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Microsoft

*Supporting Users and Troubleshooting Desktop Applications
on a Microsoft Windows XP Operating System*

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QUESTION 1

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

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

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

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

Answer: A

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

Incorrect Answers:

B: The Folder List option controls whether the Folder List is displayed in Outlook.

C: The Preview Pane option shows the content of the e-mail messages that will appear at the bottom of the Outlook screen.

D: The Auto Preview option controls what kind of view you want, maybe a small preview of each e-mail message.

QUESTION 2

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

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

What should you do?

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

and then click OK twice.

Answer: C

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

Incorrect Answers:

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

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

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

QUESTION 3

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

Andy Reid is the manager of the Finance department at Certkiller .com. Andy Reid needs to send a confidential report to members of the board. Andy Reid attempts to encrypt the message to ensure that no unauthorized recipients can read the e-mail. He encrypts a test message and sends it to his secretary. However, the secretary reports that the message was not encrypted.

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

What should you do?

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

Answer: A

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

Incorrect Answers:

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

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

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

QUESTION 4

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

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

What should Andy Booth do?

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

Answer: D

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

Incorrect Answers:

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

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

C: Scanning outgoing e-mail messages for virus does not ensure that only authorized users can read the e-mail.

E: Firewall provides packet-filtering for traffic entering a network. It does not secure e-mail messages.

QUESTION 5

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

A Certkiller .com user named Mia Hamm is a member of the Research department. One morning Mia Hamm complains that the dictionary does not contain several industry-specific words that are used in her Microsoft Word document.

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

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

- A. Right-click the Spelling & Grammar Status icon at the bottom of the Word window. Select Options from the context menu. Then click the Check Document button.
- B. Create a text file that contains the desired words. Open the Options dialog box. Then specify the text file's location in the Tools path on the File Location tab.
- C. Open the Options dialog box. Ensure that the Suggest from the main dictionary only check box is selected on the Spelling & Grammar tab.
- D. Open the Options dialog box. Create a custom dictionary. Then right-click the desired words in a document and select Add to Dictionary from the context menu.

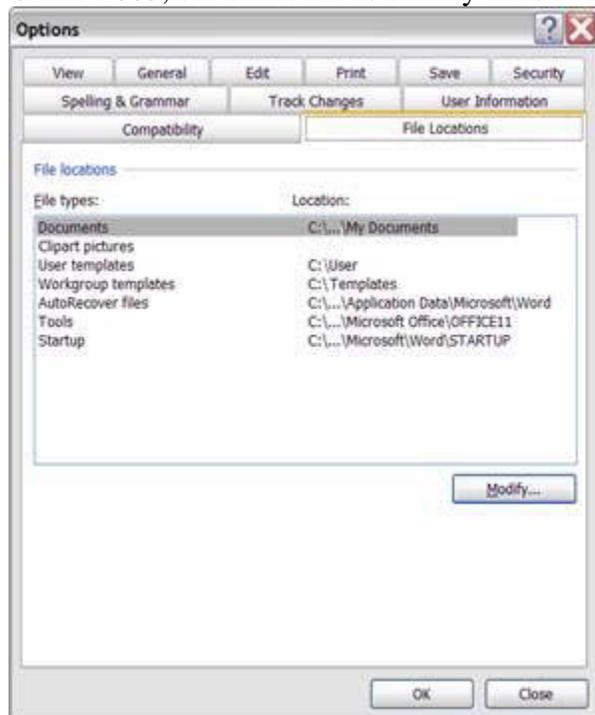
Answer: D

Explanation: The question tests your knowledge of how Word handles words not found in its main dictionary. There is no way to know this other than to do it. The answer listed is the correct way to do this. Microsoft creates a custom.dic file for you when Word is installed. This is the custom dictionary file.

Incorrect Answers:

A: There is no such icon as "Spelling and Grammar Status." Even if there were, clicking Check Document will only compare the words in the document against the main dictionary file. Since the custom words did not appear in the main dictionary, they will still show up as misspelled.

B: There is no way to specify a custom dictionary from the File Location tab. This tab is for items such as save location, template location, etc. Below is the File Location tab for Office 2003, but office XP is exactly the same:



C: Ensuring that the Check from main dictionary only checkbox is checked is the exact opposite of what needs to be done. If this box is checked, Word will never check for any

documents outside of the main dictionary, and the industry specific words will always be marked as incorrect even if a custom dictionary is specified.

QUESTION 6

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

A Certkiller .com user named

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

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

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

Answer: D

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

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

QUESTION 7

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

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

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

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

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