

70-271

Supporting Users and Troubleshooting a
Microsoft Windows XP Operating System

DEMO

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QUESTION NO: 1

You work as a desktop support technician at CertKiller.com. The CertKiller.com network consists of a single Active Directory domain named CertKiller.com. The CertKiller.com network contains ten Windows 2000 Server computers and 1,200 Windows 2000 Professional client computers.

CertKiller.com has headquarters in London and branch offices in Paris, Minsk, and Athens. The CIO of CertKiller.com has sent a manager named Andy Reid to work in the office of Paris. Andy Reid has taken with him the Windows XP Professional Full Packaged Product (FPP). Accompanying the FPP is a Microsoft Select License for the installation of Windows XP Professional.

At Paris Andy Reid wants to install Windows XP Professional on a laptop. Andy Reid uses the installation media in the Product Fulfillment kit with the Microsoft Select License for the installation. Andy Reid then contacts you to state his problem "a screen requires the input of a product license key".

Andy Reid wants to know which product key he should use.

What should you tell him?

- A. The FPP product key.
- B. The VLK product key.
- C. A product key that is acquired by the security Web site.
- D. Use the product key printed on a sticker at the bottom of the laptop.

Answer: B

Explanation:

If you want to license Windows XP Professional, you should use the Volume Product License Key (VLK).

Incorrect Answers:

A: The FPP is used to install media which is provided in an FPP.

C: If you make use of the security website, you or Andy Reid will violate the Microsoft License agreement.

D: The Windows XP Professional product key which is on the laptop is intended only for the installation of Windows XP Professional on the system to which the sticker is attached.

QUESTION NO: 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 Server 2003 and all client computers run Windows XP Professional.

A CertKiller.com user named Rory Allen is a member of the Research and Development department. One morning Rory Allen complains that he is unable to join the CertKiller.com domain with his Windows XP computer. You tell Rory Allen to ping a domain controller in CertKiller.com, which was successful.

What should you tell him to do next?

- A. Rory Allen should verify the domain mode.
- B. Rory Allen should verify the operating system version.
- C. Rory Allen should verify the hardware compatibility.
- D. Rory Allen should verify the network connectivity.

Answer: B

Explanation:

The Windows XP Professional can join a Windows Server 2003 domain, not the Windows XP Home Edition. This is the difference if the two operating systems.

Incorrect Answers:

A: It is not needed to make sure of the domain mode because Windows XP Professional can interoperate with Windows Server 2003.

C: The hardware compatibility or the network connectivity is not the problem. It states in the scenario that Rory Allen did ping the domain which was successful.

D: The hardware compatibility or the network connectivity is not the problem. It states in the scenario that Rory Allen did ping the domain which was successful.

QUESTION NO: 3

You work as a desktop support 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 Server 2003 and all client computers run Windows XP Professional.

CertKiller.com consists of a Sales department. A CertKiller.com employee named Mia Hamm works in the Sales department. Due to volume of work, Mia Hamm needs her computer every minute. One morning Mia Hamm came to you and said that she needs the latest versions of the security patches from Microsoft. Mia Hamm wants the update to be installed without prompting her.

What should you tell Mia Hamm to do?

- A. Use Software Update Services (SUS).
- B. Use the Windows Update.

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- C. Use Automatic Updates.
 - D. Use Windows Unattended Installation.

Answer: C

Explanation:

Mia Hamm should use the Automatic Updates. She can schedule the update to run after hours.

Incorrect Answers:

- A: SUS uses a local Windows Update Server. The question doesn't say CertKiller.com has a SUS server.
- B: If Mia Hamm is going to use Windows Updates, she has to manually download and install the updates.
- D: The Unattended Installation will allow her to install Windows XP Professional without doing anything. It is not used to download and install updates every day.

QUESTION NO: 4

You work as the administrator at CertKiller.com. The CertKiller.com network consists of a single Active Directory domain named CertKiller.com. The CertKiller.com network contains ten Windows 2000 Server computers and 1,300 Windows 2000 Professionalclient computers.

CertKiller.com consists of three departments, named Sales, Marketing, and Accounting. Due to the growth of the Sales department, CertKiller.com will hire another 100 employees over the next month. The CIO acquires 100 new Windows XP Professional computers which will be added to the CertKiller.com network.

Amy Walsh is a new employee in the Sales department. You install Windows XP Professional on a client computer named TESKING-WS271 for Amy Walsh. You need to ensure that Amy Walsh can use her TESKING-WS271 for at least three years. You also want to send Microsoft information about CertKiller.com.

What should you do?

- A. Register the operating system on TESKING-WS271.
- B. Activate and register the operating system on TESKING-WS271 during the installation process.
- C. Reboot on TESKING-WS271 after installation and press F8 during the boot process.
- D. Reboot on TESKING-WS271 after installation and press DEL or F2 during the boot process.

Answer: B

Explanation:

If you register the computer, Microsoft will have information about the company and if you activate the operating system, it will continue after 30 days.