

Exam 70-272 study material

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Free 70-272 Exam Preparation Questions

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications

Question: 1

You are a desktop support technician for your company. All client computers run Windows XP Professional and Microsoft Office XP. A user reports that when she scrolls through a Microsoft Word document that contains graphics, the graphics display becomes corrupted. You need to ensure that the graphics do not appear corrupted when the user scrolls through Word documents. What should you do first?

- 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 acceleration of the video adapter to a lower setting.

Answer: D

Question: 2

You are a desktop support technician for Company. A user in the company upgrades his computer from Windows 98 to Windows XP Professional. The user reports that a mission-critical custom application no longer works on his computer. He states that the application will not start, but it does not display any error messages. You discover that the custom application is a 32-bit Windows application that does not use the Windows registry. You confirm that the application is compatible with Windows XP Professional. You need to ensure that the custom application can successfully run on the user's computer. What should you do?

- A. Instruct the user to start the application by using the Start command.
- B. Instruct the user to modify the properties of the application's .exe file so that the application runs in Windows 98 compatibility mode.
- C. Ask an administrator to reset the domain computer account for the user's computer.
- D. Remotely adds the user's user account to the local Administrators group on the user's computer.

Answer: B

Explanation:

The user upgraded the computer from Win 98 to Win XP. The application will not start and doesn't display an error message. It must be run in compatibility mode for it to work.

Question: 3

You are the desktop application support specialist for Company.com. Company.com uses a variety of windows computers. Windows XP Professional is one of the mainstream OS deployed. Your major duty is to assist in the configuration and maintenance of desktop applications. You install a program which installs its own Control Panel application. What should you do if you want to change the category in which this Control Panel application appears?

- A. Make a registry edit
- B. Use the Add / Remove Program Wizard
- C. Define a new replacement group policy
- D. This cannot be done

Answer: A

Explanation:

Some programs and devices install their own Control Panel applications. These applications should go into the proper category if you use Category view, but applications not written to Windows XP specifications might not. If you want to change the category in which a Control Panel application appears, you can do so with a registry edit.

Question: 4

You are a desktop support technician for Company. All client computers run Windows XP Professional. The network consists of an Active Directory domain. A user reports that her research application is not available. You discover that the user has just changed jobs and all of her previous applications are available and function properly. You also discover that software for the research department is maintained manually. All other departments use Group Policy to deploy and control software. You need to ensure that the research application functions properly on the user's computer. What should you do?

- A. Run the secedit command on the user's computer.
- B. Run the gpupdate command on the user's computer.
- C. Install the research application on the user's computer.
- D. Configure a software restriction policy on the user's computer.

Answer: C

Explanation:

Is because the software for the research department is maintained manually that is the only way to complete the task.

Question: 5

You are a desktop support technician for Company. A customer uses Microsoft Word on his home computer to produce proposals. The customer's computer runs Windows XP Professional and Microsoft Office XP. The customer reports that he frequently encounters problems with specific Word features. You discover that the problems have been addressed in an Office XP service release. You need to ensure that the customer installs the correct service release. What should you instruct the customer to do?

- A. Visit the Microsoft Windows Update Web site. Scan for and install all available updates.
- B. Visit the Microsoft Office Product Updates Web site. Scan for and install all available updates.
- C. Select the Detect and Repair wizard from the Help menu in Word.
- D. Repair Word by using Add or Remove Programs in Control Panel.

Answer: B

Explanation:

Customer has a problem in Word. This problem has been addressed in a service pack release, so pick B is the only choice.

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