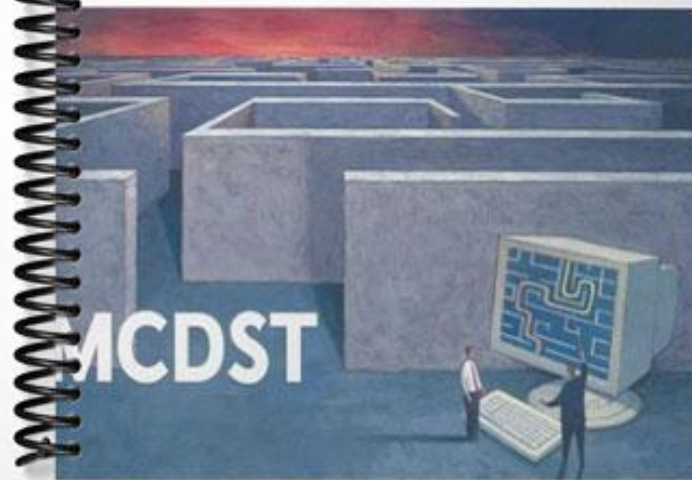


# TEST BANK

MCDST Guide to  
*Supporting Users and Troubleshooting  
Desktop Applications on a Microsoft®  
Windows® XP Operating System*

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Exam #70-272



## Chapter 2: Overview of Microsoft User Applications

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### TRUE/FALSE

1. As the Recycle Bin fills up, older items are automatically removed to make room for new items.

ANS: T                      REF: 53

2. A computer with software supporting newsgroups is called a news server.

ANS: T                      REF: 64

3. Internet Connection Firewall (ICF) is a stateful packet inspection firewall.

ANS: T                      REF: 65

4. Office SharePoint Portal Server is designed to be used by small or ad hoc workgroups that need an informal means to collaborate.

ANS: F                      REF: 75

5. All Microsoft Office 2003 preinstalled editions come with Microsoft PowerPoint.

ANS: F                      REF: 90

### MODIFIED TRUE/FALSE

1. If you are using the Search Companion to look for a file that you know starts with “man” but you forget the rest of the file name, you should type man?. \_\_\_\_\_

ANS: F, man\*

REF: 54

2. The Edit menu of Windows Explorer can be used to customize the display of items in the current window. \_\_\_\_\_

ANS: F, View

REF: 57

3. Character Map is a program that you can use to insert special characters into your documents.  
\_\_\_\_\_

ANS: T                                      REF: 71

4. Microsoft Word is the worksheet or spreadsheet application in Microsoft Office 2003.  
\_\_\_\_\_

ANS: F, Excel

REF: 80

5. Microsoft Office 2003 retail editions are bundled with the purchase of a computer system.
- 

ANS: F, preinstalled

REF: 92

### MULTIPLE CHOICE

1. \_\_\_\_\_ is a utility in Windows XP that enables you to locate and open files and folders.
- a. Notepad
  - b. Outlook Express
  - c. Character Map
  - d. Windows Explorer

ANS: D                      REF: 52

2. Which of the following is a wildcard character?
- a. question mark (?)
  - b. slash (/)
  - c. percent sign (%)
  - d. plus sign (+)

ANS: A                      REF: 54

3. While searching for a file or folder using the Search Companion, the \_\_\_\_\_ can be used as a substitute for zero or more characters.
- a. slash (/)
  - b. asterisk (\*)
  - c. question mark (?)
  - d. percent sign (%)

ANS: B                      REF: 54

4. While searching for a file or folder using the Search Companion, the \_\_\_\_\_ can be used as a substitute for a single character.
- a. slash (/)
  - b. plus sign (+)
  - c. question mark (?)
  - d. percent sign (%)

ANS: C                      REF: 54

5. Which of the following options appears when you highlight a document file in Windows Explorer and then select the File menu?
- a. Copy
  - b. Select All
  - c. Send To
  - d. Paste Shortcut

ANS: C                      REF: 55

6. Which of the following options appears when you highlight a document file or folder in Windows Explorer and then select the Edit menu?
- a. Undo
  - b. Open With
  - c. Rename
  - d. Print

ANS: A                      REF: 56

7. The Status Bar submenu option is available from the \_\_\_\_\_ menu in Windows Explorer.
- a. File
  - b. Edit
  - c. View
  - d. Tools

ANS: C                      REF: 57

8. In Windows Explorer, the \_\_\_\_\_ menu offers information to assist you with the completion of a task.
- a. Tools
  - b. File
  - c. View
  - d. Help

ANS: D                      REF: 59

9. To find information quickly, you can type \_\_\_\_\_ followed by the text you want to search for in the Address bar of Internet Explorer.
- a. search
  - b. info
  - c. go
  - d. view

ANS: C                      REF: 64

10. A \_\_\_\_\_ is a collection of messages posted by individuals to a news server.
- a. newspost
  - b. newsgroup
  - c. newsarchive
  - d. news Web

ANS: B                      REF: 64

11. Newsgroups which are managed by someone who reviews the submissions prior to posting and might answer questions are called \_\_\_\_\_ newsgroups.
- a. moderated
  - b. channeled
  - c. supervised
  - d. predefined

ANS: A                      REF: 65

12. \_\_\_\_\_ is a drawing tool found in Windows XP.
- a. Draw
  - b. Paint
  - c. Graphics
  - d. Images

ANS: B                      REF: 69

13. In Microsoft Office 2003, the Research task pane is accessed by clicking the \_\_\_\_\_ menu.
- a. File
  - b. Tools
  - c. Format
  - d. View

ANS: B                      REF: 75

14. Microsoft \_\_\_\_\_ is the word processing application in Microsoft Office 2003.
- a. Word
  - b. Notepad
  - c. WordPad
  - d. Excel

ANS: A                      REF: 76

15. A(n) \_\_\_\_\_ document is used to organize a number of user interfaces to form a single integrated environment.
- a. complex
  - b. multipolar
  - c. application-neutral
  - d. compound

ANS: D                      REF: 85

16. Microsoft Office 2003 \_\_\_\_\_ editions are available online and in stores.
- a. preinstalled
  - b. retail
  - c. academic license
  - d. volume-license

ANS: B                      REF: 92

## YES/NO

1. Can files and folders from the Recycle Bin be restored to their original locations?

ANS: Y                      REF: 53

2. Does WordPad provide spell checking capability?

ANS: N                      REF: 68

3. In Microsoft Excel, are smart tags displayed as purple triangles?

ANS: Y                      REF: 80

4. Is the Calendar view displayed, by default, when you start Microsoft Outlook 2003?

ANS: N                      REF: 84

5. Does Microsoft Outlook 2003 provide a junk e-mail filter?

ANS: Y                      REF: 84

## COMPLETION

1. When you delete any of the files or folders from your hard disk, Windows XP places the file or folder in the \_\_\_\_\_.

ANS: Recycle Bin

REF: 53

2. When you need to locate a file or folder on a computer running Windows XP, you use the \_\_\_\_\_.

ANS: Search Companion

REF: 53

3. A(n) \_\_\_\_\_ character is a keyboard character that represents one or more characters.

ANS: wildcard

REF: 54

4. To enable style locking, check the Limit formatting to a selection of styles check box from the \_\_\_\_\_ task pane.

ANS: Protect Document

REF: 77

5. In PowerPoint, the Package for CD option is found on the \_\_\_\_\_ menu.

ANS: File

REF: 82

## MATCHING

*Match each item with a statement below.*

- |                     |                                      |
|---------------------|--------------------------------------|
| a. WordPad          | f. Internet Connection Sharing (ICS) |
| b. firewall         | g. PowerPoint                        |
| c. Outlook          | h. spam                              |
| d. Excel            | i. Notepad                           |
| e. Windows Explorer |                                      |
- 
1. A utility in Windows XP that enables you to locate and open files and folders.
  2. Can be used to connect computers on a small network to the Internet using just one connection.
  3. A security system that acts as a protective boundary between your network and the outside world.
  4. A text editor found in Windows XP.
  5. An application found in Windows XP which can be used to create and edit a wide range of documents from simple text documents to documents with complex formatting and graphics.
  6. A Microsoft Office application that can be used to create charts, graphs, slides, handouts, and overheads.
  7. A Microsoft Office application that can be used to track personal contacts and manage your e-mail.
  8. The electronic equivalent of junk mail.
  9. A Microsoft Office application that is used to create and work with worksheets.

- |           |         |
|-----------|---------|
| 1. ANS: E | REF: 52 |
| 2. ANS: F | REF: 65 |
| 3. ANS: B | REF: 65 |
| 4. ANS: I | REF: 67 |
| 5. ANS: A | REF: 68 |
| 6. ANS: G | REF: 82 |
| 7. ANS: C | REF: 83 |
| 8. ANS: H | REF: 84 |
| 9. ANS: D | REF: 80 |

## SHORT ANSWER

1. Explain how filtering decisions are made in a stateful inspection firewall.

ANS:

A stateful inspection firewall monitors the state of the connection and compiles the information in a state table. Because of this, filtering decisions are based on the context that has been established by prior packets that have passed through the firewall.

REF: 65

2. Describe the functionalities provided by the Information Rights Management (IRM) feature of Microsoft Office 2003.

ANS:

IRM is a feature designed to enhance collaboration methods while restricting access to the content of Office documents. IRM adds additional permissions to the file that allows you to specify who can access and use documents or e-mail messages. It helps prevent sensitive information from being printed, forwarded, or copied by unauthorized individuals.

REF: 76

3. What are the main functionalities provided by Microsoft Outlook?

ANS:

With Microsoft Office Outlook you can track personal contacts and manage your e-mail. Microsoft Office Outlook provides an electronic version of a day-planner with features to schedule appointments, store contact information, and maintain to-do lists. It also sends and receives all your e-mail with features to compose messages and reply to messages.

REF: 83

4. What is a compound document?

ANS:

A compound document is used to organize a number of user interfaces (for example, Word and Excel) to form a single integrated environment. A compound document is also an application environment containing program objects that can be interlinked and interacted with by a user. Compound documents are developed from information parts that originate from different applications and are assembled on-the-fly.

REF: 85

5. What is Object Linking and Embedding (OLE)?

ANS:

Object Linking and Embedding (OLE) is Microsoft's framework for a compound document technology. With OLE, each document object is an independent program entity that you can interact with and also use to communicate with other objects within the document.

REF: 85