT32.



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**Question 114.**

You are a help desk technician for your company. You connect a print device to your Windows XP Professional computer. You install the printer and share it as USERPRINTER. Both users and managers print to the printer.

After you install the shared printer, your managers complain that they have to wait for lengthy documents to finish printing before they can get their documents printed. You want to allow print jobs sent by your managers to print before other users' documents. How can you accomplish this while minimizing hardware costs?

- A. Attach a second print device to your Windows XP Professional computer. Create a printer pool using the two print devices. Assign the USERPRINTER printer pool a priority of 1.
- B. Attach a second print device to your Windows XP Professional computer. Create a printer pool using the two print devices. Assign the USERPRINTER printer pool a priority of 99.
- C. Create a second printer named MANAGERPRINTER associated with the print device. Assign the Managers group Print permission for the MANAGERPRINTER printer. Assign MANAGERPRINTER a priority of 1, and assign USERPRINTER a priority of 99.
- D. Create a second printer named MANAGERPRINTER associated with the print device. Assign the Managers group Print permission for the MANAGERPRINTER printer. Assign MANAGERPRINTER a priority of 99, and assign USERPRINTER a priority of 1.

**Ans: D**

**Explanation:**

In Windows XP Professional, printer priorities function like they did in Windows 2000 Professional. Higher numbers correspond to higher priorities. The default priority, 1, is the lowest priority. The highest priority is 99. Therefore, you should create a second printer named MANAGERPRINTER associated with the print device, assign the Managers group Print permission for the MANAGERPRINTER printer, assign MANAGERPRINTER a priority of 99, and assign USERPRINTER a priority of 1.

In a print queue, multiple jobs sent to the same virtual printer are affected by job priority. The printer prints the job with highest print job priority first, and then prints jobs in the order of submission. You can set job priority in a printer's Properties sheet by using the Priority field on the Advanced tab.

Assigning MANAGERPRINTER a priority of 1 is incorrect because this is the lowest priority. Assigning USERPRINTER a priority of 99 will cause the managers to wait longer because their printer has the lowest priority.

Attaching a second print device is not the best choice because it does not minimize hardware costs. Instead, create another printer in Windows for the existing print device, and configure different priorities for each printer. Creating a printer pool is incorrect. A printer pool consists of multiple print devices that serve in a load balancing capacity to provide high-volume print services. In a printer pool, a given print job is directed to the first available print device.



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**Question 115.**

You are a help desk technician for your company. When you try to send a fax from Microsoft Word, you receive a message that printing is complete. The Send Fax Wizard does not appear and you are unable to determine if the fax was successful. What should you do to resolve this problem?

- A. Specify the Fax printer in the Fax Console.
- B. Specify the Fax printer in Microsoft Word.
- C. Use the Fax Console to verify that send mode is enabled.
- D. Use the Fax Console to verify that receive mode is enabled.

**Ans: B**

**Explanation:**

You did not select a fax printer for printing, and the fax was not sent. The Word document was sent to a standard printer. To send a fax from Microsoft Word, you must specify the Fax printer from the Print dialog box in Word. (On the File menu, click Print. In the Name window, select Fax. Click OK, and follow the steps in the Send Fax wizard.)

Alternatively, you can set the Fax printer as the default printer using Control Panel. Then, you can fax from Microsoft Word by clicking the Print button.

You cannot specify the Fax printer in the Fax Console. The Fax printer behaves like any other installed printer.

It is not necessary to verify that send mode is enabled because the Fax service default configuration enables sending of faxes. Receive mode is disabled by default. However, it is not necessary to verify that receive mode is enabled because this scenario involves an attempt to send, not receive.

**Question 116.**

You are a help desk technician for your company, a small business. All computers are members of a workgroup. You want to use Simple File Sharing to share files in the Personnel folder on your Windows XP Professional computer. You want to allow users in the workgroup to view and modify the files in the Personnel folder. Which level of access should you configure for the Personnel folder?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5

**Ans: E**

**Explanation:**

You should configure Level 5 access permission, which means that the files are shared on the network with Full Control permission to the share granted to Everyone. To configure a folder and all of the files in it to Level 5, right-click the folder, click Sharing and Security, and select the Share this folder on the network check box.

Access levels 1, 2, and 3 are available only to users who log on locally. Configuring any of these access levels is incorrect because they do not allow other users in the workgroup to view files in the folder.

Configuring access level 4 is incorrect because this level grants the Read Only share permission to Everyone. This does not meet the goal to allow other users to modify files.

Windows XP introduces a new user interface (UI) called Simple File Sharing. The Simple File Sharing UI is available in a folder's properties and configures both share and NTFS permissions. Level 1 is the most private and secure setting, and Level 5 is the least secure setting.

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**Question 117.**

You are a help desk technician for your company. A user calls you for advice. She wants to make a shared folder on a server available for offline use. When offline, new files added to the folder should automatically be made available for use offline as soon as Windows XP reconnects to the network. How should you advise the user?

- A. Configure synchronization to occur at logon.
- B. Configure synchronization to occur at logoff.
- C. Create an Offline Files shortcut on the desktop.
- D. Define a synchronization schedule in Synchronization Manager to automatically synchronize at regular intervals.

**Ans: A**

**Explanation:**

When you configure Windows XP to use offline files, you can specify whether files are synchronized at logon, at logoff, or both. If Windows XP is disconnected from the network when a new file is added to a shared network folder, that new file will be added to your computer when you reconnect and synchronize. Therefore, you must configure synchronization to occur at logon. This does not occur by default.

When you enable Offline Files in Folder Options, the option "Synchronize all offline files before logging off" is enabled by default. Therefore, it is not necessary for you to configure synchronization to occur at logoff.

Creating an Offline Files shortcut on the desktop will not copy the new files to Windows XP as soon as the user reconnects Windows XP to the network. The existence of a shortcut does not affect the synchronization.

It is not necessary to define a synchronization schedule in Synchronization Manager to automatically synchronize at regular intervals. Instead, simply enable the option "Synchronize all offline files when logging on".

The Offline Files feature allows you to use shared network files and programs while disconnected from the network. Once you configure Windows XP Professional to work offline, you can continue to view or edit shared network files.

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**Question 118.**

You are the desktop administrator for your company. Janet, a user in the Marketing department, connects a new Plug and Play printer to the parallel port of her Windows XP Professional computer. The operating system does not detect the new printer, and an icon for the printer does not appear in the Printers folder. Janet is unable to add the printer using the Add Printer Wizard, and she cannot print documents from any application. What should you do to allow Janet to use the printer?

- A. Enable EPP support in the computer BIOS.
- B. Use the Add Hardware Wizard to install the printer.
- C. Set Driver signing option to Warn - Prompt me each time to choose an action.
- D. Shut down the computer and the printer. Then turn on the printer, and start the computer.

**Ans: D**

**Explanation:**

You should turn off the printer, and shut down the computer. Then turn on the printer, and start the computer. Plug and Play detects printers that use parallel or serial ports, but you must install these printers by using the Add Printer Wizard.

Although some Plug and Play devices are designed to be plugged in or removed while Windows XP Professional is running, parallel and COM port devices are not designed to be installed or removed while the operating system is running. However, you can connect Plug and Play printers to a USB port or any other hot pluggable port (including IEEE 1394 or infrared) and turn the printer on while Windows XP Professional is running. Windows XP Professional will then automatically install these printers, bypassing the need to manually run the Add Printer Wizard.

Some newer motherboards have the capability to support Enhanced Parallel Port (EPP), Enhanced Communication Port (ECP), and standard parallel port settings. However, support for these settings is usually configured via a jumper on the motherboard instead of a system BIOS option. Regardless of whether EPP support is enabled, you should still shut down the computer and print device before attaching the print device to the local parallel port.

Using the Add Hardware Wizard to install the printer is incorrect. To install a parallel port printer, you should use the Add Printer Wizard, not the Add Hardware Wizard. To use the Add Printer Wizard, click Start, and click Printers and Faxes. Then click Add a printer under Printer Tasks.

Setting the Driver signing option to Warn - Prompt me each time to choose an action is incorrect. Doing so will not allow Janet to install the parallel port printer while Windows XP Professional is running. The Warn - Prompt me each time to choose an action setting is the default.

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**Question 119.**

You are a help desk technician for your company. You want to configure a dual-boot system with Windows NT Workstation 4.0 and Windows XP Professional. Due to a hardware problem, you are unable to apply Windows NT Service Pack 4. The Windows NT installation has Service Pack 3 applied. Which file system should you use on the active partition?

- A. EFS
- B. FAT
- C. NTFS
- D. FAT32

**Ans: B**

**Explanation:**

To configure a multiple-boot system, you must consider the operating systems that support each file system. Windows NT Workstation 4.0 with Service Pack 3 (SP3) or earlier supports a version of NTFS that is not compatible with NTFS running on Windows XP Professional. Windows NT Workstation 4.0 does not support the FAT32 file system. Therefore, to configure a dual-boot system with Windows NT SP3 and Windows XP, you must use the FAT file system on the active partition. Due to the inability to apply Windows NT Service Pack 4, you cannot format the active partition as NTFS.

FAT is the file system used by Microsoft MS-DOS and early versions of Windows. FAT32 was introduced with Microsoft Windows 95 OEM Service Release 2 (OSR2). Windows XP Professional supports both FAT and FAT32.

The Encrypting File System (EFS) can be used to increase the security of data stored on disk via encryption. To use EFS, an NTFS volume is required. EFS is not a file system used during the format process.

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**Question 120.**

You are a help desk technician for your company. Tanya's computer was upgraded from Windows 98. She wants to compress the Docs folder on her hard drive, but the option to compress the folder contents is not available. You want to allow Tanya to compress the Docs folder. What should you do?

- A. Ensure that EFS is disabled.
- B. Convert the volume to NTFS.
- C. Convert the volume to FAT32.
- D. Ensure that Offline Files are disabled.

**Ans: B**

**Explanation:**

You should convert the volume to NTFS. To compress a folder on a volume, the volume must be formatted as NTFS. Because Tanya's computer was upgraded from Windows 98, it is likely that the file system on drive C is FAT32. To convert a FAT or FAT32 volume to NTFS, you can use Disk Management or the Convert command from the command prompt window. To use the Convert utility to convert a volume to NTFS, at the command prompt, type:

Convert drive\_letter: /FS:NTFS.

Converting the volume to FAT32 will not allow Tanya to compress the folder. NTFS supports file compression, a higher level of security, and formatting of very large volume sizes for compatibility with the latest disk technology.

It is not necessary to disable the Encrypting File System (EFS) in order to use NTFS compression. By default, EFS is enabled. However, file system objects cannot be both compressed and encrypted. Only one of these attributes can be set at a time.

It is not necessary to disable Offline Files. The Offline Files feature operates independently of file or folder compression.

Data compression affects performance by slowing the processes of accessing and storing data. If you store a large number of pictures, you may want to consider using NTFS compression. System files should never be compressed.

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**Question 121.**

You administer a network for your company. You connect a laser printer directly to your local network. How can you quickly install the printer from Windows XP Professional using Plug and Play?

- A. This is not possible.
- B. Restart Windows XP Professional.
- C. Stop and restart the Print Spooler service.
- D. Open Control Panel, click Printers and Other Hardware, click Printers and Faxes, and click Add a Printer.

**Ans: A**

**Explanation:**

Plug and Play is not available for printers connected directly to the network. To install a printer under Windows XP Professional, the printer must be connected directly to your computer. You should follow the installation instructions supplied by the printer manufacturer to install the networked printer.

Restarting Windows XP will not allow you to install the networked printer using Plug and Play. Stopping and restarting the Print Spooler service will not allow you to install the networked printer using Plug and Play.

You can install a local printer using the Add Printer Wizard. To do so, open Control Panel, click Printers and Other Hardware, click Printers and Faxes, and click Add a Printer. However, the Add Printer Wizard will not allow you to install the networked printer using Plug and Play.

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**Question 122.**

You are a help desk technician for your company. A user reports that he cannot play an unrated DVD on his Windows XP Professional computer. When he tries to play the DVD, an error message appears in Windows Media Player. This is the first time the user has attempted to play a DVD on the computer. The DVD drive can play an audio CD. The DVD plays normally on another computer with a DVD-ROM drive. You want to allow the user to play the DVD on his computer. What should you do?

- A. Disable the Parental Control.
- B. Restart Windows XP Professional.
- C. Change the region code of the DVD drive.
- D. Install or update the DVD decoder on the computer.

**Ans: D**

**Explanation:**

You should ensure that a DVD decoder is installed on the computer. If a decoder is installed, try updating the decoder. If you receive an error message the first time you try to play a DVD, you might not have a decoder installed, or your decoder might need to be updated. A DVD decoder is a hardware or software component that allows a digital video disc (DVD) drive to play movies. In addition to your DVD-ROM drive and player software, you must have either a hardware or software decoder in order to play DVDs. A hardware decoder also requires a decoder driver. Decoders and their drivers are available from third-party manufacturers. If an older decoder is installed, contact the manufacturer of the decoder to obtain an updated version that is compatible with Windows XP.

Disabling the Parental Control for DVDs is not the best choice because the user is attempting to play an unrated DVD. Parental control settings have no effect on discs that do not support ratings. You must set up appropriate Windows user accounts and passwords to use DVD parental control. If you do not set up appropriate user accounts, the DVD parental control setting does not take effect.

Restarting Windows XP Professional is not the best choice because this is the first time the user has attempted to play a DVD on the computer. If DVDs had played on the computer before, and an error message displayed, you might be able to solve the problem by restarting the computer.

Changing the region code of the DVD drive is not the best choice. Many publishers imprint their DVDs with a region code to control the geographic regions in which they can be played. Typically, the region code of your DVD drive should match the region code of the geographic area where you reside. A DVD encoded to play in Region 2 will not play on a DVD drive configured for Region 1. The region code of the DVD is often displayed on the DVD package as a number on a world globe. This number must match the region code of your DVD drive. If the region code of your DVD drive is correct, verify the DVD has the same region code. If the region code of your DVD drive is not correct, you might be able to change the code. You can change the region code of your DVD drive a limited number of times. If Changes remaining reads 1, and you select a new region, you will never be able to play DVDs from any other region on that drive. You should change the region code of a DVD drive only after verifying that the existing region code is incorrect, and only if a region error message is displayed.

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**Question 123.**

You are the desktop administrator for your company. You install Windows XP Professional on your portable computer, which is configured to use an IEEE 1394 PC Card. You use your computer to download pictures from your digital camera while at your office.

You attend a meeting every Monday. During the meeting, you use the battery to supply power to your portable computer. Occasionally the battery runs out of power during these meetings. You need to configure your computer to conserve battery power while you attend your weekly meeting without affecting power options when you use the computer in the office. What should you do?

- A. Use Device Manager to disable the IEEE 1394 PC Card power device.
- B. Create an additional hardware profile, and disable the IEEE 1394 PC Card for this profile.
- C. In Control Panel, select the Minimal Power Management power scheme in the Power Options properties.
- D. Use Device Manager to configure the IEEE 1394 PC Card Host Controller power management scheme. Select the Allow this device to bring the computer out of standby check box.

**Ans: B**

**Explanation:**

You should create an additional hardware profile, and disable the IEEE 1394 PC Card for this profile. By running Windows XP under the new hardware profile with the IEEE 1394 PC Card disabled, battery power will be conserved because no power is supplied to a disabled device. (However, 4-pin devices cannot draw power from the IEEE 1394 bus and must be plugged into a separate power source.) When you return to the office, you can restart Windows XP using the original hardware profile in which the IEEE 1394 PC Card is enabled. By configuring and using a separate hardware profile for use during your meetings, the power options that you use while in the office remain unaffected.

Although not an option in this question, it is advisable to configure the new hardware profile to use the Max Battery power scheme. This power scheme turns off the monitor after 15 minutes of inactivity, places the system on standby after 20 minutes of inactivity, and hibernates the system after 45 minutes of inactivity. Because hibernation saves your desktop to the hard drive, turns off your monitor, hard disk, and computer, enabling hibernation reduces the risk of losing data when running the system on battery power. IEEE 1394 (also called FireWire) is a standard for high-speed serial devices such as digital video and digital audio editing equipment.

Simply using Device Manager to disable the IEEE 1394 PC Card device is incorrect. While this will help to conserve battery power, you will be unable to use the PC Card device until you enabled it again in Device Manager. Creating a separate (undocked) hardware profile is the best choice because you can disable any number of devices in the undocked hardware profile without disabling the devices in the default (docked) profile.

Using the Minimal Power Management power scheme is incorrect. This power scheme maintains constant power to the system, except for turning off the monitor after 15 minutes of inactivity. The Minimal Power Management power scheme does not enable system standby or hibernation. Therefore, it is likely that the computer will continue to exhaust its battery power during meetings.

Enabling the option Allow this device to bring the computer out of standby will not achieve the desired result. This option configures the operating system to come out of a low power state to service an event that occurs. Thus, enabling this option will not configure the system to conserve battery power.



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**Question 124.**

You are the desktop administrator for your company. You upgrade a computer running Windows NT Workstation 4.0 to Windows XP Professional. App1, a previously installed database application, shows a distorted display when dialog boxes are moved. Which actions could you take first to resolve this problem? (Choose two. Each answer is a unique solution.)

- A. Upgrade the video driver.
- B. Import the Basicwk.inf template.
- C. Import the Compatws.inf template.
- D. Configure App1 to run in 256 colors.
- E. Run the Program Compatibility Wizard.
- F. Configure App1 to run in Windows NT 4.0 Compatibility mode.

**Ans: E & F**

**Explanation:**

Although most programs run properly on Windows XP, you may experience problems running programs that were written specifically for an earlier version of Windows. To run a legacy program on Windows XP, first run the Program Compatibility Wizard. As an alternative, you can set the compatibility properties manually. If the Program Compatibility Wizard does not allow the program to run correctly, you should then attempt to update your program, drivers, or hardware.

The Program Compatibility Wizard prompts you to test your program in different modes (environments) and with various settings. For example, if the program was originally designed to run on Windows NT, set the compatibility mode to Windows NT and try running the program again. If successful, the program will start in that mode each time. The wizard also allows you to try different settings, such as switching the display to 256 colors and the screen resolution to 640 x 480 pixels. These options apply most commonly to games or educational programs. However, because App1 is not a game or educational title, it is likely that you don't need to run the program in 256 colors or in 640 x 480 screen resolution.

Windows XP Professional also has a Run in Compatibility Mode tool that enables applications to be run in an environment that emulates either Windows 95 or Windows NT 4.0. Compatibility mode provides an environment for running programs that more closely reflects the behavior of either Microsoft Windows 95 or Microsoft Windows NT 4.0. These modes resolve several of the most common issues that prohibit older programs from working correctly with Windows 2000 and Windows XP. Programs that experience issues after migration may benefit from being started in one of these compatibility environments.

The Compatibility-mode technology is not exposed by default. To enable an interface so that you can use this technology for your programs, log on as Administrator, click Start, and then click Run. In the Open box, type the following command, and then click OK, where %SystemRoot% is the drive and folder in which Windows is installed: `regsvr32 %systemroot%\apppatch\slayerui.dll`

To use Compatibility Mode properties, administrators can use a program shortcut to set the compatibility mode for a target program. This requires that the Compatibility-mode properties are correctly installed and registered on the computer by using the steps described above. To enable Compatibility mode by using a program shortcut, log on as Administrator, right-click the shortcut, click Properties, and click the Compatibility tab. This tab appears only if the Compatibility-mode interface has been properly enabled on the computer. Click to select the Run in Compatibility Mode check box to enable Compatibility-mode support for the program. Click either Windows 95 or Windows NT 4.0 compatibility mode in the drop-down box. Click OK to save the changes. Finally, double-click the shortcut to run the program.

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Importing the Basicwk.inf security template is incorrect. This text-based security template file applies to Windows 2000 Professional and can be used to apply uniform security settings on computers within an enterprise. The Basicwk.inf security template specifies default security settings for all security areas, with the exception of user rights and group membership. This template is intended to be applied to Windows 2000-based computers that have been installed cleanly, not upgraded from Microsoft Windows NT 4.0 or an earlier version of Windows.

Importing the Compatws.inf template is incorrect. This is not an actual template name. The Compatws.inf applies to Windows 2000 Professional and is called the Compatible template. This template opens up the default permissions for the Local Users group so that legacy programs are more likely to run. This configuration is not considered a secure environment.

**Question 125.**

You are a help desk technician for your company. You install a device driver on your Windows XP Professional computer. When you restart the system, you encounter this STOP error:

STOP: IRQL\_NOT\_LESS\_OR\_EQUAL

You restart the system again, but the STOP error persists. What should you do to recover from this problem?

- A. Use the Driver Rollback feature to roll back the driver.
- B. Use the Recovery Console to restore the previous device driver.
- C. Restart the computer, and use the LastKnownGood configuration.
- D. Use System Restore to return the computer to the last restore point.

**Ans: C**

**Explanation:**

You should restart the computer and use the LastKnownGood configuration. This procedure is recommended when you install a new device driver and Windows XP Professional stops responding. By using the LastKnownGood configuration option during startup, Windows XP Professional starts using the LastKnownGood configuration. The LastKnownGood configuration will not contain any reference to the recently installed device driver, which might be corrupt or incompatible with Windows XP. To use the LastKnownGood configuration, shut down the computer without logging on, and restart the computer. When you are prompted to select the operating system from which to start, press F8. On the Windows XP Professional Advanced Options menu, use the down arrow to select Last Known Good Configuration, and then press ENTER. Select the operating system for which you want to use the LastKnownGood configuration, and then press ENTER.

You cannot use the Driver Rollback feature to roll back the driver in this case because the STOP error is preventing you from accessing the operating system. To use the Driver Rollback feature, access to the Device Manager is required.

Using the Recovery Console is not the best choice. While it might be possible to restore the previous device driver using the Recovery Console, doing so will require more time and administrative effort than using the LastKnownGood configuration. In addition, because the Recovery Console is a command-line interface, you must know the appropriate command syntax to use. There is a greater risk of making errors using the Recovery Console compared to using the LastKnownGood configuration. The Recovery Console is a powerful tool that can damage the operating system if used improperly. Only advanced users and Information Technology (IT) support professionals should use the Recovery Console, and only when advanced startup options cannot solve the problem.

You cannot use the System Restore tool in this case because the STOP error is preventing you from accessing the operating system. To use the System Restore tool, access to the System Tools program group is required.

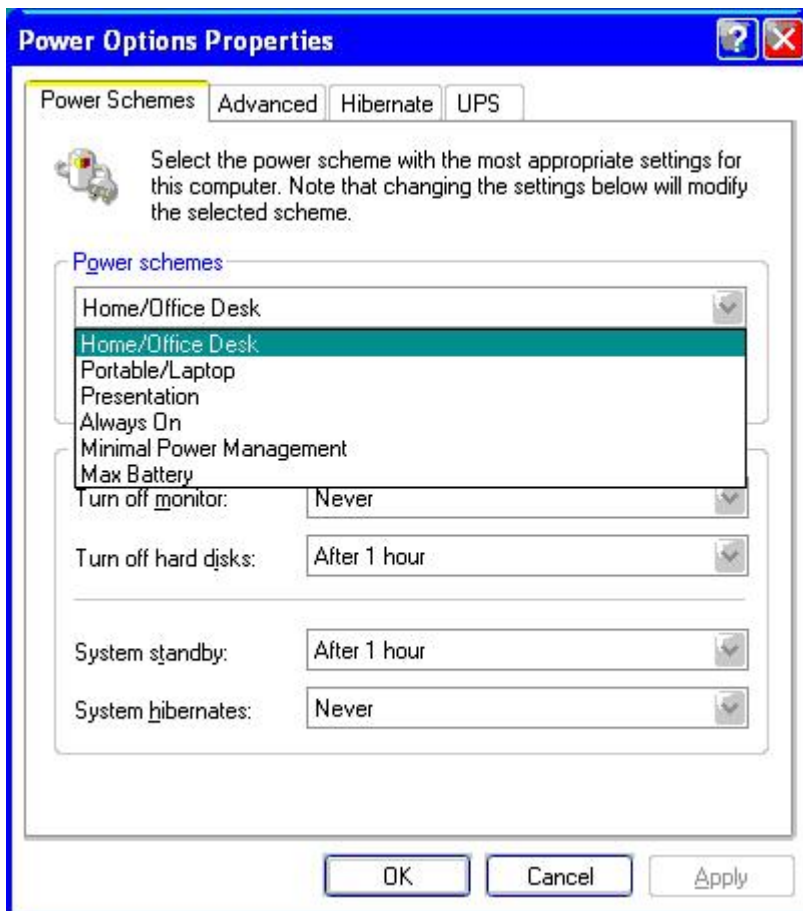
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**Question 126.**

You are a help desk technician for your company. Users in the Marketing department have recently received mobile computers. Andrea, an employee in the Marketing department, calls you for advice. She wants to configure the mobile computer to go on standby mode after 20 minutes and to hibernate after one hour of inactivity. You decide to access the Power Options Properties dialog box on your Windows XP Professional computer for reference as shown in the exhibit. (Click the Exhibit button to view.) Which power scheme should you instruct Andrea to use?

- A. Home/Office Desk
- B. Portable/Laptop
- C. Presentation
- D. Always On
- E. Minimal Power Management
- F. Max Battery

**Ans: B**



**Explanation:**

You should instruct Andrea to use the Portable/Laptop power scheme. By default, this power scheme configures the computer to go on standby mode after 20 minutes of inactivity and to hibernate after one hour of inactivity. In addition, this power scheme turns off the monitor after 15

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minutes and turns off hard disk drives after 30 minutes of inactivity. These time periods are the default, but they can be modified.

The Home/Office Desk power scheme is incorrect. This power scheme maintains constant power to the hard disk and system when the system is plugged in. By default, this power scheme does not enable hibernation.

The Presentation power scheme is incorrect. This power scheme maintains constant power to all computer components and does not enable system standby or hibernation.

The Always On power scheme is incorrect. This power scheme maintains constant power to the system, except for turning off the monitor after 20 minutes of inactivity. The Always On power scheme does not enable system standby or hibernation.

The Minimal Power Management power scheme is incorrect. This power scheme maintains constant power to the system, except for turning off the monitor after 15 minutes of inactivity. The Minimal Power Management power scheme does not enable system standby or hibernation.

The Max Battery power scheme is incorrect, but is very similar to the Portable/Laptop scheme. This power scheme turns off the monitor after 15 minutes of inactivity, places the system on standby after 20 minutes of inactivity, and hibernates the system after 45 minutes of inactivity.

A power scheme is a collection of settings that manages the power usage of a computer. To reduce the power consumption of a workstation or mobile computer, you can select one of six pre-defined power schemes in Windows XP Professional. A power scheme enables you to balance the computer's battery life and performance in a way that best meets your needs. To select a power scheme, access the Control Panel, click Performance and Maintenance, click Power Options, and click the Power Schemes tab.

If you plan to be away from your computer for a short time, you may want to enable standby mode, which puts your entire operating system in a low-power state. If you plan to be away from the computer for an extended time, you may want to enable hibernation mode. Hibernation saves your desktop to the hard drive, turns off your monitor and hard disk, and then turns off your computer. Enabling hibernation reduces the risk of losing data when running the system on battery power.

To use Power Options in Windows XP Professional, the computer must support these features. Check the documentation supplied with your computer to determine whether your computer supports these options.

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**Question 127.**

You are the desktop administrator for your company. You install Windows XP Professional on Tommy's portable computer. Tommy leaves his computer unattended during a meeting while running on battery power. When Tommy returns, he finds that his battery is exhausted, and that his unsaved document has been lost. You want to configure Tommy's computer to minimize the amount of power used, and to minimize the chance of data loss. What should you do?

- A. Enable the Portable/Laptop power scheme.
- B. Enable the Minimal Power Management power scheme.
- C. Configure the computer to go on standby when the lid is closed.
- D. Configure the computer for hibernation, and enable the Max Battery power scheme.

**Ans: D**

**Explanation:**

You should configure the computer for hibernation, and enable the Max Battery power scheme. Hibernation saves your desktop to the hard drive, turns off your monitor and hard disk, and then turns off your computer. The Max Battery power scheme turns off the monitor after 15 minutes of inactivity, places the system on standby after 20 minutes of inactivity, and hibernates the system after 45 minutes of inactivity. Enabling hibernation, combined with the Max Battery power scheme, minimizes the chance of losing data when running the system on battery power. However, start-up time is longer when coming out of hibernation mode. Hibernation requires an amount of free hard disk space on the boot partition equal to the amount of physical memory installed in the computer. To enable hibernation, access the Power Options Properties dialog box, click the Hibernate tab, and select the Enable hibernation check box.

Configuring the Portable/Laptop power scheme is incorrect. By default, this power scheme configures the computer to go on standby mode after 20 minutes of inactivity, and to hibernate after one hour of inactivity. In addition, this power scheme turns off the monitor after 15 minutes, and turns off hard disk drives after 30 minutes of inactivity. However, if the computer is not configured for hibernation, then the system will not hibernate, and data loss may occur.

Configuring the Minimal Power Management power scheme is incorrect. This power scheme maintains constant power to the system, except for turning off the monitor after 15 minutes of inactivity. The Minimal Power Management power scheme does not enable system standby or hibernation.

Standby mode puts the entire operating system in a low-power state that allows the monitor and hard disk to turn off at specified times. When you log on to the computer again, the desktop is restored to the state in which you left it. However, because standby mode does not save the desktop state to disk, a power failure that occurs while the system is on standby can cause the loss of unsaved data. Therefore, configuring the computer to go on standby when the lid is closed is not the best choice. In addition, doing so will have no effect if Tommy forgets to close the lid before leaving his computer unattended.

A power scheme is a collection of settings that manages the power usage of a computer. To reduce the power consumption of a workstation or mobile computer, you can select one of six pre-defined power schemes in Windows XP Professional. A power scheme enables you to balance the computer's battery life and performance in a way that best meets your needs. To select a power scheme, access the Control Panel, click Performance and Maintenance, click Power Options, and click the Power Schemes tab.

To use Power Options in Windows XP Professional, the computer must support these features. Check the documentation supplied with your computer to determine whether your computer supports these options.

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**Question 128.**

You are the desktop administrator for your company. All users in the Quality Assurance department need to use locally installed printers. Joan and Amy are users in the Quality Assurance department. Joan installs a high-speed color printer on her Windows XP Professional computer using a built-in Windows XP driver. When she prints a test document, it is black and white only. Joan installs a driver from the printer manufacturer compact disc. The printer still prints only black and white. Amy connects to the printer over the LAN and prints a document, but it is still only black and white. You must configure the printer to print in color. What should you do?

- A. Obtain and install a signed printer driver from the manufacturer's Web site.
- B. Set the driver signing option to Block - Never install unsigned driver software.
- C. Replace the print device with a model that is compatible with Windows XP Professional.
- D. Set the driver signing option to Ignore - Install the software anyway and don't ask for my approval.

**Ans: A**

**Explanation:**

You should obtain and install a signed printer driver from the manufacturer's Web site. This is the best approach because it is likely that a printer driver compatible with Windows XP Professional is not supplied on the compact disc shipped with the print device. If you are able to obtain a digitally signed printer driver that is compatible with Windows XP Professional, it will not be necessary to configure the driver signing option.

Because the scenario did not indicate a problem related to installation of a printer driver, changing the driver signing option will not allow the printer to print in color. Setting the driver signing option to Block - Never install unsigned driver software specifies that device drivers without a digital signature cannot be installed. This setting stops the driver installation process when attempting to install an unsigned device driver. Setting the driver signing option to Ignore - Install the software anyway and don't ask for my approval specifies that all device drivers can be installed regardless of whether they have a digital signature. By default, the driver signing option is set to Warn - Prompt me each time to choose an action. This setting specifies that a warning should be displayed when attempting to install any device driver without a digital signature. The installation process stops, allowing you to decide whether to cancel or proceed with the driver installation.

Replacing the print device with a model that is compatible with Windows XP Professional is not the best choice. Before you spend time and money replacing hardware, you should first attempt to determine whether you can get the latest available device driver.

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**Question 129.**

You are the desktop administrator for your company. Your Windows XP Professional computer encounters this Stop message:

Stop 0x00000079 or MISMATCHED\_HAL

What are the probable causes of this problem? (Choose all that apply. Each answer is a unique solution.)

- A. The system has an unsupported video card.
- B. The system has an unsupported CD-ROM drive.
- C. You copied a multiprocessor HAL to a system using a single-processor kernel.
- D. You copied a single-processor HAL to a system using a multiprocessor kernel.

**Ans: C & D**

**Explanation:**

This Stop message can be caused when using mismatched files, such as copying a multiprocessor HAL on to a system using a single-processor kernel (or vice versa). The kernel and HAL files for single-processor and multiprocessor systems are stored on the Windows XP Professional operating system CD using two different file names. The single and multi-processor versions of the kernel are named Ntoskrnl.exe and Ntkrnlmp.exe, respectively. Setup copies either Ntoskrnl.exe or Ntkrnlmp.exe to your system as Ntoskrnl.exe. In Recovery Console, you can use the Copy command to copy the correct HAL or kernel files from the CD to the appropriate folder on the hard disk.

This Stop error does not indicate a hardware compatibility issue. The Stop 0x79 message indicates that the hardware abstraction layer (HAL) and the kernel type for the computer are incompatible. This error typically occurs when ACPI firmware settings are changed.



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**Question 130.**

You are the desktop administrator for your company. You install Windows XP Professional on a computer with two hard disks. The Disk Management console indicates that the status of disk 1 is Failed. Disk 1 is a basic volume. You want to recover the data on this disk. What should you do?

- A. Rescan the disk.
- B. Run Chkdsk.exe.
- C. Reactivate the disk.
- D. Verify that the physical disk is turned on, plugged in, and attached to the computer.

**Ans: D**

**Explanation:**

When a basic volume's status is Failed, you should verify that the physical disk is turned on, plugged in, and attached to the computer. No other user action is possible for basic volumes with a Failed status. This problem may occur when the basic or dynamic volume cannot be started automatically, the disk is damaged, or the file system is corrupt. Unless the disk or file system can be repaired, the Failed status indicates data loss.

Rescanning the disk is incorrect. This procedure is recommended when a basic or dynamic disk's status is Unreadable.

Running Chkdsk.exe is incorrect. This procedure is recommended for a dynamic volume that is a mirrored or RAID-5 volume with old data.

Reactivating the disk is incorrect. This procedure is recommended when a dynamic disk's status is Online (Errors).

When a dynamic volume indicates a Failed status, verify the underlying disk is online. If it is offline, return the disks to the Online status. If this succeeds, the volume automatically restarts and returns to the Healthy status. If the dynamic disk returns to the Online status, but the dynamic volume does not return to the Healthy status, you can reactivate the volume manually.

When a dynamic volume is a mirrored or RAID-5 volume with old data, bringing the underlying disk online will not automatically restart the volume. If the disks that contain current data are disconnected, you should bring those disks online first (to allow the data to become synchronized). Otherwise, restart the mirrored or RAID-5 volume manually, and then run Chkdsk.exe.



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**Question 131.**

You are the desktop administrator for your company. All users have Windows XP Professional computers. Employees in the Research group perform weekly backups of their data. Employees want to back up the Registry, COM+ Class Registration database, System files, and boot files. You want users to minimize the size of their backups. Employees in the Research group need the capability to restore their system to a previous working order without risk to personal files, such as documents and e-mail. In addition to using Windows Backup to back up their personal data files, what should users do?

- A. Back up the System State data.
- B. Back up the \Windows\PCHealth directory.
- C. Use the System Restore Wizard to create restore point.
- D. Create an Automated System Recovery (ASR) backup.

**Ans: A**

**Explanation:**

The users should back up the System State data on their computers. The System State is a group of system-specific data that can be backed up and restored. The System State data includes the registry, the COM+ Class Registration database, and the system boot files. To restore System State data, the users can run the Backup utility. If you are backing up the System State data to a tape, and the Backup program indicates that there is no unused media available, you may need to use the Removable Storage console to add your tape to the free media pool. This action may permit Backup to use the backup tape.

Backing up the \Windows\PCHealth directory is incorrect. This procedure is not a recommended course of action for any recovery scenario.

Using the System Restore Wizard to create a restore point is not the best answer. The System Restore tool automatically creates daily restore points.

Creating an Automated System Recovery (ASR) backup is not the best answer due to the need to minimize the size of the backups. When you create an ASR backup, the size of the backup file can be close to the total amount of disk space used on the system volume. For example, the first ASR backup created on a test computer with a 6 GB hard disk turned out to be 4 GB in size.

You must be an administrator on the local computer to back up and restore System State data. You cannot back up and restore System State data locally if you are a backup operator on the local computer. You cannot back up and restore System State data on a remote computer.

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**Question 132.**

You are the desktop administrator for your company. A user calls to report that the performance of her Windows XP Professional computer has declined substantially. After Windows XP was first installed, the computer's performance was good. Now the system takes several seconds to open small files on the hard disk, and may take several minutes to open large files.

You use System Monitor and find that values for Disk Queue Length and Split I/O operations per second are consistently high even when attempting to read small files. The computer has one hard disk with 5 GB of free disk space. You want to optimize the performance of the computer. What should you do?

- A. Disable write caching on the hard disk to optimize file access.
- B. Use Disk Defragmenter to optimize the file structure on the computer.
- C. Disable the Indexing Service for the hard disk and remove the index files.
- D. Use Disk Cleanup tool to remove unused files and folders on the computer.

**Ans: B**

**Explanation:**

Windows XP Professional attempts to save files in locations on the hard disk that are large enough to accommodate the entire file. If there is no suitable location, Windows XP Professional saves fragments of the file in several locations. This fragmentation of files on the hard disk decreases system performance because the computer must read file data from various locations on the hard disk. Windows XP Professional provides two tools for defragmenting: the Disk Defragmenter snap-in and the Defrag command-line tool.

The high values for Disk Queue Length and Split IO/Sec provide a clue that excessive disk activity is occurring and that a volume with a high percentage of fragmentation may be the cause. Therefore, you should use Disk Defragmenter to optimize the file structure on the computer. The Defragmenter moves the components of each file to one location, so that each file occupies a single, contiguous area on the hard disk. As a result, Windows XP can read and save files more efficiently. By consolidating files, Disk Defragmenter also consolidates free space, making it less likely that new files will be fragmented. Volumes might become excessively fragmented when a large number of files or folders are deleted.

The Split IO/Sec performance counter indicates the rate at which input/output operations (I/Os) to the disk were split into multiple I/Os. A split I/O may result from a fragmented disk. The Current Disk Queue Length performance counter indicates the number of requests outstanding on the disk at the time the performance data is collected. It also includes requests in service at the time of the collection. Requests experience delays proportional to the length of this queue minus the number of spindles on the disks. For good performance, this difference should average less than two.

Disabling write caching is incorrect. Doing so may cause write file system performance to decrease further. By disabling write caching, data written to the storage device is written immediately instead of stored to be written in larger amounts. However, because the data is written immediately, the performance of the storage device may be slower.

Disabling the Indexing Service for the hard disk and removing the index files is incorrect. Doing so will not optimize performance more than defragmenting a hard disk with a high percentage of fragmentation. The Indexing Service indexes the contents of the drive, which improves the speed of searches. Indexing enables you to search for information such as text in the document, or properties, such as creation date, of the document. The entire contents of the drive are not indexed unless you elect to index files and subfolders when prompted.

Using the Disk Cleanup tool to remove unused files and folders is incorrect. Because the computer has one hard disk with 5 GB of free disk space, there is nothing that indicates the need to free additional space in the file system.

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**Question 133.**

You are a help desk technician for your company. All users are members of the Users group. You upgrade all client computers from Windows 98 to Windows XP Professional. A user attempts to restore a backup tape created in Windows 98. However, the backup tape cannot be accessed in Windows XP Backup. How can you restore the data on the tape? (Choose two. Each answer is part of the solution.)

- A. Add the user to the Administrators group.
- B. Add the user to the Backup Operators group.
- C. Grant all users the right to access removable storage.
- D. Add the tape to a media pool, and specify the media pool in Backup.
- E. Restore the backup to a Windows 98 computer, uncompress all compressed folders, and create a new backup.

**Ans: B & E**

**Explanation:**

Microsoft recommends that you uncompress all data compressed by Windows 98 before upgrading to Windows XP Professional. Windows XP Professional cannot read data compressed by Windows 98 using DriveSpace or DoubleSpace. Therefore, you should restore the data from the tape using Msbackup on a computer running Windows 98. Then, you should uncompress all compressed folders, and create a new backup. Because the new backup does not contain compressed data, the Windows XP backup tool, Ntbackup, will be able to restore the backup.

When you attempt to restore a backup in Windows XP that you create by using the Msbackup tool in Windows 95, Windows 98, or Windows Millennium Edition (Me), you may receive one of the following error messages:

**Unrecognized Media**

The backup file contains unrecognized data and cannot be used.

-or-

**Backup Utility**

An inconsistency was encountered on the requested media.

The Ntbackup tool recognizes tapes created with Msbackup only if you did not use software compression during the creation of the backup. Ntbackup does not recognize the software compression format that Msbackup uses.

You should also add the user to the Backup Operators group. You must be an administrator or a backup operator to restore files and folders. Access to a backup file can be further restricted by selecting Allow only the owner and the Administrator access to the backup data in the Backup Job Information dialog box. When this option is enabled, only an administrator or the person who created the backup file can restore the backup.

Adding the user to the Administrators group is incorrect. Microsoft recommends that users not be members of the Administrators group. If a user needs to install and remove software, add the user's account to the Power Users group.

Granting all users the right to access removable storage is incorrect. Doing so will not enable the user to restore a backup containing compressed data that was created in Windows 98. If you are not using Removable Storage to manage storage media, this option does not apply. Removable Storage is useful when using a robotic media storage library.

Adding the tape to a media pool is incorrect. If you are not using Removable Storage to manage storage media, a media pool does not apply.

Ntbackup does not recognize .qic files created with Msbackup even if the files were created without software compression. Ntbackup recognizes only the .bkf file format, not the .qic format used by Msbackup.

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**Question 134.**

You are the desktop administrator for your company. All client computers run Windows XP Professional. Users in the Sales department save their documents to the My Documents folder.

Jerry, a user in the Sales department, now needs to use three different computers each day to complete his work. Jerry reports that it takes up to 10 minutes for him to log on at different computers. You want to optimize Jerry's logon time. What should you do?

- A. Rename Ntuser.dat to Ntuser.man.
- B. Rename Ntuser.man to Ntuser.dat.
- C. Copy the \All Users profile to the default user profile.
- D. For Jerry's user account, change the properties of My Documents to redirect the path to a network server.

**Ans: D**

**Explanation:**

A user profile is created the first time that the user logs on to a specific computer. All user-specific settings are saved in the user's profile within the Documents and Settings folder. When the user logs off from the computer, the user's profile is updated on that computer. Because the user profile maintains the desktop settings for each user's work environment on the local computer, all files in Jerry's My Documents folder are being copied to each workstation to which he logs on. Therefore, you need to redirect Jerry's My Documents folder to a network server. By centralizing the storage for Jerry's documents, logon time will be faster because less data is copied to the workstations.

A mandatory user profile is created by a system administrator to specify particular settings for a user or users. Roaming profiles can be made mandatory by changing the profile file name from Ntuser.dat to Ntuser.man. A mandatory user profile does not allow users to save changes to their desktop settings. Users can modify the desktop settings of the computer while they are logged on, but these changes are not saved when they log off. However, nothing in the scenario indicates the need for a mandatory user profile, which is more restrictive and may hinder user productivity. A roaming user profile is the better choice because it can be used to redirect users' My Documents folders.

A roaming user profile is created by the system administrator and stored on a server. This profile is available every time a user logs on to any computer on the network. If a user makes changes to his or her desktop settings, the user profile is updated on the server when the user logs off.

Renaming Ntuser.man to Ntuser.dat is incorrect. This implies that a mandatory user profile is already in use. However, this was not stated. Ntuser.dat is the default file name.

Copying the \All Users profile to the Default User profile is incorrect. This procedure will not optimize Jerry's logon time.

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**Question 135.**

You are the desktop administrator for your company. You upgrade Mark's computer from Windows 98 to Windows XP Professional. Mark wants to restore data from a backup tape that he created while running Windows 98, but he is unable to perform the restore. How can you allow Mark to restore the backup? (Choose two. Each answer is part of the solution.)

- A. Add Mark to the Power Users group.
- B. Update the on-disk catalog for the tape.
- C. Update the on-media catalog for the tape.
- D. Add Mark to the Backup Operators group.
- E. Use Removable Storage to stripe the media.

**Ans: C & D**

**Explanation:**

When restoring data from a tape, you should update the on-media catalog for the tape before you perform the restore operation. The on-media catalog references data stored on backup storage media. The on-media catalog contains a list of files and folders that have been backed up in a backup set. A backup set is a group of files, folders, and other data that has been backed up and stored in a file or on one or more tapes.

When creating a catalog of a backup set that is saved on a tape, you should configure Windows Backup before updating a catalog. If you have all of the tapes in the backup set, and the tapes are not damaged or corrupted, click the Tools menu, click Options, and click the General tab. Make sure the "Use the catalogs on the media to speed up building restore catalogs on disk" check box is selected. This will speed up the cataloging process.

If you are missing a tape in the backup set, or a tape is damaged or corrupted, click the Tools menu, click Options, click the General tab, and then make sure the "Use the catalogs on the media to speed up building restore catalogs on disk" check box is cleared. While this configuration will ensure that the catalog is complete and accurate, it may increase the time required to create the catalog.

You should add Mark's user account to the Backup Operators local group on his computer. Only an administrator or a member of the Backup Operators group can restore files and folders. Adding Mark to the Power Users group is incorrect and will not allow Mark to restore the backup.

Updating the on-disk catalog is incorrect. The on-disk catalog references data stored on a local disk drive. The on-disk catalog contains a list of files and folders that have been backed up in a backup set.

Removable Storage does not provide volume management, such as for media siding or striping. Also, Removable Storage does not provide file management, such as for data backup or disk-extender operations. Windows Backup performs these services.

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**Question 136.**

You are a help desk technician for your company. You need to configure a Windows XP Professional computer for use by multiple users. You have enabled a Group Policy setting to delete cached profiles. You want to reduce the profile size and minimize the time required for users to log on. What should you do?

- A. Redirect the Desktop folder.
- B. Configure the Temp folder to roam.
- C. Redirect the Application Data folder.
- D. Configure the History folder to roam.

**Ans: C**

**Explanation:**

You should redirect the Application Data folder. This configuration is recommended to reduce the size of the profile and minimize user logon time on multi-user computers on which you have enabled a Group Policy setting to delete cached profiles.

Redirecting the Desktop folder is not the best choice. This configuration is only recommended when users tend to save files to their desktops. Users are encouraged to save their files in My Documents, which can be redirected to a network share that is centrally administered. The Application Data folder typically requires more disk space than the Desktop folder. Therefore, redirecting the Desktop folder will not help to achieve your goals as much as redirecting the Application Data folder.

The Temp and History folders cannot be configured to roam. Some folders in a user profile cannot be configured to roam. These folders are located in the Local Settings folder.

**Question 137.**

You are a help desk technician for your company. Jennifer is a user in the Advertising group. Jennifer has a portable computer running Windows XP Professional. Most of the time, Jennifer works at home, where she does not use a docking station. When her computer starts, she is prompted to select a hardware profile. She wants you to configure her system to not prompt her for a hardware profile. What should you do?

- A. Modify the BIOS.
- B. In Hardware Profiles, move the undocked profile to the top of the list, and specify 0 seconds under "Select the first profile listed if I don't select a profile in".
- C. In Hardware Profiles, move the undocked profile to the top of the list.
- D. In Startup and Recovery, ensure that the default operating system uses the /fastdetect switch.

**Ans: B**

**Explanation:**

You should move the undocked profile to the top of the Hardware Profiles list, and specify 0 seconds under "Select the first profile listed if I don't select a profile in". Of the options available, this is the only way to prevent the user from being prompted to select a hardware profile. Simply moving the docked profile to the top of the list does not prevent the Hardware Profile/Configuration Recovery Menu from appearing at startup.

Modifying the BIOS is not applicable because hardware profiles are created in Windows NT/2000/XP. Hardware profiles are typically used to disable or enable devices when operating in different environments. For example, you can disable a network adapter for the undocked profile to avoid waiting for the adapter to time-out while you are traveling and cannot connect to a LAN. The /fastdetect switch is automatically used in the default operating system selection.



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**Question 138.**

You administer a Windows XP Professional computer. You want to be able to use the System Restore tool to roll back the operating system. What should you do?

- A. No action is required.
- B. Install the Recovery Console as a startup option.
- C. Create a restore point after making any major configuration changes.
- D. Create a restore point before making any major configuration changes.

**Ans: D**

**Explanation:**

You should manually create a restore point before making any major configuration changes. Creating a restore point guarantees that you can restore the operating system to a specific point in time. System Restore is a new system tool that enables you to roll back the operating system to a previous point while retaining all of the user's personal data. System Restore can be used to undo harmful changes to the operating system and restore settings. System Restore uses a restore point to return the system to an earlier working configuration.

Installing the Recovery Console as a startup option is incorrect because it cannot be used to roll back Windows XP Professional.

Creating a restore point after making a change is incorrect. To have the capability to use the System Restore tool to roll back the operating system, you must create the restore point before making any major configuration changes.

**Question 139.**

You administer a network supporting Windows XP Professional computers. You suspect that a memory chip in a Windows XP Professional computer is corrupt. Which Boot.ini switch should you use?

- A. /basevideo
- B. /bootlog
- C. /debug
- D. /maxmem
- E. /noguiboot
- F. /sos

**Ans: D**

**Explanation:**

You can add switches to the [operating system] entries in the Boot.ini file. The /maxmem switch specifies the amount of RAM that Windows XP Professional uses. If you suspect memory chip corruption, use the /maxmem switch. To use the /maxmem switch, set it equal to a number specifying the maximum amount of RAM that Windows XP Professional can use. You can use this parameter to confirm whether a memory chip is faulty. For example, if you have a 128-MB system that is equipped with two 64-MB RAM modules, and you are experiencing memory-related Stop errors, specify /maxmem=64. If the computer starts Windows XP Professional and runs without problems, replace the first memory module to determine if this resolves the problem.

The functions of the other switches are:

/basevideo - Boots the computer with the standard VGA video driver. If your video driver stops working, start the system using this switch, and change the driver after logging on.

/bootlog - Enables boot logging to Ntbtlog.txt in the systemroot folder.

/debug - Loads the Windows kernel debugger.

/noguiboot - Boots the computer without displaying the graphical boot status.

/sos - Displays the device drivers as they are being loaded. If you suspect that a startup problem is caused by a corrupted driver, use the /sos switch.

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**Question 140.**

You are the desktop administrator for your company. Every computer in the company runs either Windows XP Professional or Windows 2000 Professional. A graphics designer named Mike has installed new photo editing software on his computer. Since installing the software, the performance of Mike's computer has been slow. In an attempt to correct the problem, Mike removes the software and restarts his computer. The results are the same.

You want to preserve Mike's data and restore his computer to the performance level it had prior to the software installation as soon as possible. What should you do?

- A. Use Disk Defragmenter to repair the hard drive.
- B. Reboot using the LastKnownGood configuration.
- C. Restore Windows XP Professional by using the most current restore point.
- D. Restore Windows XP Professional by using an Automated System Recovery (ASR) backup.

**Ans: C**

**Explanation:**

System Restore is a component of Windows XP Professional that allows you to restore your computer to a previous state, if a problem occurs, without losing your personal data files (such as Microsoft Word documents, browsing history, drawings, favorites, and e-mail). You can use System Restore to undo detrimental changes to your operating system, and restore its settings and performance. System Restore returns your computer to an earlier working configuration, called a restore point. System Restore also allows you to undo changes that are made to the computer by System Restore.

System Restore monitors system and some application file changes, and records and stores previous versions before changes occur. Restore points are automatically created when significant events occur, such as the installation of an application or driver. System Restore creates daily restore points, but you can create and name a restore point at any time. You should manually create a restore point before making any major configuration change to the computer. Examples of major configuration changes include upgrading an operating system, or altering the Boot.ini file. Creating a restore point guarantees that you can restore the operating system to a particular point in time.

Disk Defragmenter does not have the capability to repair the hard drive. Therefore, using Disk Defragmenter is incorrect. You should analyze a volume before defragmenting it. This indicates whether you need to take the time to defragment. A volume must have at least 15% free space for Disk Defragmenter to completely and adequately defragment it. Disk Defragmenter uses this space as a sorting area for file fragments. If a volume has less than 15% free space, Disk Defragmenter will only partially defragment it.

Using the LastKnownGood configuration will not resolve the problem because Mike has already logged on. The LastKnownGood configuration cannot be used after making a configuration change and logging on. This is because the system updates the LastKnownGood configuration with Windows XP Professional configuration changes at logon.

Restoring Windows XP Professional using an Automated System Recovery (ASR) backup is incorrect. The Automated System Recovery (ASR) process prepares you to recover a system that is unable to start due to hardware malfunction, the loss of a storage device, or another system disaster. Because Windows XP is still running on Mike's computer, the best choice is to use the System Restore tool. ASR backup operations do not occur by default. To use ASR, you must prepare for the ASR process by running the Automated System Recovery Preparation Wizard and creating an ASR Disk.



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**Question 141.**

You are a help desk technician for your company. All client computers run Windows 2000 Professional or Windows XP Professional. How should you configure the user profile path for a roaming user profile?

- A. Specify a file name without an extension.
- B. Specify a file name with a .man extension.
- C. Specify a file name with a .usr extension.
- D. Specify a folder name without an extension.
- E. Specify a folder name with a .man extension.
- F. Specify a folder name with a .usr extension.

**Ans: D**

**Explanation:**

Because clients on the network run either Windows 2000 or Windows XP, you should specify a folder name without an extension in the user profile path.

When users run only computers running Windows 2000 or Windows XP, the user profile path should be to a folder name and should not include an extension of .usr or .man. Although you can include an extension in a folder name, folders are usually named without extensions. If you specify a folder in the user profile path that does not exist, it is automatically created when the user logs on for the first time.

Specifying a file name is incorrect. Doing so is only necessary to support Windows NT 3.x. When users run Windows NT 3.x as well as Windows NT 4.0, Windows 2000, or Windows XP, then the user profile path must contain a file name. The file name can be that of a roaming user profile (.usr) or a mandatory user profile (.man), such as: \\Server1\Profiles\Profile1.usr.

Specifying a file name without an extension is incorrect. Doing so is not recommended to configure a user profile path for a roaming user profile.

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**Question 142.**

You are the desktop administrator for your company. Brooke is a salesperson who frequently travels from your company's office in the United States to an office in China. Brooke must be able to create documents in either English or Chinese. What should you do to support this configuration on Brooke's portable computer running Windows XP Professional? (Choose two. Each answer is part of the solution.)

- A. Install support for Windows XP Professional Multilanguage Version.
- B. Configure the Taskbar to allow switching from English (US) to Chinese.
- C. Configure the Language Bar to allow switching from English (US) to Chinese.
- D. Install support for East Asian Languages, and configure an IME/Keyboard Layout for Chinese.

**Ans: C & D**

**Explanation:**

You should install support for East Asian Languages, and configure an Input Method Editor (IME)/Keyboard Layout for Chinese. You must select at least one text service, such as a keyboard layout or IME, when you add a new language. Then, you should configure the Language Bar to allow switching from English (US) to Chinese.

By default, Windows XP Professional installs the files for most input languages that are supported by Windows. However, to enter or display text in the East Asian languages (Chinese, Japanese, or Korean) or the complex script and right-to-left languages (Arabic, Armenian, Georgian, Hebrew, the Indic languages, Thai, or Vietnamese), you need to install the language files from the Windows XP CD. To add support for these languages, click Start, click Control Panel, click Date, Time, Language, and Regional Options, and then click Add support for additional languages.

To add a language or change the keyboard layout/IME:

1. Click Start, click Control Panel, click Date, Time, Language and Regional Options, and click Regional and Language Options.
2. On the Languages tab, under Text services and input languages, click Details.
3. Under Installed services, click Add.
4. Select an Input language and a Keyboard Layout/IME from the drop-down lists.

To add an IME, you must first install it on your computer. An IME is a program used to enter the thousands of different characters in written Asian languages with a standard 101-key keyboard. An IME consists of both an engine that converts keystrokes into phonetic and ideographic characters and a dictionary of commonly used ideographic words. As the user enters keystrokes, the IME engine functions to identify which character or characters the keystrokes should be converted into.

Users who compose documents in multiple languages can easily switch from one installed input language to another by using buttons on the taskbar. To allow them to switch languages, perform these steps:

1. In Control Panel, open Regional and Language Options.
2. On the Languages tab, under Text services and input languages, click Details.
3. Under Preferences, click Language Bar.
4. In the Language Bar Settings dialog box, select the Show additional Language bar icons in the Notification area check box.

Configuring the Taskbar to allow switching from English (US) to Chinese is incorrect. It is not necessary to install support for Windows XP Professional Multilanguage Version. This procedure is required to change the language that displays on menus and windows to a language other than the one in which the documents are being created.

You can configure the desktop environment in Microsoft Windows XP Professional to support users and organizations that use more than one language. Windows XP provides the ability to configure desktops for multiple languages and multiple locations. You should add only languages that will be used. Each added language is loaded into memory when Windows XP starts and can affect performance.

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**Question 143.**

Your company operates three 8-hour shifts per day. A Windows XP Professional computer is used by multiple users in your company. You want each user to be able to customize his or her desktop without affecting other users' preferences. However, each user should not be able to change the default desktop icons. What should you do? (Choose two. Each answer is part of the solution.)

- A. Configure a group policy object.
- B. Implement roaming user profiles.
- C. Implement mandatory user profiles.
- D. Create a separate user account for each user.

**Ans: A & D**

**Explanation:**

You should create a separate user account for each user, and configure a group policy object (GPO) to restrict the desktop. To allow each user to customize the desktop without affecting other user's preferences, each user must log on using a separate user account.

You can use group policy settings to define users' desktop environments, including desktop settings, environment variables, and system settings. You can use group policy settings to restrict access to files, folders, and system settings in Windows XP Professional. Windows XP Professional provides a group policy setting named "Don't save settings at exit". This prevents users from saving certain changes to the desktop. When this setting is enabled, users can change the desktop, but some changes, such as the position of open windows or the size and position of the taskbar, are not saved when users log off. However, shortcuts placed on the desktop are saved. You may also want to use the "Prohibit deleting items" group policy setting. This setting prevents users from deleting Web content from their Active Desktop by removing the Delete button from the Web tab in Display in Control Panel. As a result, users can temporarily remove, but not delete, Web content from their Active Desktop. This setting does not prevent users from adding Web content to their Active Desktop.

Implementing roaming user profiles meets the goal to allow each user to customize the desktop. However, implementing roaming user profiles for all users is not the best choice. Group policy settings, which are used to support organizational and network policies, will always take precedence over a setting in a profile.

Users' desktops are defined by their user profiles. You can configure user profiles to help increase user productivity by making frequently used items easily available. You can implement and enforce desktop customization policies by using profiles, which can allow users to access their own desktops from any computer connected to the local network.

A roaming user profile is created by the system administrator and stored on a server. This profile is available every time a user logs on to any computer on the network. If a user makes changes to his or her desktop settings, the user profile is updated on the server when the user logs off.

A mandatory user profile does not allow users to save changes to their desktop settings. Users can modify the desktop settings of the computer while they are logged on, but these changes are not saved when they log off.

Themes are a predefined set of icons, fonts, colors, sounds, desktop backgrounds, and other window elements that give your desktop a unified and distinctive look. New (modified) themes are saved in the My Documents folder. An organization may create a theme to distribute to all employees. However, unless the users are prevented from changing the theme by using GPOs or mandatory profiles, they will be able to select alternate themes, or modify the organization's theme.

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**Question 144.**

You are a help desk technician for a Windows 2000 Active Directory network. A group of 20 employees travel frequently with portable Windows XP Professional computers. These mobile users need to access files while disconnected from the network. You want to centrally manage users' folders and files on the network. Which two methods should you use? (Choose two. Each answer is part of the solution.)

- A. Offline Files
- B. System Policy
- C. Folder redirection
- D. Administration of registry settings

**Ans: A & C**

**Explanation:**

To manage desktops in a Windows 2000 Active Directory network, you should use folder redirection in conjunction with Offline Files. You can allow users to access files from any location at any time by using Roaming user profiles and folder redirection in combination with Offline Files. Roaming user profiles can be used to centrally manage user settings in an Active Directory network, or a non-Active Directory network.

Using System Policy and administration of registry settings is incorrect. These methods should be used to manage desktops in a non-Active Directory network.

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**Question 145.**

You are the desktop administrator for your company. You want all users to have standardized profiles. You create a roaming user profile that conforms to the corporate policy. You want to copy the profile to a profile server. What should you do? (Choose two. Each answer is part of the solution.)

- A. Rename Ntuser.dat to Ntuser.man.
- B. Rename Ntuser.man to Ntuser.dat.
- C. Use Windows Explorer to copy the profile you created to the profile server.
- D. Use the System Properties dialog box to copy the profile you created to the profile server.

**Ans: A & D**

**Explanation:**

First, you should use the Advanced tab of the System Properties dialog box to copy the profile you created to the profile server. Then rename Ntuser.dat to Ntuser.man to change the profile type to mandatory. Mandatory profiles are used to standardize desktop settings across an organization. Only system administrators can make changes to mandatory user profiles. Roaming profiles can be made mandatory by changing the profile file name from Ntuser.dat to Ntuser.man. A mandatory user profile does not allow users to save changes to their desktop settings. Users can modify the desktop settings of the computer while they are logged on, but these changes are not saved when they log off. It may be necessary to update the user's account to reflect the path of the roaming profile. You can do this using one of these tools:

1. User Manager for Domains (if using a Windows NT 4.0 domain)
2. Active Directory Users & Computers (if using a Windows 2000 domain)
3. Computer Management - Local Users and Groups (if using a Windows XP Professional workgroup).

Renaming Ntuser.man to Ntuser.dat is incorrect. This changes a mandatory user profile to a roaming user profile. Doing so will not ensure standardized user profiles. Ntuser.dat is the default file name.

Using Windows Explorer to copy the profile to the profile server is possible but not the approach recommended by Microsoft. To copy a user profile, Microsoft recommends that you access the Advanced tab of the System Properties dialog box, and click the Settings button under User Profiles. Then you can select a profile and click the Copy To button.

A roaming user profile is created by the system administrator and stored on a server. This profile is available every time a user logs on to any computer on the network. If a user makes changes to his or her desktop settings, the user profile is updated on the server when the user logs off.

Users' desktops are defined by their user profiles. You can configure user profiles to help increase user productivity by making frequently used items easily available. You can implement and enforce desktop customization policies by using profiles, which can allow users to access their own desktops from any computer connected to the local network.

Group Policy settings, which are used to support organizational and network policies, will always take precedence over a setting in a profile.

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**Question 146.**

You are the desktop administrator for your company. The senior administrator asks you to assign a standard application using a Windows Installer package. You attempt to do so, but an error occurs. You want to deploy the application using Windows Installer. What should you do?

- A. Modify the package using a .msi file, and redeploy it.
- B. Modify the package using a .msp file, and redeploy it.
- C. Modify the package using a .mst file, and redeploy it.
- D. Modify the package using a .zap file, and redeploy it.

**Ans: C**

**Explanation:**

You should use a transform to customize the package. Transforms, which have the .mst extension, are sometimes called "modifications." Transforms, or .mst files, are customizations applied to Windows Installer packages. A transform is applied at the time of assignment or publication, not at the time of installation. In practical terms, this means that you should ensure the Modifications tab of the package properties dialog box is set up the way you want it to be before clicking OK. If you neglect to do this and deploy an incorrectly transformed package, then you either have to remove the software and redeploy it, or upgrade the software with a correctly transformed version.

The Windows Installer component installs software that is packaged in Windows Installer files. Before you can use Software Installation, you need to set up Group Policy in your organization, configure Group Policy to apply to the site, domain, or organizational unit containing the users and computers that should receive the software. You need a Windows Installer package (.msi) for the application that you want to install. The package is often supplied with the software. If an application does not have a Windows Installer package, you must generate one.

The next step in preparing to use Software Installation is to create a network share, called a software distribution point, containing the packages (.msi files), any transforms (.mst files), and the application files and components. Administration is simpler when packages and application files are stored together, although this is not required. However, packages and transforms must be stored together. The last step in preparing to use Software Installation is to ensure that users can read from the software distribution point and write to the target of the installation, especially if the application is stored on a network file server. Administrators must have Full Control of the software distribution point, and users must have Read permission.

Modifying the package using a .msp (patch file) is incorrect. You can use .msp file to distribute bug fixes, service packs, and similar files. Patches should not be used for major changes. Patches cannot remove components or features, or change product codes. Patches cannot remove or change the names of shortcuts, files, or registry keys.

Modifying the package using a .msi file is incorrect. The .msi file is the Windows Installer package.

Modifying the package using a .zap file is incorrect. A .zap file can only be published (not assigned) to specify an executable setup program that appears in Add or Remove Programs in Control Panel for users with administrative rights on the local computer.

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**Question 147.**

You are the desktop administrator for your company. You want to centrally manage user settings on your network, but all users should be able to save changes to their profiles. Which type of user profiles should you implement?

- A. local
- B. mandatory
- C. roaming
- D. hardware

**Ans: C**

**Explanation:**

You should implement roaming user profiles. A roaming user profile is created by a system administrator and is stored on a server. This profile is available every time a user logs on to any computer on the network. Any changes made to a roaming user profile will be updated on the server.

A user profile defines customized desktop environments, such as individual display, and network and printer connections settings. There are three types of user profiles: local, roaming, and mandatory.

A local user profile is created the first time a user logs on to a computer and is stored on the computer's local hard disk. Any changes made to a local user profile are specific to the computer on which the changes are made. Local user profiles cannot be used to centrally manage user settings on the network. Therefore, using local user profiles is incorrect.

A mandatory user profile is a roaming profile that can be used to specify particular settings for individuals or an entire group of users. Only system administrators can make changes to mandatory user profiles. Mandatory user profiles do not allow users to save changes to their profiles. Therefore, using mandatory user profiles is incorrect.

A hardware profile is not a user profile and cannot be used to centrally manage user settings on a network. A hardware profile is typically used to selectively enable or disable devices on a portable computer. Hardware profiles function independently of user profiles. If two or more hardware profiles are installed on the computer, you can select a hardware profile during the boot process.

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**Question 148.**

You administer a Windows 2000 network for your company. You are planning to deploy Windows XP Professional on multiple computers simultaneously. After installation, how can you transfer multiple users' states to the computers running Windows XP Professional?

- A. This is not possible.
- B. Use the System Preparation Tool.
- C. Use the Files and Settings Transfer Wizard.
- D. Use the Scanstate and Loadstate command-line tools.

**Ans: D**

**Explanation:**

You should use the Scanstate and Loadstate command-line tools. Scanstate captures information; loadstate restores or deploys information. These tools can be used to transfer a single user's state, or to transfer multiple users' states. Use of these command-line tools is recommended when deploying Windows XP Professional on multiple computers simultaneously.

A user state on a computer consists of a user's files, operating system settings, and certain settings associated with applications. The User State Migration Tool (USMT) is a command-line version of the Files and Settings Transfer Wizard. The USMT allows you to transfer files and settings to a computer running Windows XP Professional. You can use the USMT to transfer the user state from computers running Windows 95 or later to a computer running Windows XP Professional. The scanstate and loadstate tools are included as batch files when running the USMT as part of a mass installation.

The option that states "This is not possible" is incorrect because Windows XP Professional provides built-in tools enabling you to transfer multiple users' states to computers running Windows XP Professional.

Using the System Preparation Tool is incorrect because this tool is used to perform unattended installations of Windows XP. It cannot be used after installation to transfer multiple users' states.

Using the Files and Settings Transfer Wizard is incorrect. This wizard allows you to transfer a user's files, folders, and settings to a destination computer running Windows XP Professional. The wizard method is recommended for use when replacing or performing a new installation of Windows XP Professional on a single computer.



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**Question 149.**

You administer a Windows 2000 network for your company. Members of the Developers group perform all hardware and software upgrades independently and maintain a separate network for testing. Allison is a developer who currently uses a computer running Windows 2000 Professional. Allison wants to transfer her files, folders and settings to another computer running Windows XP Professional. What should Allison do?

- A. Use the Files and Settings Transfer Wizard.
- B. Use the Scanstate and Loadstate command-line tools.
- C. Copy the NTUSER.DAT file to the Windows XP computer.
- D. Copy her user profile from the \Documents and Settings folder to the Windows XP computer.

**Ans: A**

**Explanation:**

A user state on a computer consists of a user's files, operating system settings, and certain settings associated with applications. In this case, Allison should transfer her user state by using the Files and Settings Transfer (FAST) Wizard. This wizard allows her to transfer a user's files, folders, and settings to a destination computer running Windows XP Professional. The wizard method is recommended for use when replacing or performing a new installation of Windows XP Professional on a single computer, and when end users are responsible for upgrading their own operating systems.

To use the FAST Wizard, you need access to one of these two resources:

1. A computer running Windows XP Professional on which you can create a wizard disk, or
2. Access to a Windows XP Professional installation CD, which contains the wizard as a choice during Setup.

The FAST wizard allows you to save the files and settings to be transferred. You can save the transferred data to either a server or removable media such as a compact disc.

Using the Scanstate and Loadstate command-line tools is incorrect. While Allison might be able to use these command-line tools, this is not the best answer. Use of these command-line tools is recommended when deploying Windows XP Professional on multiple computers simultaneously.

Copying the NTUSER.DAT file to the Windows XP computer is incorrect. This is not a recommended procedure for transferring a user's state.

Copying Allison's user profile from the \Documents and Settings folder on her Windows 2000 computer to the Windows XP computer is incorrect. This is not a recommended procedure for transferring a user's state.

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**Question 150.**

You are the senior network administrator for your company, which has a global presence. Desktop computers on your network run Windows 2000 Professional or Windows NT Workstation 4.0. You and the IT group are preparing to deploy Windows XP Professional.

The Director of IT wants simultaneous worldwide rollouts of hotfixes, patches, and Service Packs. Users need to share files containing text in English and Spanish. What should you do? (Choose two. Each answer is part of the solution.)

- A. Deploy a typical installation of Windows XP Professional.
- B. Deploy Windows XP Professional MUI Pack as the global desktop standard.
- C. Ensure that only Unicode characters are used for Active Directory and other file system names.
- D. Ensure that only non-Unicode characters are used for Active Directory and other file system names.

**Ans: B & C**

**Explanation:**

You should deploy Windows XP Professional Multilingual User Interface Pack (MUI Pack) as the global desktop standard, and ensure that only Unicode characters are used for Active Directory and other file system names. MUI Pack refers to one of the three different language versions for Windows XP Professional. Windows XP Professional MUI Pack provides the most complete support for multiple languages. To perform an unattended setup of the Windows XP Professional MUI Pack, The [Commands] section of Cmdlines.txt must be used to specify the execution of Muisetup.exe, the program that installs the user interface languages.

Deploying only a typical installation of Windows XP Professional is incorrect. Although all versions of Windows XP Professional provide support for editing documents in multiple languages, a typical installation does not achieve the required goals.

To permit users to share files containing text in other languages, you should ensure that only Unicode characters are used for Active Directory and other file and folder names. Therefore, using non-Unicode characters is incorrect.

The MUI Pack configures the operating system user interface (Start and Programs menus, alerts, dialog boxes, and Help and Support Center) to appear in the localized language that has been set as the default. The MUI Pack also includes additional localized components that facilitate the development of multilingual applications. The MUI Pack simplifies remote administration over a corporate network.

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**Question 151.**

You are the desktop administrator for your company. Randy, a user in the Engineering group, has recently installed Internet Information Services (IIS) on his Windows XP Professional computer. He wants the virtual server to support up to 15 connections. However, IIS is only accepting 10 connections at a time. How should you advise Randy?

- A. Use the IIS snap-in to modify the virtual server properties to accept up to 20 connections.
- B. Use Personal Web Manager to modify the virtual server properties to accept up to 20 connections.
- C. The version of IIS included with Windows XP Professional has less functionality than the full version and does not support more than 10 simultaneous connections.
- D. The version of IIS included with Windows XP Professional has less functionality than the full version, but you can edit the registry to support up to 20 simultaneous connections.

**Ans: C**

**Explanation:**

You should advise Randy that the version of Internet Information Services (IIS) 5 included with Windows XP Professional has less functionality than the server version and does not support more than 10 simultaneous connections.

Using the IIS snap-in to modify the virtual server properties is incorrect. The version of IIS 5 included with Windows XP Professional only supports 10 simultaneous connections.

Using Personal Web Manager to modify the virtual server properties is incorrect. The version of IIS 5 included with Windows XP Professional only supports 10 simultaneous connections.

Editing the registry to configure IIS to support more than 10 connections is incorrect. Microsoft does not recommend editing the registry for this purpose.

IIS allows you to publish information on the Internet or your intranet. IIS includes many administrative features for managing Web sites and your Web server. With programmatic features like Active Server Pages (ASP), you can create and deploy scaleable, flexible Web applications. IIS is not installed by default, but you can add it using Add/Remove Programs.

IIS for Windows XP Professional is provided for users developing a Web service, and for home or office use. IIS replaces the former default Web service, the Personal Web Service (PWS), on home and professional versions of Windows. PWS cannot be upgraded from previous Windows products. When IIS is installed, you can view the product documentation by typing <http://localhost/iisHelp/> in your browser address bar and pressing ENTER.

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**Question 152.**

You are the desktop administrator for your company. Emily is hosting two Web sites on her Windows XP Professional computer using Internet Information Services (IIS). Two IP addresses are assigned to Emily's computer (208.15.208.82 and 208.15.208.83). The computer name is XP1. Emily adds a new virtual server in the IIS console and assigns 208.15.208.83 to the site. Emily types http://XP1, but cannot connect to the virtual server. How can Emily connect to the new site?

- A. Flush the DNS cache.
- B. Connect by using the URL.
- C. Connect by using the IP address.
- D. Open a command prompt, and type NETBIOS -R.

**Ans: B**

**Explanation:**

Emily should connect by using the Uniform Resource Locator (URL). By default, Internet Information Services (IIS) searches the home directory for a home page named default.htm, default.asp, or iisstart.asp. To test a Web site on your intranet, open Microsoft Internet Explorer, and type in the URL for the home directory of your server in the Address text box. Type the URL using this syntax: http://WebSiteName/default.

IIS supports publishing data on the Internet or your intranet. IIS includes a broad range of administrative features for managing Web sites and Web servers. With programmatic features like Active Server Pages (ASP), you can create and deploy scalable, flexible Web applications. IIS is not installed by default, but can be added using the Add/Remove Programs dialog box via the Control Panel.

IIS for Windows XP Professional is designed for users developing a Web service for home or office use. IIS for Windows XP Professional can only service 10 simultaneous client connections and does not leverage all the features of the server versions. IIS replaces the former default Web service, the Personal Web Service (PWS), on home and professional versions of Windows. PWS cannot be upgraded from previous Windows products.

Flushing the DNS cache will not allow Emily to connect to the virtual server using the http://XP1 syntax. You can run IPCONFIG /FLUSHDNS at a command prompt to flush and reset the contents of the DNS client resolver cache. During DNS troubleshooting, you can use this procedure to discard negative cache entries from the cache, in addition to any other entries that have been added dynamically.

Typing NETBIOS -R at a command prompt is incorrect. NETBIOS is not an executable program or batch file on Windows XP Professional. By default, the only file installed on the system volume that starts with Netbios is netbios.sys. This file cannot be used at a command prompt to connect to an IIS virtual server running on Windows XP Professional.

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**Question 153.**

You are a help desk administrator for your company. You want to allow users to establish a remote desktop session with a Windows XP Professional computer. You want to maximize the security of the remote desktop sessions. To which group should you add the users in order to allow them permission to connect?

- A. Users
- B. Power Users
- C. Administrators
- D. Remote Desktop

**Ans: D**

**Explanation:**

Because Remote Desktop enables remote connections to your computer, you should configure the computer to be as secure as possible, thus preventing the session data from being viewed by others who may connect to your computer remotely. To increase security, add the appropriate users to the Remote Desktop Users group, not the Administrators group. As a member of the Remote Desktop Users group, you do not need to log on as an administrator to gain access to your computer remotely. Therefore, if the security of the remote connection is compromised, the intruder will not have administrative privileges.

By default, only members of the Administrators or Remote Desktop Users groups can establish a remote desktop session. Therefore, the Users and Power Users groups do not apply.

To increase security, you should also require all Remote Desktop users to log on by using a strong password. This password level is especially important if your computer is connected directly to the Internet via a cable modem or DSL connection. Strong passwords have a minimum of eight characters, and contain a capital or a special character in position two through seven.

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**Question 154.**

You are a help desk technician for your company. A user named Robert calls you for help. Robert enters information on a Web page, but when he attempts to submit the information to the Web server, an error reports "Cannot send HTML forms". You want to allow Robert to submit the information to the Web server. What should you do?

- A. Enable in-place activation for the document type.
- B. Disable in-place activation for the document type.
- C. Enable the IE option Submit nonencrypted form data.
- D. Disable the IE option Submit nonencrypted form data.

**Ans: C**

**Explanation:**

You should enable the Internet Explorer (IE) option Submit nonencrypted form data for the Internet Web content zone. This configuration allows data from forms on HTML pages in the zone to be submitted without user intervention. This option determines whether HTML pages in the zone can submit forms to or accept forms from servers in the zone. Forms sent with Secure Socket Layer (SSL) encryption are always allowed; this setting only affects data that is submitted by non-SSL forms. To configure this option, access the Security tab of the Internet Options dialog box, and click Custom Level.

Disabling the option Submit nonencrypted form data is incorrect. This configuration prevents information from forms on HTML pages in the zone from being submitted.

Enabling in-place activation for the document type is incorrect. Doing so will not allow Robert to submit the information to the Web server.

Disabling in-place activation for the document type is incorrect. Doing so will not allow Robert to submit the information to the Web server. This configuration is a workaround applicable to IE 5.01 for this problem: When using a form to request a document and the request is redirected, Internet Explorer indicates a "Done" status but the document may not be displayed. This problem was corrected in IE version 5.5. IE version 6 ships with Windows XP Professional.

HTML forms are the most common method for gathering Web-based data. HTML forms consist of arrangements of special HTML tags that render user-interface elements on a Web page. Text boxes, buttons, and check boxes are examples of elements that enable users to interact with a Web page and submit information to a Web server. Web pages containing HTML forms can enable users to remotely query a database and retrieve specific data.

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**Question 155.**

You are a support professional for your company. On a part-time basis, you provide support from your home office. Your home network environment includes a Windows XP Professional computer hosting a DSL modem that connects to an Internet Service Provider. You want to allow users to use the Remote Desktop feature on your computer. What should you do?

- A. Disable the Allow this computer to be controlled remotely option.
- B. Enable the Allow this computer to be controlled remotely option.
- C. Enable the Allow users to connect remotely to this computer option.
- D. Enable the Allow Remote Assistance invitations to be sent from this computer option.
- E. Disable the Allow users to connect remotely to this computer option.
- F. Disable the Allow Remote Assistance invitations to be sent from this computer option.

**Ans: C**

**Explanation:**

The Remote Desktop feature is not enabled by default. To enable Remote Desktop, access the Remote tab in the System Properties box. Under Remote Desktop, click Allow users to connect remotely to this computer. The Windows XP Professional computer to be remotely accessed must be connected to a LAN or the Internet.

The Allow this computer to be controlled remotely and Allow Remote Assistance invitations to be sent from this computer options are related to Remote Assistance, not Remote Desktop.

Although Remote Desktop and Remote Assistance use the same underlying technology, they are different features. Remote Desktop allows you to remotely access a Windows session running on your computer. For example, you can use Remote Desktop to connect to your computer in the corporate office from your home. Using Remote Desktop, you can access all of your applications, files, and network resources as if you were logged on locally to your computer at work.

Remote Assistance allows you to assist users by remotely viewing and controlling their systems from your Windows XP Professional workstation. Using Remote Assistance, a user sends a request for remote help. The helper, who may be an IT support professional, accepts the request, and is able to then chat with the user, view the user's desktop, take shared control of the user's computer if the user allows it, and send files to and receive files from the user. Remote Assistance enables users to get direct, remote help from a more experienced IT support professional, friend, or colleague.

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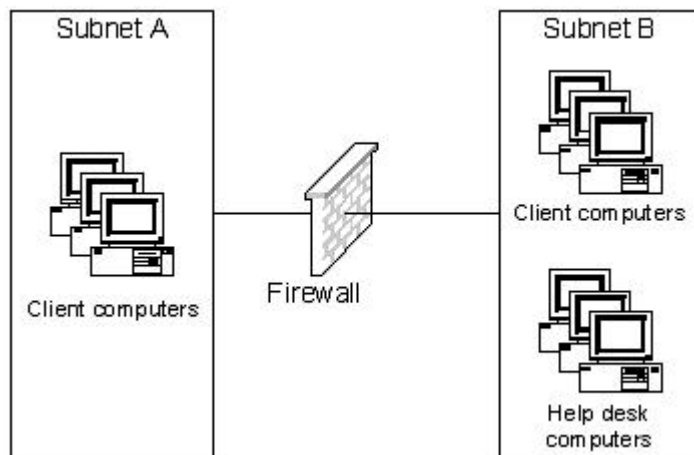
**Question 156.**

You are a help desk technician for your company. A portion of your network configuration is shown in the exhibit. (Click the Exhibit button to view.) An employee named Rick in the Marketing department uses a Windows XP Professional computer on subnet A. You have a Windows XP Professional computer on subnet B.

Rick sends you a Remote Access invitation. In Windows Messenger, you accept but you cannot connect to Rick's computer for remote access. You run Ping to verify connectivity. You need to establish connectivity with Rick's computer. Which two actions can you take? (Choose two. Each answer is a unique solution.)

- A. Ask the firewall administrator to open the TCP/IP ports used by Windows Messenger.
- B. Ask the firewall administrator to open the TCP/IP ports used by Remote Desktop Services.
- C. Instruct Rick to create an invitation file and e-mail the file as an attachment. When you receive the file, open the file attachment.
- D. Instruct Rick to edit the System properties for his computer by adding your domain user account to the Remote Desktop users list on the Remote tab.

**Ans: A & C**



**Explanation:**

When using Remote Assistance on a corporate intranet or local area network, firewalls may prevent Remote Assistance functionality. If your local area network incorporates a firewall, and users are unable to establish a connection with the assistant, ask the firewall administrator to open port 3398 on the firewall.

Alternatively, you can instruct Rick to create an invitation file and e-mail the file as an attachment. When you receive the file, open the file attachment. If a user is unable to send an invitation using e-mail or Windows Messenger, the user can create and save an invitation. A user can send the saved invitation file to a helper by copying it onto a floppy disk or a shared network location, or sending it over another e-mail service or an FTP connection.

Although Remote Desktop and Remote Assistance use the same underlying technology, they are different features. Therefore, the options that include Remote Desktop Services are incorrect.

Remote Desktop allows you to remotely access a Windows session running on your computer. For example, you can use Remote Desktop to connect to your computer in the corporate office from your home. Using Remote Desktop, you can access all of your applications, files, and network resources as if you were logged on locally to your computer at work.



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**Question 157.**

You are a help desk technician for your company. Internet Information Services (IIS) is installed on your Windows XP Professional computer. You need to learn how to use IIS to host Web sites. Which IIS testing procedures are recommended? (Choose two. Each answer is a unique solution.)

- A. Ping an Internet server using its NetBIOS name.
- B. Ping an intranet server using its NetBIOS name.
- C. Ping an Internet server using its fully qualified domain name (FQDN).
- D. Ping an intranet server using its fully qualified domain name (FQDN).

**Ans: B & C**

**Explanation:**

If the server is on an intranet, you should ping the server using its NetBIOS name. If the server is on the Internet, you should ping the server using its fully qualified domain name (FQDN).

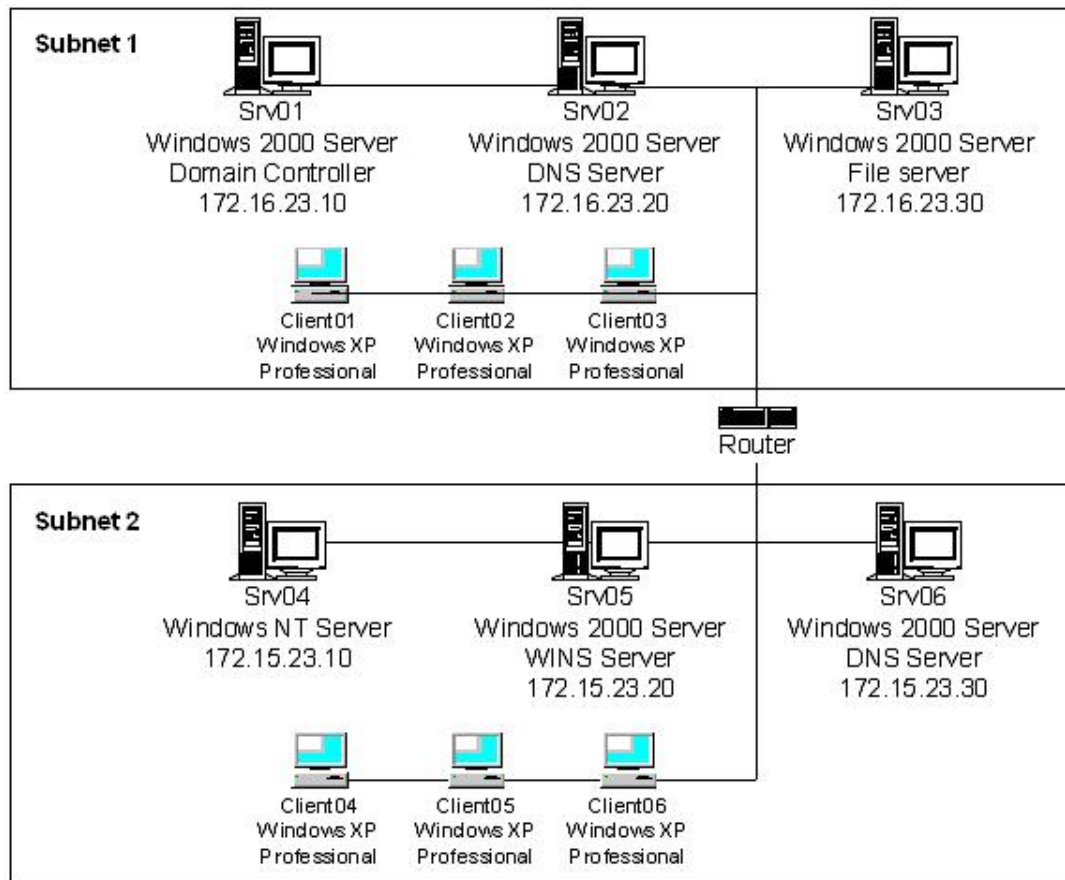
Pinging an Internet server by its NetBIOS name is not recommended. Pinging an intranet server by its FQDN is not recommended.

To adequately test network connectivity, it is necessary to ping your server from a remote computer. If you run a ping command from your local server, the ping does not enter the network loops within your local server.

**Question 158.**

You are a help desk technician for your company. A portion of your network is shown in the Network exhibit. (Click the Exhibits button to view.)

**Network**



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All IP addresses are assigned manually. The user of Client02 cannot access Srv04 in subnet 2. When the user attempts to use an application to access data on Srv04, an application error appears stating that the path cannot be found. The IP configuration of Client02 is shown in the IP configuration exhibit. (Click the Exhibits button to view.)

### IP configuration

Windows IP Configuration

Host Name . . . . . : Client02

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . :  
Description . . . . . : NETGEAR FA310TX Fast Ethernet Adapter (NGRPCI)  
Physical Address. . . . . : 00-A0-CC-53-75-67  
Dhcp Enabled. . . . . : Yes  
Autoconfiguration Enabled . . . . : No  
IP Address. . . . . : 172.16.23.50  
Subnet Mask . . . . . : 255.255.0.0  
Default Gateway . . . . . : 172.16.23.1  
WINS Server . . . . . : 172.15.23.40  
DNS Servers . . . . . : 172.16.23.20

You need to allow the user to access Srv04. What should you do?

- A. Change the IP address of Client02 to 172.16.23.22.
- B. Change the default gateway for Client02 to 172.15.23.1.
- C. Change the DNS server IP address for Client02 to 172.15.23.30.
- D. Change the WINS server IP address for Client02 to 172.15.23.20.

**Ans: D**

### Explanation:

You should change the WINS server IP address for Client02 to 172.15.23.20. This is the IP address of the WINS server. Configuring Client02 to use the correct IP address of the WINS server should resolve the problem. This is necessary because Client02 is currently configured to use a WINS server IP address of 172.15.23.40. This IP address is not defined within the scope of this scenario.

Changing the IP address of Client02 to 172.16.23.22 is incorrect. Doing so will not allow the user to access Srv04.

Changing the default gateway for Client02 to 172.15.23.1 is incorrect. This would be the correct default gateway for a client in Subnet 2, but not for a client in Subnet 1.

Changing the DNS server IP address for Client02 to 172.15.23.30 is incorrect. Doing so will not allow the user to access Srv04. Client02 is already configured to use the correct DNS server.

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**Question 159.**

You are a help desk technician for your company. You have installed Internet Information Services (IIS) on your Windows XP Professional computer, but you are unable to access the local Web server. You are unable to determine the cause of the failure by pinging your server. What should you do?

- A. Disable Host Headers.
- B. Restart the WWW service.
- C. Restart Windows XP Professional.
- D. Configure the WWW service to start at startup.

**Ans: B**

**Explanation:**

Windows XP Professional provides tools for hosting sites with Internet Information Services (IIS). You should restart IIS by restarting the WWW service. This is the recommended troubleshooting procedure in the event you receive an error stating "The page cannot be displayed", and you have already tried pinging the server. You can use the IIS snap-in to start or stop any Web site on your IIS server or restart the World Wide Web (WWW) publishing service, which restarts IIS at the server level. When you restart the WWW Publishing service, all sites running from the designated computer are affected. To restart IIS, you must be a member of the Administrator group on the Windows XP Professional computer that you want to administer. You must restart IIS from the server that is running IIS.

Host header names are the key to hosting multiple Web sites on one computer. However, the scenario does not indicate that multiple Web sites are configured in IIS. Therefore, disabling Host Headers is incorrect.

Restarting Windows XP Professional is not the best choice because it requires more time than restarting IIS.

Configuring the WWW service to start at startup is not required because that is the default setting.

To adequately test network connectivity, it is necessary to ping your server from a remote computer. If you run a ping command from your local server, the ping does not enter the network loops within your local server.

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**Question 160.**

You are the desktop administrator for your company. You have just acquired a portable Windows XP Professional computer, and you want to set up a VPN connection on the computer. The VPN connection must use the strongest possible encryption. The connection must be terminated if an attempt is made to connect to a system that will not accept data encryption. How should you configure your Windows XP Professional mobile computer? (Choose two. Each answer is part of the solution.)

- A. In the Advanced Security Settings dialog box, clear all options other than CHAP.
- B. In the Advanced Security Settings dialog box, clear all options other than MS-CHAP v2.
- C. In the Advanced Security Settings dialog box, specify Require encryption (disconnect if server declines).
- D. In the Advanced Security Settings dialog box, specify Maximum strength encryption (disconnect if server declines).

**Ans: B & D**

**Explanation:**

You should also ensure that MS-CHAP v2 authentication is enabled because MS-CHAP v2 is the most secure form of authentication available without using smart card authentication. MS-CHAP v2 is recommended for networks where dial-up clients run Windows 2000 or later, or where VPN clients run Windows NT 4.0 or Windows 98 or later. This protocol provides mutual authentication, strong initial data encryption keys, and different encryption keys for sending and receiving. MS-CHAP v2 drops support for the MS-CHAP password change and does not transmit the encoded password to minimize security risk.

You should also specify Maximum strength encryption (disconnect if server declines) in the Advanced Security Settings dialog box. This option is recommended when you require the highest level of encryption for all communications. The server will not accept lower levels of encryption.

Data is only encrypted if MS-CHAP, MS-CHAP v2, or EAP/TLS authentication is negotiated. These are the only authentication protocols that generate their own initial encryption keys, which are required for encryption. Therefore, clearing all options other than CHAP is incorrect because this configuration will not support data encryption. The CHAP protocol is recommended for networks supporting clients that do not run Microsoft operating systems.

Specifying Require encryption (disconnect if server declines) is incorrect. While this option requires all communications to be encrypted, it does not require the strongest possible encryption.

Virtual Private Networks (VPNs) create a virtual space in the Internet through which users can securely transmit data. The protocols that can be used for a VPN have different capabilities and features. VPNs use either the Point-to-Point Tunneling Protocol (PPTP) or the Layer Two Tunneling Protocol (L2TP) to establish connections. Windows XP Professional allows you to specify which protocol to use when creating an outgoing VPN connection.

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**Question 161.**

You are the desktop administrator for your company. Sheila, a user on your network, calls to report that files are being deleted from a shared folder on her Windows XP Professional computer. Sheila wants to find out who is deleting the files. What should you do?

- A. Enable success auditing of privilege use.
- B. Enable success auditing of object access.
- C. Enable success auditing of system events.
- D. Enable success auditing of directory service access.

**Ans: B**

**Explanation:**

You should enable success auditing of object access. This event class determines whether to audit the event of a user accessing an object, such as a file, folder, registry key, or printer. You should also enable auditing on the shared folder because auditing is a two step process. The audit policy enables auditing of objects but does not activate auditing of specific resources.

Security events are the result of an audit policy. Security events based on an audit policy are recorded in the Security log. The Security log records security events, such as valid and invalid logon attempts, and events related to resource use, such as creating, opening, or deleting files.

Enabling auditing of privilege use is incorrect. Privilege use events occur when a user exercises a user right. A privilege is a user's right to perform a specific task. The privileges that can be granted to a user include Back up files and directories, and Restore files and directories. While these privileges permit the user to bypass file and directory permissions to back up or restore the system, they are assigned only to Administrators and Backup Operators by default.

Enabling success auditing of system events is incorrect. This event class determines whether to audit when a user restarts or shuts down the computer or when an event occurs that affects either the system security or the security log.

Enabling success auditing of directory service access events is incorrect. Directory service access events occur when a user accesses an Active Directory object. This event class is similar to auditing object access, except that it applies only to Active Directory objects and not to file system and registry objects. By default, this value is set to no auditing in the Default Domain Controller Group Policy object (GPO). This event class does not apply to workstations.

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**Question 162.**

You are the desktop administrator for your company. The network environment includes a Windows 2000 domain, and client computers run Windows 2000 Professional or Windows XP Professional. Users need to run applications that are not certified for Windows 2000. Which actions can you take? (Choose two. Each answer is a unique solution.)

- A. Add the users to the Users group.
- B. Add the users to the Power Users group.
- C. Apply the Compatws.inf security template.
- D. Apply the Setup security.inf security template.

**Ans: B & C**

**Explanation:**

You can either add the users to the Power Users group, or apply the Compatws.inf security template. Because applications that are not certified for Windows 2000 are not likely to run under a User context, you will probably need to take one of these actions. You may decide against granting membership in the Power Users group because Power Users can create users, groups, printers and shares. In this case, you can apply the Compatws.inf security template to relax the default file and registry permissions granted to the Users group in a way that is compatible with the requirements of most non-certified applications. The Compatible template removes all members of the Power Users group.

Adding the users to the Users group will not ensure that they can run non-certified applications.

Applying the Setup security.inf security template is incorrect. This template is provided for disaster recovery purposes.

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**Question 163.**

You are the desktop administrator for your company. Your network consists of a domain supporting 15 Windows XP Professional computers and 15 Windows 2000 Professional computers. The network is located in a call center where employees use more than one computer. For computers in the Research organizational unit (OU), you configure a group policy object (GPO) to prevent users from locking their workstations. You place the computers in the Research OU. The GPO is implemented on only half the clients. How can you apply the policy to users in the Research OU?

- A. Apply a GPO to the user configuration, and link the GPO to the OU.
- B. Apply a GPO to the user configuration, and link the GPO to the domain.
- C. Apply a GPO to the computer configuration, and link the GPO to the OU.
- D. Apply a GPO to the computer configuration, and link the GPO to the domain.

**Ans: A**

**Explanation:**

Group policy includes policy settings for User Configuration, which affect users, and for Computer Configuration, which affect computers. You should apply a group policy object (GPO) to the user configuration, and link the GPO to the organizational unit (OU). This action applies the policy to users in the Research OU. Changes to settings under User Configuration in the Local Computer Policy affect users or groups of users on the local computer. In a domain, User Configuration affects users or groups of users on any computer they log on.

You can link a GPO to specify that its settings are applied to users and computers in the site, domain, or OU and that its settings are applied to users and computers in Active Directory containers that inherit policy settings from the site, domain, or OU. You can link a single GPO to two OUs. Changes made to the GPO in either location result in a change for both OUs.

Applying a computer configuration GPO and linking the GPO to the OU is incorrect because users change workstations. In the Group Policy snap-in, all settings under Computer Configuration affect every user who logs on to the computer. If you apply a computer configuration GPO, it might affect a user outside of the Research OU.

Applying a GPO to the computer configuration, and linking the GPO to the domain is not the best choice. The Default Domain Policy is linked to the domain, and it affects all users and computers in the domain. This applies the policy to more than the OU. Removing the Start button from all computers in the domain could affect the productivity of administrators.

If an Active Directory domain contains both Windows 2000 and Windows XP Professional clients, any new Group Policy settings specific to Windows XP Professional that you configure do not apply to the Windows 2000 clients. However, the Remove Lock Computer setting applies to both Windows 2000 Professional and Windows XP Professional. You can see the Extended view in the Group Policy snap-in for the desktop operating system required for each setting to apply.



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**Question 164.**

You administer a network supporting client computers running Windows NT Workstation 4.0, Windows 2000 and Windows XP Professional. Some users in the Developers group build their own computers and install Windows and applications. Tony, a member of the Developers group, calls you to report that he is unable to log on remotely to his computer running Windows XP Professional. You talk with Tony and learn that he performed the installation with default settings. What are most likely the causes of this problem? (Choose two. Each answer is part of the solution.)

- A. Tony is using a local user account.
- B. Tony is using a domain user account.
- C. The password for Tony's user account is blank.
- D. The password length for Tony's user account is between three and eight characters.

**Ans: A & C**

**Explanation:**

Tony is using a local user account with no password. Windows XP has a new default security feature that is intended to protect users with blank passwords from network-based attacks. If the operating system detects a local user account with no password, the user's logon privileges are limited to the local computer, preventing the user from logging on remotely.

The restriction on the use of blank passwords described above only applies to local user accounts, not to domain user accounts.

Since Tony left Windows XP Professional settings at their defaults, the minimum password length is zero (0), which means that no password is required. Therefore, a password length of three to eight characters is not a likely cause of Tony's inability to log on remotely.

**Question 165.**

You are the desktop administrator for your company. You want to ensure that users will be able to download files and accept cookies from a supplier company's Web site. The URL of the supplier company's Web site is <http://www.bergmantechologies.com>. How should you configure Microsoft Internet Explorer?

- A. Add the URL to the Internet Web content zone.
- B. Ensure that the URL is on the list of Trusted sites.
- C. Add the URL to the Local intranet Web content zone.
- D. Ensure that the URL is not on the list of Restricted sites.

**Ans: D**

**Explanation:**

You should access Internet Explorer (IE) security options, and ensure that the URL is not on the list of Restricted Sites. The Restricted sites zone contains sites that are not trusted, and sites that you want to restrict users from downloading or running files. You can assign sites to this zone. The default security level for the Restricted sites zone is High. Internet Explorer blocks all cookies from Web sites in this zone.

Adding the URL to the Internet Web content zone is incorrect. An administrator cannot add Web sites to this zone; it is defined by the operating system and contains all Web sites that are not placed in other zones.

Adding the URL to the list of Trusted sites is not the best choice. A site does not have to be in the Trusted sites zone for a user to be able to access it. The Trusted sites zone contains Web sites that you trust not to damage your computer or data. The default security level for the Trusted sites zone is Low. Internet Explorer allows all cookies from Web sites in this zone to be saved and read by the Web site that created them.

Adding the URL to the Local intranet Web content zone is incorrect. The Web site that needs to be accessed is not on the local intranet. The Local intranet zone contains all Web sites that are on your intranet. This zone typically contains any addresses that do not require a proxy server.



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**Question 166.**

You are a help desk technician for your company. The network environment includes a Windows 2000 domain and a public key infrastructure. You want to configure Encrypting File System (EFS) to simplify the manageability of recovery agents. What should you do?

- A. Run Cipher Windows.
- B. Run Cipher /e Windows.
- C. Use self-signed certificates for EFS.
- D. Configure your certification authority to provide EFS certificates.

**Ans: D**

**Explanation:**

The Encrypting File System (EFS) can use self-signed certificates to minimize EFS configuration requirements, however the use of self-signed certificates for EFS is not recommended in a domain environment. Configuring certification authorities to deliver EFS certificates to users as part of your public key infrastructure simplifies the manageability for recovery agents.

To use EFS, all users must have EFS certificates. If you do not currently have a public key infrastructure (PKI), you can use self-signed certificates. If you have a certification authority, you should configure it to provide EFS certificates.

The Cipher command-line utility can be used to encrypt and decrypt files and folders on NTFS volumes. Running Cipher Windows simply displays the encryption status of the folder. This does not configure EFS to simplify the manageability of recovery agents. Therefore, this option is incorrect.

Running Cipher /e Windows is incorrect. This command would normally encrypt the Windows folder. However, system files and any files in the systemroot folder or its subfolders cannot be encrypted. In Windows XP Professional, the default systemroot folder is C:\WINDOWS.

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**Question 167.**

You are the desktop administrator for your company. You want to prevent users from logging on to their Windows XP Professional computers in the event that a domain controller is not available. What should you do?

- A. Configure the policy "Deny logon locally".
- B. Configure the policy "Deny access to this computer from the network".
- C. Set the value for "Interactive logon: Number of previous logons to cache (in case domain controller is not available)" to 0.
- D. Set the value for "Interactive logon: Number of previous logons to cache (in case domain controller is not available)" to -1.

**Ans: B**

**Explanation:**

In Local Security Settings, you can configure security options to modify logon-related behaviors. One of the security options is "Interactive logon: Number of previous logons to cache (in case a domain controller is not available)". A value of 0 for this policy setting disables logon storing. This policy accepts values between 1 and 50. This policy does not accept a value less than 0.

Configuring the policy "Deny logon locally" is incorrect. Doing so will not affect the caching of logon credentials. Denying the right to log on locally prevents the user from logging on to Windows XP Professional. Unless the user could log on to Windows XP remotely, or initiate a Remote Desktop session, the user may be unable to access the operating system. This policy resides in the User Rights Assignment node of Local Security Settings.

Configuring the policy "Deny access to this computer from the network" is incorrect. Doing so will not affect the caching of logon credentials.

By default, Windows 2000 Server and Windows XP Professional store a previous user's logon information locally so that a subsequent user can log on even if a domain controller is unavailable. This setting determines how many unique previous logons are cached. If your domain controller is offline, and a user's logon information is stored, the user is prompted by this message:

"A domain controller for your domain could not be contacted. You have been logged on using cached account information. Changes to your profile since you last logged on may not be available."

If a domain controller is unavailable and a user's logon information is not stored, the user is prompted by this message: "The system cannot log you on now because the domain DOMAIN\_NAME is not available."

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**Question 168.**

You are a desktop administrator for your company, a small business. You support a single local area network subnet. Five users have Windows XP Professional computers in a workgroup. You want to prevent any user from logging off the computer named XPP1. You also want to prevent any user from shutting down XPP1. What should you do? (Choose two. Each answer is part of the solution.)

- A. Use the Group Policy console to enable the Remove Logoff setting.
- B. In Control Panel, click User Accounts link, and click Change an account.
- C. In Control Panel, click User Accounts link, and click Change the way users log on or off.
- D. Use the Group Policy console to enable the Remove and prevent access to the Shut down command setting.

**Ans: A & D**

**Explanation:**

You should configure the local computer policy on XPP1. To prevent a user from logging off, you should use the Group Policy console to enable the Remove Logoff setting. This setting does not let the user log off the system by using any method, including programs run from the command line, such as scripts. It also disables or removes all menu items and buttons that log the user off the system.

To prevent a user from logging off, use the Group Policy console to enable the Remove and prevent access to the Shut down command setting. This setting prevents users from shutting down or restarting Windows. It removes the Shut Down option from the Start menu and disables the Shut Down button on the Windows Security dialog box. This setting prevents users from using the Windows user interface to shut down the system, although it does not prevent them from running programs that shut down Windows.

The User Accounts link in Control Panel cannot be used to prevent users from logging off or shutting down Windows XP Professional. This interface can be used to change the account name, create or change a password, change the account type, and delete an account.

To configure the Group Policy settings described above, open a customized Microsoft Management Console (MMC) containing the Local Computer Policy snap-in. Expand Local Computer Policy, expand User Configuration, expand Administrative Templates, expand System, and then click Ctrl+Alt+Del Options. Changes to settings under the User Configuration affect users or groups of users on the local computer.

In a domain, User Configuration affects users or groups of users on any computer to which they log on.

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**Question 169.**

You are the desktop administrator for your company. All users have Windows XP Professional workstations, and all hard disks are formatted with NTFS. A user is unable to access a shared folder on another Windows XP Professional computer over the network. The user is a member of several security groups. You need to quickly determine which group membership is causing the problem. What should you do?

- A. Run the assign command-line utility.
- B. Run the fasthelp command-line utility.
- C. Access the properties of the folder, click the Security tab, and click the Advanced button. In the Advanced Security settings, click the Permissions tab.
- D. Access the properties of the folder, click the Security tab, and click the Advanced button. In the Advanced Security settings, click the Effective Permissions tab.

**Ans: D**

**Explanation:**

You should access the properties of the folder, click the Security tab, and click the Advanced button. In the Advanced Security settings, click the Effective Permissions tab. Then you click the Select button to add the user account. Once the user account is added, the effective permissions are displayed. Effective Permissions is a tool that calculates the permissions granted to the specified user or group. The Effective Permissions calculation takes the permissions in effect from group membership into account, as well as any permissions inherited from the parent object. It accesses all domain and local groups to which the user or group belongs in its calculation.

The assign command-line utility is not supported in Windows XP Professional. The fasthelp command-line utility is not supported in Windows XP Professional.

Clicking the Permissions tab is incorrect. This tab does not allow you to quickly determine the user's effective permissions to the shared folder.

One key difference between Windows XP Professional and Windows 2000 Professional lies in the way the NTFS Properties box for file system objects is displayed. By default, the Security tab is hidden. To display the Security tab, open Folder Options in Control Panel. Click Appearance and Themes, and click Folder Options. On the View tab, under Advanced settings, disable the option Use simple file sharing.

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**Question 170.**

You are a help desk technician for your company. All users have Windows XP Professional workstations. A user attempts to access a Web site using Microsoft Internet Explorer (IE). The user receives the error message shown in the exhibit. (Click the Exhibit button to view.)



You need to allow the user to browse the Web site. What should you do?

- A. Ensure that the URL is on the list of Trusted sites.
- B. Ensure that the URL is not on the list of Restricted sites.
- C. Modify the Content Advisor settings by adding the supplier's Web site to the list of approved sites.
- D. Modify the Content Advisor settings by enabling the user option Users can see sites that have no rating.

**Ans: C**

**Explanation:**

You should access Internet Explorer (IE) security options and modify the Content Advisor settings by adding the supplier's Web site to the list of approved sites. This is the correct choice because the Content Advisor error states: "This page was blocked by your Approved Sites list."

Ensuring that the URL is not on the list of Restricted Sites is incorrect. The Restricted sites zone contains sites that are not trusted, and sites that you want to restrict users from downloading or running files. You can assign sites to this zone. The default security level for the Restricted sites zone is High. Internet Explorer blocks all cookies from Web sites in this zone. Adding a URL to the list of Restricted Sites does not prevent Internet Explorer from browsing it.

Adding the URL to the list of Trusted sites is not the best choice. A site does not have to be in the Trusted sites zone for a user to be able to access it. The Trusted sites zone contains Web sites that you trust not to damage your computer or data. The default security level for the Trusted sites zone is Low. Internet Explorer allows all cookies from Web sites in this zone to be saved and read by the Web site that created them.

Allowing users to view unrated sites is incorrect. If the problem is caused by an unrated Web page, Content Advisor will display a different message stating: "This page does not have a rating." The user option "Users can see sites that have no rating," specifies whether people using the local computer have permission to view unrated Web pages. If this option is disabled, Internet Explorer does not display any unrated Web pages. By default, Windows XP Professional configures Internet Explorer to not display any unrated Web pages.

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**Question 171.**

You are the administrator of all the Windows XP Professional portable computers for your company. All computers are members of a Windows 2000 domain.

During the day, users connect their portable computers to the company network. In the evening at home, users use their portable computers to access the Internet.

Users report that when they connect their portable computers to the company network, they are able to access network resources. However, users on the network are not able to connect to shared folders that are defined on the portable computers. You verify that the users have the necessary permissions to connect to the shared folders on the portable computers.

You want to ensure that the portable computers are protected when they are connected to the Internet in the evening. You also want to ensure that users can access shared folders on the portable computers during the day.

What should you do?

- A. On the Windows XP Professional portable computers, enable Internet Connection sharing (ICS) Discovery and Control.
- B. Configure the Network TCP/IP settings on the Windows XP Professional portable computers to use DHCP.  
Configure the Alternate Configuration feature to use user-configured addresses.
- C. Link a Group Policy object (GPO) to the company network sites.  
Configure the GPO to enable **Guest only sharing and security model for local accounts.**
- D. On the Windows XP Professional portable computers, enable Internet Connection Firewall (ICF).  
Configure the local Group Policy object (GPO) to enable **Prohibit the use of ICF on your DNS domain network**
- E. On the Windows XP Professional portable computers, enable Internet Connection Firewall (ICF).  
Configure the Local Group Policy object (GPO) to enable **Prohibit Enabling/Disabling components of a LAN connection**

**Ans: D**

**Explanation:**

In this scenario we configure the mobile computers with Internet Connection Firewall (ICF). This will make the mobile computers more secure when they connect to public networks like the Internet. However, at company network ICF will prevent other users from accessing local resources on the mobile computers. The solution to this dilemma is to use a location-Aware Group Policy.

ICF has a Group Policy, **Prohibit the use of ICF on your DNS domain network**, that allows domain administrators to prevent ICF from running in their domain. This Group Policy is location-aware, which means that ICF may still be configured and run when the PC is not running on the network in which the policy was pushed down.

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**Question 172.**

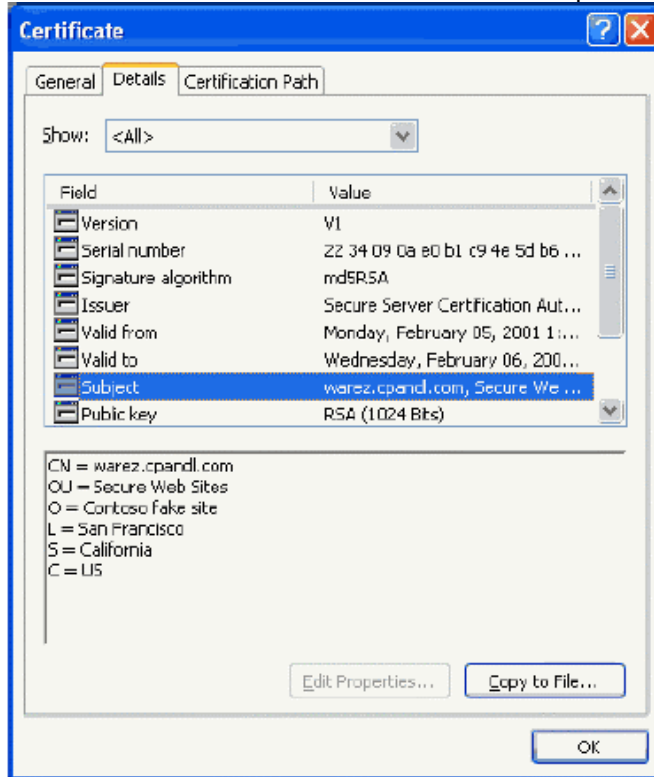
You are the administrator of 300 Windows XP Professional computers. The computers are members of a Windows 2000 domain and are connected to the Internet.

A user named Andrea reports that when she attempts to place an online order at <https://www.contoso.com/sales>, she receives the dialog box that is shown in the Security Alert exhibit.



When you connect to <https://www.contoso.com/sales> from other Windows XP Professional computers, you do not receive an error message.

You verify that Andrea correctly typed the address of the Web site. The security certificate that was returned from the Web site to Andrea's computer is shown in the Certificate exhibit.



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You want to ensure that Andrea can securely place an online order at <https://www.contoso.com/sales> without receiving an error message stating that the security certificate and the site name do not match.  
What should you do?

- A. Use the Certificate Import Wizard to install the certificate in the certificate store.
- B. Configure Internet Explorer to enable the **Check for server certificate revocation** option.
- C. Configure Internet Explorer to add www.contoso.com to the list of sites in the Trusted sites zone.
- D. Update the Hosts file on Andrea's computer. Use virus-detection software to check for Trojan horse applications that might have changed the Hosts file.

**Ans: B**

**Explanation:**

The first exhibit shows that the security certificate is from a trusted certifying authority, but that name of the security certificate is invalid or does not match the name of the site. The second exhibit shows the Canonical Name (CN) incorrectly is set to warez.cpandl.com instead of the correct www.contoso.com. Clearly this certificate should not be trusted. We should make Internet Explorer to check if certificates already have been revoked. We must enable the **Check for server certificate revocation** option (see note below).

Entrust.net's Certificate Revocation List (CRL) is a list of every Web server certificate that has been revoked. Revoked Web server certificates are no longer trusted for a variety of reasons ( for example, the private key has been lost or compromised). Modern browsers will automatically check a CA's CRL to determine if a Web server certificate is trustworthy. Without such a capability, it is not possible to maintain a trustworthy networking environment. End users who have Internet Explorer 5.0 or higher can turn on Auto CRL by following the steps below:

1. Click on the Tools menu
2. Select Internet Options
3. Select the Advanced tab
4. Scroll down to Security Options and make sure the following 2 options are checked:
  - Check for publisher's certificate revocation
  - Check for server certificate revocation
5. Restart your machine



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**Question 173.**

You are the administrator of the Windows XP Professional portable computers that are used by your company's sales representatives. The computers are members of a Windows 2000 domain. A Windows 2000 Server computer named Server1 contains the sales data used by the sales representatives in a shared folder named Data.

When sales representatives travel, they use the Offline Files feature to access the files in the \\Server1\Data shared folder. You want to ensure that the offline files on the portable computers are not accessible by unauthorized persons, in the event that a portable computer is lost.

What should you do?

- A. Instruct the sales representatives to configure the permissions on the offline files on their portable computers to allow access for only their user accounts.
- B. On Server1, configure the permissions on all files in the Data shared folder to allow access for only the sales representatives.
- C. Use a Group Policy object (GPO) to enable the **Encrypt the Offline Files cache** option for the portable computers.
- D. On the portable computer, enable encryption of the %systemroot%\CSC folder. Apply this setting to the folder and files in the CSC folder.
- E. On Server1, encrypt all files in the Data shared folder. Add all sales representatives to the encryption details.

**Ans: C**

**Explanation:**

You can use Group Policy settings to control the functioning of Offline Files. In an Active Directory environment, you can apply these settings to groups of users by applying a GPO to a site, domain, or organizational unit. The **Encrypt the Offline Files cache** option determines whether offline files are encrypted in the cache on the local computer. Encrypting the offline cache enhances security on the local computer.

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**Question 174.**

You are the desktop administrator for your company. The company's network contains 500 Windows XP Professional computers. The information security department releases a new security template name NewSec.inf.

You import NewSec.inf into a security database named NewSec.sdb. You analyze the result, and you review the changes that the template makes. You examine the security policies that are defined in NewSec.inf. You discover that the settings in the NewSec.inf have not been implemented on your computer.

You need to ensure that the settings in NewSec.inf overwrite the settings in your computer's local security policy. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

- A. Run the **Secedit /configure /db C:\NewSec.sdb** command.
- B. Run the **Secedit refreshpolicy machine\_policy** ommand.
- C. Copy the NewSec.inf to the C:\Windows\Inf folder.
- D. Copy the NewSec.sdb to the C:\Windows\System32\Microsoft\Protect folder.
- E. Use the Security Configuration and Analysis console to open NewSec.sdb and then perform a **Configure** option.
- F. Use the Security Configuration and Analysis console to export NewSec.sdb to the Defltwk.inf security template.

**Ans: A & E**

**Explanation:**

We have only analyzed the new security template. Now we must apply it. We can either use the **Secedit** utility or the **Security Configuration and Analysis** console to apply the security template.

The **secedit /configure** command configures system security by applying a stored template. The **/DB filename** parameter provides the path to a database that contains the security template that should be applied.

We use the **Configure Now** option in the **Configuration and Analysis** to apply the new template.

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**Question 175.**

You are the desktop administrator for your company. The company has a volume licensing agreement to install Windows XP Professional. You travel to a branch office to repair a failed hard disk on a Windows XP Professional computer. The computer's operating system had previously been upgraded from Windows 2000 Professional.

You did not bring a Windows XP Professional CD-ROM with you, and none is available at the branch office. You purchase a retail copy of Windows XP Professional, and you insert the CD-ROM to start the installation.

After Setup starts, you are prompted for the product key. What should you do?

- A. Type the serial number that appears in the **System Properties** dialog box of another Windows XP Professional computer in the branch office.
- B. Contact a Microsoft activation center to obtain your company's Windows XP Professional volume license product key, and type the product key.
- C. Type the product key that appears on the back of the Windows XP Professional CD case.
- D. Type the following product key: 11111-11111-11111-11111.

**Ans: C**

**Explanation:**

Simply use the product key on the back of the Windows XP Professional CD case.

**Question176.**

You are the desktop administrator for your company's sales department. There are 20 Windows 2000 Professional portable computers in the sales department. You need to upgrade these computers to Windows XP Professional.

You are able to successfully upgrade all 20 of the computers. However, one user reports that he is unable to open Add or Remove Program in Control Panel. You suspect that there is a corrupt .dll file.

You want to repair this user's computer with the least amount of administrative effort. What should you do?

- A. Run the **Sfc.exe** command to scan the computer.
- B. Run the **Sigverif.exe** command to verify file signatures.
- C. Run the **Verify** command to ensure file verification.
- D. Restart the computer, and select the last known good configuration.

**Ans: A**

**Explanation:**

In Windows 2000 and Windows XP, the Windows File Protection (WFP) feature prevents overwriting or replacement of certain system files, such as system .dll files. A command-line utility called System File Checker (SFC.EXE) allows an Administrator to scan all protected files to verify their versions.

SFC.exe scans all protected system files and replaces incorrect versions with correct Microsoft versions.

In this scenario it seems likely that a system .dll is corrupted and should be replace or repaired-

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**Question177.**

You are the desktop administrator for you company's sales department. The IT manager for the sales department needs to distribute three custom applications to the department's Windows XP Professional computers. She deploys these applications by using Group Policy.

Some users report that they must log several times before the newly deployed applications are present on their computers. You need to ensure that all software is deployed the next time the users log on.

What should you do?

- A. Enable the **Always wait for the network at computer startup and logon** policy.
- B. Enable the **Always use classic logon** policy.
- C. Enable the **Turn off background refresh of Group Policy** policy.
- D. Enable the **Group Policy slow link detection** policy.

**Ans: A**

**Explanation:**

By default Windows XP clients, contrary to Windows 2000 clients, use Fast Logon Optimization. This results in the asynchronous application of policy when the computer starts up and when the user logs on.

This makes the logon process faster, but some GPOs might not be applied. To ensure that all GPOs are applied we should enable the **Always wait for the network at computer startup and logon** policy. This would force the Windows XP clients to process the GPOs synchronously which guarantee that they are all applied.

In this scenario this would ensure that the all published software would be deployed next time the users log on.

**Question 178.**

You are the administrator of 150 Windows XP Professional computers. The computers are members of a Windows 2000 domain. You use Group Policy objects (GPOs) and Windows Installer to install applications on the computers.

Users in the App Managers group frequently need access to new applications. You want to deploy the applications so that they can be used from all 150 Windows XP Professional computers. You do not want the deployed applications to appear on users' Start menus before the applications are installed.

What should you do?

- A. Use a GPO linked to the domain to assign the new applications to users.  
Filter the GPO for the App Managers group.
- B. Use a GPO linked to the domain to publish the new applications to users.  
Filter the GPO for the App Managers group.
- C. Use a GPO linked to the domain to assign the new applications to computers.  
Filter the GPO for the App Managers group.
- D. Use a GPO linked to the domain to publish the new applications to computers.  
Filter the GPO for the App Managers group.

**Ans: B**

**Explanation:**

Published applications do not appear in the Start menu. You must install them with the **Add/Remove Programs** Control Panel applet. Applications can only be published to users, not to computers.

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**Question 179.**

You are the desktop administrator for your company. All client computers run Windows XP Professional.

Several users in the marketing department have video capture cards and USB-connected digital video cameras. You install these devices by using built-in Windows XP Professional drives.

Later, one of these users, named Stefan, installs an updated manufacturer's driver for the video card.

After the installation, he receives an error message stating that a service or driver failed to start. Stefan logs on to his computer and discovers that he can no longer access the video capture card or the digital video camera.

You need to ensure that Stefan can access these devices. What should you do?

- A. Restart Stefan's computer by using the last known good configuration.
- B. Restart Stefan's computer by using the Recovery console. Disable the new video capture card driver.
- C. In Device Manager, select the **Roll Back Driver** option in the video capture card's properties.
- D. Log on as the local administrator, and configure the **File signature verification** option to **Ignore**.

**Ans: C**

**Explanation:**

We must configure the devices to use the old device drivers. We could install the old drivers but Windows XP has an even simpler solution called the Roll Back Driver option that we can use to roll back the system to a previously working driver. This will resolve the problem in this scenario at minimal administrative effort.

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**Question 180.**

You are the desktop administrator for your company's sales department. Susan is a user in the sales department. Susan uses a desktop computer named Desktop1 and a portable computer named Portable1.

Both computers run Windows XP Professional.

Desktop1 contains a shared folder named Sales. When she uses Portable1, Susan browses in My Network Places to connect to the Sales folder on Desktop1.

Susan is able to access all of the files in the Sales folder by using Portable1 when she is in the office.

However, she reports that she is not able to access all of the files in the Sales folder when she uses Portable1 when she travels.

You need to ensure that Susan can access all of the files in the Sales folder by using Portable1 when she is not connected to the network.

What should you do?

- A. On Desktop1, set the caching of the Sales folder to **Manual caching of documents**. On Portable1, on the **Offline files** tab, select the **Synchronize all offline files when logging on** check box.
- B. On Desktop1, set the caching of the Sales folder to **Automatic caching of programs and documents**. On Portable1, on the **Offline files** tab, select the **Synchronize all offline files when logging on** check box.
- C. On Portable1, right-click the Sales folder and choose **Make available offline**.
- D. On Portable1, right-click the Sales folder and choose **Map Network drive**.

**Ans: A**

**Explanation:**

First we must make the shared folder available offline. We must configure the Sales share on Desktop1 with the **Make Available Offline** option. We must then choose the caching option of the folder (Manual or Automatic caching). Since we want the whole folder to be available offline we should use the **Manual caching of documents** option.

We then configure the portable computer to Synchronize all offline files when logging on.

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**Question 181.**

You are the desktop administrator for your company's sales department. Each Windows computer in the sales department runs Windows XP Professional and a third-party Internet browser.

Carmen is a user in the sales department. Carmen's computer has a single hard disk with two partitions, named drive C and drive G. Both partitions are formatted as FAT32. Carmen stores her data on drive G.

A folder named Files1 in drive G is shared as Files1. Users in the sales department have permissions to save documents in the Files1 shared folder.

Roger is the manager of the sales department. He wants to be able to read the documents that are in the Files1 shared folder from this UNIX client computer.

Carmen reports that users of the Windows XP Professional computers are able to successfully save files on the Files1 shared folder. Roger reports that he is not able to locate the Files1 shared folder while using his UNIX client computer.

You need to ensure that Roger can read files in the Files1 shared folder from his UNIX computer. Which two actions should you take? (Each correct answer presents part of the solution. Choose two)

- A. Create an additional share fore the G:\Files1 folder and name the new share Wwwroot.
- B. Create a Web share for the G:\Files1 folder.
- C. Install Internet Information Services (IIS) on Carmen's computer.
- D. Install Internet Explorer on Carmen's computer.
- E. Convert drive G to NTFS.
- F. Convert drive C to NTFS.

**Ans: B & C**

**Explanation:**

In order to share a folder from a Windows XP we could install IIS and create a Web share.

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**Question 182.**

You are the desktop administrator for your company. The company has a main office that has 10 IP subnets and a branch office that has 3 IP subnets. There is not a persistent network connection between the two offices. All client computers run Windows XP Professional.

The users in the branch office access resources located in the main office by using a virtual private network (VPN) connection over the Internet. The users can successfully connect to the VPN server and can access resources in the main office. However, users report that they cannot access resources located on their local network until they end the VPN connection.

You want to enable the branch office users to access resources on both networks while they have an active VPN connection. What should you do?

- A. Run the **Netdiag /test:route /fix** command on the client computers.
- B. Run the **Route add -p** command to add the routes of the branch office subnets to the routing tables of the client computers.
- C. In the properties for VPN connection, clear the **Use default gateway on remote network** check box.
- D. In the TCP/IP properties of the client computers, add the address of the VPN server in the main office as an additional gateway address.

**Ans: B**

**Explanation:**

The branch office users use the VPN server at main office as default gateway as long as the VPN connection is used. The local gateway is only used when the VPN is not used. By adding static routes to the local subnets on all client computers in branch office they would be able to use resources on both the main office and at the branch office.

**Question 183.**

You are the network administrator for your company. The network consists of a single Active Directory domain. All client computers run Windows XP Professional.

The Web development department installs Internet Information Services (IIS) on a Windows XP Professional computer named Web1. Users in the department use the computer as a test Web server for new content that they develop. All users in the Web development department have administrative access to Web1.

Users report that there is no option in the ISS Microsoft Management Console (MMC) snap-in that allows them to create a new Web site on Web1. They can create new virtual directories, but they cannot create new Web sites.

The users need to be able to create new Web sites on Web1. What should you do?

- A. Install the Microsoft FrontPage Server Extension on Web1.
- B. Assign the users the **Create permanent shared object** user right.
- C. Allow **Read** and **Write** access to the Web Sites folder in IIS.
- D. Install Windows 2000 Server and its version of IIS on Web1.

**Ans: D**

**Explanation:**

The Windows XP/2000 Professional edition of IIS has several limitation compared to the Windows 2000 Server version of IIS. For example, only one web site is supported on Windows XP/2000 Professional IIS.



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**Question 184.**

You are the administrator of 35 Windows XP Professional computers. Each computer has 196 MB of physical memory and a 300-Mhz processor. Each hard disk has one 4-GB volume and is performed as NTFS.

Users report only one problem with computer performance. When they use the mouse pointer to select multiple file icons, computer performance becomes very slow. You want to ensure that the computers do not slow down when users use the mouse pointer to select file icons. What should you do?

- A. Change the Folder Options to enable the **Do not cache thumbnails** option.
- B. Change the System Performance Options to disable the **Show translucent selection rectangle** option.
- C. Change the System Performance Options to disable the **Show window contents while dragging** option.
- D. Run the Diskperf utility to disable the disk performance counters.

**Ans: B**

**Explanation:**

The 35 client computers seem to have some video performance problems when users select files.

We could tweak this performance by disabling the **Show translucent selection rectangle** option.

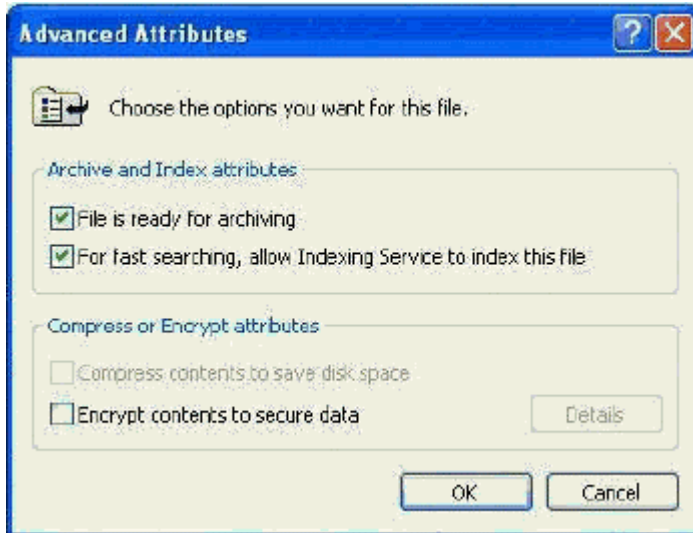
Other settings that could affect performance on systems with a slow video adapter are: Slide taskbar buttons Use drop shadows for icon labels on the desktop, Smooth edges of screen fonts, Fade or slide menus into view, Fade out menu items after clicking, Fade or slide ToolTips into view, and Show shadows under menus.

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**Question 185.**

You are the desktop administrator for ExamSheet's sales department. Carlos is a user in the sales department. Carlos's Windows XP Professional computer has a single hard disk with two partitions, named drive C and drive H. Drive C is formatted as FAT32, and drive H is formatted as NTFS. Carlos stores his data on drive H.

Carlos reports that he is unable to compress a folder on drive H. To troubleshoot the problem, you examine the advanced attributes for a file on drive H on his computer, as shown in the Advanced Attributes exhibit.



You run the Chkdsk command on drive H to obtain disk statistics. You receive the report shown in the Chkdsk exhibit.

```

C:\WINDOWS\System32\cmd.exe
H:\>chkdsk
The type of the file system is NTFS.
Volume label is DATA.

WARNING! F parameter not specified.
Running CHKDSK in read-only mode.

CHKDSK is verifying files (stage 1 of 3)...
File verification completed.
CHKDSK is verifying indexes (stage 2 of 3)...
Index verification completed.
CHKDSK is verifying security descriptors (stage 3 of 3)...
Security descriptor verification completed.

524287 KB total disk space.
134928 KB in 1072 files.
 304 KB in 28 indexes.
   0 KB in bad sectors.
 6239 KB in use by the system.
 4672 KB occupied by the log file.
382016 KB available on disk.

8192 bytes in each allocation unit.
65535 total allocation units on disk.
47852 allocation units available on disk.

H:\>

```

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You want to enable Carlos to compress files and folders. What should you do?

- A. Defragment drive H.  
Run the **Chkdsk /F** command.
- B. Back up the files that are on drive H.  
Format drive H as NTFS and use the default settings.  
Restore the files to drive H.
- C. Back up the files that are on drive H.  
Convert the disk to a dynamic disk.  
Restore the files to drive H.
- D. Add Carlos to the Power Users group.

**Ans: D**

**Explanation:**

This is a lack of permission problem. Carlos does not have permission to compress file and folders. By adding him the Power Users group we ensure that he is given this permission.

**Question 186.**

You are the desktop administrator for your company. The company's network consists of a single Windows 2000 domain.

A user named Carmen reports that heir Windows XP Professional computer ExamSheet11 is not functioning properly. Upon investigation, you find out that the single hard disk on ExamSheet11 has failed.

Carmen replaces the hard disk and performs a clean installation of Windows XP Professional. During the installation, she accepts the default settings.

Carmen now reports that she cannot access files on the server. She receives the following error messages:

"Error 5: Access is denied". You need to ensure that Carmen can successfully access network resources.

What should you do first?

- A. Instruct Carmen to clear the **Use Fast User Switching** check box.
- B. Add Carmen's user account to the Power Users group.
- C. Delete Carmen's local profile.
- D. Instruct Carmen to join her computer to the domain.

**Ans: D**

**Explanation:**

In order to be able to access resources in the domain and on the server in particular, ExamSheet11 must be added to the domain.

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**Question 187.**

You are the desktop administrator for ExamSheet's office. You need to install Windows XP Professional on 100 client computers.

Your company has a volume licensing agreement with Microsoft Corporation that includes Windows XP Professional. You receive a volume license product key from Microsoft that must be used to install Windows XP Professional on the 100 client computers. However, you do not have access to the Windows XP Professional CD-ROM that Microsoft provided your company.

You purchase a copy of Windows XP Professional at a local computer store. You begin installing Windows XP Professional on two client computers by using the attended installation method. When Setup prompts you for a product key, you type your company's volume license product key. However, Setup displays the following error message: "Invalid product key".

You need to complete the Windows XP Professional installation on all 100 computers. What should you do?

- A. Use the product key that is printed on the back of the CD case for the retail copy of Windows XP Professional that you purchased.
- B. Contact a Microsoft Activation center to obtain a product activation key.
- C. Cancel Setup.  
Obtain a volume license version of the Windows XP Professional CD-ROM from Microsoft.  
Rerun Setup from the CD-ROM.
- D. Cancel Setup.  
Create an unattended installation answer file that contains your company's volume license product key, and use the answer file to perform an unattended installation of Windows XP Professional.

**Ans: C**

**Explanation:**

We need to use the volume license version of the installation CD-ROM. Only this CD-ROM and the volume-license product key would enable us to install Windows XP on multiple computers.

Licenses acquired through one of Microsoft's volume licensing programs are not required to be activated.

Microsoft Product Activation does, however, require volume license customers to input a Volume License Product Key when installing from volume license media.

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**Question 188.**

You are the desktop administrator for ExamSheet. ExamSheet's network consists of three network segments that are connected by a router. All three segments contain Windows 2000 Professional computers that are used by company employees.

Each segment has a managed hub. The computers on each segment are connected to the managed hub on their respective segments.

SegmentA contains a Windows 2000 Server computer that runs RIS and DHCP. The server and all the client computers use DHCP to obtain IP addressing information.

ExamSheet purchases 100 new client computers. You need to install Windows XP Professional on these computers. You connect 10 of the new computers to SegmentB.

You use RIS server to deploy Windows XP Professional to the 10 new computers.

The users on SegmentB and SegmentC report that network response time is very slow during the time that you are applying RIS images to the new computers. You need to reduce the negative impact that RIS deployment has on the network.

What should you do?

- A. Create a new network segment and connect it to the router.  
Connect the new computer to the new segment during the time that you are applying the RIS images.
- B. Configure the router to forward BOOTP packets only between SegmentA and SegmentB.
- C. Replace the managed hub on SegmentB with a managed switch.  
Connect all computers on SegmentB to the switch.
- D. Connect the new computers to SegmentA during the time that you are applying the RIS images.

**Ans: D**

**Explanation:**

By keeping the RIS traffic local within a single section the other segments would not be affected by the increased network traffic.

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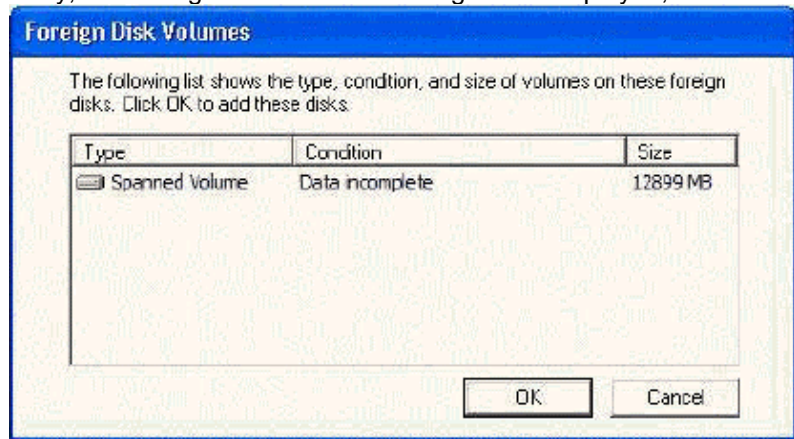
**Question 189.**

You are the desktop administrator for your company. All client computers currently run Windows 2000 Professional. The client computers have a typical disk configuration, as shown in the following table.

| Physical hard disk | Volume | Volume type or usage |
|--------------------|--------|----------------------|
| 0                  | C      | System and boot      |
| 0                  | D      | Applications         |
| 0                  | E      | User data            |
| 1                  | E      | User data            |

You are in the process of deploying new Windows XP Professional computers to users in the ExamSheet support department. The new computers currently have one hard disk. Each hard disk is configured as a dynamic disk, and it contains the system and boot volume. To maintain user data, you are moving the physical hard disks from the user's original computers to the new computers.

Laura is a user in the graphics department. You move disk 1 from Laura's original computer to her new computer. You do not move disk 0 to the new computer. When you run the Disk Management console on the new computer, the disk that you moved from Laura's original computer appears with the status of Foreign. When you attempt to run the Import Foreign Disk utility, the Foreign Disk Volumes dialog box is displayed, as shown in the exhibit.



When you click the OK button, the disk is imported. However, the status of the disk changes to Failed, and you cannot access data that is stored on the disk.

You need to ensure that Laura can access the data that is stored on the hard disk that you moved to the new computer. What should you do?

- A. Move disk 0 from Laura's original computer to the new computer. Run the Import Foreign Disk utility in the Disk Management console.
- B. Move disk 0 from Laura's original computer to the new computer. Delete and re-create the spanned volume.
- C. Convert the moved hard disk to a dynamic disk. Delete the spanned volume and create a simple volume.
- D. Run the **Ftonline e:** command on the new computer. Back up the data that is on drive E. Delete and re-create the spanned volume, and restore the data.

**Ans: A**

**Explanation:**

The 1st exhibit shows that volume E spans both disk 0 and disk 1. To be able to recreate E we must therefore move disk 0 from the original computer to the new computer. Then we use the **Import Foreign Disk** utility to recreate the volume. We would then be able to access all required data.

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**Question 190.**

You are the desktop administrator for your company. All employees in the ExamSheet sales department use identical dual-processor Windows XP Professional computers. The employees in the ExamSheet sales department use only 32-bit Windows applications. Veronica is a user in the ExamSheet sales department. Veronica reports poor system performance when she runs a certain custom application. The application was designed for multiprocessor use with Windows 2000. Veronica reports that the performance problems have only recently begun.

You run Task Manager on Veronica's computer. You view the performance statistics shown in the exhibit.



You need to improve application on Veronica's computer. What should you do?

- A. Create a shortcut for the application that includes the **Start /separate** command in the command line.
- B. Configure the application to run by using Windows 2000 compatibility mode.
- C. Upgrade the system BIOS on Veronica's computer to Support Automatic Programmable Interrupt Controller (APIC) symmetric multiprocessing.
- D. Configure the processor affinity option on Veronica's computer so that all application processes use both processors.

**Ans: D**

**Explanation:**

The Windows task manager's shows that Windows has detected both CPUs. However, while the first CPU is under heavily load the second CPU is almost idle. We change the processor affinity configuration sot that both processors will be utilized.



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**Question 191.**

You are the domain administrator for your company. Roaming profiles are enabled for all users in the sales department. Roaming profiles are stored on a server named ExamSheet1, in a shared folder named Profiles.

Roger is a user in the sales department. Susan is Roger's manager. Susan reports that Roger modifies his desktop settings, which results in the need for help desk assistance and in lost productivity for Roger.

You want to ensure that Roger cannot modify his roaming profile. What should you do?

- A. In Active Directory Users and Computers, on Roger's profile tab, change the profile path to **\\Server1\Profiles\%username%.dat**.
- B. In Active Directory Users and Computers, on Roger's profile tab, change the profile path to **\\Server1\Profiles\%username%.man**.
- C. In Roger's profile on Server1, change the file name of Ntuser.dat to Ntuser.man.
- D. In Roger's profile on his computer, change the file name of Ntuser.dat to Ntuser.man.

**Ans: C**

**Explanation:**

Ntuser.dat is the default profile which can be changed by the user. The Ntuser.man is the mandatory profile which cannot be changed by the user. We create the mandatory profile by changing the name of the default profile. Since we use roaming profiles we must change the profile that is located on the server.

**Question 192.**

You are a network Administrator for your company. The network consists of Windows XP Professional computers in a Windows 2000 domain ExamSheet.com. Users store encrypted documents on the Windows XP Professional computers. The company does not use roaming user profiles.

You perform a maintenance upgrade on the Windows XP Professional computer of a user named Katherine. During this upgrade, Katherine's user profile is deleted by mistake. When Katherine logs on again and attempts to open her documents, she receives error message stating that access is denied. There is no backup to Katherine's documents.

You want to allow Katherine access to her documents again. What should you do?

- A. Run the **Cipher** command to update the encryption of all documents.
- B. Restore the computer to the last restore point.
- C. Use the Password Reset disk to gain access to Katherine's Encrypting File System (EFS) keys.
- D. Use the Data Recovery Agent key to decrypt the documents.
- E. Select all documents and add Katherine to the list of users who can transparently open the files.

**Ans: D**

**Explanation:**

The Data Recovery Agent would be able to decrypt the documents. This is the best solution with least administrative effort.



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**Question 193.**

You are the administrator of 20 Windows XP Professional computers. The computers are members of a Windows 2000 domain and are used by your company's Web developers. The Web developers report that they can access the company's intranet Web servers successfully when they use short DNS names, such as http://intra and http://ExamSheetinfo.

However, when they attempt to access the intranet servers by using the corresponding IP addresses, such as http://10.65.1.2 and http://10.65.1.7, they cannot download ActiveX components or execute scripts from the intranet servers.

For testing purposes, the Web developers access the intranet servers by using the IP addresses. The IP addresses of the intranet servers are in the 10.65.1.0/24 address range. There is no firewall between the intranet servers and the Windows XP Professional computers that are used by the Web developers.

You want to ensure that the Web developers can download ActiveX components and execute scripts when they access the intranet servers by using the IP addresses. You do not want to change the current settings for ActiveX components and scripts for Internet Explorer security zones. What should you do?

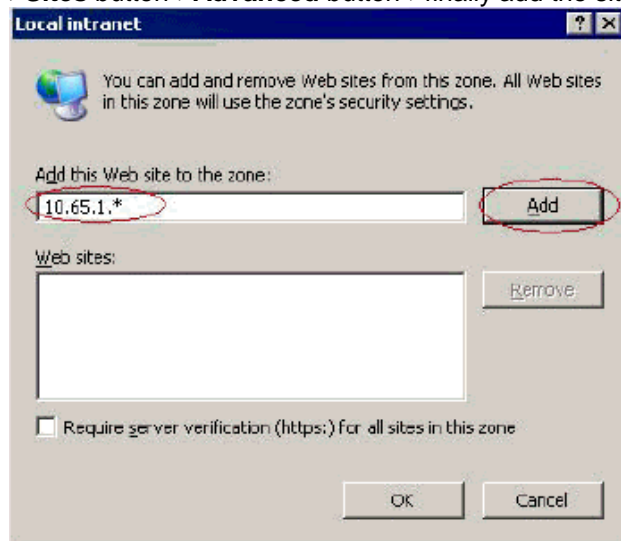
- A. Add the 1.65.10.in-addr.arpa reverse zone to the DNS server on the company network.
- B. Add 10.65.1.\* to the list of sites in the Local intranet zone.
- C. Configure the Internet Explorer LAN connection settings to disable the **Bypass proxy server for local addresses** option.
- D. Configure the Local intranet zone to disable the **Include all local (intranet) sites not listed in other zones** option.

**Ans: B**

**Explanation:**

A security setting prevents the downloading of ActiveX components and the execution of scripts when IP addresses are used. We solve this problem by explicitly adding the Web site to the Local intranet (see below). Local intranet sites are considered to be trusted and ActiveX components would be downloaded and scripts would execute.

**Procedure:** Open **Internet Explorer->Tools Menu->Internet Options->Security** tab->Select **Local Intranet->Sites** button->**Advanced** button->finally add the site (see picture).



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**Question 194.**

You are the administrator of 25 Windows XP Professional computers at ExamSheet inc. The computers are not members of a domain. You want to delegate some of the administration of Windows XP Professional computers to members of the Power Users group on the computers.

You modify the permissions on specific files, folders, and Registry entries to allow the Power Users group to administer the Windows XP Professional computers. However, members of the Power Users group report that they are not able to specify auditing options for individual files and folder.

How should you resolve the problem?

- A. Grant the Power Users group **Allow – Full Control** permission on the %systemroot%\System32\Config folder.
- B. Assign the **Generate security audits** user right to the Power Users group.
- C. Assign the **Manage auditing and security log** user right to the Power Users group.
- D. Configure the **Audit object access** setting to log success and failure events.

**Ans: D**

**Explanation:**

To audit user access to files and folders, you must first set the **Audit Object Access** event category, which includes files and folders, in the audit policy. Once you have set **Audit Object Access** in your audit policy, the power users would be able to configure auditing for specific files and folders and specify which types of access to audit.

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**Question 195.**

You are the desktop administrator for you company. The company's network consists of a single Active Directory domain ExamSheet.com. All client computers are Windows XP Professional computers that have manually configured IP addresses.

A new user named Marc reports that he cannot connect to the network. All other users can connect to the network. You run Ipconfig.exe on Marc's computer, and you receive the following response:

```
Windows IP configuration
Ethernet adapter Local Area Connection:
Connection-specified DNS suffix . . :
Ip Address. . . . . : 169.254.7.216
Subnet Mask . . . . . : 255.255.0.0
Default Gateway . . . . . :
```

You want to ensure that Marc can connect to the network. What should you do?

- A. Run the **Netstat -n** command on Marc's computer.
- B. Run the **Netdiag /test:ipconfig /fix** command on Marc's computer.
- C. Manually configure Marc's computer so that is has an appropriate IP address and subnet mask.
- D. Disable Automatic Private IP Addressing (APIPA) on Marc's computer.

**Ans: C**

**Explanation:**

Marc's computer has an APIPA address, an IP address in the 169.254.0.1 through 169.254.255.254 range with a subnet mask of 255.255.0.0. APIPA self-configuration is used by DHCP clients when a DHCP server is unreachable. In this scenario no DCHP server is in use and all clients are supposed to have static IP configuration. We must manually configure the computer with a static IP configuration.

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**Question 196.**

You are a network administrator for your company. The company has a main office and a branch office.

The branch office has a cable modem connection to the Internet and uses a virtual private network (VPN) connection to access resources on the main office network. The cable modem is connected to a Windows XP Professional computer named ExamSheet1.

You configure Internet Connection Sharing (ICS) on ExamSheet1 to allow users in the branch office to use the VPN connection. ICS sets the network adapter to use the IP address 192.168.0.1.

Several sales representatives in the branch office use wireless network adapters to share files between their client computers. They need access to the VPN connection to upload sales reports to the main office.

You install a wireless network adapter in ExamSheet1 and configure it with the appropriate settings for the wireless LAN.

The sales representatives who use the wireless LAN report that they cannot access the VPN connection.

However, they are able to connect to resources in the branch office. Users on the wired network do not report any connectivity problems.

The sales representatives need to be able to access the VPN. What should you do?

- A. Configure the wireless network connection on ExamSheet1 so that it has an IP address of 192.168.0.2.
- B. Disable and re-enable Internet Connection Sharing (ICS) on ExamSheet1.
- C. Create a network bridge between the wired and wireless connections on ExamSheet1.
- D. Clear the **Allow other network users to control or disable the shared Internet connection** check box in the advanced properties of the VPN connection.

**Ans: C**

**Explanation:**

You can create a Network Bridge connecting two or more local area networks and share the Internet connection with the computers on all of them. This is especially useful if your XP computer is connected to both a wired and wireless network.

The Network Bridge feature of ICS was introduced with Windows XP. It is not available in earlier versions of Windows.

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**Question 197.**

You are the help desk manager for your company. The company network consists of a single-Active Directory domain ExamSheet.com. All client computers run Windows XP Professional.

All help desk technicians are members of the Help Desk Technicians group. They use Remote Assistance to remotely control user sessions to provide online support and training to users. The users currently use Windows Messenger to submit Remote Assistance invitations to the help desk technicians.

You want to reduce the time required for help desk technicians to respond to Remote Assistance requests. To accomplish this goal, you want to configure the client computers to allow help desk technicians to establish a Remote Assistance session with a client computer without requiring an invitation from a user.

What should you do?

- A. In the Default Domain Policy, set the **Remote Assistance – Solicited Remote Assistance** policy setting to **Disabled**.
- B. In the Default Domain Policy, set the **Remote Assistance – Offer Remote Assistance** policy setting to **Enabled** and add the Help Desk Technicians group to the **Helpers** list.
- C. In each computer's Local Security Policy, grant the Help Desk Technicians group the **Allow logon through Terminal Services** user right.
- D. In the System properties for each computer, select the **Allow users to connect remotely to this computer** option, and add the Help Desk Technicians group to the list of allowed users.

**Ans: B**

**Explanation:**

Remote Assistance is a technology in Windows XP which enables Windows XP users to help each other over the Internet..The Remote Assistance tool can be configured to enable an expert user to initiate a Remote Assistance session by using the **Offer Remote Assistance** feature. This feature requires the computer of the expert user as well as the computer of the novice user (that the expert user is going to help) to be members of the same domain, or members of trusted domains.

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**Question 198.**

You are the desktop administrator for your company. You install Windows XP Professional on a new portable computer that will be used by one of the company's software developers. You test the computer after you complete the installation and find out the computer functions properly.

The computer contains a 6-GB hard disk and a removable 4-GB hard disk. The 6-GB hard disk is configured as drive C, and the removable hard disk is configured as disk D. You install Windows 98 on drive D and deliver the computer to the software developer.

The software developer reports that the computer does not start when drive D is not connected. Instead, the computer briefly displays an operating system menu, and then it displays an error message stating that an operating system could not be found. When drive D is connected, the computer starts Windows 98.

You need to configure the computer so that it starts Windows XP Professional whether or not drive D is connected. What should you do?

- A. Modify the computer's BIOS so that it automatically detect whether drive D is connected.
- B. Modify the computer's BIOS so that drive C is first in the computers boot order.
- C. Modify the Boot.ini file on the computer by changing the **default=** entry to the following value:  
**multi(0)disk(0)rdisk(0)partition(1)="Microsoft Windows XP Professional" /fastdetect**
- D. Modify the Boot.ini file on the computer by changing the entry for Windows 98 to the following value: **D: "Microsoft Windows 98" /fastdetect**

**Ans: C**

**Explanation:**

The scenario indicates that the computer always tries to start from the second disk:

- When the second disk is connected it starts from it.
- When only the first disk is connected it fails to start.

We must change the default start entry to the first disk. This is achieved by changing the default entry to:

**multi(0)disk(0)rdisk(0)partition(1)="Microsoft Windows XP Professional" /fastdetect**

**\*\*\*End Of Section 8\*\*\***