



**70-271**

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

**Exam number/code:** 70-271

**Exam name:** Supporting Users and Troubleshooting a MS Windows XP OS

**Questions & Answers:** 98 Q&A

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**Exam: 70-271 Certification Questions & Answers**

**Question 1:**

You are the desktop support technician for your company. All workstations are running Microsoft Windows XP Professional. A user calls to report that Internet Explorer is sluggish when loading Web pages that she has previously visited. You need to improve performance. What should you do? Select the best answer.

- A. Decrease the number of days that Internet Explorer will keep track of pages in your History folder.
- B. Decrease the maximum size of the Temporary Internet Files folder.
- C. Delete the contents of the Temporary Internet Files folder.
- D. Increase the amount of disk space allocated to the Temporary Internet Files folder.

**Answer: D**

**Question 2:**

John works as an Office Assistant in XYZ Inc. He upgrades his home PC from Windows 2000 to Windows XP Professional. He observes that after installing Windows XP, the performance of his computer deteriorates. Whenever he runs large applications on his computer, the computer works at a very slow speed. The configuration of his computer is as follows:

Processor: Intel celeron/500 MHz  
 Total Physical Memory (RAM): 128 MB  
 Hard Disk: 4.3 GB

John starts the Performance tool from the Control Panel, launches the applications that are decreasing the computer's performance, and monitors several important counters corresponding to the memory, hard disk, processor, etc. He sees the following results during the test:

Object	Counter	Value
Processor	Processor Time (in %)	60
Memory	Pages/sec	102
Physical Disk	Disk Time (in %)	80
Physical Disk	Average Disk Queue Length	3

What are the most likely causes of the issue?  
 Each correct answer represents a part of the solution. Choose three.

- A. The hard disk is overloaded.
- B. The computer has insufficient memory.
- C. Average Disk Queue Length is higher than the acceptable range.
- D. The processor is overloaded.

**Answer: A,B,C**

**Question 3:**

You are a help desk support technician for your company. You need to dual-boot Computer I with Windows XP Professional. The computer is currently running Windows NT Workstation 4.0 with service pack 3. Which file system should you use for the active partition? Select the best answer.

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

**Answer: A**

**Question 4:**

You are a desktop service technician for your company. Dennis is an employee for your company, and Dennis uses a Windows XP Professional computer. Your Windows XP Professional computer and Dennis's Windows XP Professional computer are both connected to the same TCP/IP subnet. Dennis is having a problem with video configuration on his computer, and he wants you to troubleshoot the problem and change the configuration. Dennis sends you several Remote Assistance invitations, but you find that you cannot accept the invitations. After he sends the invitations, Dennis calls you, and you are able to attempt to answer the invitations in a 30-minute through 60-minute period. Which of the following configurations should you ask Dennis to make on his Windows XP Professional computer to enable you to accept Dennis's Remote Assistance invitations?

- A. You should ask Dennis to clear the Allow this computer to be controlled remotely checkbox.
- B. You should ask Dennis to check the Allow this computer to be controlled remotely checkbox.
- C. You should ask Dennis to check the Allow Remote Assistance invitations to be sent from this computer checkbox.
- D. You should ask Dennis to clear the Allow Remote Assistance invitations to be sent from this computer checkbox.
- E. You should ask Dennis to increase the Set the maximum amount of time invitations can remain open setting to two hours.
- F. You should ask Dennis to increase the Set the maximum amount of time invitations can remain open setting to fifteen minutes.

**Answer: E**

**Question 5:**

You are the desktop support technician for your company. All workstations are running Microsoft Windows XP Professional. A user calls to report that they have attached a printer to their computer. When they attempt to print a document through Microsoft Word, the characters are garbled on the page. You determine that the problem occurs when printing from any application. The problem continues to occur after restarting the printer. What should you do? Select the best answer.

- A. Reinstall the printer driver.
- B. Empty the contents of the print queue.
- C. Repair the installation of Microsoft Word.
- D. Install the print device on another computer.

**Answer: A**

**Question 6:**

You work as a network technician at TestKing.com. The client computers on the TestKing.com network run Windows XP Professional.

You discover that you are not able to install a new keyboard on your computer named TESTKING-WS15 and is asked to insert a driver disk when you plug the keyboard. You insert the disk you received when the keyboard was purchased but you receive a message stating that the device driver cannot be installed. You check and verify that the device is on the approved hardware compatibility list. You receive permission from the administrator to logon with a domain user account that has local administrative privileges.

Which of the following actions should you do next?

- A. You should install the keyboard.
- B. You should locate the appropriate USB flash card reader driver.
- C. You should accept the message concerning unassigned keyboard.
- D. You should configure the BIOS on TESTKING-WS15.
- E. You should reboot TESTKING-WS15.

**Answer: A,C**

**Explanation:**

As soon as you have administrative privileges you are able to bypass the signed driver requirement after accepting the warning about unsigned driver installation.

**Question 7:**

You are the desktop support technician for your company. All computers are running Windows XP Professional.

ICS is enabled on Computer A. The Internet connection is shared between 8 computers. A user reports that they are unable to access the Internet. You soon discover that the problem is affecting all computers on the network. What should you do first to verify that the modem on Computer A is functioning correctly?

Select the best answer.

- A. Use Network Monitor to monitor traffic to and from the computer.
- B. Use System Monitor to monitor network counters.
- C. Use Device Manager to check the device status.
- D. Enable modem logging using the Modem applet within the Control Panel.

**Answer: C**

**Question 8:**

You are the desktop support technician for your company. All workstations are running Microsoft Windows XP Professional.

A user has the NTFS Modify permission and the Read share permission in a folder called Sales. When he accesses the files in the Sales folder locally, he can save his changes. However, when he opens the files in the Sales folder from across the network, he is unable to modify them. What is causing the problem?

Select the two best answers.

- A. The user's effective permission is Read.
- B. The user's effective permission is Deny.
- C. Share permissions are not evaluated when accessing the folder locally.
- D. NTFS permissions only apply locally.

**Answer: A,C**

**Question 9:**

You work as a technician at TestKing.com. The TestKing.com network has a domain named testking.com. All client computers on the network are configured to run Windows XP Professional.

You bring your personal laptop computer to work and attempts to logon to the domain from your laptop. However, you are not able to log on. Your laptop computer is configured to run Windows XP Home Edition.

How do you ensure access to the domain using your laptop? (Choose TWO. Each answer forms part of the solution.)

- A. By joining your laptop to the domain.
- B. By installing Service Pack 3 on your laptop.
- C. By logging on as a member of the Power Users group.
- D. by changing the Custom settings in the Setup Wizard.
- E. By upgrading to Windows XP Professional.

**Answer: A,E**

**Explanation:**

Your best option in this scenario would be to have TESTKING-WS25 upgraded to Windows XP Professional and join it to the domain. Microsoft has crippled the Home version of Windows XP and made it impossible to join it to domains. It thus forced the majority of companies to invest in the slightly more expensive Windows XP Pro.

**Question 10:**

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

A system administrator at TestKing.com furnishes you with an answer file named Unattend.txt on a floppy disk. You are planning to make use of this Unattend.txt file to carry out the installation from a CD. You commence with the installation and put the floppy disk into the floppy disk drive of the computer. You notice that Setup prompts you for configuration data.

Which of the following is task that you should complete to make sure that Setup will finish without prompting for user input?

- A. The name of the answer file should be modified to Winnt.dat.
- B. The Unattend.txt answer file should be copied to the floppy disk.
- C. The Winnt32.exe /unattend should be run from a command prompt.
- D. The name of the answer file should be modified to Winnt.sif.

**Answer: D**

**Explanation:**

Since you are going to run Setup from a CD you need to rename this to WINNT.SIF. Be sure that the file does not in fact end up WINNT.SIF.TXT.

**Question 11:**

John is a member of the Engineers group and the Managers group. He is also a director within the company, which gives him special privileges to specific accounting information regarding his division. John needs to have the ability to read, modify, and create new files

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within the directory C:\MARKETING. You check the permissions for that directory and find that members of the Managers group have Read and Write permissions. Engineers have Deny all permissions, and as a director, he's been directly assigned Full Control over that directory. What is John able to do with the data in this directory?

Select the best answer.

- A. He can view it, but not change it.
- B. He can modify it, but not add new files.
- C. He can do nothing.
- D. He can add new files, but not change anything once it has been saved.

**Answer: C**

### Question 12:

You are the desktop support technician for Adventure Works. All workstations and mobile computers are running Microsoft Windows XP Professional.

A user calls for assistance with configuring the power settings on his mobile computer. The user does not want his monitor to shut down while his computer is idle. He indicates that he always has his mobile computer plugged into a power outlet.

You need to recommend a power scheme. Which power scheme should you recommend? Select the best answer.

- A. Always On
- B. Portable/Laptop
- C. Minimal Power Management
- D. Presentation

**Answer: D**

### Question 13:

You are the newly appointed technician at TestKing.com. All servers on the TestKing.com network run Windows Server 2003 and all client computers run Windows XP Professional.

You are assigned a computer named TESTKING-WS272. TESTKING-WS272 hosts a folder named TKDATA.

How can allow all TestKing.com network users to open files located in TKDATA.

- A. The Allow-Change permission on TESTKING-WS272 should be assigned to you.
- B. You should enable caching on TESTKING-WS272.
- C. You should use the default share permissions in order to share the folder.
- D. Encryption File System (EFS) should be configured on TESTKING-WS272.

**Answer: C**

### Explanation:

Your best option in this scenario would be to share the folder using the default share permissions. Microsoft has historically configured all new shared folders with very open share permissions.

### Question 14:

You work as a network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows Server 2003 and all client computers run Windows 98.

TestKing.com wants to upgrade the client computers to Windows XP Professional. You are

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concerned that performance might be slow after the upgrade. You are particularly concerned about response times when opening windows and menus.

Which of the following is a task that you would perform to address this issue?

- A. Set the screen refresh rate to a lower value in Display settings.
- B. Access the Performance Options dialog box and choose the Adjust for best performance option.
- C. Modify the Advanced Display settings to configure the display DPI setting to 120 dots per inch in the Display Properties dialog box.
- D. Access the Performance Options dialog box and modify the System applet.

**Answer: B**

### Explanation:

In this scenario you need to select the Adjust for best appearance option in the Performance Option dialog box. The graphical nature of Windows XP Professional has progressed as they are more extensive in their use of colors and shading, and they drain more system resources. Trimming back the level of graphical representation in your Windows XP desktop can save system resources and boost overall application and network performance.

### Question 15:

You are a desktop support technician for your company. All client computers are running Microsoft Windows XP Professional.

A client has reported that his laptop cannot see other computers on the network. You execute the `IPCONFIG /All` command on the laptop and find that the current IP address is 169.254.255.13. You are unable to PING the DHCP server from the user's laptop. What is the problem and the solution?

Select the best answer.

- A. The IP address lease has expired on the laptop. You should execute the command `IPCONFIG/RELEASE`.
- B. The IP address lease has expired on the laptop. You should execute the `IPCONFIG /RELEASE` and `IPCONFIG /RENEW` commands.
- C. The laptop cannot communicate with the DHCP server. The user should assign a static IP address and subnet mask to gain access to the network.
- D. The laptop cannot communicate with the DHCP server. At a command prompt window on the laptop, you should execute the `IPCONFIG /RELEASE` and `IPCONFIG /RENEW` commands to release the current IP address and request a new lease from the DHCP server.

**Answer: B**

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