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**Exam** : **70-271**

**Title** : Supporting Users and  
Troubleshooting a MS  
Windows XP OS

**Version** : DEMO

**1.You are a desktop support technician for your company. A user reports that his Windows XP Professional client computer cannot connect to a file server named Server7. The user is attempting to connect to Server7 by using its name. You are able to use your Windows XP Professional client computer to connect to Server7 by IP address, but not by name. You discover that Server7 is a UNIX-based server. Server7 runs file-sharing software so that client computers can connect to it. The user's Windows XP Professional client computer can connect to all Windows-based network resources by name and by IP address. Other users report the same problem connecting to Server7. You need to ensure that all computers can connect to Server7 by name. What should you do?**

- A.Configure each computer to use mnode for NetBIOS name resolution.
- B.Configure the Hosts file on each computer so that it does not have an entry for Server7.
- C.Ask an administrator to add Server7 to the database of the network DNS server.
- D.Ask an administrator to add Server7 to the database of the network WINS server.

**Correct:C**

**2.You are a desktop support technician for your company. A user reports that she just installed Windows XP Service Pack 2 (SP2) on her computer that runs Windows XP Home Edition. Since installing SP2, she cannot use her Web-based e-mail application. When she logs on to the Web site, she can see her messages and the main Web page. However, when she attempts to open a message or create a new message, the message windows do not open. The user could use the application before she installed SP2. What is the most likely cause of the problem?**

- A.The user exceeded her message quota for this e-mail application.
- B.Windows Firewall prevents the e-mail application from working correctly.
- C.The Microsoft Internet Explorer pop-up blocker prevents the windows from opening.
- D.The Web site is down.

**Correct:C**

**3.You are a desktop support technician for your company. The company uses a VPN server that supports PPTP and L2TP. A user of a Windows XP Professional portable computer wants to use a VPN to connect to the network over the Internet when she travels. On the user's computer, you configure a network connection that establishes a VPN connection to the VPN server. You test the connection, and the connection is established. Several weeks later, you increase security by configuring the VPN server to support only certificate-based L2TP VPNs. The user reports that she is unable to establish a connection to the VPN server. All other users can connect to the VPN server successfully. You need to ensure that the user can always establish a VPN connection to the VPN server. What should you do?**

- A.On the user's computer, change the type of VPN to L2TP VPN on the Networking tab of the VPN connection.
- B.On the user's computer, select the Use pre-shared key for authentication check box in the IPsec settings of the VPN connection.
- C.Instruct the user to import a recent certificate revocation list (CRL) to her computer.
- D.Ask an administrator to modify the firewall settings to allow L2TP connections.

**Correct:A**

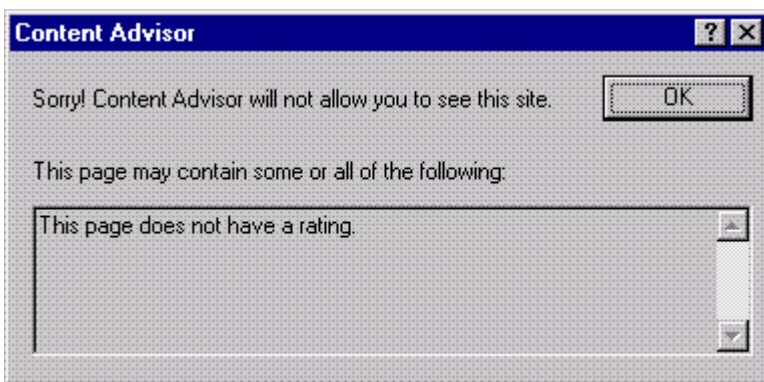
**4.You are a desktop support technician for your company. A user reports that his Windows XP Professional client computer cannot connect to a file server named FS01. The user's computer can connect to all other network resources by name. You are able to connect to FS01 from your**

computer by using its name. You are also able to ping FS01 by using its IP address from the user's computer. However, the user's computer will not connect to FS01 by name. You need to ensure that the user's computer can connect to FS01 by name. What should you do?

- A. Configure the user's computer to use the correct IP addresses of the DNS servers on the network.
- B. Edit the Hosts file on the user's computer and remove the entry for FS01.
- C. Configure the user's computer to use the correct IP address of the default gateway for its local subnet.
- D. Use the route command to add a static route from the subnet that contains the user's computer to the subnet that contains FS01.

**Correct: B**

5. You are a desktop support technician for your company. Your company sells computers to home users. A customer reports that she cannot view a Web site after making changes to Microsoft Internet Explorer. When she attempts to access the Web site, she receives the following error message.



- A. In Content Advisor, select the Users can see sites that have no rating check box
- B. In Content Advisor, add the Web site to the approved Web sites.
- C. Change the security settings to high.
- D. Change the privacy settings to high.

**Correct: B**

6. You are a desktop support technician for your company. The network consists of an Active Directory domain. A user reports that his Windows XP Professional portable computer cannot connect to any network resources and cannot authenticate to the domain. The computer was able to connect yesterday. No other users are reporting a problem today. The computer's IP configuration is shown in the exhibit. (Click the Exhibit button.) You verify that the computer is physically connected to the network and that it can ping its loopback address and its own IP address. The computer can also ping all other IP addresses on the network, but it cannot connect to any network resources by name. An administrator informs you that the DNS and DHCP servers were moved to a different subnet last night. You need to ensure that the user's computer can connect to network resources and authenticate to the domain. What should you do first?

- A. Ask an administrator to repair the DHCP server.
- B. Configure the user's computer to obtain DNS server addresses automatically.
- C. Instruct the user to run the ipconfig /renew command from a command prompt window.
- D. Ask an administrator to authorize the DHCP server in Active Directory.

**Correct: B**

7. You are a desktop support technician for your company. The company has a main office and

several branch offices. The network consists of an Active Directory domain. A remote user uses a Windows XP Professional portable computer. The user's user account is a member of the local Administrators group on his computer. The user connects to the network by dialing in to a remote access server and authenticates to the domain. The user dials in to several different branch offices, depending on where he is located. The user reports that he cannot configure Internet Connection Firewall (ICF) for a new dial-up connection. In the past, he enabled ICF on other dial-up connections that he created. You need to ensure that the user can enable ICF on new dial-up connections that he creates. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

- A. Ask an administrator to add the user's user account to the local Power Users group on the user's computer.
- B. Ask an administrator to modify Group Policy so that the user can modify the configuration of ICF on his computer.
- C. Instruct the user to disable Internet Connection Sharing (ICS) Discovery and Control on his computer.
- D. Instruct the user to share the new dial-up connection by using Internet Connection Sharing (ICS).
- E. Instruct the user to connect to the network and to log on to the domain.

**Correct: B E**

8. You are a desktop support technician for your company. A user reports that her Windows XP Professional client computer cannot connect to any network resources. She reported this problem to another technician earlier today. That technician made a change to her TCP/IP configuration. However, the user's computer is still unable to connect to any network resources. The new TCP/IP configuration is shown in the exhibit. (Click the Exhibit button.) You confirm that the TCP/IP address of the user's computer is valid for the subnet that contains the user's computer. The network does not contain a DHCP server. You need to ensure that the user's computer can connect to network resources. What should you do?

- A. Configure the computer to use the correct IP addresses of the DNS servers on the network
- B. Configure the computer to obtain an IP address automatically.
- C. Instruct the user to run the `ipconfig /registerdns` command.
- D. Instruct the user to run the `ipconfig /renew` command.

**Correct: A**

9. You are a desktop support technician for your company. The network consists of an Active Directory domain. All client computers run Windows XP Professional. A user who works from home on Fridays calls you on Friday to report a problem on her computer. You instruct the user to send you a Remote Assistance invitation so that you can help resolve the problem. The user dials in to her ISP on her second phone line, while she is on the phone with you. She sends a Remote Assistance invitation, and then tells you that she disconnects from the ISP. You receive the invitation on your client computer. You instruct the user to reconnect to her ISP. After you accept the invitation, you cannot connect to the user's computer. You need to establish a Remote Assistance connection with the user's computer. What should you do?

- A. Instruct the user to send a new Remote Assistance invitation and remain connected to her ISP. At your computer, accept the new invitation.
- B. Ask an administrator to add your domain user account to the Remote Desktop Users group.
- C. Run Remote Desktop on your computer to establish a connection to the user's computer.
- D. Instruct the user to select the Allow users to connect remotely to this computer check box on the

Remote tab in System in Control Panel.

**Correct:A**

### 10.Single Choice

You are a desktop support technician for your company. A user reports that other network users cannot connect to a shared folder on his Windows XP Professional computer named Client1. The other users are all using client computers that run Windows XP Professional.

You confirm that the folder was shared correctly and that the other users have the correct permissions. You also confirm that Client1 has the correct TCP/IP address, subnet mask, default gateway, and DNS server addresses.

You can connect to Client1 from your Windows 2000 Professional computer by using the IP address of Client1. However, you are unable to connect by using its name.

You need to ensure that other users can connect to Client1 by using its name. You do not want to modify other communications between Client1 and other client computers.

How should you configure the TCP/IP settings on Client1?

To answer, configure the appropriate option or options in the dialog box in the answer area.

**Correct:**

**11.You are a desktop support technician for your company. The network consists of an Active Directory domain that contains a DNS server. All servers run Windows Server 2003, and all client computers run Windows XP Professional. A user reports that his client computer is not able to connect to any network resources and is not able to authenticate to the Active Directory domain. The computer was able to connect yesterday. No other users are reporting a problem today. You examine the computer's physical connection to the network. You verify that the connection is correct and that the computer's network adapter displays a link light. The computer is configured to use the following IP configuration: .IP address: 192.168.0.102 .Subnet mask: 255.255.255.0 .Default gateway: 192.168.0.1 You confirm that this configuration is valid on the network. You need to troubleshoot the problem. What should you do?**

- A.Instruct the user to run the ping loopback command.
- B.Instruct the user to run the ipconfig /all command.
- C.Ensure that the computer is configured to use a valid DNS server address.
- D.Ensure that the computer is configured to have a valid Hosts file.

**Correct:D**

**12.You are a desktop support technician for your company. The company has a main office and several branch offices. The network consists of one Active Directory domain. A remote user uses a portable computer that runs Windows XP Professional. The user's account is a member of the local Administrators group on her computer. The user recently installed Windows XP Service Pack 2 (SP2) by using Automatic Updates. Since installing SP2, she cannot use the company communication software. The software worked correctly before she installed SP2. The user did not make any changes to Internet connection settings since the software last worked. What is the most likely cause of the problem?**

- A.The software is not compatible with Windows XP.



- B.The ports used by the communication software are blocked by a firewall on the user??s computer.
- C.A system administrator needs to update the user??s account to allow SP2.
- D.The user needs to log on locally to the computer for the software to work with SP2.

**Correct:B**

**13.You are a desktop support technician for your company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. Robert and Laura are Web developers for the company. Robert is developing a Web application on his computer. His computer is named RobertPC. Laura reports that she cannot access the Web application hosted on Robert's computer. When she attempts to access Robert's Web application by using Internet Explorer, she receives the following error message: "DNS or Server Error." You find out that Robert can access the Web application on his computer, as well as all resources on the network. When you run the ping command from your computer, you cannot connect to Robert's computer. When you attempt to access Robert's Web application from your computer by using Internet Explorer, you receive the following error message: "DNS or Server Error." You need to ensure that Laura can access the Web application on Robert's computer. What should you do?**

- A.Run the ipconfig /renew command on Robert's computer.
- B.Instruct Robert to stop and start the World Wide Web Publishing Service on his computer.
- C.Instruct Robert to ensure that the Everyone group has the Full Control permission for the Inetpub folder on his computer.
- D.Ask an administrator to disable Internet Connection Firewall (ICF) in the properties of the Local Area Connection on Robert's computer.

**Correct:D**

**14.You are a desktop support technician for your company. All client computers run Windows XP Professional with Service Pack 2 (SP2) and are part of an Active Directory domain. A user plans to travel to another country. He needs to set up his computer to access the Internet while he travels. He also needs to access the Internet when he returns. He plans to make frequent trips, and he wants to be able to switch between configurations. The user needs to access the Internet at both locations. Which action or actions should you instruct the user to perform? (Choose all that apply.)**

- A.Set up a roaming profile on the user??s computer.
- B.Set up a new dialing location on the user??s computer.
- C.Change the regional settings to the country where the user needs to access the Internet.
- D.Set the dialing location to the place where the user needs to access the Internet.

**Correct:B D**

**15.You are a desktop support technician for your company. A user calls to ask you to take control of her computer by using Remote Assistance. She sends you an e-mail request for remote assistance by using Remote Assistance. You attempt to connect to her computer, but you cannot make the connection. What are possible causes of the problem? (Choose all that apply.)**

- A.Your computer does not run Windows XP Professional or Windows XP Home Edition.
- B.The user's computer does not run Windows XP Professional or Windows XP Home Edition.
- C.The user restarted her computer after she sent the e-mail request.
- D.The password for Remote Assistance is incorrect.
- E.The amount of time allowed for Remote Assistance has elapsed.

**Correct:A C D E**

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

**Professional with Service Pack 2 (SP2) and are part of an Active Directory domain. A remote user has difficulty configuring her computer. She needs you to make the changes on her computer. You can make the changes, but the user is not at the same location as you. You need to take control of the user's computer. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)**

- A. Instruct the user to open Control Panel and double-click System. Instruct the user to click the Remote tab and then select Allow Remote Assistance invitations to be sent from this computer.
- B. Instruct the user to open Help and Support and click Invite a friend to connect to your computer with Remote Assistance.
- C. Instruct the user to send an e-mail message to you that includes the computer's MAC address and the computer name.
- D. Instruct the user to send an e-mail message to you that includes the user's network user name and password.
- E. Send the user a request for Remote Assistance.

**Correct: A B**

**17. You are a desktop support technician for your company. All client computers run Windows XP Professional with Service Pack 2 (SP2). All users use Microsoft Internet Explorer as their Web browser. A user reports that she has problems downloading files from Web pages. When she attempts to download a file, a message states that the download will start in 10 seconds, but the file never downloads. You ask the user to test downloading a file from a different Web site. This Web site does not display a message about when the file will download, but the file downloads immediately. The user needs to download files from the first Web site. What is the most likely cause of the problem?**

- A. A Group Policy setting does not allow the user to download files.
- B. The Web site that should download files is down.
- C. The file is too large to download.
- D. The security setting of SP2 prevents the download.

**Correct: D**

**18. You are a desktop support technician for your company. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser. Users access the Internet Web site for Wide World Importers. Wide World Importers uses a digital certificate to secure the information on the Web site. A new user reports that she cannot access the Wide World Importers Web site by typing `www.wideworldimporters.com` in the Address bar in Internet Explorer. You need to ensure that the user can access the Wide World Importers Web site. What should you do?**

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

**Correct: D**

**19. You are a desktop support technician for your company. A user reports that his Windows XP Professional portable computer is not able to connect to any network resources and is not able to authenticate to the network's Active Directory domain. The computer was able to connect yesterday. No other users are reporting a problem today. You verify that the computer is properly**



**connected to the network and that it can ping its loopback address. You discover that the computer is using the IP address 169.254.131.217 and the subnet mask 255.255.0.0. You need to ensure that the computer can connect to network resources. What should you do first?**

- A. Ask an administrator to repair the network DHCP server.
- B. Instruct the user to right-click the network connection icon and select Repair from the shortcut menu.
- C. Instruct the user to run the ipconfig /all command from a command prompt window.
- D. Ask an administrator to authorize the network DHCP server in Active Directory.

**Correct: B**

**20. You are a desktop support technician for your company. You are installing Windows XP Professional on a portable computer. The user needs to encrypt confidential data that will be stored on the portable computer. You need to ensure that the computer supports Encrypting File System (EFS). What should you do?**

- A. During the installation, format the hard disk so that it uses the FAT32 file system.
- B. During the installation, format the hard disk so that it uses the NTFS file system.
- C. After the installation, ask an administrator to install a computer digital certificate on the portable computer.
- D. After the installation, ask an administrator to use Group Policy to enable EFS on the portable computer.

**Correct: B**