

**Supporting Users and Troubleshooting Desktop Applications on a
Windows XP Operating System (Exam 70-272)**

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First and Second Printing Corrections

Pg	Error	Correction
171	Question 9, second and third sentence A user calls to report that she is unable to receive email. You determine that the user can successfully send email.	A user calls to report that she is unable to send email. You verify that the user can successfully receive email.

First, Second, and Third Printing Corrections

142	Question 3 answer, last sentence: The question does not indicate that the user disabled the modem at any time.	The question does not indicate that the user disabled the network card at any time.
282	Question 19 Answer D is correct. If all users are experiencing problems sending email, the likely cause of the problem is that the SMTP server is down. SMTP is used for sending email. Answer is A is incorrect because POP3-is used for receiving email. Answer B is incorrect because all users can still browse the Internet. Answer C is incorrect because the problem did not occur the previous day.	Question 19 Answer A is correct. If all users are experiencing problems sending email, the likely cause of the problem is that the POP3 server is down. POP3 is used for sending email. Answer is D is incorrect because SMTP is used for receiving email. Answer B is incorrect because all users can still browse the Internet. Answer C is incorrect because the problem did not occur the previous day.

This errata sheet is intended to provide updated technical information. Spelling and grammar misprints are updated during the reprint process, but are not listed on this errata sheet.