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Supporting Users and Troubleshooting a MS Windows XP OS

Exam #: 70-271

Demo



Elite Certify LLC.

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QUESTION NO: 1 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There is 600mb of encrypted data stored in a network share. You want to take them to a local computer, while maintaining the encryption status. Currently the local computer has 2 drives available: C: FAT32 4GB, D: NTFS 1GB The D drive is full. What should you do?

- A. Convert the C drive to NTFS and then deploy EFS
- B. Convert the D drive to FAT32 and then deploy EFS
- C. Use EFS on the C drive straight
- D. Convert the D drive to FAT32

Answer: A

Explanation: EFS allows users to encrypt NTFS files by using a strong public key-based cryptographic scheme that encrypts all files in a folder. Users with roaming profiles can use the same key with trusted remote systems. No administrative effort is needed to begin, and most operations are transparent. Backups and copies of encrypted files are also encrypted if they are in NTFS volumes. Files remain encrypted if you move or rename them, and encryption isn't defeated by temporary files created during editing and left unencrypted in the paging file or in a temporary file

QUESTION NO: 2 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There is 400mb of encrypted data stored in a network share. You want to take them to a local computer, while maintaining the encryption status. Currently the local computer has 2 drives available: C: FAT32 3GB, D: NTFS 1GB The local computer needs to be able to dual boot between Win98 SE and WinXP. On which drive should you enable EFS?

- A. C drive
- B. C drive after converting to NTFS
- C. D drive
- D. D drive after converting to FAT32

Answer: C

Explanation: EFS allows users to encrypt NTFS files by using a strong public key-based cryptographic scheme that encrypts all files in a folder. Users with roaming profiles can use the same key with trusted remote systems. No administrative effort is needed to begin, and most operations are transparent. Backups and copies of encrypted files are also encrypted if they are in NTFS volumes. Files remain encrypted if you move or rename them, and encryption isn't defeated by temporary files created during editing and left unencrypted in the paging file or in a temporary file

QUESTION NO: 3

You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. A user who mainly uses a portable computer complains that, after he came back from an appointment, the battery is out of power. What should you recommend him to do? A. enable Hibernation
B. enable Accessibility

- C. enable Fault Tolerance
- D. enable WDM
- E. enable WSH

Answer: A

Explanation: When your computer hibernates, it saves the current system state to your hard disk, and then your computer shuts down. When you restart the computer after it has been hibernating, it will return to its previous state. Restarting to the previous state includes automatically restarting any programs that were running when it went into Hibernate mode, and it will even restore any network connections that were active at the time. To configure your computer to use Hibernate mode, you use the Power Options program in Control Panel. Select the Hibernate tab in the Power Options Properties dialog box, and then select the Enable Hibernate Support check box

QUESTION NO: 4 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. A user who mainly uses a portable computer complains that, after he came back from an appointment, the battery is out of power. He had configured the portable computer to auto sleep in 5 minutes. What should you recommend him to do?

- A. set the scheduled task to go idle later
- B. set the scheduled task to go idle sooner
- C. set the scheduled task to never go idle
- D. disable auto sleep

Answer: A

Explanation: Windows 2000/XP saves scheduled tasks in the Scheduled Tasks folder, which is in Control Panel in My Computer. In addition, you can access Scheduled Tasks on another computer by browsing that computer's resources using My Network Places. This allows you to move tasks from one computer to another. For example, you can create task files for maintenance and then add them to a user's computer as needed. Use Task Scheduler to Run maintenance utilities at specific intervals. Run programs when less demand exists for computer resources. When it goes idle, it will not function as expected.

QUESTION NO: 5 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for Managers. They all need to use the network printer. The managers complain that the accounting employees always occupy the printer. They want to be able to print first. How many printers should you create to handle this situation?

- A. one
- B. two
- C. as many as possible
- D. as few as possible

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-

priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers: Point two or more printers to the same print device—that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device. Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION NO: 6 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for Managers. They all need to use the network printer. The managers complain that the accounting employees always occupy the printer. They want to be able to print first. What priority value should be given to the managers?

- A. 100
- B. 99
- C. 1
- D. 0

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers: Point two or more printers to the same print device—that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device. Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION NO: 7 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for General users. They all need to use the network printer. The accounting staffs need to print the company's monthly reports. This is a task that is very time-consuming. What should you do?

- A. Configure the time the printer is available to the accounting users
- B. Configure the time the printer is available to users other than the accounting users
- C. Configure the printer priority of the accounting users
- D. Configure the printer priority of the users other than the accounting users

Answer: A

Explanation: You can control print jobs by setting the notification, priority, and printing time. To perform these document management tasks, you must have the Manage Documents permission for the appropriate printer. You set the notification, priority, and printing time for a document on the General tab of the Properties dialog box for the