

70-272

Supporting Users and Troubleshooting

Desktop Applications on a Microsoft Windows

XP Operating System

DEMO

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QUESTION NO: 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 whenever 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 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 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?

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- 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 NO: 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 NO: 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.