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Demo
STUDY GUIDE

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QUESTION 1

You are a desktop support technician for GlobalitcerT . All client computers run Windows XP Professional and Microsoft Office XP. The Company uses a Microsoft Exchange Server 2003 computer for all messaging. All users access e-mail by using Microsoft Outlook 2002.

A user reports that he will be on vacation and wants Outlook to automatically reply to incoming e-mail messages. The user states that his computer will be turned off while he is on vacation. The user wants Outlook's reply to tell senders that he will be on vacation for two weeks.

You need to ensure that the user successfully configures the automatic reply to senders. What should you instruct the user to do?

- A. Enable the Out of Office Assistant.
- B. Create a new rule that replies to all incoming e-mail.
- C. Use the Scheduled Task Wizard to create a task that opens Outlook every morning.
- D. Delegate permissions on his Inbox to a co-worker. Instruct the co-worker to open the vacationing user's Inbox in Outlook.

Answer: A

Explanation: Enabling the Out of Office Assistant will allow the user to set a message to automatically reply to users when on vacation. See the graphic below:



Incorrect Answers:

- B. Creating a new rule is unnecessary. Since the Out of Office Assistant is designed to do this very task, the rule is not the best solution. In addition, a rule will only determine how incoming mail is handled, but will not automatically reply to users.
 - C. Opening Outlook will not reply to any users. Simply opening Outlook will not do anything to the messages once opened, and if Outlook is not closed, will continue to open every day while the user is gone. When the user returns, he would have fourteen copies of Outlook open!
 - D. Delegating the Inbox to a coworker would work, but only if the Send on Behalf permission is granted, and the coworker would have to reply to each email sent. This is a large burden on a coworker, and is not the best solution to the question.
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QUESTION 2

You are a desktop support technician for GlobalitcerT . All client computers run Windows XP Professional and Microsoft Office XP.

A user reports that Microsoft Word uses the U.S. English dictionary for spell-checking. However, this dictionary does not contain several industry-specific words that are used in her document.

The user wants Word to automatically recognize these words when they are spelled correctly, rather than highlighting them as misspelled words.

You need to ensure that Word does not highlight these industry-specific words as misspelled.

What should you instruct the user to do?

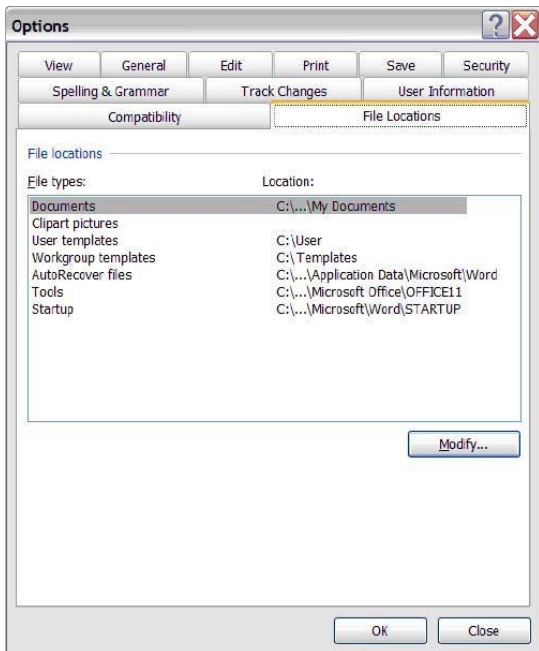
- A. Right-click the Spelling & Grammar Status icon at the bottom of the Word window. Select Options from the context menu. Then click the Check Document button.
- B. Create a text file that contains the desired words. Open the Options dialog box. Then specify the text file's location in the Tools path on the File Location tab.
- C. Open the Options dialog box. Ensure that the Suggest from the main dictionary only check box is selected on the Spelling & Grammar tab.
- D. Open the Options dialog box. Create a custom dictionary. Then right-click the desired words in a document and select Add to Dictionary from the context menu.

Answer: D

Explanation: The question tests your knowledge of how Word handles words not found in its main dictionary. There is no way to know this other than to do it. The answer listed is the correct way to do this. Microsoft creates a custom.dic file for you when Word is installed. This is the custom dictionary file.

Incorrect Answers:

- A. There is no such icon as "Spelling and Grammar Status." Even if there were, clicking Check Document will only compare the words in the document against the main dictionary file. Since the custom words did not appear in the main dictionary, they will still show up as misspelled.
- B. There is no way to specify a custom dictionary from the File Location tab. This tab is for items such as save location, template location, etc. Below is the File Location tab for Office 2003, but office XP is exactly the same:



C. Ensuring that the Check from main dictionary only checkbox is checked is the exact opposite of what needs to be done. If this box is checked, Word will never check for any documents outside of the main dictionary, and the industry specific words will always be marked as incorrect even if a custom dictionary is specified.

QUESTION 3

You are a desktop support technician at GlobalitcerT .com. 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 settings.
- D. Adjust the hardware accelerator of the video adapter to a lower setting.

Answer: D

QUESTION 4

You are a desktop support technician for GlobalitcerT . 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