



Microsoft 70-271

Supporting Users and Troubleshooting
a Microsoft Windows XP Operating System

Version 10.0

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Table of Contents

Topic 1, Installing a Windows Desktop Operating System (50 questions)	7
Section 1: Perform and troubleshoot an attended installation of a Windows XP operating system (13 questions).....	7
Subsection: Answer end-user questions related to performing an attended installation of a Windows XP operating system (8 questions)	15
Subsection: Troubleshoot and complete installations in which an installation does not start. Tasks include configuring the device boot order and ascertaining probable cause of the failure to start (1 question).....	16
Subsection, Troubleshoot and complete installations in which an installation fails to complete. Tasks include reviewing setup log files and providing needed files (11 questions)	21
Subsection: Perform postinstallation configuration. Tasks include customizing installations for individual users and applying service packs (0 questions)	28
Section 2: Perform and troubleshoot an unattended installation of a Windows desktop operating system (3 questions).....	29
Subsection: Answer end-user questions related to performing an unattended installation of a Windows XP operating system. Tasks include starting an installation, answering questions asked by an end user during an installation, and performing postinstallation tasks (4 questions)	31
Subsection: Configure a PC to boot to a network device and start installation of a Windows XP operating system. Tasks include configuring PXE compliant network cards (2 questions)	33
Subsection: Perform an installation by using unattended installation files (1 question).....	34
Section 3: Upgrade from a previous version of Windows (1 question).....	36
Subsection: Answer end-user questions related to upgrading from a previous version of Windows. Considerations include available upgrade paths and methods for transferring user state data (2 questions)	36
Subsection: Verify hardware compatibility for upgrade. Considerations include minimum hardware and system resource requirements (2 questions)	38
Subsection, Verify application compatibility for upgrade. Tasks include ascertaining which applications can and cannot run, and using the application compatibility tools (1 question)	39
Subsection, Migrate user state data from an existing PC to a new PC (0 questions)	40
Subsection, Install a second instance of an operating system on a computer (1 question).....	40
Topic 2: Managing and Troubleshooting Access to Resources (31 questions)	41
Section 1: Monitor, manage, and troubleshoot access to files and folders	41
Subsection: Answer end-user questions related to managing and troubleshooting access to files and folders (0 questions).....	41
Subsection: Monitor, manage, and troubleshoot NTFS file permissions (4 questions)	41
Subsection, Manage and troubleshoot simple file sharing (0 questions).....	43

Subsection, Manage and troubleshoot file encryption (4 questions)	43
Section 2: Manage and troubleshoot access to shared folders (4 questions)	47
Subsection: Answer end-user questions related to managing and troubleshooting access to shared folders (2 questions)	50
Subsection, Create shared folders (1 question)	51
Subsection: Configure access permission for shared folders on NTFS partitions (4 questions)	52
Subsection, Troubleshoot and interpret Access Denied messages (0 questions)	55
Section 3: Connect to local and network print devices (2 questions)	56
Subsection, Answer end-user questions related to printing locally (0 questions)	57
Subsection, Configure and manage local printing (4 questions)	57
Subsection, Answer end-user questions related to network-based printing (0 questions)	59
Subsection, Connect to and manage printing to a network-based printer (4 questions)	59
Section 4: Manage and troubleshoot access to and synchronization of offline files (2 questions)	62
Subsection, Answer end-user questions related to configuring and synchronizing offline files (0 questions)	63
Subsection, Configure and troubleshoot offline files (0 questions)	63
Subsection, Configure and troubleshoot offline file synchronization (0 questions). 63	
Topic 3: Configuring and Troubleshooting Hardware Devices and Drivers (43 questions)	64
Section 1: Configure and troubleshoot storage devices (1 question)	64
Subsection: Answer end-user questions related to configuring hard disks and partitions or volumes (11 questions)	64
Subsection, Manage and troubleshoot disk partitioning (0 questions)	71
Subsection, Answer end-user questions related to optical drives such as CD-ROM, CD-RW, DVD, and DVD-R (2 questions)	71
Subsection, Configure and troubleshoot removable storage devices such as pen drives, flash drives, and memory cards (3 questions)	72
Section 2: Configure and troubleshoot display devices (1 question)	75
Subsection, Answer end-user questions related to configuring desktop display settings (0 questions)	75
Subsection, Configure display devices and display settings (1 question)	75
Subsection, Troubleshoot display device settings (1 question)	76
Section 3: Configure and troubleshoot Advanced Configuration and Power Interface (ACPI) (1 question)	77
Subsection: Answer end-user questions related to configuring ACPI settings (0 questions)	77
Subsection: Configure and troubleshoot operating system power settings (3 questions)	77
Subsection: Configure and troubleshoot system standby and hibernate settings (1 question)	79
Section 4: Configure and troubleshoot I/O devices (1 question)	80

Subsection, Answer end-user questions related to configuring I/O devices (0 questions)	80
Subsection, Configure and troubleshoot device settings (1 question)	80
Subsection, Configure and troubleshoot device drivers for I/O devices (15 questions)	82
Subsection: Configure and troubleshoot hardware profiles (1 question).....	91
Topic 4, Configuring and Troubleshooting the Desktop and User Environments (40 questions)	92
Section 1: Configure the user environment (1 question)	92
Subsection: Answer end-user questions related to configuring the desktop and user environment (1 question)	92
Subsection, Configure and troubleshoot task and toolbar settings (0 questions)	93
Subsection, Configure and troubleshoot accessibility options (1 question)	93
Subsection, Configure and troubleshoot pointing device settings (0 questions)	93
Subsection, Configure and troubleshoot fast-use switching (2 questions)	93
Section 2: Configure support for multiple languages or multiple locations	95
Subsection, Answer end-user questions related to regional settings (2 questions)...	95
Subsection, Configure and troubleshoot regional settings (0 questions).....	96
Subsection, Answer end-user questions related to language settings (0 questions) .	96
Subsection, Configure and troubleshoot language settings (0 questions).....	96
Section 3: Troubleshoot security settings and local security policy (2 questions)	97
Subsection, Answer end-user questions related to security settings (0 questions)...	98
Subsection: Identify end-user issues caused by local security policies such as Local Security Settings and Security Configuration and Analysis (2 questions)	98
Subsection, Identify end-user issues caused by network security policies such as Resultant Set of Policy (RSoP) and Group Policy (1 question).....	100
Section 4: Configure and troubleshoot local user and group accounts (1 question)...	100
Subsection, Answer end-user questions related to user accounts (0 questions)	101
Subsection, Configure and troubleshoot local user accounts (1 question)	101
Subsection, Answer end-user questions related to local group accounts (0 questions)	102
Subsection, Configure and troubleshoot local group accounts. Considerations include rights and permissions (2 questions)	102
Section 5: Troubleshoot system startup and user logon problems (7 questions).....	104
Subsection, Answer end-user questions related to system startup issues (0 questions)	108
Subsection, Troubleshoot system startup problems (0 questions).....	108
Subsection, Answer end-user questions related to user logon issues (0 questions)	108
Subsection, Troubleshoot local user logon issues (5 questions).....	108
Subsection, Troubleshoot domain user logon issues (3 questions).....	111
Section 6: Monitor and analyze system performance (2 questions)	114
Subsection, Answer end-user questions related to system performance (2 questions)	115
Subsection, Use Help and Support to view and troubleshoot system performance (0 questions)	117

Subsection, Use Task Manager to view and troubleshoot system performance (5 questions)	117
Subsection, Use the Performance tool to capture system performance information (0 questions)	122
Topic 5, Troubleshooting Network Protocols and Services (35).....	123
Section 1: Troubleshoot TCP/IP. Tools include ARP; the Repair utility; connection properties;and the ping, ipconfig, pathping, and nslookup commands (5 questions). 123	
Subsection, Answer end-user questions related to configuring TCP/IP settings (2 questions)	127
Subsection, Configure and troubleshoot manual TCP/IP configuration (6 questions)	129
Subsection, Configure and troubleshoot automated TCP/IP address configuration (2 questions)	134
Subsection, Configure and troubleshoot Internet Connection Firewall (ICF) settings such as enable and disable. Considerations include indications of issues related to enabling or disabling ICF (5 questions).....	137
Section 2: Troubleshoot name resolution issues.....	141
Subsection, Configure and troubleshoot host name resolution issues on a client computer. Considerations include Hosts files and DNS (5 questions)	141
Subsection, Configure and troubleshoot NetBIOS name resolution issues on a client computer. Considerations include Lmhosts files and WINS (0 questions)	146
Section 3: Configure and troubleshoot remote connections (1 question).....	146
Subsection, Configure and troubleshoot a remote dialup connection. Tasks include client-side configuration (2 questions).....	147
Subsection, Configure and troubleshoot a remote connection across the Internet. Tasks include client-side configuration (0 questions)	148
Section 4: Configure and troubleshoot Internet Explorer.....	149
Subsection, Configure and troubleshoot Internet Explorer connections properties (0 questions)	149
Subsection, Configure and troubleshoot Internet Explorer security properties (3 questions)	149
Subsection, Configure and troubleshoot Internet Explorer general properties (0 questions)	151
Section 5: Configure and troubleshoot end-user systems by using remote connectivity tools.....	152
Subsection, Use Remote Desktop to configure and troubleshoot an end user's desktop (1 question).....	152
Subsection, Use Remote Assistance to configure and troubleshoot an end user's desktop (1 question).....	154

Total number of questions: 199

Topic 1, Installing a Windows Desktop Operating System (50 questions)

Section 1: Perform and troubleshoot an attended installation of a Windows XP operating system (13 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install XP. You want to modify the way the wizard installs Windows XP Professional. Which of the following are NOT the valid ways to do so (choose all that apply).

- A. Choose the Advanced Options of the Setup Wizard
- B. Choose the Custom Options of the Setup Wizard
- C. Choose the Advanced Options of NTDSUTIL
- D. Prepare a customized setup.sif file manually
- E. Prepare a customized winnt.ini file manually

Answer: B, C, D, E

Explanation: According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:

- * Change the default location of the setup files.
- * Store system files in a folder other than the default folder (Windows..
- * Copy the installation files from the CD to the hard disk.
- * Select the partition on which to install Windows XP Professional.

Unless you're an advanced user, you should use the default settings.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install XP. You want to have the Windows XP Professional system files stored on a specific directory. What should you do?

- A. Choose the Advanced Options of the Setup Wizard

- B. Choose the Custom Options of the Setup Wizard
- C. Choose the Directory Options when running setup.exe
- D. Remove the default setup.sif file
- E. Remove the default winnt.ini file

Answer: A

Explanation: According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:

- * Change the default location of the setup files.
- * Store system files in a folder other than the default folder (Windows..
- * Copy the installation files from the CD to the hard disk.
- * Select the partition on which to install Windows XP Professional.

Unless you're an advanced user, you should use the default settings.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install XP. You want to first have the installation program copy the Windows XP Professional files to your hard disk before installing. What should you do?

- A. Choose the Advanced Options of the Setup Wizard
- B. Choose the Custom Options of the Setup Wizard
- C. Choose the COPY Options of Setup wizard
- D. Prepare a customized setup.sif file manually
- E. Prepare a customized winnt.ini file manually

Answer: A

Explanation: According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:

- * Change the default location of the setup files.
- * Store system files in a folder other than the default folder (\Windows..
- * Copy the installation files from the CD to the hard disk.
- * Select the partition on which to install Windows XP Professional.

Unless you're an advanced user, you should use the default setti

QUESTION NO: 4

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install XP. You want to configure the accessibility options of this new installation. What should you do?

- A. Choose the Advanced Options of the Setup Wizard
- B. Choose the Custom Options of the Setup Wizard
- C. Choose the Special Options when running the Setup Wizard
- D. Remove the default setup.sif file
- E. Remove the default winnt.ini file

Answer: C

Explanation: According to Microsoft KB: The Windows XP Setup Wizard helps you gather information about you and your computer. Although much of this installation process is automatic, you might need to provide information or select settings on the following pages, depending on the current configuration of your computer:

- * Licensing Agreement. If you agree with the terms and want to continue the setup process, select I accept this agreement.
- * Select Special Options. Customize the Windows XP installation, language, and accessibility settings for new installations. You can set up Windows XP to use multiple languages and regional settings.
- * Select a File System. Windows XP Professional can automatically convert partitions on your hard disk to NTFS, the recommended file system for Windows XP Professional, or you can choose to keep your existing file systems. If you're upgrading, the wizard uses your current file system.
- * Regional Settings. Change the system and user locale settings for different regions and languages.
- * Personalize Your Software. Type the full name of the person to whom this copy of Windows XP Professional is licensed and, optionally, the organization.
- * Computer Name and Administrator Password. Type a unique computer name that differs from other computer, workgroup, or domain names on your network. The wizard suggests a computer name, but you can change the name.

QUESTION NO: 5

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You have a newly purchased computer from a non-name brand manufacturer. You are required to install XP

onto the computer. Prior to installation, you want to know if this computer can work with XP. To do so, you need to retrieve:

- A. Hardware Compatibility List
- B. Software Compatibility List
- C. System Compatibility List
- D. Processor Compatibility List

Answer: A

Explanation: According to Microsoft KB: The Windows XP Setup Wizard automatically checks your hardware and software and reports any potential conflicts. To ensure a successful installation, however, you should determine whether your computer hardware is compatible with Windows XP Professional before you start the wizard.

You can view the Hardware Compatibility List (HCL) at the Microsoft Web site:

<http://www.microsoft.com/hcl/>

Important: Windows XP Professional supports only those devices listed in the HCL. If your hardware isn't listed, contact the hardware manufacturer and request a Windows XP Professional driver for the component. To ensure that programs using 16-bit drivers function properly afterwards, request 32-bit drivers from the software vendor.

QUESTION NO: 6

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You have a newly purchased computer from a generic manufacturer. You are required to install XP onto the computer. Prior to installation, what should you do?

- A. ensure your hardware components meet the minimum requirements.
- B. ensure your hardware components are Intel certified
- C. ensure your hardware components are brand new
- D. determine whether you want to perform an upgrade or install a new copy
- E. identify and plan for any advanced setup options

Answer: A

Explanation: According to Microsoft KB: When you set up Windows XP Professional, you have to provide information about how you want to install the operating system. The procedures in these release notes help you to provide the necessary information. To ensure a successful installation, complete the following tasks, which are described in the sections that follow, before you install Windows XP:

* Make sure your hardware components meet the minimum requirements.

- * Obtain compatible hardware and software, such as upgrade packs and new drivers.
- * Obtain network information.
- * Back up your current files in case you need to restore your current operating system.
- * Determine whether you want to perform an upgrade or install a new copy of Windows XP Professional.
- * If you're installing a new copy, identify and plan for any advanced setup options you might want.

QUESTION NO: 7

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on one of your newly purchased PC. During Setup, you want to perform HAL selection. What function key should you press?

- A. F5
- B. F6
- C. F7
- D. F2
- E. F10

Answer: A

Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them: Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:

F5 - For computer type or hardware abstraction layer (HAL. selection

F6 - To install third-party SCSI and host controller drivers

F7 - To run Setup without Advanced Configuration and Power Interface (ACPI.

When the "Welcome to Setup" screen is displayed, the following function keys can be used:

F2 - To automatically start the Automated System Recovery (ASR. process.

NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.

F10 - To bypass the menu screens and to load the Recovery Console

QUESTION NO: 8

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on one of your newly purchased PC. During Setup, you want to automatically start the Automated System Recovery process. What function key should you press?

- A. F5
- B. F6
- C. F7
- D. F2
- E. F10

Answer: D

Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them: Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:

F5 - For computer type or hardware abstraction layer (HAL. selection

F6 - To install third-party SCSI and host controller drivers

F7 - To run Setup without Advanced Configuration and Power Interface (ACPI.

When the "Welcome to Setup" screen is displayed, the following function keys can be used:

F2 - To automatically start the Automated System Recovery (ASR. process.

NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.

F10 - To bypass the menu screens and to load the Recovery Console

QUESTION NO: 9

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing XP. You want to perform an unattended installation from a CD-ROM. Which of the following items in the [Data] section of the unattended file do not needed to be configured (Choose all that apply.?

- A. UnattendedInstall
- B. MSDosInitiated
- C. AutoPartition

- D. ManualPartition
- E. ASR

Answer: D, E

Explanation: According to Microsoft KB: Add a [Data] section with the following entries to the unattended answer file:

UnattendedInstall=Yes - Value must be set to "yes"

MSDosInitiated=No - Value must be set to "no" or Setup stops during the graphical portion of Setup

AutoPartition=1 - If the value is set to 1, the installation partition is automatically selected. If the value is set to 0 (zero., you are prompted for the installation partition during the text portion of Setup.

QUESTION NO: 10

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You're requested to upgrade from an earlier version of Windows NT to XP. For such an upgrade, which of the following are NOT relevant? (choose all that apply).

- A. Windows XP Professional Resource kit
- B. Windows XP Professional Backup wizard
- C. Windows XP Professional NTDSUtil
- D. Windows XP Professional Setup Wizard
- E. ASR

Answer: A, B, C, E

Explanation: According to Microsoft KB: After you start the Windows XP Setup Wizard, one of the first decisions you have to make is whether to upgrade your current operating system or to perform an entirely new installation. During the setup process, you must choose between upgrading or installing a new copy of Windows (a "clean install".. During an upgrade, the Windows XP Setup Wizard replaces existing Windows files but preserves your existing settings and applications. Some applications might not be compatible with Windows XP Professional and therefore might not function properly after an upgrade. You can upgrade to Windows XP Professional from the following operating systems:

- * Windows 98 (all versions).
- * Windows Millennium Edition
- * Windows NT 4.0 Workstation (Service Pack 6 and later).
- * Windows 2000 Professional (including service packs).
- * Windows XP Home Edition

QUESTION NO: 11

You are a desktop support technician for TestKing.com. A user named Paul upgrades his Windows 98 portable computer to Windows XP Professional. After the upgrade, Paul reports that two applications no longer work and the modem is not currently supported by Windows XP Professional.

You need to restore Paul's computer to its state prior to the upgrade. You also need to retain all of the applications, files, and personal data on the computer. You want to accomplish this task as quickly as possible.

What should you do?

- A. On Paul's computer, run Setup from a Windows 98 installation CD-ROM.
- B. Restart Paul's computer by using the Windows XP Professional CD-ROM. Run the Recovery Console.
- C. On Paul's computer, run System Restore.
- D. On Paul's computer. Use Control Panel to remove the Windows XP Professional installation from the computer.

Answer: D

QUESTION NO: 12

You are a desktop support technician for TestKing.com. TestKing has a volume licensing agreement to install Windows XP Professional.

You travel to a branch office to repair a failed hard disk on a computer running Windows XP Professional. You do not bring a Windows XP Professional CD-ROM with you. You purchase a retail copy of Windows XP Professional, and you insert the CD-ROM to start the installation. During Setup, you are prompted for the product key.

You need to complete the setup of Windows XP Professional.

What should you do?

- A. Type the product key for TestKing's Windows XP Professional volume license.
- B. Type the serial number that appears in the **System Properties** dialog box of another Windows XP Professional computer in the branch office.
- C. Type the retail product that appears on the back of the Windows XP Professional CD-ROM case.

D. Restart the computer and press the F5 key during Setup.

Answer: C

Because when you use a retail copy you must use the retail key, the volume license will not work and visa versa.

QUESTION NO: 13

You are a desktop support technician for TestKing.com. You are installing Windows XP Professional on a portable computer. The user needs to encrypt confidential data that will be stored on the portable computer.

You need to ensure that the computer supports Encrypting File System (EFS).

What should you do?

- A. During the installation, format the hard disk so that it uses the FAT32 file system.
- B. During the Installation, format the hard disk so that it uses the NTFS file system.
- C. After the installation, ask an administrator to install a computer digital certificate on the portable computer.
- D. After the installation, ask an administrator to use Group Policy to enable EFS on the portable computer.

Answer: B

Subsection: Answer end-user questions related to performing an attended installation of a Windows XP operating system (8 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You install Windows XP Professional on one of your PCs. You use the Windows Disk Management snap-in tool to mark your primary partition as active. When you restart the PC, you receive an error saying that NTLDR is missing. Why is that?

- A. the partition marked as active does not contain the Windows boot files
- B. the partition marked as active has its MBR corrupted
- C. the partition marked as active has its boot sector infected by a virus

D. the partition marked as active has its winnt directory hidden

Answer: A

Explanation: According to the Microsoft KB: When you use the Windows Disk Management snap-in tool to mark your primary partition as active, the computer may not start up if the partition marked as active does not contain the Windows boot files (or boot files for another operating system.. NOTE: When this happens, you may receive the error message when you try to start the computer: NTLDR is missing

Subsection: Troubleshoot and complete installations in which an installation does not start. Tasks include configuring the device boot order and ascertaining probable cause of the failure to start (1 question)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured a Windows XP Professional computer. During bootup, you want to use the Safe-mode boot feature. What key should you press at boot?

- A. F8
- B. F4
- C. F6
- D. F5
- E. None of the choices.

Answer: A

Explanation: According to Microsoft KB: Windows includes a Safe-mode boot feature. To use this feature, press F8 during boot and then choose the Safe-mode boot mode you want to use. There are also switches that you can use to make any of these modes available in the Boot.ini file. You may want to do this if you frequently use one of these boot modes or you need to automate a process.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You have a newly purchased computer from a non-name brand manufacturer. You are required to install XP onto the computer. Prior to installation, you are informed that the NIC has not been tested by Microsoft for compatibility. What should you do?

- A. view the Hardware Compatibility List from Microsoft
- B. download the Hardware Compatibility List from the Microsoft FTP site
- C. manually edit the ini file
- D. manually edit the dll file
- E. contact the hardware manufacturer

Answer: E

Explanation: According to Microsoft KB: The Windows XP Setup Wizard automatically checks your hardware and software and reports any potential conflicts. To ensure a successful installation, however, you should determine whether your computer hardware is compatible with Windows XP Professional before you start the wizard.

You can view the Hardware Compatibility List (HCL) at the Microsoft Web site:

<http://www.microsoft.com/hcl/>

Important: Windows XP Professional supports only those devices listed in the HCL. If your hardware isn't listed, contact the hardware manufacturer and request a Windows XP Professional driver for the component. To ensure that programs using 16-bit drivers function properly afterwards, request 32-bit drivers from the software vendor.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on a computer that uses SCSI as the primary interface. You update the SCSI BIOS. You run winnt.exe to start the installation, and receive an error about Inaccessible_boot_device. You are asked to replace the native XP driver for the SCSI controller with the latest one. Where should you place the new driver?

- A. \$WIN_NT\$.~BT
- B. \$WIN_NT \$WIN_NTS \$WIN_NT*. the i386 directory

Answer: A

Explanation: According to the Microsoft KB: During text-mode Setup, Windows pauses briefly and prompts you to press F6. This is displayed in the status line, and allows you to use an OEM driver. This functionality for using an OEM driver is limited to installing a driver that is not natively supported or does not match one included with Windows. If you use a newer version of an OEM device driver with the same name or Plug and Play identifier as a device driver that is included with Windows, Setup ignores the new OEM driver and uses the one included with Windows. This results in the same error message as noted above. If you require an updated OEM driver to support an existing controller that

is natively supported by Windows but is not detected during Setup, you must replace the driver contained on one of the four Windows Setup disks or located in the temporary installation folder (\$WIN_NT\$.~BT. with the new OEM driver. This allows Windows to use the updated OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

QUESTION NO: 4

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on a computer that uses SCSI as the primary interface. You update the SCSI BIOS and then boot from the CDROM to start installation. You receive an error message saying that Setup did not find any hard disk drives installed in your system. What will you need?

- A. Boot up floppy
- B. Windows XP Professional CD's support folder
- C. OEM device driver
- D. Microsoft Universal Driver disk
- E. the latest XP patch

Answer: C

Explanation: According to the Microsoft KB: When you install Windows on a new computer, or on a computer containing the latest SCSI or IDE controller technology, it may be necessary to use an OEM device driver to support the new mass storage controller in order to continue with the installation. Windows Setup may stop with one of the following messages if the controller is not properly detected.

QUESTION NO: 5

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. A hardware driver is installed, and after this the computer starts to behave strangely. What should you do?

- A. Use ASR for recovery
- B. Use RIS to re apply the image
- C. Use ASR to re apply the backup image
- D. Use the System Restall Wizard
- E. Use the Last Known Good Configuration when rebooting

Answer: E

Explanation: ASR = Automated System Recovery. KEEP IN MIND that ASR is for recovery when a software program is installed, while the Last Known Good Configuration is for recovery when a bad driver is installed. According to the Microsoft KB: The Automated System Recovery (ASR) feature enables users to create a set of floppy disks that can be used to automate the process of recovering a failed system.

QUESTION NO: 6

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on a computer that uses SCSI as the primary interface. You update the SCSI BIOS and then boot from the CDROM to start installation. You receive an error message saying that Setup did not find any hard disk drives installed in your system. You check and find that the model of SCSI controller you use is supported by XP. You retry setup, and press F6 to use the new driver you just downloaded from the Internet. The same error occurs. What should you do?

- A. Disable the SCSI BIOS, press F8 and retry
- B. Download the latest driver from Microsoft and retry installation
- C. Download the latest XP patch from Microsoft
- D. replace the driver located in the temporary installation folder (%WIN_NT%.~BT. with the new OEM driver, and restart the installation

Answer: D

Explanation: According to the Microsoft KB: During text-mode Setup, Windows pauses briefly and prompts you to press F6. This is displayed in the status line, and allows you to use an OEM driver. This functionality for using an OEM driver is limited to installing a driver that is not natively supported or does not match one included with Windows. If you use a newer version of an OEM device driver with the same name or Plug and Play identifier as a device driver that is included with Windows, Setup ignores the new OEM driver and uses the one included with Windows. This results in the same error message as noted above. If you require an updated OEM driver to support an existing controller that is natively supported by Windows but is not detected during Setup, you must replace the driver contained on one of the four Windows Setup disks or located in the temporary installation folder (%WIN_NT%.~BT. with the new OEM driver. This allows Windows to use the updated OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

QUESTION NO: 7

You are a desktop support technician for TestKing.com. You are installing Windows XP Professional on a new desktop computer. The computer has two IDE hard disks that are connected to a two-channel IDE RAID controller. Both hard disks are connected to the same channel.

When you run Windows XP Professional Setup on the new computer, you receive the following error message: "Setup did not find any hard disk drives installed in your computer."

You verify that the two hard disks are properly connected to the controller and that both hard disks start when the computer is started.

You need to resolve the error and install Windows XP Professional on the new computer.

What should you do?

- A. Configure the BIOS of the computer to enable Plug and Play support. Restart the computer and run Setup again.
- B. Configure the hard disk to use separate channels on the IDE RAID controller.
- C. Modify the BIOS for the IDE RAID controller to configure the boot sequence to start from the first hard disk.
- D. Run Setup again. When you are prompted, insert a floppy disk that contains the driver for the IDE RAID controller.

Answer: D

QUESTION NO: 8

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on a computer that uses SCSI as the primary interface. You update the SCSI BIOS and then boot from the CDROM to start installation. You receive an error message saying that Setup did not find any hard disk drives installed in your system. You check and find that the model of SCSI controller you use is supported by XP. You retry setup, and press F6 to use the new driver you just downloaded from the Internet. The same error occurs. Why is that?

- A. You did not boot from floppy to start installation
- B. You did not disable the SCSI BIOS
- C. You did not download the latest driver from Microsoft
- D. You did not the latest XP patch from Microsoft

E. The native driver that comes with XP has been used

Answer: E

Explanation: According to the Microsoft KB: During text-mode Setup, Windows pauses briefly and prompts you to press F6. This is displayed in the status line, and allows you to use an OEM driver. This functionality for using an OEM driver is limited to installing a driver that is not natively supported or does not match one included with Windows. If you use a newer version of an OEM device driver with the same name or Plug and Play identifier as a device driver that is included with Windows, Setup ignores the new OEM driver and uses the one included with Windows. This results in the same error message as noted above. If you require an updated OEM driver to support an existing controller that is natively supported by Windows but is not detected during Setup, you must replace the driver contained on one of the four Windows Setup disks or located in the temporary installation folder (\$WIN_NT\$.~BT. with the new OEM driver. This allows Windows to use the updated OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

Subsection, Troubleshoot and complete installations in which an installation fails to complete. Tasks include reviewing setup log files and providing needed files (11 questions)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured a Windows XP Professional computer. You want to include the equivalent of Safe Mode with Networking into the boot.ini file. Which of the following switches are NOT valid (choose all that apply).

- A. /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
- B. /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
- C. /BOOTLOG
- D. /BASEVIDEO
- E. /SAFEBOOT:DSREPAIR /SOS

Answer: B, C, D, E

Explanation: According to Microsoft KB: The Safe-mode boot modes and corresponding switches include:
Mode: Safe Mode

Switch: /SAFEBOOT:MINIMAL /SOS /BOOTLOG /NOGUIBOOT
 Mode: Safe Mode with Networking
 Switch: /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
 Mode: Safe Mode with Command Prompt
 Switch: /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
 Mode: Enable Boot Logging
 Switch: /BOOTLOG
 Mode: Enable VGA Mode
 Switch: /BASEVIDEO
 Mode: Directory Services Restore Mode (Domain Controllers Only.
 Switch: /SAFEBOOT:DSREPAIR /SOS
 Mode: Debugging Mode
 Switch: /DEBUG

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured a Windows XP Professional computer. You want to include the equivalent of Safe Mode with Command prompt into the boot.ini file. Which of the following switches are NOT valid (choose all that apply).

- A. /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
- B. /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
- C. /BOOTLOG
- D. /BASEVIDEO
- E. /SAFEBOOT:DSREPAIR /SOS

Answer: A, C, D, E

Explanation: According to Microsoft KB: The Safe-mode boot modes and corresponding switches include:

Mode: Safe Mode
 Switch: /SAFEBOOT:MINIMAL /SOS /BOOTLOG /NOGUIBOOT
 Mode: Safe Mode with Networking
 Switch: /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
 Mode: Safe Mode with Command Prompt
 Switch: /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
 Mode: Enable Boot Logging
 Switch: /BOOTLOG
 Mode: Enable VGA Mode
 Switch: /BASEVIDEO

Mode: Directory Services Restore Mode (Domain Controllers Only).

Switch: /SAFEBOOT:DSREPAIR /SOS

Mode: Debugging Mode

Switch: /DEBUG

QUESTION NO: 3

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are using Windows XP Professional. You want to know in detail what drivers are loaded during the start up process, and what was happening. What should you use during startup?

- A. Bootlog
- B. Syslog
- C. GUI boot
- D. debug mode
- E. None of the choices.

Answer: A

Explanation: According to Microsoft KB: The Safe-mode boot modes and corresponding switches include:

Mode: Safe Mode

Switch: /SAFEBOOT:MINIMAL /SOS /BOOTLOG /NOGUIBOOT

Mode: Safe Mode with Networking

Switch: /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT

Mode: Safe Mode with Command Prompt

Switch: /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT

Mode: Enable Boot Logging

Switch: /BOOTLOG

Mode: Enable VGA Mode

Switch: /BASEVIDEO

Mode: Directory Services Restore Mode (Domain Controllers Only).

Switch: /SAFEBOOT:DSREPAIR /SOS

Mode: Debugging Mode

Switch: /DEBUG

QUESTION NO: 4

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP

Professional on one of your newly purchased PC. During Setup, you want to run without ACPI. What function key should you press?

- A. F5
- B. F6
- C. F7
- D. F2
- E. F10

Answer: C

Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them:

Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:

F5 - For computer type or hardware abstraction layer (HAL. selection

F6 - To install third-party SCSI and host controller drivers

F7 - To run Setup without Advanced Configuration and Power Interface (ACPI.

When the "Welcome to Setup" screen is displayed, the following function keys can be used:

F2 - To automatically start the Automated System Recovery (ASR. process.

NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.

F10 - To bypass the menu screens and to load the Recovery Console

QUESTION NO: 5

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured your Windows XP Professional computer to use ASR. What does ASR stand for?

- A. Automated System Recovery
- B. Automatic Software Recovery
- C. Automated Software Recovery
- D. Assymetric System Recovery

Answer: A

Explanation: ASR = Automated System Recovery. According to the Microsoft KB: The Automated System Recovery (ASR. feature enables users to create a set of floppy disks that can be used to automate the process of recovering a failed system.

QUESTION NO: 6

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing Windows XP Professional on one of your newly purchased PC. During Setup, you want to run the ASR process. When should you do so?

- A. At any time during the setup process
- B. when you are prompted to press the F6 function key to install third-party small computer system interface and host controller drivers F7
- C. when you are selecting the HAL
- D. when you load the Recovery Console
- E. when the "Welcome to Setup" screen is displayed

Answer: E

Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them: Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:

F5 - For computer type or hardware abstraction layer (HAL. selection

F6 - To install third-party SCSI and host controller drivers

F7 - To run Setup without Advanced Configuration and Power Interface (ACPI.

When the "Welcome to Setup" screen is displayed, the following function keys can be used:

F2 - To automatically start the Automated System Recovery (ASR. process.

NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.

F10 - To bypass the menu screens and to load the Recovery Console

QUESTION NO: 7

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user reports that he installed two new applications, updated a driver for the video adapter, and made several system changes. The user did not back up his data before making these changes.

When he restarts his computer, the computer stops responding and display the following error message on a blue background: “UNEXPECTED_KERNEL_MODE_TRAP.” When the user attempts to restart the computer by using the Last Known Good Configuration option, the same result occurs.

You need to ensure that the user can start and log on to the computer without harming the data on the computer.

What should you instruct the user to do next?

- A. Restart the computer by using a Windows XP Professional CD-ROM. Press the F5 key and insert an Automated System Recovery (ASR) floppy disk to being an ASR restore operation.
- B. Restart the computer by using a Windows XP Professional CD-ROM. Run the Recovery Console by using the **fixboot** command.
- C. Restart the computer in Safe Mode. Run System Restore, specifying a System Restore point that was created prior to the changes made by the user.
- D. Restart the computer in Safe Mode. Run the **drwtsn32** command to diagnose program errors.

Answer: C

QUESTION NO: 8

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured your Windows XP Professional computer to use ASR. A software program is installed, and after this the computer starts to behave strangely. What should you do?

- A. Use ASR for recovery
- B. Use RIS to re apply the image
- C. Use ASR to re apply the ghost image
- D. Use the ERD to repair the system
- E. Use the Last Known Good Configuration when reboot

Answer: A

Explanation: ASR = Automated System Recovery. According to the Microsoft KB: The Automated System Recovery (ASR) feature enables users to create a set of floppy disks that can be used to automate the process of recovering a failed system.

QUESTION NO: 9

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured your Windows XP Professional computer to use ASR. Somehow a disk created by ASR is missing. What should you do?

- A. Extract the appropriate files from the ASR backup set
- B. Extract the appropriate files from the Windows XP Professional CD i386 folder
- C. Extract the appropriate files from the Windows XP Professional CD support folder
- D. Extract the appropriate files from the Windows XP Professional CD backup folder

Answer: A

Explanation: According to the Microsoft KB: During an ASR backup operation, a copy of the Asr.sif and Asrpnf.sif files are backed up to the backup media. In the event that the ASR floppy disk is not available, both the Asr.sif and Asrpnf.sif files can be extracted from the ASR backup set, and then transferred to a floppy disk to be used for an ASR operation.

QUESTION NO: 10

You are a desktop support technician for TestKing.com. You are assisting a customer with the installation Windows XP Home Edition on a portable computer that is not connected to the internet.

The customer starts the installation process by using a retail version of Windows XP Home Edition. During the installation, you are prompted to activate Windows XP Home Edition.

You need to complete the installation process and activate Windows XP Home Edition on the computer.

What should you do?

- A. Register Windows XP Home Edition with Microsoft and complete the installation process.
- B. Select the **No, remind me every few days** option button in the Windows Product Activation Wizard. Log on as an administrator when the installation process is complete. Run the Activate Windows Wizard and select the **Yes, I want to telephone a customer service representative to activate Windows** option button.

- C. Complete the installation of Windows XP Home Edition. Log on as an administrator and enter the product key in the registry.
- D. Restart the installation of Windows XP Home Edition. Run Dynamic Update when you are prompted.

Answer: B

QUESTION NO: 11

You are a desktop support technician for TestKing.com. The company is upgrading all client computers from Windows 98 to Windows XP Professional. The only applications currently installed on the client computer are Microsoft Office 2000 and antivirus software.

A user named Tess King reports that when she attempts to upgrade her computer to Windows XP Professional, the installation process stops responding at the Preparing Installation phase. You confirm that her computer meets the minimum hardware requirements for Windows XP Professional.

You need to ensure that Tess King can upgrade her computer Windows XP Professional.

What should you instruct Tess King to do?

- A. Run the Upgrade Advisor and then restart the installation of Windows XP Professional.
- B. Upgrade her computer to Windows XP Home Edition first, and then upgrade to Windows XP Professional.
- C. Uninstall Microsoft Office 2000 from her computer and then restart the installation of Windows XP Professional.
- D. Uninstall the Antivirus software from her computer and then restart the installation of Windows XP Professional.

Answer: D

Subsection: Perform postinstallation configuration. Tasks include customizing installations for individual users and applying service packs (0 questions)

Section 2: Perform and troubleshoot an unattended installation of a Windows desktop operating system (3 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You want to preset information so that you don't have to manually enter it during the setup process of 10 of your desktops. To perform unattended setup, what should you do?

- A. prepare an answer file
- B. prepare a script with a .cmd extension
- C. configure the installation via task scheduler
- D. enable WSH

Answer: A

Explanation: According to Microsoft KB: You can customize the installation of Windows XP Professional. By using unattended Setup mode, you can preset information so that you don't have to manually enter it during the setup process.

By using an answer file, network administrators and experienced users can perform a new installation in unattended Setup mode. In unattended Setup mode, no user intervention is required during the setup process, because the answer file contains all of the information that the Windows XP Setup Wizard requires, including acceptance of the license agreement, computer name, and network adapter. Answer files can help you quickly install Windows XP Professional on more than one computer. A sample answer file, Unattend.txt, is included in the i386 folder on the Windows XP Professional CD. By using the file as a template, you can create your own answer file to customize the setup process.

QUESTION NO: 2

You are a desktop support technician for TestKing.com. You need to install Windows XP Professional on a computer by using Remote Installation Services (RIS).

The computer has a network adapter that is PKE compliant. The network adapter is installed in the second PCI slot. You enter the computer's BIOS settings, and you discover that there is no option for selecting a network adapter in the boot order settings.

You need to ensure that the computer can start from its network adapter.

What should you do?

- A. Restore the default CMOS settings on the computer's motherboard.
Restart the computer.
- B. Ask an administrator to create a boot disk.
Start the computer from the boot disk.
- C. Move the network adapter to the first PCI slot in the computer and restart the computer.
- D. Move the network adapter to the last PCI slot in the computer and restart the computer.

Answer: B

If you can't have your computer boot to the network adaptor, the administrator can make a boot disk with the RFBG (Remote Boot Disk Floppy Generator) utility.

QUESTION NO: 3

You are a desktop support technician for TestKing.com. A system administrator gives you an answer file named companystandard.txt on a floppy disk. You plan to use the Companystandard.txt file to perform unattended installation of Windows XP Professional when installing from a Windows XP Professional CD-ROM.

You use a Windows XP Professional CD-ROM to start the unattended installation on a computer, and then you insert the floppy disk into the computer's floppy disk drive. However, Setup prompts you for configuration information.

You need to ensure that Setup will finish without prompting for configuration information.

What should you do?

- A. Modify the computer's BIOS settings, and ensure that the computer is configured to start from the floppy drive.
- B. Modify the computer's BIOS settings, and ensure that the computer is configured to start from the CD-ROM drive.
- C. Change the name of the answer file to Unattend.txt.
- D. Change the name of the answer file to Winnt.sif.

Answer: D

Subsection: Answer end-user questions related to performing an unattended installation of a Windows XP operating system. Tasks include starting an installation, answering questions asked by an end user during an installation, and performing postinstallation tasks (4 questions)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have a Windows 98 computer that uses FAT 32. You installed Windows XP on this computer. The file system is maintained. What should you do if you want to rollback?

- A. From Add/Remove Programs, choose to uninstall XP
- B. rebuild from the ISO image on the CD
- C. configure Control Panel > System applet > Advanced tab > Startup and Recovery
- D. configure Control Panel > System applet > Advanced tab > Install and Disinstall
- E. None of the choices.

Answer: A

Explanation: When you are upgrading from Windows 98/ME upgrades, Windows XP provides you with an opportunity to uninstall the new operating system and revert to the old one. This is possible only if you maintain the current FAT or FAT32 file systems. Converting your file system to NTFS will disable this uninstall option.

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have a Windows 98 computer that uses FAT 32. You installed Windows XP on this computer. The file system is converted to NTFS. What should you do if you want to rollback?

- A. From Add/Remove Programs, choose to uninstall XP
- B. rebuild from the ISO image on the CD
- C. configure Control Panel > System applet > Advanced tab > Startup and Recovery
- D. configure Control Panel > System applet > Advanced tab > Install and Disinstall
- E. you cannot do this

Answer: E

Explanation: When you are upgrading from Windows 98/ME upgrades, Windows XP provides you with an opportunity to uninstall the new operating system and revert to the old one. This is possible only if you maintain the current FAT or FAT32 file systems. Converting your file system to NTFS will disable this uninstall option.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install a fresh XP onto a computer. This computer has been used by the sales rep before. After the setup you found that the XP files are installed on a folder named Winnt.001. Why is that?

- A. NT 4.0 was installed with the default settings on the computer
- B. WinME was installed with the default settings on the computer
- C. The computer has a name of 001
- D. There are two instances of the same partition on two hard drives

Answer: A

Explanation: According to Microsoft KB: Earlier versions of Microsoft Windows NT, Microsoft Windows 95, and Microsoft Windows 98 prompt you for an installation folder. Windows 2000 and Windows XP is installed in the Winnt folder if it does not already exist. If it already exists, Winnt.001 is used as the installation folder. You can specify a Windows 2000 or Windows XP installation folder only if you run Winnt32.exe and perform a clean installation, or if you perform an unattended installation.

QUESTION NO: 4

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured your Windows XP Professional computer to use ASR. Somehow a disk created by ASR is missing. For recovery to proceed, which of the following files must be recovered? (Choose 2)

- A. Asr.sif
- B. Asrnpn.sif
- C. boot.ini
- D. ntldr
- E. asr.ini

Answer: A, B

Explanation: According to the Microsoft KB: The following steps can create an ASR floppy disk from an ASR backup operation:
Format a 1.44 megabyte (MB) floppy disk and insert the disk into the floppy disk drive of the computer.

In System Tools, start the Backup program. When the Backup and Restore Wizard is displayed, click Next.

Click Restore Files and Settings, and then click Next.

In the What to Restore dialog box, select the media that contains the ASR backup. Ensure that the media is inserted.

Expand the Automated System Recovery Backup Set that corresponds to the ASR floppy disk that you want to create.

Expand the second instance of the drive letter that contains the system files. Expand the Windows_folder/Repair folder.

Click the following files from this repair folder: Asr.sif and Asrpnpsif, and then click Next.

At the Completing Backup or Restore Wizard screen, click Advanced.

At the Where to Restore screen, set the Restore Files to: dialog box to Single Folder, and then set the Folder Name dialog box to the root of your floppy drive, for example, "A:\". Click Next. The other options in this wizard are optional and do not affect the transfer of files to the floppy disk. When the wizard is finished, the files are copied to the location that you had previously specified. The ASR floppy disk is ready for use in the event of an ASR restore operation.

NOTE: The Asr.sif and Asrpnpsif files must reside on the root of the floppy disk drive to be used during a ASR restore operation.

Subsection: Configure a PC to boot to a network device and start installation of a Windows XP operating system. Tasks include configuring PXE compliant network cards (2 questions)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are running Windows XP Professional on your own computer too. You need to replace a file that is in use by Windows. Which of the following is a valid and efficient method given the fact that you are NOT using NTFS?

- A. Start the computer with an MS-DOS boot disk to replace the file
- B. Perform a parallel installation of Windows
- C. Run System File Checker
- D. Run ntdsutil
- E. Run recovery console

Answer: A

Explanation: According to Microsoft KB: If you need to replace a file that is in use by Windows, you typically must use one of the following methods:

Start the computer with an MS-DOS boot disk to replace the file if your computer uses the File Allocation Table (FAT) file system on the boot partition.
Perform a parallel installation of Windows if the boot partition uses the Windows NT file system (NTFS).

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are running Windows XP Professional on your own computer too. You need to replace a file that is in use by Windows. Which of the following is a valid and efficient method, given the fact that you are NOT running FAT32 on your 8GB IDE drive?

- A. Start the computer with an MS-DOS boot disk to replace the file
- B. Perform a parallel installation of Windows
- C. Run System File Checker
- D. Run ntdsutil

Answer: B

Explanation: According to Microsoft KB: If you need to replace a file that is in use by Windows, you typically must use one of the following methods:
Start the computer with an MS-DOS boot disk to replace the file if your computer uses the File Allocation Table (FAT) file system on the boot partition.
Perform a parallel installation of Windows if the boot partition uses the Windows NT file system (NTFS).

Subsection: Perform an installation by using unattended installation files (1 question)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing XP. You want to perform an unattended installation from a CD-ROM. Which of the following conditions are necessary (Choose all that apply.?)

- A. the CD ROM drive must support booting from a CD
- B. the CD ROM drive must adhere to the El-Torito non-emulation specification
- C. an unattended answer file must be prepared
- D. an unattended answer file must be renamed to Winnt.sif
- E. an unattended answer file must be scanned for virus

Answer: A, B, C, D

Explanation: According to Microsoft KB: In Windows 2000 and later, an unattended installation from a CD-ROM can be performed. To perform an unattended installation from a CD-ROM, the following conditions must be met:

The computer must support booting from a CD-ROM, and must adhere to the El-Torito non-emulation specification.

The unattended answer file must be renamed to Winnt.sif and copied to a floppy disk so Setup can access it.

The answer file must contain a valid [Data] section. This is explained later in this article.

Section 3: Upgrade from a previous version of Windows (1 question)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are trying to upgrade a computer running NT4 to XP. You want to maintain the current system folder as well as all current settings. Is it possible?

- A. Yes, through Custom upgrade
- B. Yes, through Advanced upgrade
- C. Yes, through Direct upgrade
- D. Yes, through Express upgrade
- E. NO, not possible

Answer: D

Explanation: With the Express upgrade, installation proceeds using the current system folder and maintains all current settings. Microsoft recommends using the Express upgrade whenever possible. With Custom upgrade, you may modify the installation folder, language options, and upgrade file systems formatted with FAT or FAT32 to NTFS.

Subsection: Answer end-user questions related to upgrading from a previous version of Windows. Considerations include available upgrade paths and methods for transferring user state data (2 questions)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You're requested to upgrade from an earlier version of Windows 98 to XP. Which of the following Windows 98 versions are NOT supported?

- A. Windows 98
- B. Windows 98 SE
- C. Windows 98 with SP1
- D. Windows 98 with patches
- E. None of the choices.

Answer: E

Explanation: According to Microsoft KB: After you start the Windows XP Setup Wizard, one of the first decisions you have to make is whether to upgrade your current operating system or to perform an entirely new installation. During the setup process, you must choose between upgrading or installing a new copy of Windows (a "clean install".. During an upgrade, the Windows XP Setup Wizard replaces existing Windows files but preserves your existing settings and applications. Some applications might not be compatible with Windows XP Professional and therefore might not function properly after an upgrade. You can upgrade to Windows XP Professional from the following operating systems:

- * Windows 98 (all versions).
- * Windows Millennium Edition
- * Windows NT 4.0 Workstation (Service Pack 6 and later).
- * Windows 2000 Professional (including service packs).
- * Windows XP Home Edition

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You're requested to upgrade from an earlier version of Windows NT to XP. Which of the following Windows NT versions are NOT supported (choose all that apply).

- A. NT 3.50
- B. NT 3.51 with SP4
- C. NT 4.0
- D. NT 4.0 with SP6
- E. NT 3.0

Answer: A, B, C, E

Explanation: According to Microsoft KB: After you start the Windows XP Setup Wizard, one of the first decisions you have to make is whether to upgrade your current operating system or to perform an entirely new installation. During the setup process, you must choose between upgrading or installing a new copy of Windows (a "clean install".. During an upgrade, the Windows XP Setup Wizard replaces existing Windows files but preserves your existing settings and applications. Some applications might not be compatible with Windows XP Professional and therefore might not function properly after an upgrade. You can upgrade to Windows XP Professional from the following operating systems:

- * Windows 98 (all versions).
- * Windows Millennium Edition

- * Windows NT 4.0 Workstation (Service Pack 6 and later.
- * Windows 2000 Professional (including service packs.
- * Windows XP Home Edition

**Subsection: Verify hardware compatibility for upgrade.
Considerations include minimum hardware and system resource requirements (2 questions)**

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You have a newly purchased computer from an unknown manufacturer. You are required to install XP onto the computer. Which of the following components of the computer needs to be upgraded prior to installation?

- A. 180 MHz Pentium Pro
- B. 128 MB
- C. 3.8 GB hard disk
- D. SVGA monitor
- E. 2X DVD drive

Answer: A

Explanation: According to Microsoft KB: Before you install Windows XP Professional, make sure your computer meets the following minimum hardware requirements:

- * 233 megahertz (MHz. Pentium or higher microprocessor (or equivalent.
- * 128 megabytes (MB. recommended (64 MB of RAM minimum; 4 gigabytes (GB. of RAM maximum.
- * 1.5 GB of free space on your hard disk
- * VGA monitor
- * Keyboard
- * Mouse or compatible pointing device
- * CD-ROM or DVD drive

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You want to upgrade a computer running NT4 to XP. You want to maintain the dual boot configuration. How do you ensure that the version of NTFS included with Windows XP can be interpreted correctly by NT 4.0?

- A. upgrade Windows NT 4.0 to SP4 before starting the Windows XP installation

- B. upgrade Windows NT 4.0 to SP3 before starting the Windows XP installation
- C. upgrade Windows NT 4.0 to hotfix 4 before starting the Windows XP installation
- D. there is nothing special to do
- E. this is just impossible

Answer: A

Explanation: According to Microsoft KB: Windows XP and Windows 2000 contain new features that are available only with the NTFS file system. This article outlines the features and advantages of converting to the NTFS file system with Windows XP or Windows 2000. These features require on-disk data structures that make these volumes unavailable to Windows NT 4.0-based computers. In anticipation of dual-boot scenarios, upgrade Windows NT 4.0 to SP4 before starting the Windows XP or Windows 2000 installation. The version of NTFS included with Windows XP and Windows 2000 cannot be interpreted correctly by Windows NT 4.0. However, there is an updated Ntfs.sys driver in Windows NT 4.0 Service Pack 4 that enables Windows NT 4.0 to read from and write to NTFS volumes in Windows XP and Windows 2000.

Subsection, Verify application compatibility for upgrade. Tasks include ascertaining which applications can and cannot run, and using the application compatibility tools (1 question)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured your Windows XP Professional Home Ed computer to run on a 256M 500MHZ PC. You use this PC to work at home and remotely control the servers in the company network. A software program is installed, and after this the computer starts to behave strangely. You try to run the ASR wizard and receive an error saying that the files for recovery diskette cannot be created. What should you do?

- A. format the floppy
- B. fix the ASR floppy's bad sectors
- C. scan the ASR floppy for virus
- D. enable ASR in the registry
- E. install the Ntbackup program from the Valueadd folder on the Windows XP Home Edition CD-ROM.

Answer: E

Explanation: According to the Microsoft KB: This behavior can occur because ASR is not supported in Windows XP Home Edition. However, Windows XP Home Edition

users can access the ASR Wizard if they install the Ntbackup program from the Valueadd folder on the Windows XP Home Edition CD-ROM.

Subsection, Migrate user state data from an existing PC to a new PC (0 questions)

Subsection, Install a second instance of an operating system on a computer (1 question)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are installing XP via Winnt32.exe on a 500mhz computer. What parameter should you use to force Setup to copy all the necessary boot files and temporary Setup files to a drive and mark the partition as active?

- A. /syspart
- B. /nt
- C. /winnt
- D. /sysset
- E. /local

Answer: A

Explanation: According to Microsoft KB: In Windows XP, the /syspart parameter for Winnt32.exe causes Windows XP Setup to copy all the necessary boot files and temporary Setup files to a drive and mark the partition as active. You can then install the drive in another computer, turn the computer on, and continue with Setup.

Topic 2: Managing and Troubleshooting Access to Resources (31 questions)

Section 1: Monitor, manage, and troubleshoot access to files and folders

Subsection: Answer end-user questions related to managing and troubleshooting access to files and folders (0 questions)

Subsection: Monitor, manage, and troubleshoot NTFS file permissions (4 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are administering multiple computers running XP. Which of the following incorrectly describe the disk quota feature in Windows XP Professional (Choose all that apply.?)

- A. it is based on file ownership
- B. it is independent of folder location
- C. it is not changed when file ownership is taken
- D. it is not possible with FAT32
- E. it is not possible with FAT

Answer: C

Explanation: According to Microsoft KB: Disk quotas are based on file ownership and are independent of the folder location of the user's files within the volume. For example, if users move their files from one folder to another on the same volume, their volume space usage does not change. However, if users copy their files to a different folder on the same volume, their volume space usage doubles. If one user creates a 200 kilobyte (KB) file, and another user takes ownership of that file, the first user's disk use decreases by 200 KB and the second user's disk use increases by 200 KB.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. A staff gives you a removable media with NTFS on it. You need to change the permissions on it so that Mary can access

it. Mary should NOT be allowed to modify anything on the media. What should you do?

- A. Take control over the media, and grant her Read and execute permission
- B. Format the media, and grant her Read and execute permission
- C. Change the media to dynamic state, and grant her Read and execute permission
- D. Change the media to static state, and grant her Read and execute permission
- E. You cannot do this

QUESTION NO: 3

You are a desktop support technician for TestKing.com. A user in the sales department creates a folder named SalesDocs on his Windows XP Professional computer. The folder contains files that will be read by other members of the sales department. All department members belong to a domain global security group named Sales.

The user opens the properties of the SalesDocs, and selects the Share this folder on this network check box. He immediately reports that all network users are able to open the files in SalesDocs.

You need to instruct the user how to ensure that only members of the Sales group can access the files in SalesDocs.

What are two possible ways for the user to achieve this goal? (Each correct answer presents a complete solution. (Choose two)

- A. Move SalesDocs to the local My Documents folder on his computer.
Modify the properties of My Documents folder so that the **Share this folder on the network** check box is selected.
- B. Clear the **Share this folder on the network** check box.
Move SalesDocs to the local Shared Documents folder on the user's computer.
- C. Modify the NTFS permissions on SalesDocs so that the Sales group has only the Read permission.
Remove all other users and groups except SYSTEM and Administrators from the NTFS permission dialog box.
- D. Modify the share permissions so that only the Sales group has the Read permission and no other users or groups are listed in the share permissions dialog box.

Answer: C, D

QUESTION NO: 4

You are a desktop support technician for TestKing. Bob is a user in the sales department and uses a Windows XP Professional client computer. The computer contains a shared folder named Docs. Docs contains several Microsoft Word documents that are accessed by other users in TestKing. TestKing requires Bob to be responsible for security on the files in the Docs folder.

Currently, Bob assigns NTFS permissions to each file, listing the users who are allowed to access each file. However, Bob reports that the list of authorized users changes frequently. He wants to make the files available to all users in the sales department.

You need to ensure that Bob can make the files available to users in the sales departments. You also need to minimize the number of future permissions configuration changes that Bob performs.

What should you do?

- A. Ask an administrator to create a domain global group names Sales. Instruct Bob to assign permissions to the Sales group.
- B. Instruct Bob to create a user group named Sales on his computer. Assign file permissions to the group, and place the appropriate domain user accounts into the group.
- C. Instruct Bob to encrypt the files and to place the domain user accounts of the authorized users in the list of users in the **Encrypted Details** dialog box.
- D. Ask an administrator to create a shared folder on a file server. Instruct Bob to remove the files to the new shared folder.

Answer: B

Subsection, Manage and troubleshoot simple file sharing (0 questions)

Subsection, Manage and troubleshoot file encryption (4 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. There is 600mb of encrypted data stored in a network share. You want to take them to a local computer, while maintaining the encryption status. Currently the local computer has 2 drives available:

C: FAT32 4GB, D: NTFS 1GB

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The D drive is full. What should you do?

- A. Convert the C drive to NTFS and then deploy EFS
- B. Convert the D drive to FAT32 and then deploy EFS
- C. Use EFS on the C drive straight
- D. Convert the D drive to FAT32

Answer: A

Explanation: EFS allows users to encrypt NTFS files by using a strong public key-based cryptographic scheme that encrypts all files in a folder. Users with roaming profiles can use the same key with trusted remote systems. No administrative effort is needed to begin, and most operations are transparent. Backups and copies of encrypted files are also encrypted if they are in NTFS volumes. Files remain encrypted if you move or rename them, and encryption isn't defeated by temporary files created during editing and left unencrypted in the paging file or in a temporary file

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user named Pierre uses a Windows XP Professional portable computer. The computer contains several confidential files, which are stored on an NTFS partition.

Pierre is concerned that the documents might be accessed by unauthorized individuals if the computer is stolen. You confirm that Pierre has a strong logon password that is changed on a consistent schedule. The computer is also configured to use a password-protected screen saver.

You need to ensure that the files will be protected if the computer is stolen.

What should you instruct Pierre to do?

- A. Encrypt the confidential files by enabling the encryption attribute for each file.
- B. Store the files in a compressed folder.
- C. Place the files in a shared folder located on a company file saver. Instruct Pierre to make the shared folder available offline.
- D. Use each file's application to apply a password to each file.

Answer: A

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. There is 400mb of encrypted data stored in a network share. You want to take them to a local computer, while maintaining the encryption status. Currently the local computer has 2 drives available:

C: FAT32 3GB, D: NTFS 1GB

The local computer needs to be able to dual boot between Win98 SE and Windows XP Professional. On which drive should you enable EFS?

- A. C drive
- B. C drive after converting to NTFS
- C. D drive
- D. D drive after converting to FAT32

Answer: C

Explanation: EFS allows users to encrypt NTFS files by using a strong public key-based cryptographic scheme that encrypts all files in a folder. Users with roaming profiles can use the same key with trusted remote systems. No administrative effort is needed to begin, and most operations are transparent. Backups and copies of encrypted files are also encrypted if they are in NTFS volumes. Files remain encrypted if you move or rename them, and encryption isn't defeated by temporary files created during editing and left unencrypted in the paging file or in a temporary file.

QUESTION NO: 4

You are a desktop support technician for TestKing.com. A user attempted to copy an encrypted file from her Windows XP Professional client computer to a folder on the network. The folder is located on a Windows Server 2003 file server.

The user reports that, after she copied the file, the copied file is not encrypted. Instead, the file is compressed.

You need to ensure that the user's file remains encrypted on the file server.

What should you do?

- A. Instruct the user to move the file to the file server, rather than copying it.
- B. Instruct the user to modify the properties of the copied file by selecting the attribute for file encryption.

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- C. Ask an administrator to grant the user the Full Control share permission to the folder on the network.
- D. Ask an administrator to grant the user the Full Control permission on the copied file.

Answer: B

Section 2: Manage and troubleshoot access to shared folders (4 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user named Mark uses a Windows XP Professional computer. The computer contains a folder names Sales, which is shared as Sales Documents. The shared folder contains several files. Other users on the network access the shared folder to read and modify the files.

Several users ask Mark to create a simpler name for the shared folder. Mark creates an additional shared folder named SalesDocs, which also provides access to the files in Sales.

Users report that they cannot modify the files when using the SalesDocs share name. However, they are able to modify the files when using the Sales Documents share name.

You need to ensure that users can read and modify the files by using either share name.

What should you do?

- A. Instruct Mark to modify the share permissions on SalesDocs so that the Everyone group has both the Read and Write permissions.
- B. Instruct Mark to modify the NTFS permissions on Sales so that the appropriate domain user groups have both the Read and Write permissions.
- C. Ask an administrator to make Mark a member of the local Administrators group on his computer.
- D. Ask an administrator to make Mark a member of the local Power Users group on his computer.

Answer: A

QUESTION NO: 2

You are a desktop support technician for TestKing.com. The manager of the sales department configured security permissions for a file named Sales Proposal.doc, which is located on a Windows Server 2003 file server. She reports that users can no longer access the file.

Members of the server's local Users group need to be able to read and modify the file. Permissions for the Users group are shown in the Users Permissions exhibit.



All other users, except company network administrators, must be prevented from having access to the file. The permission for the Everyone group are shown in the Everyone Permissions exhibit.



You need to ensure that only the correct users can access the file.

What should you ask an administrator to do?

- A. Remove the Users group from the file's ACL.
- B. Remove the Everyone group from the file's ACL.
- C. Restore a copy of the file from a backup tape.
- D. Take ownership of the file.

Answer: B

QUESTION NO: 3

You are a desktop support technician for TestKing.com. A Windows XP Professional computer named TestKing2 contains a folder named Docs. The user of TestKing2 wants to make the files in Docs available for reading by all other network users.

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**You need to ensure that the files are available.
What should you instruct the user to do?**

- A. Copy the files to the Shared Documents folder on TestKing2.
- B. Share the folder by using the default share permissions.
- C. Copy the files to the My Documents folder on TestKing2.
- D. Configure NTFS permissions on the files so that the Everyone group has only the Read permission.

Answer: B

QUESTION NO: 4

You are a desktop support technician for TestKing.com. A user in the sales department frequently accesses files in a shared folder named SalesDocs on a server named TestKingF. The user reports that he accidentally deleted a file from the SalesDocs folder.

You need to recover the file.

What should you do?

- A. Instruct the user to open the Recycle Bin on his client computer and restore the file.
- B. Instruct the user to open <\\TestKingF\SalesDocs> in Windows Explorer and select **Undo** on the **Edit** menu.
- C. Ask an administrator to restore the file from a recent backup tape.
- D. Ask an administrator to open the Recycle Bin on TestKingSrvD and restore the file.

Answer: C

Subsection: Answer end-user questions related to managing and troubleshooting access to shared folders (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. TestKing recently replaced one user's Windows 2000 Professional client computer with a new Windows XP Professional computer. The computer is a member of a workgroup.

The user reports that the new computer does not allow him to specify individual user permissions for a new shared folder he created on his computer. He was able to specify individual permissions on his Windows 2000 Professional computer.

You need to ensure that the user can specify individual permissions for the shared folder.

What should you do?

- A. Instruct the user to disable simple file sharing.
- B. Instruct the user to log on to the computer by using his local administrator account.
- C. Configure the user's computer so that the Server service starts automatically.
- D. Configure the user's computer to run the **net share** command at startup.

Answer: A

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user in the sales department frequently accesses a shared folder named [\\Testking01\SalesDocs](#). The user asks if he can include this location in My Computer for quick access.

You need to ensure that the shared folder is listed in My Computer only for this user's client computer.

What should you do?

- A. Instruct the user to select **Run** from the **Start** menu, type [\\Testking01\SalesDocs](#), and click **OK**.
- B. Instruct the user to map a network drive to [\\Testking01\SalesDocs](#).
- C. Ask an administrator to modify the logon script for the domain so that drive S is mapped to [\\Testking01\SalesDocs](#).
- D. Ask an administrator to publish [\\Testking01\SalesDocs](#) to Active Directory.

Answer: B

Subsection, Create shared folders (1 question)

QUESTION NO: 1

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You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user reports that he cannot send or receive e-mail messages on his computer. He also reports that he cannot sign in to Windows Messenger.

You need to ensure that the user can send you a Remote Assistance invitation so that you can help him with his computer.

What should you do?

- A. Instruct the user to select the **Allow users to connect remotely to his computer** check box on the **Remote** tab in System in Control Panel.
- B. Instruct the user to create an invitation file and save it in a shared folder on a file server. On your computer, locate and open the invitation file.
- C. On your computer, add your user account to the Remote Desktop Users group.
- D. Instruct the user to add your user account to the Remote Desktop Users list on the **Remote** tab in System in Control Panel.

Answer: B

Subsection: Configure access permission for shared folders on NTFS partitions (4 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are configuring disk quotas on your XP computer. What option should you use so that an event can be recorded whenever users use too much of the disk space?

- A. Log Event When a User Exceeds the Quota Limit
- B. Log Event When a User Exceeds the Warning Level
- C. Log Event When a User Exceeds the Limit
- D. Trigger Event
- E. Trigger Event alarms

Answer: A

Explanation: According to Microsoft KB: Log Event When a User Exceeds the Quota Limit - If quotas are enabled, an event is written to the system log on the local computer whenever users exceed their quota limit. Administrators can view these events in Event Viewer, filtering for disk event types.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are configuring disk quotas on your XP computer. What option should you use so that users can use more disk space than they are allowed to use?

- A. Log Event When a User Exceeds the Warning Level
- B. Log Event When a User Exceeds the Limit
- C. Trigger Event
- D. Trigger Event alarms
- E. Deny Disk Space to Users Exceeding Quota Limit

Answer: E

Explanation: According to Microsoft KB: Deny Disk Space to Users Exceeding Quota Limit - Users who exceed their quota limit receive an "insufficient disk space" error from Windows and cannot write additional data to the volume without first deleting or moving some existing files from it. Individual programs determine their own error handling for this condition. To the program, it appears that the volume is full. If you clear this check box, users can exceed their quota limit.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are using XP on your own computer too. NTFS is chosen as the choice of partition. Which of the following is a feature that allows a program to trap open operations against objects in the file system and run their own code before returning file data?

- A. Quotas
- B. Encryption
- C. Reparse points
- D. Sparse files
- E. USN Journal

Answer: C

Explanation: According to Microsoft KB: New features of the NTFS 3.0/3.1 file system include:

Disk quotas. Administrators can limit the amount of disk space users can consume on a per-volume basis. The three quota levels are: Off, Tracking, and Enforced.

Encryption. The NTFS file system can automatically encrypt and decrypt file data as it is read and written to the disk.

Reparse points. Programs can trap open operations against objects in the file system and run their own code before returning file data. This feature can be used to extend file system features such as mount points, which you can use to redirect data read and written from a folder to another volume or physical disk.

Sparse files. This feature allows programs to create very large files, but to consume disk space only as needed.

USN Journal. This feature provides a persistent log of all changes made to files on the volume. This feature is one of the reasons that Windows XP and Windows 2000 domain controller must use an NTFS partition as the system volume.

QUESTION NO: 4

You are a desktop support technician for TestKing.com. Three users named Anne, Eric, and Helen share a single Windows XP Professional client computer. The users log on by using their own local user accounts. None of these users have administrative rights on the computer. The computer is a member of a workgroup.

Anne creates confidential Microsoft Words documents and places them in a folder named Confidential. The Confidential folder is located on an NTFS partition.

Anne wants to ensure that Eric and Helen cannot access any files in the Confidential folder. Anne reports that the Properties dialog box for the folder does not include a Security tab.

You need to ensure that the files in the Confidential folder can be accessed only by Anne.

What should you instruct Anne to do?

- A. Log on and move the Confidential folder to the My Documents folder.
Then make the My Documents folder private.
- B. Modify the Confidential folder's properties so that the Compression attribute is enabled.
- C. Use Word to configure the files in the Confidential folder to require a password before allowing the file to be modified.
- D. Create a new compressed folder named Confidential.zip.
Then move the Confidential folder into the new compressed folder.

Answer: A

Subsection, Troubleshoot and interpret Access Denied messages (0 questions)

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Section 3: Connect to local and network print devices (2 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staff and one for General users. They all need to use the network printer. When specifying the network printer to use by name, what format should be used?

- A. \\print_server\printer_name
- B. //print_serverprinter_name
- C. \print_server:printer_name
- D. \print_server,printer_name

Answer: A

Explanation: You can use the UNC name (\\print_server\printer_name. to make connections. UNC is something that has been with the Windows family for a decade.

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user has a printer attached locally to her Windows XP Professional client computer.

The user reports that the printer is not working properly, When she prints a one-page Word document, the printer produces several pages, each with one line of random characters, The user states that the printer is new, and that she installed a printer driver from the manufacturer's Web site.

You need to ensure that the user's printer works properly.

What should you do?

- A. Instruct the user to install the Windows XP-compatible printer driver that was supplied with the printer.
- B. Instruct the user to modify the printer's properties in Windows so that the print mode is set to Raw.
- C. Remotely stop and restart the Print Spooler service on the user's computer.
- D. Remotely use System Restore on the user's computer to roll back to System Restore point prior to the printer driver installation.

Answer: A

Subsection, Answer end-user questions related to printing locally (0 questions)

Subsection, Configure and manage local printing (4 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user uses a printer that is attached locally to his computer. The user reports that the printer is not working. When the user opens the print queue, none of the previous print jobs are listed.

You verify that the printer is properly connected and that the appropriate printer drivers are installed.

You need to ensure that the printer works properly.

What should you do?

- A. Instruct the user to press F5 on his keyboard.
- B. Instruct the user to clear the **Use printer offline** command on the **Printer** menu on the print queue.
- C. Remotely start the Print Spooler service on the user's computer.
- D. Remotely start the Workstation service on the user's computer.

Answer: C

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user uses a printer that is attached locally to his portable Windows XP Professional computer. The printer is connected by a USB cable.

The user reports that the printer is not printing. The user states that he can see four print jobs in the print queue, but that none of them are printing.

You discover that the user recently returned from a business trip and reconnected the printer. The user printed several documents while on the business trip, and those documents are waiting in the print queue.

You need to ensure that the printer functions properly and prints the four waiting print jobs.

What should you do?

- A. Instruct the user to clear the **Use printer offline** command from the **Printer** menu in the print queue.
- B. Remotely stop and restart the Print Spooler service on the user's computer.
- C. Remotely stop and restart the Workstation service on the user's computer.
- D. Instruct the user to run the **net stop spooler** command from a command prompt window.

Answer: A

QUESTION NO: 3

You are a desktop support technician for TestKing.com. A user reports that he needs to connect to a network printer. The printer is attached to a Windows Server 2003 computer. The user's computer runs Windows XP Professional.

The user wants to connect to the printer and begin printing as quickly as possible, but the user states that he does not have the correct printer driver for the printer.

You need to ensure that the user can connect to the printer as quickly as possible.

What should you instruct the user to do?

- A. Install a generic printer driver.
- B. Run the Add Hardware Wizard and allow Windows to automatically detect the printer.
- C. Visit the printer manufacturer's Web site to download the correct printer drivers. Then, connect to the printer.
- D. Use the Add Printer Wizard to connect to the printer.

Answer: D

The printer driver will be downloaded from the Windows 2003 print server.

QUESTION NO: 4

You are desktop support technician for TestKing.com. A user uses a printer that is attached locally to her computer. The user reports that the printer is not working. When she opens the print queue, she sees that the first print job has the following status: “Deleting – Error,” Other print jobs are waiting behind that first job. She states that the print queue has not changed for an hour.

You need to ensure that the user’s printer works properly. You need to achieve this goal without requiring the user to reprint the other print jobs that are waiting the queue.

What should you do?

- A. Instruct the user to select **Pause printing** on the **printer** menu in the print queue.
- B. Remotely stop and restart the Print Spooler service on the user’s computer.
- C. Remotely stop and restart the Workstation service on the user’s computer.
- D. Instruct the user to delete and re-create the local printer object in Windows Explorer

Answer: C

Subsection, Answer end-user questions related to network-based printing (0 questions)

Subsection, Connect to and manage printing to a network-based printer (4 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. On a Windows XP Professional computer you want to share a printer with 2 departments, each with different settings and permissions. What should you do?

- A. Create two printers
- B. Create two printer devices
- C. Create a printer pool
- D. Create a print queue

Answer: A

Explanation: Remember, PRINT DEVICES = the physical printers. You do not need 2 print devices. Instead, you need 2 printers, which are actually the DRIVERS.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for Managers. They all need to use the network printer. The managers complain that the accounting employees always occupy the printer. They want to be able to print first. How many printers should you create to handle this situation?

- A. one
- B. two
- C. as many as possible
- D. as few as possible

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers:

Point two or more printers to the same print device—that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device.

Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for Managers. They all need to use the network printer. The managers complain that the accounting employees always occupy the printer. They want to be able to print first. What priority value should be given to the managers?

- A. 100
- B. 99
- C. 1
- D. 0

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers:

Point two or more printers to the same print device—that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device.

Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION NO: 4

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staff and one for General users. They all need to use the network printer. The accounting staff need to print the company's monthly reports. This is a task that is very time-consuming. What should you do?

- A. Configure the time the printer is available to the accounting users
- B. Configure the time the printer is available to users other than the accounting users
- C. Configure the printer priority of the accounting users
- D. Configure the printer priority of the users other than the accounting users

Answer: A

Explanation: You can control print jobs by setting the notification, priority, and printing time. To perform these document management tasks, you must have the Manage Documents permission for the appropriate printer. You set the notification, priority, and printing time for a document on the General tab of the Properties dialog box for the document. To open the Properties dialog box for one or more documents, first select the documents in the printer's window, click the Document menu, and then click Properties.

Section 4: Manage and troubleshoot access to and synchronization of offline files (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. A Windows 2000 Server computer named Testking1 has automatic caching enabled for all shared folders. The network contains other file servers that also have caching enabled for shared folders.

Users store personal files on Testking1. These users need to be able to access these personal files when traveling with their portable computers.

You need to ensure that a user named Andrew can make files from Testking1 available offline. You need to prevent Andrew from making files from any other server available offline.

What should you do?

- A. Configure the exception list on Testking1 for offline files on Andrew's computer.
- B. Disable offline files for Andrew's computer.
- C. Ask an administrator to deny Andrew's user account the Read and Write permissions for files on Testking1.
- D. Ask an administrator to deny Andrew's user account the Full Control share permission for all shared folders on Testking1.

Answer: A

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A Windows 2000 Sever computer named TestKingSrvA has caching enabled for all shared folders. A user named Paul stores personal files on TestKingSrvA and needs to make them available offline before he travels with his portable computer. Paul reports that he cannot make his file available offline.

You need to ensure that Paul can make his files available offline from TestKingSrvA.

What should you do?

- A. Ask an administrator to add Paul's user account to the ACL for his files and folders.

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- B. Select the **Notify me and begin working offline** check box for offline files on Paul's client computer.
- C. On TestKingSrvA, increase the amount of disk space available for offline files.
- D. Ask an administrator to ensure that the Everyone group has the Full Control share permission for shared resources on TestKingSrvA.

Answer: B

Subsection, Answer end-user questions related to configuring and synchronizing offline files (0 questions)

Subsection, Configure and troubleshoot offline files (0 questions)

Subsection, Configure and troubleshoot offline file synchronization (0 questions)

Topic 3: Configuring and Troubleshooting Hardware Devices and Drivers (43 questions)

Section 1: Configure and troubleshoot storage devices (1 question)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You suspect that your Windows XP Professional computer is infected with a virus. You believe that the boot sector is badly infected. What command should you use in the Recovery Console?

- A. fixboot
- B. virusfix
- C. healthchk
- D. fdisk /mbr

Answer: A

Explanation: According to the Microsoft KB: When you use the Windows Recovery Console, you can obtain limited access to NTFS, FAT, and FAT32 volumes without starting the Windows graphical interface. In the Windows Recovery Console you can: Use, copy, rename or replace operating system files and folders. Enable or disable services or devices from starting when you next start your computer. Repair the file system boot sector or the Master Boot Record (MBR) Create and format partitions on drives.

Subsection: Answer end-user questions related to configuring hard disks and partitions or volumes (11 questions)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are preparing your XP's disk subsystem. You change your disks to dynamic disks. You want to configure all free disk space to be linked together for maximum utilization. What volume type should you deploy?

- A. simple volume
- B. spanned volume
- C. mirrored volume
- D. striped volume
- E. RAID-5 volume

Answer: B

Explanation: According to Microsoft KB: A spanned volume is made from free disk space that is linked together from multiple disks (up to a maximum of 32 disks.. A spanned volume can be extended onto additional disks. A spanned volume cannot be mirrored

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are preparing your XP's disk subsystem. You change your disks to dynamic disks. You want to configure all free disk space to be linked together from multiple disks so that data is allocated alternately and evenly to each of the physical disks for maximum performance and utilization. What volume type should you NOT use (choose all that apply).

- A. simple volume
- B. spanned volume
- C. mirrored volume
- D. striped volume
- E. RAID-5 volume

Answer: A, B, C, E

Explanation: According to Microsoft KB: A striped volume is a volume whose data is interleaved across two or more physical disks. The data on this type of volume is allocated alternately and evenly to each of the physical disks. A striped volume cannot be mirrored or extended. Striping is also known as RAID-0.

QUESTION NO: 3

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are preparing your XP's disk subsystem. You change your disks to dynamic disks. Which of the following volume types can be extended (Choose all that apply.?)

- A. simple volume
- B. spanned volume
- C. mirrored volume
- D. striped volume
- E. RAID-5 volume

Answer: B

Explanation: According to Microsoft KB: A simple volume uses free space from a single disk. It can be a single region on a disk or consist of multiple, concatenated regions. A simple volume can be extended within the same disk or onto additional disks. If a simple volume is extended across multiple disks, it becomes a spanned volume. A spanned volume is made from free disk space that is linked together from multiple disks (up to a maximum of 32 disks). A spanned volume can be extended onto additional disks. A spanned volume cannot be mirrored. A mirrored volume is a fault-tolerant volume whose data is duplicated on two physical disks. All of the data on one volume is copied to another disk to provide data redundancy. If one of the disks fails, the data can still be accessed from the remaining disk. A mirrored volume cannot be extended. Mirroring is also known as RAID-1. A striped volume is a volume whose data is interleaved across two or more physical disks. The data on this type of volume is allocated alternately and evenly to each of the physical disks. A striped volume cannot be mirrored or extended. Striping is also known as RAID-0. A RAID-5 volume is a fault-tolerant volume whose data is striped across an array of three or more disks. Parity (a calculated value that can be used to reconstruct data after a failure. is also striped across the disk array. If a physical disk fails, the portion of the RAID-5 volume that was on that failed disk can be recreated from the remaining data and the parity. A RAID-5 volume cannot be mirrored or extended.

QUESTION NO: 4

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are preparing your XP's disk subsystem. You plan to change your disks to dynamic disks. Which of the following are NOT true (Choose all that apply.?)

- A. this will render the entire disk unreadable to operating systems other than Windows 2000
- B. this is a one-way process
- C. you may at anytime change back to basic disk format without any data loss
- D. FAT32 is not supported
- E. This is not possible with IDE hard drives

Answer: C, D, E

Explanation: According to Microsoft KB: Upgrading a disk to dynamic storage will render the entire disk unreadable to operating systems other than Windows 2000. This is a one-way process. In order to change back to basic disk format, the drive must be repartitioned. Storage types are separate from the file system type; a basic or dynamic disk can contain any combination of FAT16, FAT32, NTFS v4.0, NTFS v5.0 partitions or volumes. Windows 2000 accommodates both basic and dynamic storage. A disk system can contain any combination of storage types. However, all volumes on the same disk must use the same storage type. On a basic disk, a partition is a portion of the disk that functions as a physically separate unit. On a dynamic disk, storage is divided into volumes instead of partitions.

QUESTION NO: 5

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You want to upgrade a computer running Win98 to XP. You want to maintain the dual boot configuration initially. After the XP installation, however, you determine that the Win98 is no longer needed. For efficient file system usage, you want to deploy NTFS. What should you do?

- A. run the CONVERT utility
- B. run the SAFE MODE boot option at startup
- C. run the Windows XP Professional Setup Manager Wizard and perform an upgrade over the existing installation
- D. run the unattended installation again
- E. you cannot do this

Answer: A

Explanation: According to Microsoft KB: The CONVERT utility (CONVERT.EXE. is used to convert an existing FAT or HPFS partition to an NTFS partition. The

QUESTION NO: 6

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are running Windows XP Professional on your own computer too. You have been trying to convert the C: drive to NTFS. You now regret and you want to cancel the command so that after a reboot the conversion will not take place. Is it possible?

- A. Yes if you delete the corresponding line in the registry before reboot
- B. Yes if you delete the corresponding line in boot.ini before reboot

- C. Yes if you delete the corresponding line in win.ini before reboot
- D. Yes if you delete the corresponding line in sys.ini before reboot
- E. No, this is never possible.

Answer: A

Explanation: In fact, the appropriate line is
 HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager.
 According to Microsoft KB: For information about how to edit the registry, view the
 "Changing Keys and Values" Help topic in Registry Editor (Regedit.exe. or the "Add and
 Delete Information in the Registry" and "Edit Registry Data" Help topics in
 Regedt32.exe. Note that you should back up the registry before you edit it. If you are
 running Windows NT or Windows 2000, you should also update your Emergency Repair
 Disk (ERD..

QUESTION NO: 7

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are using multiple dynamic disks on your Windows XP Professional computers. What tool should you use to decipher detailed disk numbering information?

- A. the Disk Management snap-in
- B. the DmDiag.exe tool
- C. the decipher utility
- D. the disk numbering generator
- E. the DrDer.exe tool

Answer: B

Explanation: According to Microsoft KB: Windows 2000 contains a fault-tolerant disk component named dynamic disks that is different then the fault-tolerant disk component in earlier versions of Microsoft Windows NT. You may administer dynamic disks by using the Disk Management snap-in. The DmDiag.exe tool can be used to decipher disk numbering, and this may be useful for situations where your disk numbering is very complex.

QUESTION NO: 8

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You want to configure your XP computer with fault tolerance capability. You purchase multiple additional hard

drives and have them installed. Which of the following steps are NOT necessary (choose all that apply).

- A. set the disks as dynamic disks
- B. format the disks with the /mirror switch
- C. format the disks with the /stripe switch
- D. configured spanned volumes on them
- E. run convert.exe

Answer: B, C, D, E

Explanation: According to Microsoft KB: There are now two disk types, basic and dynamic. A dynamic disk is the only type of disk you may use to create new mirrors, stripe sets, extended or spanned or RAID-5 volumes. With dynamic disks, all volume information is stored in a private database at the end of the disk. Disks are numbered as they are upgraded from basic to dynamic, so they can be numbered differently from the numbering in the Disk Management snap-in.

QUESTION NO: 9

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are using multiple dynamic disks on your Windows XP Professional computers. What tool should you use to decipher detailed disk numbering information?

- A. the Disk Management snap-in
- B. the DmDiag.exe tool
- C. the decipher utility
- D. the disk numbering generator
- E. the DrDer.exe tool

Answer: B

Explanation: According to Microsoft KB: Windows 2000 contains a fault-tolerant disk component named dynamic disks that is different then the fault-tolerant disk component in earlier versions of Microsoft Windows NT. You may administer dynamic disks by using the Disk Management snap-in. The DmDiag.exe tool can be used to decipher disk numbering, and this may be useful for situations where your disk numbering is very complex.

QUESTION NO: 10

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You install Windows XP Professional on one of your PCs. You use the Windows Disk Management snap-in tool to mark your primary partition as active. When you restart the PC, you receive an error saying that NTLDR is missing. What should you do to fix the problem quickly if the Recovery Console has not been installed? (choose all that apply)

- A. change the active partition by booting to a floppy disk and using disk utilities to manually change the active partition
- B. reinstall Windows XP Professional
- C. install another instance of XP on a separate directory and reconfigure the active partition
- D. use ASR
- E. use the ERD

Answer: A

Explanation: According to the Microsoft KB:

To resolve this problem, perform one of the following:

It may be possible to change the active partition by booting to a floppy disk and using disk utilities to manually change the active partition.

-or-

If enough free disk space is available, you can install Windows to a parallel directory. After the parallel installation is complete, you can use the Disk Management snap-in to change the active partition.

The names commonly used for partitions containing the startup and operating system files are system and boot partitions, respectively.

-or-

If the partition that has been incorrectly marked as active is a FAT, FAT32, or NTFS partition, you may be able to correct the problem by using the Windows Recovery Console.

QUESTION NO: 11

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You install Windows XP Professional on one of your PCs. You boot into the recovery console. Which of the following activities cannot be performed under the console? (Choose all that apply)

- A. replace operating system files
- B. rename operating system files
- C. disable services from starting

- D. repair the MBR
- E. Change NTFS partition to FAT32

Answer: E

Explanation: According to the Microsoft KB: When you use the Windows Recovery Console, you can obtain limited access to NTFS, FAT, and FAT32 volumes without starting the Windows graphical interface. In the Windows Recovery Console you can: Use, copy, rename or replace operating system files and folders.

Enable or disable services or devices from starting when you next start your computer.

Repair the file system boot sector or the Master Boot Record (MBR..

Create and format partitions on drives.

Subsection, Manage and troubleshoot disk partitioning (0 questions)

Subsection, Answer end-user questions related to optical drives such as CD-ROM, CD-RW, DVD, and DVD-R (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user in the sales department has a CD-RW device installed on her computer. She purchases a CD from the local computer store. She reports that she is unable to write data to the CD by using her CD-RW device. However, she was able to write to the blank media that was shipped with the computer.

You need to ensure that the user can use her CD-RW device.

What should you do?

- A. Ask an administrator to use Group Policy to allow users the ability to access removable media.
- B. Instruct the user to log on by using the local administrator account.
- C. Ask an administrator to add the user to the Power Users group on the user's computer.
- D. Instruct the user to use blank CD-R media.

Answer: D

QUESTION NO: 2

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each client computer has a CD-RW drive.

A user reports that she selected multiple files to be written to the CD-RW drive by using the `Send to` command on the files. Now, she needs to remove one of those files, so that it is not written to the CD.

You need to ensure that the file is not written to the CD.

What should you instruct the user do?

- A. Restart the computer. Then, reselect the files that need to be written to the CD-RW by issuing the `send to` Command.
- B. Double-click the CD-RW drive in My computer and remove the file that the user does not want written the CD.
- C. Delete the file from the C:\WINDOWS\Temp folder.
- D. Delete the file from the My Recent Documents list.

Answer: B

Subsection, Configure and troubleshoot removable storage devices such as pen drives, flash drives, and memory cards (3 questions)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You're upgrading from an earlier version of Windows NT to XP. You want to perform backup so that in case something wrong with the upgrade the data can still be recovered. Below is a list of components of the computer:

366 MHz Pentium
256 MB
single partition 6.8 GB hard disk
SVGA monitor
2X DVD drive

Which of the following needs to be upgraded / added?

- A. CDRW
- B. 366 PII
- C. 5GB hard drive
- D. NTFS partition

E. tape drive

Answer: E

Explanation: According to Microsoft KB: If you're upgrading from an earlier version of Windows, you should back up your current files. You can back up files to a disk, a tape drive, or another computer on your network. How you back up your files depends on your current operating system. If your computer is running Microsoft Windows 95 or Windows 98, you might need to install the Windows Backup program. If you're using Windows NT 4.0, Windows Backup is installed by default. You must have a tape drive installed to use the Backup tool in Windows NT.

QUESTION NO: 2

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user in the marketing department has a CD-RW device in his computer. The user reports that he is not able to write data to a CD by using his CD-RW device. The user has 400 MB of data waiting to be written to the CD. The user reports that when he places a blank CD-RW disc in the CD-RW device, no data is written to the disc. The user has attempted to use five different CD-RW discs, but the data is not written to the disc.

You need to enable the user to write the data to the CD-RW disc.

What should you do?

- A. Instruct the user to log on as the local administrator, and then place the CD-RW disc in the CD-RW device.
- B. Instruct the user to share the CD-RW device, and then place the CD-RW disc in the CD-RW device.
- C. Instruct the user to use My Computer to select the option to write the data to the CD-RW disc.
- D. Grant the user the Use permission for the Removable Storage option in Computer Management.

Answer: D

QUESTION NO: 3

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user in the sales department uses a portable computer. The portable computer has only one expansion bay, which supports either a floppy disk drive or a CD drive.

The user reports that he was running an application when he needed to access his floppy disk. He removed the CD drive from the expansion bay and put in the floppy disk drive. Now, neither a CD drive nor a floppy disk drive appears in the user's My Computer folder. The user verifies that he was able to access the CD drive before he removed it from the expansion bay. The user also verifies that he used the floppy disk drive the previous week.

You need to ensure that the user has access to the floppy disk drive on his portable computer.

What should you do?

- A. Ask an administrator to use Group Policy to allow local users the ability to use removable media.
- B. Configure the BIOS to allow APM support.
- C. Instruct the user to restart his computer.
- D. Instruct the user to use Device Manager to install the driver for the floppy disk drive.

Answer: C

Section 2: Configure and troubleshoot display devices (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers were upgraded from Windows NT Workstation 4.0 to Windows XP Professional.

A user reports that her monitor now starts with the screen resolution set to 640 X 480 and the colors set to 16 colors. She is unable to change these settings. She also wants to be able to select Windows XP themes.

You need to enable the user to use the Windows XP interface options.

What should you do?

- A. In the **Display Properties** dialog box, set the hardware acceleration to Full.
- B. In the **Display Properties** dialog box, modify the refresh rate.
- C. Use Device Manager to update the driver for the video adapter.
- D. Use Device Manager to roll back the video adapter driver to the Windows NT Workstation 4.0 driver.

Answer: C

Subsection, Answer end-user questions related to configuring desktop display settings (0 questions)

Subsection, Configure display devices and display settings (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Portable computers have a 64-MB video adapter.

A user reports that he is having trouble with his portable computer during a presentation. You verify that he connected the cables properly and configured his portable computer to display to the projector, but the projector displays the following error message: "Can't display graphic." When you configure the computer to show only on the LCD, the projector displays the following error message: "No signal,"

You need to ensure that the computer display properly appears on the projector.

What should you do?

- A. Adjust the video resolution to a setting that the projector supports.
- B. Configure the display settings to work in dual-monitor mode.
- C. In the **Display Properties** dialog box, select the **Extend my Windows desktop onto this monitor** check box.
- D. In the **Display Properties** dialog box, select the Use this device as the primary monitor check box.

Answer: A

Subsection, Troubleshoot display device settings (1 question)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP as the mainstream desktop OS. You need to use the Driver Verifier on one desktop computer. What should you do?

- A. add a registry entry and restart your computer
- B. add a registry entry. There is no need to restart your computer
- C. run safe mode and enable it
- D. run safe mode and set the boot.ini file accordingly

Answer: A

Explanation: According to Microsoft KB:

You can use Driver Verifier by adding a registry entry and then restarting your computer. You do not need to make any other changes to begin analyzing drivers in the system.

NOTE: You can enable Driver Verifier on both retail and checked versions of Windows

Section 3: Configure and troubleshoot Advanced Configuration and Power Interface (ACPI) (1 question)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. A user who mainly uses a portable computer complains that, after he came back from an appointment, the battery is out of power. He had configured the portable computer to auto sleep in 5 minutes. What should you recommend him to do?

- A. set the scheduled task to go idle later
- B. set the scheduled task to go idle sooner
- C. set the scheduled task to never go idle
- D. disable auto sleep

Answer: A

Explanation: Windows 2000/XP saves scheduled tasks in the Scheduled Tasks folder, which is in Control Panel in My Computer. In addition, you can access Scheduled Tasks on another computer by browsing that computer's resources using My Network Places. This allows you to move tasks from one computer to another. For example, you can create task files for maintenance and then add them to a user's computer as needed. Use Task Scheduler to
Run maintenance utilities at specific intervals.
Run programs when less demand exists for computer resources.
When it goes idle, it will not function as expected.

Subsection: Answer end-user questions related to configuring ACPI settings (0 questions)

Subsection: Configure and troubleshoot operating system power settings (3 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You configure your portable computer to use Windows XP Professional as well. Which of the following power schemes should you use if you want to run the computer for as long as possible without recharging the battery?

- A. Always On

- B. Home Office/Desk
- C. Max Battery
- D. Minimal Power Management
- E. Portable/Laptop

Answer: C

Explanation: With this option constant power to the system is maintained while plugged in, but system will start powering down within 1 minute of inactivity using battery power.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You configure your portable computer to use Windows XP Professional as well. Which of the following power schemes can help you conserve power while having the monitor always on?

- A. Always On
- B. Home Office/Desk
- C. Max Battery
- D. Portable/Laptop
- E. Presentation

Answer: E

Explanation: With this option the monitor is always on whether unit is plugged in or running on batteries. However, the rest of the system is kept active only while plugged in.

QUESTION NO: 3

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

Users in the marketing department take their portable computers to a conference room for a weekly meeting. Because these meetings can last a long time, the users need a simple method to manually place their computers in a low-power state. They also need their computers to start as quickly as possible.

You need to configure the computers to meet these requirements.

What should you do?

- A. Configure the power button on each computer to enable hibernation.

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- B. Configure the computers to enable standby mode when the lid is closed.
- C. Configure the computers to use the Presentation power scheme.
- D. Configure the computers to use the Max Battery power scheme.

Answer: B

Subsection: Configure and troubleshoot system standby and hibernate settings (1 question)

QUESTION NO: 1

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. A user who mainly uses a portable computer complains that, after he came back from an appointment, the battery is out of power. What should you recommend him to do?

- A. enable Hibernation
- B. enable Accessibility
- C. enable Fault Tolerance
- D. enable WDM
- E. enable WSH

Answer: A

Explanation: When your computer hibernates, it saves the current system state to your hard disk, and then your computer shuts down. When you restart the computer after it has been hibernating, it will return to its previous state. Restarting to the previous state includes automatically restarting any programs that were running when it went into Hibernate mode, and it will even restore any network connections that were active at the time. To configure your computer to use Hibernate mode, you use the Power Options program in Control Panel. Select the Hibernate tab in the Power Options Properties dialog box, and then select the Enable Hibernate Support check box.

Section 4: Configure and troubleshoot I/O devices (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. All users in the research department use both desktop and portable computers. Each computer in the research department has a four-port USB hub for I/O devices.

A user in the research department purchases and connects a portable USB hard disk to the USB hub attached to his portable computer. However, the port on the USB hub shuts down and the hard disk does not function. The USB hard disk functions properly when it is attached to the USB hub connected to the user's desktop computer. All other USB devices function properly when they are attached to the portable computer's USB hub.

You need to ensure that the USB hard disk can function properly when connected to the USB hub on the user's portable computer.

What should you do?

- A. Instruct the user to replace the USB hard disk's USB cable with a shorter USB cable.
- B. Assign an IRQ to the USB hub in the computer's system BIOS.
- C. Instruct the user to replace the portable computer's bus-powered USB hub with a self-powered USB hub.
- D. Disable all USB power management features for the USB root hub.

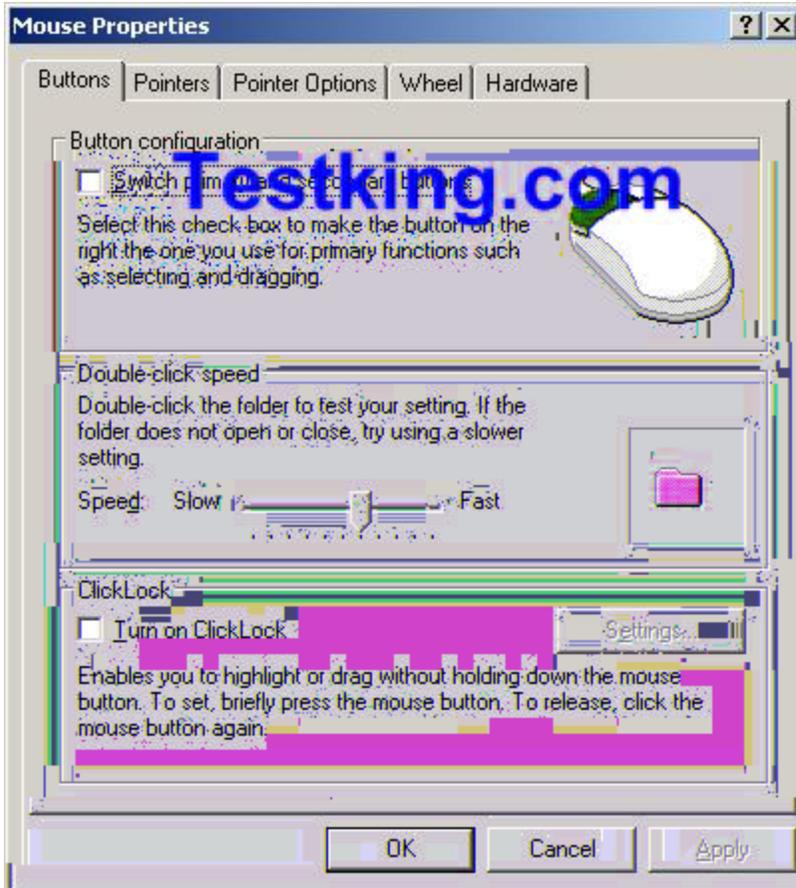
Answer: C

Subsection, Answer end-user questions related to configuring I/O devices (0 questions)

Subsection, Configure and troubleshoot device settings (1 question)

QUESTION NO: 1

Your boss at TestKing.com wants to change Mouse Pointer trails. Where should she click?



Answer:



Subsection, Configure and troubleshoot device drivers for I/O devices (15 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user named Andre installs a high-speed color printer on his computer by using a built-in Windows XP Professional driver. He shares the printer so that a user named Steven can print to the new printer.

Andre and Steven report that they cannot print pages in color on the new printer. On Andre's computer, you install a printer driver from the CD-ROM provided by the manufacturer. However, the output is still black-and-white.

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You need to ensure that Andre and Steven can print in color on the new printer.

What should you do first?

- A. In the **System Properties** dialog box on Steven's computer, configure the **Driver Signing Options** to ignore unsigned driver software.
- B. Run the **verify off** command on Andre's computer.
- C. On Steven's computer, install a signed printer driver from the manufacturer.
- D. On Andre's computer, install a signed printer driver from the manufacturer.

Answer: D

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are running Windows XP Professional yourself as well. You want to try disabling its Prefetcher component. What should you do?

- A. Change the value of the EnablePrefetcher value in the registry to 0
- B. Change the value of the DisablePrefetcher value in the registry to 1
- C. Change the value of the Enable_Prefetcher value in the registry to 0
- D. Change the value of the Disable_Prefetcher value in the registry to 1

Answer: A

Explanation: According to Microsoft KB: To disable the Prefetcher component, use Registry Editor (Regedit.exe. to locate the EnablePrefetcher value under the following key in the registry:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session
Manager\Memory Management\PrefetchParameters

Change the value of the EnablePrefetcher value to 0, and then quit Registry Editor. The next time you start your computer, the Prefetcher component will not start.

QUESTION NO: 3

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are configuring Windows XP on a non-name brand computer. There are devices on this computer that are not officially supported by XP. You are requesting drivers from multiple sources. Which of the following features helps you ensure that these drivers are safe and without harm?

- A. driver signing
- B. encryption
- C. DrAT
- D. digital signature
- E. this is not possible

Answer: A

Explanation: According to Microsoft KB: Windows 2000 systems will support the ability to either warn or entirely block users from installing unsigned code. If a file has not been digitally signed and resides in the above-referenced classes, users will be notified that a file has not been digitally signed, and prompted whether they would like to continue. Driver signing uses the existing digital-signature cryptographic technology. A hash of the driver binary and relevant information is stored in a catalog file (CAT file.), and the CAT file is signed with the Microsoft signature. The driver binary itself is not touched; only a CAT file is created for each driver package. The relationship between the driver package and its CAT file is referenced in the driver's INF file and maintained by the system after the driver is installed.

QUESTION NO: 4

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are configuring Windows XP on a name brand computer that has generic components. What tool can you use in case you need to troubleshoot driver issues?

- A. Driver Verifier
- B. Windows Driver Model
- C. Driver signing
- D. Driver scanner
- E. System File Checker

Answer: A

Explanation: According to Microsoft KB: Driver Verifier is included in Windows 2000 and Windows XP to promote stability and reliability, and you can use this tool to troubleshoot driver issues. In Windows 2000 or Windows XP, kernel-mode components can cause system corruption or system failures as a result of an improperly written driver, such as an earlier version of a Windows Driver Model (WDM. driver.

QUESTION NO: 5

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You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You need to use the Driver Verifier on one desktop computer. What should you do?

- A. add a registry entry and restart your computer
- B. add a registry entry. There is no need to restart your computer
- C. run safe mode and enable it
- D. run safe mode and set the boot.ini file accordingly

Answer: A

Explanation: According to Microsoft KB:

You can use Driver Verifier by adding a registry entry and then restarting your computer. You do not need to make any other changes to begin analyzing drivers in the system.

NOTE: You can enable Driver Verifier on both retail and checked versions of Windows

QUESTION NO: 6

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are configuring the drivers for your Windows XP Professional computer. Is it possible for you to change the location of the driver file that comes with Windows XP Professional?

- A. Yes, go modify a registry entry and restart your computer
- B. Yes, go add a registry entry. There is no need to restart your computer
- C. Yes, just run safe mode with the /newdir switch
- D. Yes, just run safe mode and set the boot.ini file accordingly
- E. you cannot do this

Answer: A

Explanation: According to Microsoft KB: The Driver.cab cabinet file in Windows 2000 contains all of the drivers for Windows 2000. The advantages of compressing all of the drivers into one large file include:

When you install a new device (PCMCIA card, USB keyboard, Printer, etc. on your computer, you do not need the Windows 2000 CD-ROM or a network connection.

The amount of space is reduced significantly on hard disks that use large cluster sizes. The more efficient LZH compression reduces space used on the CD-ROM.

It takes less time to install on a network.

Enables remote install services client computers to install drivers for new devices locally.

It also allows the RIprep feature to support different hardware between the source computer used to create an installation image and the destination computer installing that image.

The Driver.cab file is installed into the following hidden folder:

%SystemRoot%\Driver Cache\platform\driver.cab

This folder location can be found in the following registry key:

HKLM\Software\Microsoft\Windows\CurrentVersion\Setup\DriverCachePath

QUESTION NO: 7

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are configuring Windows XP on a non-name brand computer. There are devices on this computer that are not officially supported by XP. You are requesting drivers from multiple sources. It appears that the system is up and running but is quite unstable. What function of the driver verifier can you use to catch drivers that unload and do not clean up resources used?

- A. Driver unload checking
- B. Driver load checking
- C. Driver failure checking
- D. Driver leak checking
- E. There is no such function

Answer: A

Explanation: According to Microsoft KB: Driver unload checking is performed to catch drivers that unload and do not clean up resources used (which increases the possibility of a system bug check shortly after the driver unloads.. Resources that the driver may not delete include look-aside lists, pending deferred procedure calls (DPCs., worker threads, queues, timers, and other resources.

QUESTION NO: 8

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are configuring Windows XP on a non-name brand computer. There are devices on this computer that are not officially supported by XP. You are requesting drivers from multiple sources. It appears that the system is getting very unstable with the new drivers. You want to view the outstanding allocations the driver has at any point in time. What feature of the Driver Verifier should you use?

- A. Driver unload checking
- B. Driver load checking
- C. Driver failure checking
- D. Driver leak checking
- E. Pool Leakage Detection

Answer: E

Explanation: According to Microsoft KB: All of the driver's pool allocations are automatically tracked. At driver unload time, a bug check occurs if any of the allocations are not freed. You can then use the !verifier 3 kernel-debugger command to show all the allocations that are not freed. You can also use this command before unloading to view the outstanding allocations the driver has at any point in time.

QUESTION NO: 9

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. On Windows XP what is the preferred way of enabling the Driver Verifier?

- A. via Verifier.exe
- B. modify a registry entry and restart your computer
- C. add a registry entry
- D. use recovery console

Answer: A

Explanation: According to Microsoft KB: This is the preferred method of enabling Driver Verifier (Verifier.exe is included with every copy of Windows and automatically installed into the System32 folder.. Verifier.exe has both command-line and graphical user interface (GUI. interfaces, so you can specify drivers and appropriate levels of verification. You can also see Driver Verifier statistics in real time. For additional information, refer to the "Driver Verifier Manager" section of this article.

QUESTION NO: 10

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are configuring Windows XP's Driver Verifier utility. Which of the following are NOT the valid statuses of the Driver Verifier (Choose all that apply.?)

- A. Loaded
- B. Unloaded
- C. Never Loaded
- D. Initialized
- E. Checking

Answer: D, E

Explanation: According to Microsoft KB: The Driver Status property page gives you an image of the current status of Driver Verifier. You can see what drivers the verifier detects. The status can be one of the following:

Loaded: The driver is currently loaded and verified.

Unloaded: The driver is not currently loaded but it was loaded at least once since you restarted the computer.

Never Loaded: The driver was never loaded. This status can indicate that the driver's image file is corrupted or that you specified a driver name that is missing from the system.

You can click the list header to sort the list by driver names or status. In the upper-right area of the dialog box, you can view the current types of the verification that are in effect. The status of the drivers is updated automatically if you do not switch to manual refresh mode. You can modify the refresh rate using the radio buttons in the lower-left area of the dialog box. You can also force an update of the status by clicking Update Now.

QUESTION NO: 11

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have been asked to scan all of the protected files in your XP computer to verify their versions. What command or tool should you use if you want to go ahead?

- A. Driver Verifier
- B. Windows Driver Model
- C. Driver signing
- D. Add/Remove Hardware
- E. System File Checker

Answer: E

Explanation: According to Microsoft KB: The System File Checker tool gives an administrator the ability to scan all of the protected files to verify their versions. The System File Checker tool also checks and repopulates the %SystemRoot%\System32\Dllcache folder. If the Dllcache folder becomes damaged or unusable, you can use either the sfc /scanonce or sfc /scanboot command to repair the contents of the folder.

QUESTION NO: 12

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each client computer is configured to support a USB mouse.

A user reports that she installed a new scheme for the mouse, but now the mouse does not work.

You need to ensure that the mouse works again as soon as possible.

What should you do?

- A. Restart the computer by using the Last Known Good Configuration option.
- B. Run the **verify off** command.
Restart the computer.
- C. Instruct the user to use System Restore.
- D. Instruct the user to use Device Manager to roll back the mouse driver.

Answer: D

QUESTION NO: 13

You are a desktop support technician for TestKing.com. A user installs a new application and an updated video driver on her Windows XP Professional computer. The user reports that after she restarts the computer, the display is distorted.

You need to ensure that the user can run other applications without video distortion while you find the correct device driver.

What should you do?

- A. Instruct the user to use Device Manager to roll back the video driver.
- B. Instruct the user to restart the computer by using the Last Known Good Configuration option.
- C. Run the System Configuration utility and select the option to use the standard video drives at startup.
- D. Use the Add Hardware Wizard to scan and install new hardware.

Answer: A

QUESTION NO: 14

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each client computer is configured to support a USB mouse.

A user reports that he installed a new driver for his mouse, but now the mouse does not work.

You need to ensure that the mouse works again as soon as possible.

What should you do?

- A. Instruct the user to restart the computer by using the Last Known Good Configuration option.
- B. Run the **verify off** command. Restart the computer.
- C. Instruct the user to use System Restore.
- D. Instruct the user to use Device Manager to roll back the mouse driver.

Answer: D

QUESTION NO: 15

You are a desktop support technician for TestKing.com. All client computers were upgraded from Windows 2000 professional to Windows XP Professional.

Two months later, a virus corrupts the operating system on one of the client computers. An administrator reformats the hard disk on the client computer and installs Windows XP Professional.

After the installation, the user reports that he cannot access his USB hard disk. The user says that he was able to access the USB hard disk during the two months after the operating system was upgraded. You discover that the manufacturer of the hard disk does not currently offer a driver for Windows XP Professional.

You need to enable the user to access his hard disk.

What should you do?

- A. Instruct the user to restart the computer by using the Last Known Good Configuration option.
- B. Instruct the user to use Device Manager to roll back the driver for the USB hard disk.
- C. Install the USB hard disk driver for Windows 2000 Professional.
- D. Instruct the user to use System Restore.

Answer: C

Subsection: Configure and troubleshoot hardware profiles (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user named Bruno uses a Windows XP Professional portable computer.

Bruno reports that when the computer is undocked, it occasionally displays the following error message: “ZPDRV.DLL failed to load.” You discover that the ZPDRV.dll file is used by an external storage device that is connected to Bruno’s docking station. The error message does not appear when the computer is docked.

You need to ensure that the error does not occur on Bruno’s computer. You also need to ensure that the storage device continues to function correctly when Bruno’s computer is docked.

What should you do?

- A. Copy the default hardware profile to a new hardware profile.
Remove the storage device from the new hardware profile.
Instruct Bruno to select the new hardware profile when the computer is undocked.
- B. Copy the default hardware profile to a new hardware profile.
Disable the storage device in the new hardware profile.
Instruct Bruno to select the new hardware profile when the computer is undocked.
- C. Create a new user profile for Bruno.
Copy the ZPDRV.DLL file to the new profile folder.
Instruct Bruno to log on locally when the computer is undocked.
- D. Create a new local user account for Bruno.
Copy the ZPDRV.DLL file to the All User profile.
Instruct Bruno to log on locally when the computer is undocked.

Answer: B

Topic 4, Configuring and Troubleshooting the Desktop and User Environments (40 questions)

Section 1: Configure the user environment (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. The network consists of an Active Directory domain. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser.

A user reports that she needs to log on to different computers each day. The user states that the Internet Favorites that she created on her computer in her office are not available when she logs on to different computers. The user needs to access her Internet Favorites from any computer that she uses.

You need to ensure that the user's Internet Favorites are available on any computer that she uses.

What should you do?

- A. Instruct the user to click the **Move** command button in the **My Documents Properties** dialog box to redirect the My Documents folder to a server on the network.
- B. Instruct the user to select the **Make available offline** check box in the **Add Favorites** dialog box in Internet Explorer.
- C. Ask an administrator to create a roaming user profile for the user's account.
- D. Ask an administrator to enable the Application Data setting in the Folder Redirection policy of a Group Policy object (GPO).

Answer: C

Subsection: Answer end-user questions related to configuring the desktop and user environment (1 question)

QUESTION NO: 1

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The TestKing.com trainee Sandra wants to display family pictures as screensaver. Where should she copy the pictures to?

- A. In the My Documents folder.
- B. In the Root of C.
- C. In the Root of D.
- D. In the My Pictures folder.
- E. On the Desktop.

Answer: D

Subsection, Configure and troubleshoot task and toolbar settings (0 questions)

Subsection, Configure and troubleshoot accessibility options (1 question)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You are using speech recognition in Windows XP Professional for word processing. What function will be involved?

- A. Voice Training Wizard
- B. Sound Blaster Emulation
- C. Volume Tuning Wizard
- D. Voice Scripting Host

Answer: A

Explanation: According to the Microsoft KB: When you train the speech recognition engine, the speech recognizer uses the Voice Training Wizard to adapt to the sound of your voice, word pronunciation, accent, speaking manner, and even new or idiomatic words. If you train for as little as ten minutes, you can improve speech recognition capabilities. The system also adapts to your speech on an ongoing basis and recognition increases over time.

Subsection, Configure and troubleshoot pointing device settings (0 questions)

Subsection, Configure and troubleshoot fast-use switching (2 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. Your clients are all using Windows XP Professional. Someone wants to use your computer. You don't want to close your programs, and you also want to let him use the computer immediately. What keys should you press?

- A. CTRL-ALT-DEL
- B. CTRL-F8
- C. CTRL-F5
- D. CTRL-ALT-F4
- E. CTRL-F3

Answer: A

Explanation: In fact, there are three ways to switch users: Click Start > Log Off > Switch User, OR press CTRL-ALT-DEL to open Task Manager and then click Switch User on the Shutdown button, OR hold down the Windows key and press the L key at the same time. This will work only if Fast User Switching is enabled.

QUESTION NO: 2

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are operating a fresh new Windows XP Professional computer yourself as well. You hold down the Windows key and press the L key at the same time. The computer is then locked. Why is that?

- A. the computer is not setup for Fast User Switching
- B. you did not configure the sticky key
- C. you did not configure the appropriate user profile
- D. you did not configure the appropriate key session
- E. your computer hangs

Answer: A

Explanation: In fact, there are three ways to switch users: Click Start > Log Off > Switch User, OR press CTRL-ALT-DEL to open Task Manager and then click Switch User on the Shutdown button, OR hold down the Windows key and press the L key at the same time. This will work only if Fast User Switching is enabled.

Section 2: Configure support for multiple languages or multiple locations

Subsection, Answer end-user questions related to regional settings (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. TestKing has a main office in New York and a branch office in Paris. All client computers run Windows XP Professional.

A user from the main office will be working at the branch office for the next several months. She wants the default currency settings and the date and time settings to be displayed in French.

You need to ensure that the currency settings and the date and time settings are displayed in French by default on the user's computer.

What should you instruct the user to do?

- A. Use Regional and Language Options in Control Panel to add **French (France)** as an input language.
- B. Use Date and Time in Control Panel to set **(GMT +01.00) Brussels, Copenhagen, Madrid, Paris** as the time zone.
- C. Use Regional and Language Options in Control Panel to apply the **French (France)** standards and formats.
- D. Use Regional and Language Options in Control Panel to set **French (France)** as the language for non-Unicode programs.

Answer: C

QUESTION NO: 2

You are a desktop support technician for TestKing.com. The company has a main office in Barcelona and branch office in Nagasaki.

A user travels between the main office in Barcelona and the branch office in Nagasaki. The user needs to create documents in both English and Japanese and needs to switch between the English and Japanese user interfaces.

You need to ensure that the user can easily switch between the English and Japanese user interface and that the user can create documents that contain Japanese characters.

What should you do?

- A. In Regional and Language Option in Control Panel, select the **Install files for complex script and right-to-left languages (including Thai)** check box.
- B. In Regional and Language Options in Control Panel, select Japanese as the language for non-Unicode programs. Add **Japanese keyboard/IME layout** to the input options.
- C. In Regional and Language Options in Control Panel, select the Install files for East Asian languages check box and use the Msetup.exe tool from the Windows XP Multilanguage CD-ROM.
- D. In Regional and Language Option in Control Panel, select the Install files for East Asian languages check box and add Japanese as an input language.

Answer: C

Subsection, Configure and troubleshoot regional settings (0 questions)

Subsection, Answer end-user questions related to language settings (0 questions)

Subsection, Configure and troubleshoot language settings (0 questions)

Section 3: Troubleshoot security settings and local security policy (2 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. Security is a major concern. You want to stop any third-party program from temporarily storing plain-text passwords in the paging file. What should you do?

- A. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of 1
- B. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of 0
- C. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of -1
- D. Change the data value of the ClearPageFile value in the registry key to a value of 1

Answer: A

Explanation: According to Microsoft KB: Some third-party programs may temporarily store unencrypted (plain-text. passwords or other sensitive information in memory. Because of Windows NT's virtual memory architecture, this information may be present in the paging file. Although clearing the paging file is not a suitable substitute for physical security of a computer, you may want to increase the security of data on a computer while Windows is not running. More information can be found at: this site

QUESTION NO: 2

You are a desktop support technician for TestKing.com. The manager of the sales department reports that unauthorized users are making changes to several sales files located on a Windows Server 2003 file server named Testking1. She has configured the appropriate permissions and file auditing on the files. However, no audit information is generated on the server when users access the files.

You confirm that the manager has the ability to modify file permissions and auditing settings on the sales files. You also confirm that the manager has access to the correct logs to review audit information.

You need to ensure that all access to the sales files is tracked.

What should you do?

- A. Instruct the manager to audit only successful file access to the sales files on Testking1.
- B. Instruct the manager to create a file for the security log on Testking1.
- C. Ask an administrator to enable auditing on Testking1.
- D. Increase the security log size on Testking1.

Answer: C

Subsection, Answer end-user questions related to security settings (0 questions)

Subsection: Identify end-user issues caused by local security policies such as Local Security Settings and Security Configuration and Analysis (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. The hard disks on all computers use the NTFS file system.

A user who has administrative privileges on his computer reports that he changed several permissions in the Windows folder. He made these changes after reading about a new virus that affects system files.

When the user attempts to run Paint, he receives the following error message.



He receives a similar error message when he tries to run any other application on his computer.

You need to ensure that the user can run the application on his computer.

What should you do?

- A. Run the **secedit** command to apply the Compatws.inf security template.
- B. Enable the **Restore files and directories** security settings policy in the local Group Policy object (GPO).
- C. Use the Security Configuration and Analysis tool to import and apply the Setup Security.inf security template.
- D. Ask an administrator to copy Mspaint.exe from the Windows XP Professional CD-ROM to the Windows\System32 directory.

Answer: C

QUESTION NO: 2

You are a desktop support technician for a branch office of TestKing. All client computers run Windows XP Professional. The Compatws.inf security template is applied to all computers in the branch office.

The network administrator at TestKing's main office sends you a new security template named HighDskSec.inf. The security requirements for users at the branch office are different from the security requirements for users at the main office.

You need to find out whether the new security template will conflict with the security requirements for the users at the branch office.

What should you do on your computer?

- A. Place HighDskSec.inf in the Windows\System folder and run Resultant Set of Policy (RSOP) in logging mode.
- B. Place HighDskSec.inf in the Windows\System folder and run the **gpresult** command.
- C. Use Security Configuration and Analysis to import HighDskSec.inf into a security database, and then perform the **Analyze** operation.
- D. Run the **secedit /validate** command and specify HighDskSec.inf as the file to be validated.

Answer: C

Subsection, Identify end-user issues caused by network security policies such as Resultant Set of Policy (RSOP) and Group Policy (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. The network consists of an Active Directory domain. All client computers run Windows XP Professional.

A user wants to configure the screen resolution of her monitor. The user reports that when she attempts to open Display in Control Panel, she receives the following error message: “Your system administrator disabled the Display control Panel.”

You verify that the user is entitled to have the permission to change her display setting. You also verify that there are no domain settings that prevent access to Display in Control Panel.

You need to ensure that the user can open Display in Control Panel to configure any display setting.

What should you do on the user’s computer?

- A. Add the user’s domain user account to the local Administrators group.
- B. Configure the Human Interface Device Access services to start automatically.
- C. Select the **Custom** option button for visual effects in System in Control Panel.
- D. Ask an Administrator to disable the **Remove Display in Control Panel** in the local Group Policy object (GPO).

Answer: D

Section 4: Configure and troubleshoot local user and group accounts (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. The network does not include an Active Directory domain. All users log on to the computers by using local user accounts, and each user is a local administrator on the user’s computer.

A user named Tom uses a Windows XP Professional computer. The computer was previously used by another user in another department. Tom stores many confidential files on the computer. TestKing requires that only Tom have access to these files. However, TestKing does not permit the files to be encrypted.

You need to ensure that the former user of the computer does not have access to any files stored on the computer.

What should you instruct Tom to do?

- A. Delete the former user's local user account.
- B. Delete the former user's folder in C:\Documents and Settings.
- C. Rename the built-in Administrator account to have Tom's name.
- D. Remove the former user's account from the local Users group.

Answer: A

Subsection, Answer end-user questions related to user accounts (0 questions)

Subsection, Configure and troubleshoot local user accounts (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. The networks consist of an Active Directory domain. All client computers run Windows XP Professional.

Sandra reports that her department uses a computer that is not joined to the domain. When users log on to this computer, they click their user account name icons in the list of user accounts and type their passwords. For security reasons, Sandra wants users to log on by typing their user names and passwords.

You need to ensure that each user is required to type a user names and password in order to log on the computer.

What should you instruct Sandra to do?

- A. Clear the **Use Fast User Switching** check box in User Accounts in Control Panel.
- B. Clear the **Use the Welcome screen** check box in User Accounts in Control Panel.
- C. Enable the **Interactive logon: Do not display last user name** security option policy in the local Group Policy object (GPO).
- D. Disable the **Interactive logon: Do not require CTRL+ALT+DEL** security options policy in the local Group Policy object (GPO).

Answer: B

Subsection, Answer end-user questions related to local group accounts (0 questions)

Subsection, Configure and troubleshoot local group accounts. Considerations include rights and permissions (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user reports that he is unable to modify the TCP/IP settings for his Windows XP Professional computer. You confirm that the company allows this user to modify these settings and to perform other administrative tasks on his computer.

You need to ensure that the user can modify the settings. You need to provide the user with only the capabilities or permissions that are needed to achieve this goal.

What should you do?

- A. Ask an administrator to add the user's domain user account to the domain's Administrators group.
- B. Ask an administrator to add the user's domain user account to the computer's local Administrators group.
- C. Instruct the user to run the Windows XP Recovery Console and to log on by using his domain user account.
- D. Instruct the user to run the **runas** command to open a command prompt window, and then to run the **netsh** command.

Answer: B

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user in the sales department uses a Windows XP Professional computer. The computer contains a shared folder named SalesDocs, which contains several Microsoft Word documents. The SalesDocs folder is configured with the default share permissions.

The user reports that she cannot modify the NTFS permissions on the SalesDocs folder for a local user group named Sales. The permissions for the Sales group are shown in the following window.



The user wants the Sales group to have only Modify, Read & Execute, Read, and Write permissions. The shared folder permissions are configured so that the Everyone group has Full Control permissions.

You need to ensure that the user can properly configure the permissions for the Sales group.

What should you instruct the user to do?

- A. Click the **Advanced** button and disable permissions inheritance.
- B. Modify the share permissions so that the Sales group has only Full Control permission.
- C. Select the Deny Check box next to Full Control in the permissions dialog box.
- D. Remove the Sales group from the ACL.

Answer: A

Section 5: Troubleshoot system startup and user logon problems (7 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional and are joined to an Active Directory domain.

A user reports that after returning from lunch he is not able to log on to his computer. When he attempts to log on, he receives the following error message: "The system could not log you on. Make sure your User name and domain are correct, then type your password again. Letters in password must be typed using the correct case."

The user confirms that he is using the same user name and password that he used when he logged on successfully in the morning and was able to access resources on the network. You reset the user's password. When he attempts to log on by using the new password, he receives the same error message. You confirm that other users are able to log on to their computers and that the CAPS LOCK key is not enabled on the user's keyboard.

You need to ensure that the user can log on to his computer by using his user credentials.

What should you instruct the user to do before logging on to his computer?

- A. Restart his computer in Safe Mode.
- B. Restart his computer in Safe Mode with Networking.
- C. Select the domain name of the company from the **Log on to** field.
- D. Clear the **Log on using dial-up connection** check box.

Answer: C

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user reports that she is unable to install a new USB device on her Windows XP Professional computer. When she plugs the device into the computer, she is prompted to insert a driver disk. When she inserts the disk included with the device, Windows informs her that the device driver is not signed and will not be installed.

You confirm that the device is on the company's list of approved peripheral hardware.

You need to ensure that the device can be installed.

What should you do?

- A. Instruct the user to install the device driver software prior to plugging the USB device into her computer.
- B. Instruct the user to run Windows Update prior to plugging the USB device into her computer.
- C. Log on to the company by using a domain user account that has local Administrator privileges. Install the device and accept the warning about the device driver being unsigned.
- D. Use Remote Assistance to connect to the computer. Instruct the user to plug the device into computer while you are connected.

Answer: C

QUESTION NO: 3

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are on vacation. You have a user who has a problem with his XP computer. He calls you and asks for help. What should you ask him to do so that you can help him out remotely?

- A. Use the Remote Assistance function.
- B. Use the Remote Administration function.
- C. Use the Remote Access function.
- D. Use the SAFE Mode feature
- E. Use PC Anywhere

Answer: A

Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance:

Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.

Both computers must be connected to the Internet while using Remote Assistance.

NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 4

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You send a remote assistance e-mail to your friend asking for help. He says YES after an hour and by that time he can no longer connect to your computer because your computer's IP address has been changed. What should you do so that the problem can be resolved ASAP?

- A. Maintain the ISP connection, then resend the request and wait for his reply.
- B. Terminate the ISP connection, then resend the request and wait for his reply 12 hours later
- C. Request a fix IP address from the ISP and retry
- D. Request a fix IP address from your friend and retry
- E. Enable ICS and retry.

Answer: A

Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance:

Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.

Both computers must be connected to the Internet while using Remote Assistance.

NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 5

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You want to implement the Remote Assistance functions of Windows XP Professional. Which of the following incorrectly describe the requirements for connectivity (choose all that apply).

- A. Both computers must be using Windows Messenger
- B. Both computers must be using any Messaging Application Programming Interface - compliant e-mail program developed by Microsoft or third party

- C. Both computers must be using Outlook
- D. Both computers must be using Outlook Express and nothing else for messaging
- E. Both computers must have port 2311 enabled

Answer: A, C, D, E

Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance:

Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.

Both computers must be connected to the Internet while using Remote Assistance.

NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 6

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You want to implement the Remote Assistance functions of Windows XP Professional. Which of the following correctly describe the requirements for connectivity, given the fact that both computers are already configured with an appropriate email client?

- A. they must be connected to the Internet
- B. they must be behind the firewall
- C. they must NOT have firewall in between
- D. they must have Proxy Server in between
- E. they must allow IRC calls

Answer: A

Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance:

Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.

Both computers must be connected to the Internet while using Remote Assistance.

NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 7

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You implement Remote Assistance for your XP clients. What should you do if you want to check and determine if someone at a remote location needs your help?

- A. Start your e-mail program and look for e-mail message with the subject USER_NAME@COMPANY.COM
- B. Start your e-mail program and look for e-mail message with the subject HELP REQUEST
- C. Start your e-mail program and look for e-mail message with the subject REMOTE ASSISTANCE HELP
- D. Enable RDP and start the terminal service
- E. Check the system event log regularly

Answer: A

Explanation: According to Microsoft KB: Start your e-mail program. When you have been requested to provide remote assistance, an e-mail message with the following subject is displayed in the Inbox, where USER_NAME@COMPANY.COM is the e-mail address of the person inviting you to provide remote assistance.

Subsection, Answer end-user questions related to system startup issues (0 questions)

Subsection, Troubleshoot system startup problems (0 questions)

Subsection, Answer end-user questions related to user logon issues (0 questions)

Subsection, Troubleshoot local user logon issues (5 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each computer has one hard disk that has one partition.

A user who works in the engineering department logs on to his computer by using administrative credentials. The user reports that he made changes to the Boot.ini file on his computer but did not create a backup of this file before making changes. He restarted his computer and received the following error message: "Windows

could not start because of a computer disk hardware configuration problem. Could not read from the selected boot disk.”

Each time the user restarts the computer, he receives the same error message.

You need to ensure that the user can log on to his computer. You instruct the user to restart his computer by using the Windows XP Professional CD-ROM and run the Recovery Console.

What else should you instruct the user to do?

- A. Copy Ntldr system file to the root of the system root partition.
- B. Copy the Ntdetect.com system file to the root of the system partition.
- C. Run the **bootcfg /rebuild** command.
- D. Run the **fixmbr** command.

Answer: C

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You want to configure the Recovery console to work with your Windows XP Professional installation. Which of the following are NOT the valid ways to proceed? (Choose all that apply)

- A. Start your computer with the Windows Setup floppy disks. At the "Welcome to Setup" screen, press F10, or press R to repair, and then press C.
- B. Start your computer with the Windows CD-ROM. At the "Welcome to Setup" screen, press F10, or press R to repair, and then press C.
- C. Add the Windows Recovery Console to the Windows Startup folder using Winnt32.exe with the /cmdcons switch.
- D. Add the Windows Recovery Console to the Windows Startup folder using Winnt32.exe with the /cmd switch.
- E. Add the Windows Recovery Console to the Windows Startup folder using Winnt.exe with the /rf switch.

Answer: D, E

Explanation: To start the Windows Recovery Console, use any of the following methods:

Start your computer with the Windows Setup floppy disks, or with the Windows CD-ROM. At the "Welcome to Setup" screen, press F10, or press R to repair, and then press C to start the Windows Recovery Console.

Add the Windows Recovery Console to the Windows Startup folder by using Winnt32.exe with the /cmdcons switch. This procedure requires approximately 7 MB of hard disk space on your system partition to hold the Cmdcons folder and files.

QUESTION NO: 3

You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You configure the Recovery console to work with your Windows XP Professional installation. From the Recovery Console, Which of the following folders cannot be accessed?

- A. root folder
- B. %SystemRoot% folder
- C. subfolders of the Windows installation
- D. Cmdcons folder
- E. None of the choices.

Answer: E

Explanation: According to the Microsoft KB: From the Windows Recovery Console you can only use the following folders:

The root folder

The %SystemRoot% folder and the subfolders of the Windows installation you are currently logged on to

The Cmdcons folder

Removable media drives such as CD-ROM drives

NOTE: If you try to obtain access to other folders, you receive an "Access Denied" error message. Also, while you are using the Windows Recovery Console, you cannot copy a file from the local hard disk to a floppy disk. You can copy a file from a floppy disk or CD-ROM to a hard disk, and from one hard disk to another hard disk.

QUESTION NO: 4

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You configure the Recovery console to work with your Windows XP Professional installation. From the Recovery Console, you want to manage the partitions of your hard drive D. What command should you use? (Choose all that apply)

- A. Diskpart
- B. Diskrf
- C. Asf
- D. Enable -d

E. Expand -dr

Answer: A

Explanation: According to the Microsoft KB: Diskpart manages partitions on hard disk volumes. The /add option creates a new partition; the /delete option deletes an existing partition. The variable device is the device name for a new partition (such as \device\harddisk0.). The variable drive is the drive letter for a partition that you are deleting (for example, D.); partition is the partition-based name for a partition that you are deleting, (for example: \device\harddisk0\partition1. and can be used in place of the drive variable. The variable size is the size, in megabytes, of a new partition.

QUESTION NO: 5

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You configure the Recovery console to work with your Windows XP Professional installation. From the Recovery Console, you want to retrieve the files inside a compressed file that resides on your hard drive. What command should you use? (choose all that apply).

- A. Diskman -r
- B. Copy /er
- C. Enable /ex
- D. Expand
- E. Diskmin -e

Answer: D

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You are a desktop support technician for TestKing.com. The network consists of an Active Directory domain named testking.com.

A user reports that he upgraded his computer from Windows 98 to Windows XP Home Edition. After the installation, the user is not able to log on to the domain from the welcome screen.

You need to ensure that the user can log on to the domain.

What should you do?

- A. Instruct the user to log on as an administrator and change the workgroup name to the name of the domain in System in Control Panel.
- B. Instruct the user to run the Network Setup Wizard.
- C. Instruct the user to clear the **Use the Welcome Screen** check box in User Accounts in Control Panel.
- D. Instruct the user to upgrade to Windows XP Professional and join his computer to the domain.

Answer: D

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install XP on a new computer and have it join a domain during the setup process. The network administrator has been fired. What should you do?

- A. create a computer account during the setup process and join the domain assuming you have the privileges
- B. create a computer account during the setup process and join the domain assuming you run a network install
- C. create a computer account during the setup process and join the domain assuming you run a CDROM install
- D. create a computer account during the setup process and join the domain only assuming you are performing an upgrade from a pervious windows version

Answer: A

Explanation: According to Microsoft KB: A computer account identifies your computer to the domain, and the user account identifies you to your computer.

A domain is a collection of computers defined by a network administrator. Unlike joining a workgroup, which you can do yourself, joining a domain requires permission from the network administrator. To join a domain during the setup process, you must have a

computer account in the domain you want to join. If you're upgrading from Windows NT, the Windows XP Setup Wizard uses your existing computer account. Otherwise, you'll be asked to provide a new computer account. Before you start the Windows XP Setup Wizard, ask your network administrator to create a computer account. Or, if you have the appropriate privileges, you can create the account during the setup process and join the domain. To join a domain during the setup process, you need to provide your user name and password.

Note: If you have difficulty joining a domain during the setup process, join a workgroup instead, and then join the domain after you finish installing Windows XP Professional.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You need to install XP on a new computer and have it join a domain during the setup process. The network administrator is on vacation. You do not have the privileges to create computer account during the setup process. You failed to contact the administrator as well. What should you do?

- A. Choose to join a workgroup first, join the domain later
- B. create a computer account during the setup process and join the domain only by running a network install
- C. create a computer account during the setup process and join the domain only by running a CDROM install
- D. create a computer account during the setup process and join the domain only by upgrading

Answer: A

Explanation: According to Microsoft KB: A computer account identifies your computer to the domain, and the user account identifies you to your computer.

A domain is a collection of computers defined by a network administrator. Unlike joining a workgroup, which you can do yourself, joining a domain requires permission from the network administrator. To join a domain during the setup process, you must have a computer account in the domain you want to join. If you're upgrading from Windows NT, the Windows XP Setup Wizard uses your existing computer account. Otherwise, you'll be asked to provide a new computer account. Before you start the Windows XP Setup Wizard, ask your network administrator to create a computer account. Or, if you have the appropriate privileges, you can create the account during the setup process and join the domain. To join a domain during the setup process, you need to provide your user name and password.

Note: If you have difficulty joining a domain during the setup process, join a workgroup instead, and then join the domain after you finish installing Windows XP Professional.

Section 6: Monitor and analyze system performance (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each client computer has a Pentium III 1-Ghz processor, 256 MB of RAM, and a 40-GB hard disk.

A user reports that his computer is running very slowly. It takes several seconds to open small file and it can take several minutes to open large files. The user states that it takes much longer to search for file on his computer that it did several months ago. You verify that slow performance occurs even when he has only one application running.

You need to find out the probable cause of the computer's slow performance when searching for and opening files.

What should you do on the user's computer?

- A. Run System Monitor and examine the data for the % Processor Time counter to find out if there are sustained high values.
- B. Run Task Manager and view the peak value for the Commit Charge counter to find out if the computer is exceeding usage of the maximum physical memory installed.
- C. Run Disk Defragmenter and analyze the computer to see if there is a high percentage of file fragmentation.
- D. Run Tasks Manager and view the value for Network Utilization to find out if there are sustained high value.

Answer: C

QUESTION NO: 2

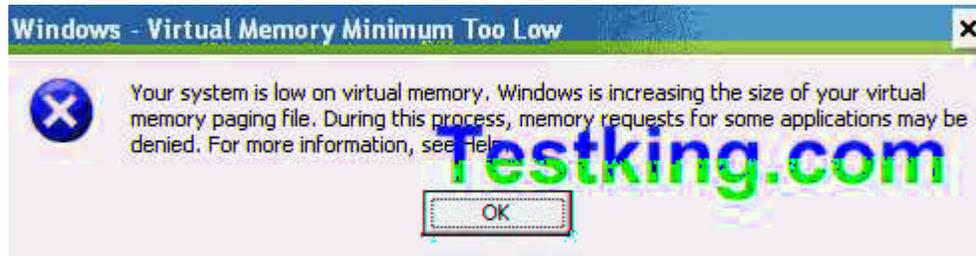
You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each client computer has a Pentium III 999Mhz processor, 256 MB of RAM, and a 40-GB hard disk

A user reports that about two hours after turning on his computer and running several applications, the computer and applications are very slow to respond and he receive the flowing message.

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This Message appears each day two hours after starting his computer and running several applications.

You need to find out the most likely cause of this message.



What should you instruct the user to do?

- A. Runs System Monitor to see if the % Processor Time counter consistently exceeds 80.
- B. Run System Monitor to see if the Memory/Page Faults/sec counter consistently exceeds 50.
- C. Run Task Manager to see if any processes are continually consuming memory.
- D. Run Task Manager to see if the number of currently running processes exceeds 40.

Answer: C

Subsection, Answer end-user questions related to system performance (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers were upgraded from Windows NT Workstation 4.0 to Windows XP Professional.

An administrator configures a shortcut for an application named App2. Then, the administrator configures the shortcut so that App2 will run in compatibility mode. However, users report that the display for App2 becomes garbled, or their computers do not display the applications.

You need to reconfigure each computer so that App2 displays correctly.

What should you do on each computer?

- A. In the **Display Properties** dialog box, configure the Monitor properties to adjust the screen refresh rate to a lower value.
- B. In the **Display Properties** dialog box, modify the Advanced Display settings to configure the display DPI setting to 120 dots per inch.
- C. In the shortcut setting for App2, configure App2 to run in a separate memory space.
- D. In the shortcut setting for App2, configure the compatibility setting to run in 256 colors.

Answer: D

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user's client computer was upgraded from Windows 98 to Windows XP Professional.

The user reports that after the upgrade, it takes longer for windows, menus, submenus, and other user interface features to open. She wants them to open faster.

You need to ensure that windows and menus open faster.

What should you instruct to user to do?

- A. Use System in Control Panel and select the **Adjust for best appearance** option button in the **Performance Options** dialog box.
- B. Use System in Control Panel and select the **Adjust for Best performance** option button in the **Performance Options dialog** box.
- C. Use System in Control Panel and select the **Adjust for best performance of Background services** option button in the **Performance Option** dialog box.
- D. Use Taskbar and Start Menu in Control Panel and select the **Classic Start menu** option button from the **Start menu** tab.

Answer: B

Subsection, Use Help and Support to view and troubleshoot system performance (0 questions)

Subsection, Use Task Manager to view and troubleshoot system performance (5 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user named Jim reports that he installed three applications on his computer. When he runs all three applications simultaneously, his computer and these applications are very slow to respond. He opens Task Manager to view all the running processes.

You need to instruct the user to end the process that is most likely causing the computer to respond slowly.

Which process should you instruct the user to end?

To answer, select the appropriate process in the answer area.

Image Name	User Name	CPU	Mem Usage
taskmgr.exe	Jim	02	1,552 K
Wordprocessorapp.EXE	Jim	00	1,172 K
wmplayer.exe	Jim	00	15,788 K
Cadapp.EXE	Jim	97	1,184 K
explorer.exe	Jim	00	15,500 K
spoolsv.exe	SYSTEM	10	3,280 K
svchost.exe	LOCAL SERVICE	00	3,896 K
svchost.exe	NETWORK SERVICE	00	1,696 K
Usspro.exe	Administrator	00	9,376 K
svchost.exe	SYSTEM	00	19,456 K
Host.exe	SYSTEM	00	2,520 K
cmd.exe	Jim	00	1,128 K
smss.exe	SYSTEM	00	1,028 K
cmd.exe	SYSTEM	00	2,796 K
cmd.exe	SYSTEM	00	3,604 K

Answer: Cadapp.EXE

QUESTION NO: 2

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Each computer has a Pentium III 866-MHZ processor, 128 MB of RAM, and a 20-GB hard disk.

A user reports that when he runs several applications simultaneously, his computer and the applications respond very slowly. On the user's computer, you examine the information on the Performance tab of Task Manager. The information is shown in the exhibit.



You need to find out what is causing the computer and applications to perform slowly.

What is the most likely cause of the problem?

- A. The processor on the computer is not fast enough.
- B. There is not enough available nonpaged kernel memory.
- C. The total number of handles currently running is too high.
- D. The size of the paging file is too small.

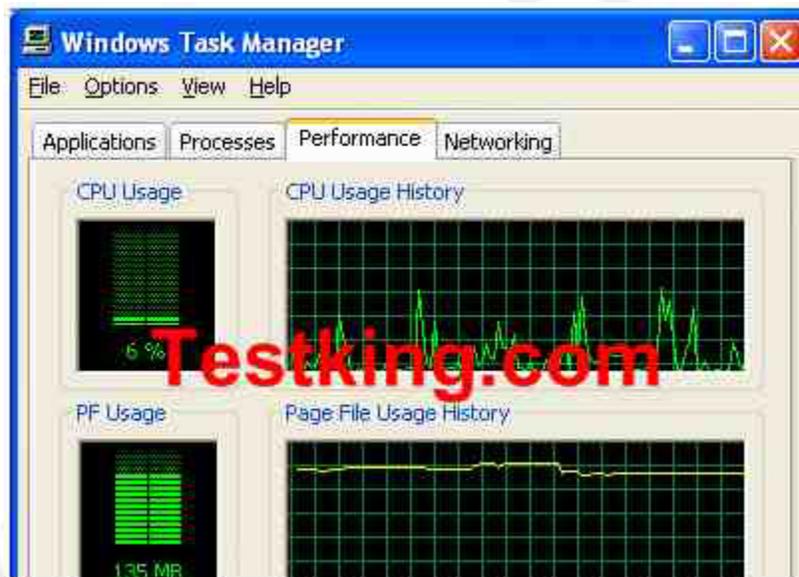
Answer: D

QUESTION NO: 3

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user reports that his computer runs slowly when he runs several applications simultaneously. You need to identify why the user's computer is responding slowly when several applications are running.

You log on to the user's computer and open all the applications that he normally uses during a work day. You run Task Manager and view the results on the Performance tab shown in the exhibit.



Which value on the Performance tab of Task Manager shows why the computer is running slowly?

- A. The total value for Threads.
- B. The total value for Kernel Memory.
- C. The total value for Commit Charge.

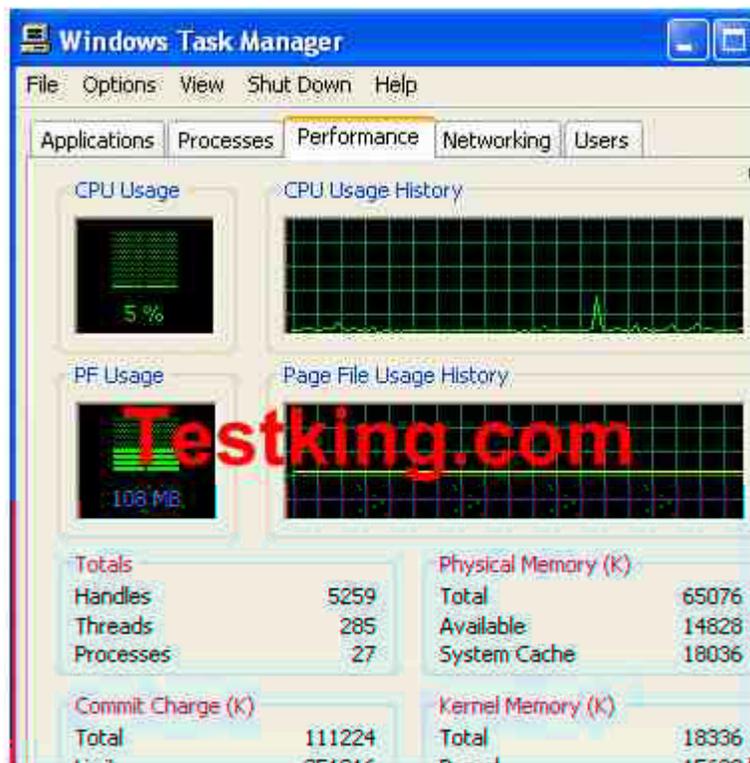
D. The percentage for CPU Usage.

Answer: C

QUESTION NO: 4

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user reports that this computer responds very slowly when he runs several applications simultaneously. You run the Task Manager on the user's computer. The results are shown in the exhibit.



You need to improve the performance of the user's computer.

What should you do?

- A. Install a faster hard disk.
- B. Add more RAM.
- C. Install a faster processor.
- D. Increase the size of the paging file.

Answer: B

QUESTION NO: 5

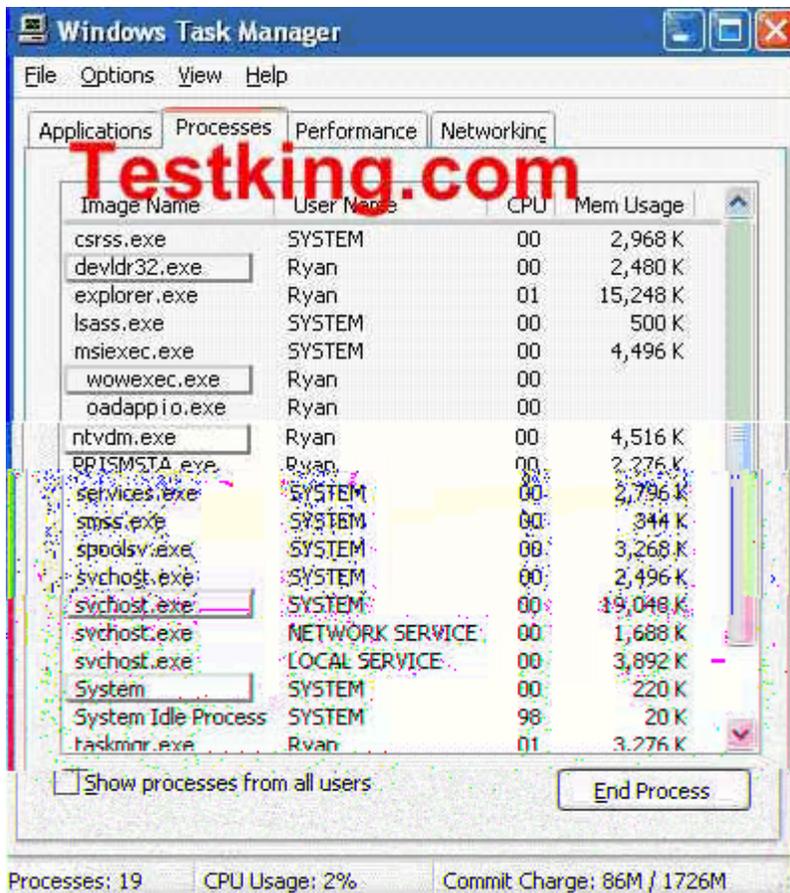
You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional.

A user named Ryan King reports that he is running a 16-bit application on his computer. Ryan suspects that the application is consuming more resources than it requires and is slowing down his computer. The user opens Task Manager and views all the running processes.

You need to tell the user which process to select to monitor the resources consumed by the 16-bit application.

Which process should the user select?

To answer, select appropriate process in the answer area.



Answer: Select “ntvdm.exe”.

Subsection, Use the Performance tool to capture system performance information (0 questions)

Topic 5, Troubleshooting Network Protocols and Services (35)

Section 1: Troubleshoot TCP/IP. Tools include ARP; the Repair utility; connection properties; and the ping, ipconfig, pathping, and nslookup commands (5 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. From the computer clientX you run ipconfig, and receive the following output:

```
Connection-specific DNS Suffix . : hkcable.com.hk
IP Address. . . . . : 192.168.0.163
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . :
```

What IP address class is it?

- A. class A
- B. class B
- C. class C
- D. class D

Answer: C

Explanation: The number of " 255 " in the subnet mask tells which class you belong to. Since there are 3 " 255 ", this is class C address.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. From the computer clientX you run ipconfig, and receive the following output:

```

Connection-specific DNS Suffix . : hkcable.com.hk
IP Address. . . . . : 192.168.0.163
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . :

```

What IP address class is it?

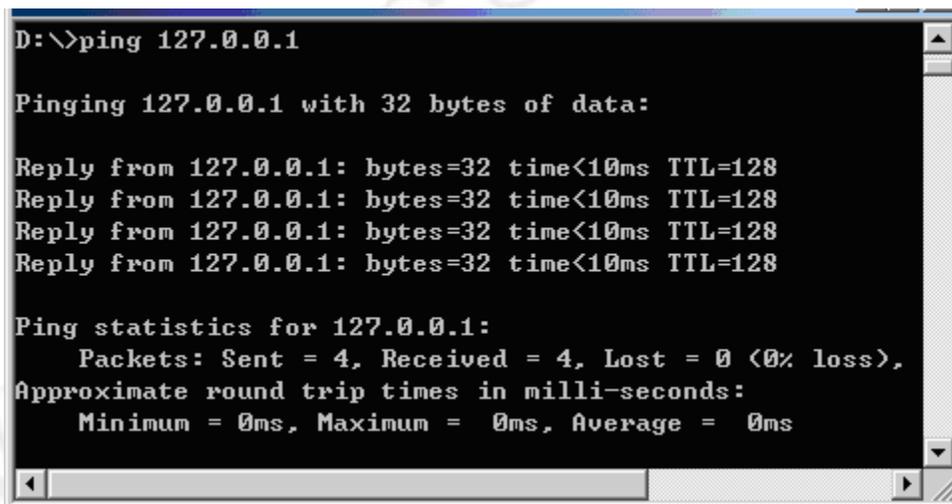
- A. class A
- B. class B
- C. class C
- D. class D

Answer: C

Explanation: The number of " 255 " in the subnet mask tells which class you belong to. Since there are 3 " 255 ", this is class C address.

QUESTION NO: 3

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. You ping yourself and receive the following output:



```

D:\>ping 127.0.0.1

Pinging 127.0.0.1 with 32 bytes of data:

Reply from 127.0.0.1: bytes=32 time<10ms TTL=128

Ping statistics for 127.0.0.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

```

Based on the screen output above, it can be concluded that:

- A. your NIC is functioning
- B. your IP stack is functioning

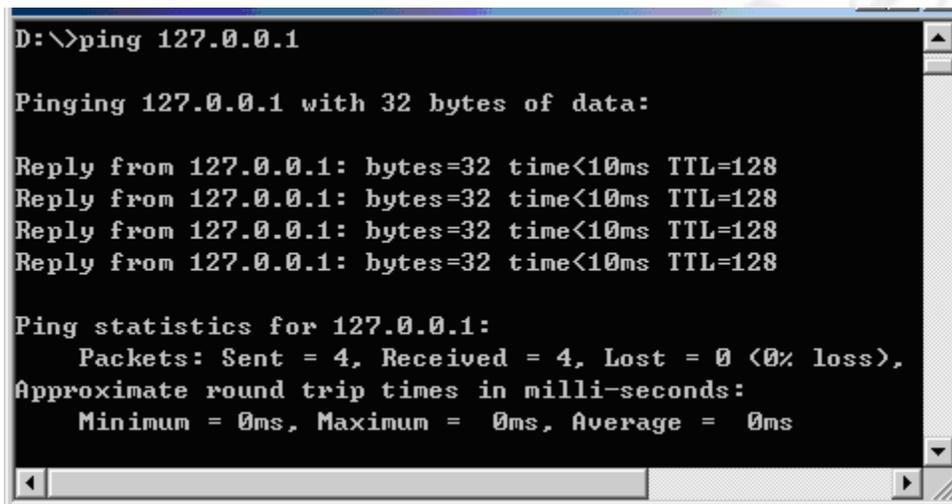
- C. you have two NICs
- D. you have single NIC

Answer: B

Explanation: 127.0.0.1 is a loopback address. This is sort of like a dummy interface. It runs even without a NIC presented. It does require the IP stack in order to run.

QUESTION NO: 4

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. From the computer clientX you want to connect to a remote file server but fail. Your peer on the same subnet can connect successfully. You ping yourself and receive the following output:



```
D:\>ping 127.0.0.1

Pinging 127.0.0.1 with 32 bytes of data:

Reply from 127.0.0.1: bytes=32 time<10ms TTL=128

Ping statistics for 127.0.0.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

What should you do next?

- A. ping another host on the same subnet
- B. reinstall TCP/IP
- C. check the NIC
- D. ping the Microsoft web site

Answer: A

Explanation: Try pinging other computers on the same subnet first. Then, use the ping command with the IP address of the default gateway to verify that the default gateway is operational and that your computer can communicate with the local network.

QUESTION NO: 5

You are a desktop support technician for TestKing.com. A user named Sue uses a Windows XP Professional desktop computer. Sue uses her computer to access resources on a file server named Testking4, but she reports that her computer is able to connect to Testking4 only intermittently. No other users report a problem accessing resources on Testking4. Sue reports that the same problem sometimes occurs when accessing other network resources.

Tetsking4 uses the IP address 192.168.0.2. You run the ping command on Sue's computer. The results are shown in exhibit.

```

C:\WINDOWS\System32\cmd.exe
C:\Documents and Settings\Administrator>ping 192.168.0.2 -t
Pinging 192.168.0.2 with 32 bytes of data:
Reply from 192.168.0.2: bytes=32 time=5ms TTL=150
Reply from 192.168.0.2: bytes=32 time=3ms TTL=150
Reply from 192.168.0.2: bytes=32 time=3ms TTL=150
Request timed out.
Request timed out.
Hardware error.
Hardware error.
Hardware error.
Destination host unreachable.
Reply from 192.168.0.2: bytes=32 time=4ms TTL=150
Reply from 192.168.0.2: bytes=32 time=3ms TTL=150
Reply from 192.168.0.2: bytes=32 time=3ms TTL=150
Reply from 192.168.0.2: bytes=32 time=3ms TTL=150

Ping statistics for 192.168.0.2:
    Packets: Sent = 17, Received = 7, Lost = 10 (58% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 3ms, Maximum = 5ms, Average = 3ms
Control-C
^C
C:\Documents and Settings\Administrator>

```

You need to ensure that Sue's computer can consistently connect to TestKing4 and other network resources.

What should you do first?

- A. Ask an administrator to repair the network DHCP server.

- B. Instruct Sue to right-click the network connection icon and select **Repair** from the shortcut menu.
- C. Install a new network adapter in Sue's computer
- D. Run the **ipconfig /renew** command on Sue's computer.

Answer: C

Subsection, Answer end-user questions related to configuring TCP/IP settings (2 questions)

QUESTION NO: 1

You are desktop support technician for TestKing.com. A user reports that his Windows XP Professional portable computer is not able to connect to any network resources and is not able to authenticate to the network's Active Directory domain. The computer was able to connect yesterday. No other users are reporting a problem today.

You verify that the computer is properly connected to the network and that it can ping its loopback address. You discover that the computer is using the IP address 169.254.131.217 and the subnet mask 255.255.0.0.

You need to ensure that the computer can connect to network resources.

What should you do first?

- A. Ask an administrator to repair the network DHCP server.
- B. Instruct the user to right-click the network connection icon and select **Repair** from the shortcut menu.
- C. Instruct the user to run the **ipconfig / all** command from a command prompt window.
- D. Ask an administrator to authorize the network DHCP server in Active Directory.

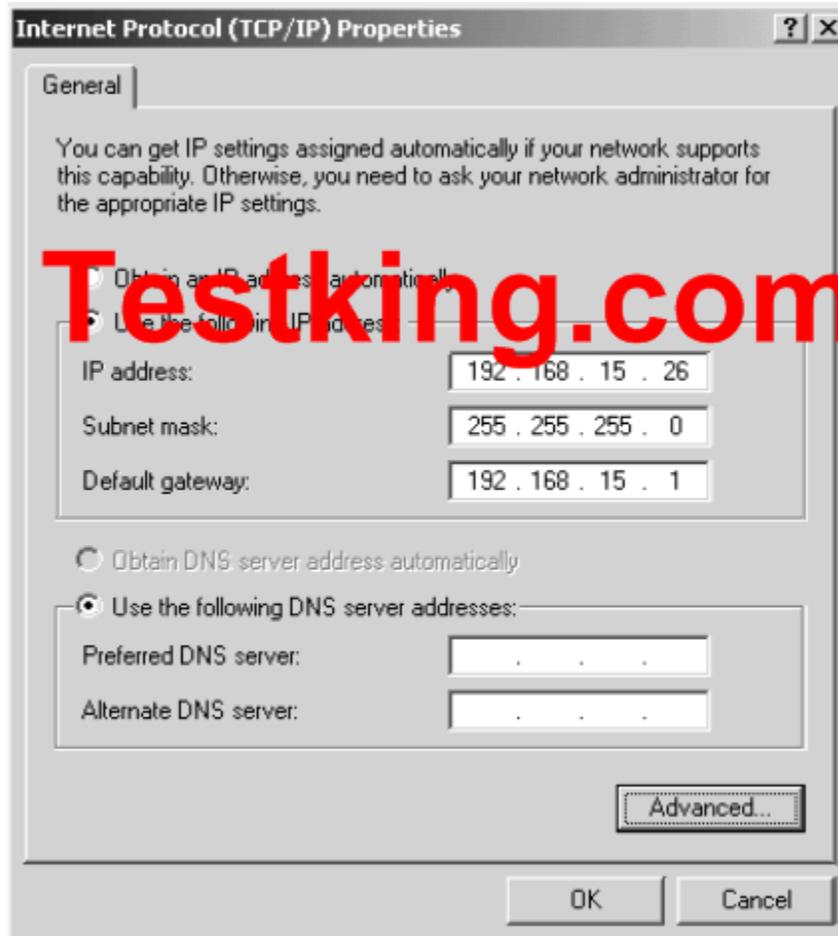
Answer: B

QUESTION NO: 2

You are the desktop support technician for TestKing. A user reports that her Windows XP Professional client computer cannot connect to any network resources. She reported this problem to another technician earlier today. That technician made

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a change to her TCP/IP configuration. However, the user's computer is still unable to connect to any network resources. The new TCP/IP configuration is shown in the exhibit.



You confirm that the TCP/IP address of the user's computer is valid for the subnet that contains the user's computer. The network does not contain a DHCP server.

You need to ensure that the user's computer can connect to network resources.

What should you do?

- A. Configure the computer to use the correct IP addresses of the DNS servers on the network.
- B. Configure the computer to obtain an IP address automatically.
- C. Instruct the user to run the **ipconfig /registerdns** command.
- D. Instruct the user to run the **ipconfig /renew** command.

Answer: A

Subsection, Configure and troubleshoot manual TCP/IP configuration (6 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user reports that other network users cannot connect to a shared folder on his Windows XP Professional computer named Testking1. The other users are also using client computers that run Windows XP Professional.

You confirm that the folder was shared correctly and that the other users have the correct permissions. You also confirm that Testking1 has the correct TCP/IP address, subnet mask, default gateway, and DNS server addresses.

You can connect to Testking1 from your Windows 2000 Professional computer by using the IP address of Testking1. However, you are unable to connect by using its name.

You need to ensure that other users can connect to Testking1 by using its name. You do not want to modify any other communications between Testking1 and other client computers.

How should you configure the TCP/IP settings on Testking1?

To answer, configure the appropriate option or options in the dialog box in the answer area.



Answer: Register this connection's address in DNS

QUESTION NO: 2

You are a desktop support technician for TestKing.com. On Monday morning, a user reports that he is unable to connect to any Internet Web sites. He is able to connect to all internal network resources by name. Other users report the same problem. No users had this problem on Friday.

You run the ping command on your computer and discover that you can connect to an Internet Web site by using its IP address. However, you cannot connect by using the Web site's name. Another technician informs you that the network administrator made several network configuration changes over the weekend.

You need to ensure that all users can connect to Internet Web sites.

What should you ask the network administrator to do?

- A. Correct the DHCP server configuration.
- B. Correct the DNS server configuration.
- C. Correct the WINS server configuration.
- D. Correct the domain controller configuration.

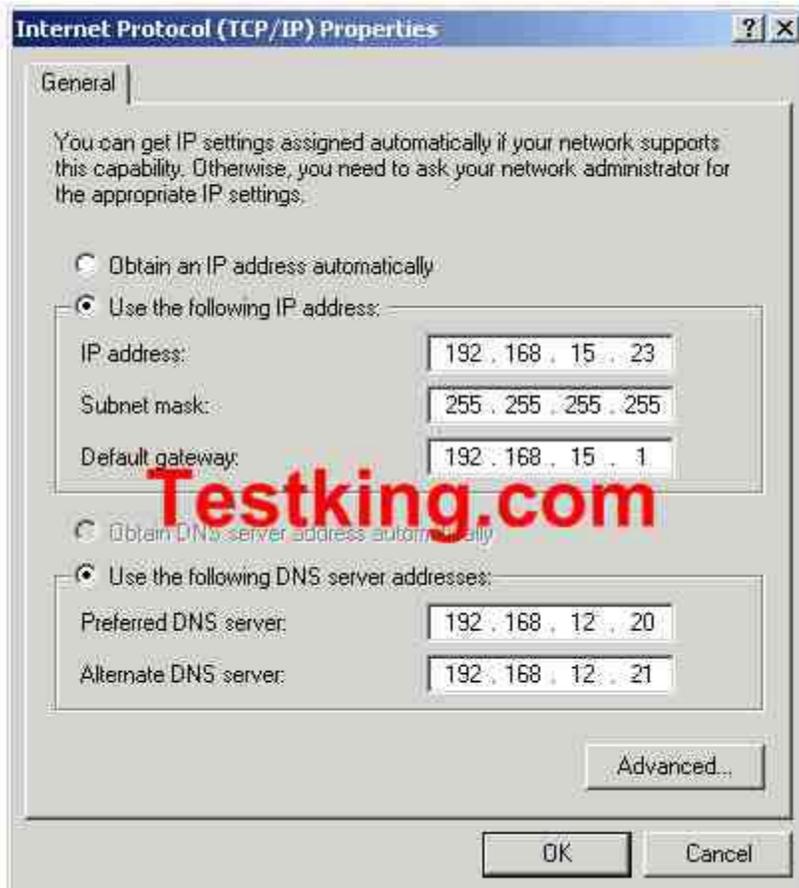
Answer: B

QUESTION NO: 3

You are a desktop support technician for TestKing.com. All computers on the network use a Class C subnet mask and a private IP address. All network routers use the first IP address in their subnet range.

A user reports that his Windows XP Professional computer cannot connect to any network resources. You confirm that the computer is physically connected to the network and can ping its own loopback address and its own IP address. However, it cannot ping any other addresses on the network.

You examine the computer's TCP/IP settings, which are shown in the exhibit.



You need to ensure that the computer can connect to network resources.

What should you do?

- A. Configure the computer to use the correct IP address.
- B. Configure the computer to use the correct subnet mask.
- C. Configure the computer to use the correct default gateway.
- D. Configure the computer to use the correct DNS server addresses.

Answer: B

QUESTION NO: 4

You are a desktop support technician for TestKing.com. You need to install Windows XP Professional on a new desktop computer and to join the computer to the Active Directory domain named testking.com

During the installation process, you enter static IP addresses for the computer, default gateway, and DNS server. When you attempt to join the computer to the domain, you receive the following error message: “An invalid domain was specified. Would you like to proceed for now and try to join a domain later?”

You verify that the domain name is entered correctly and that the computer is physically connected to the network. You are able to log on to the domain from your own computer.

You need to join the new computer to the domain and complete the installation of Windows XP Professional.

What should you do?

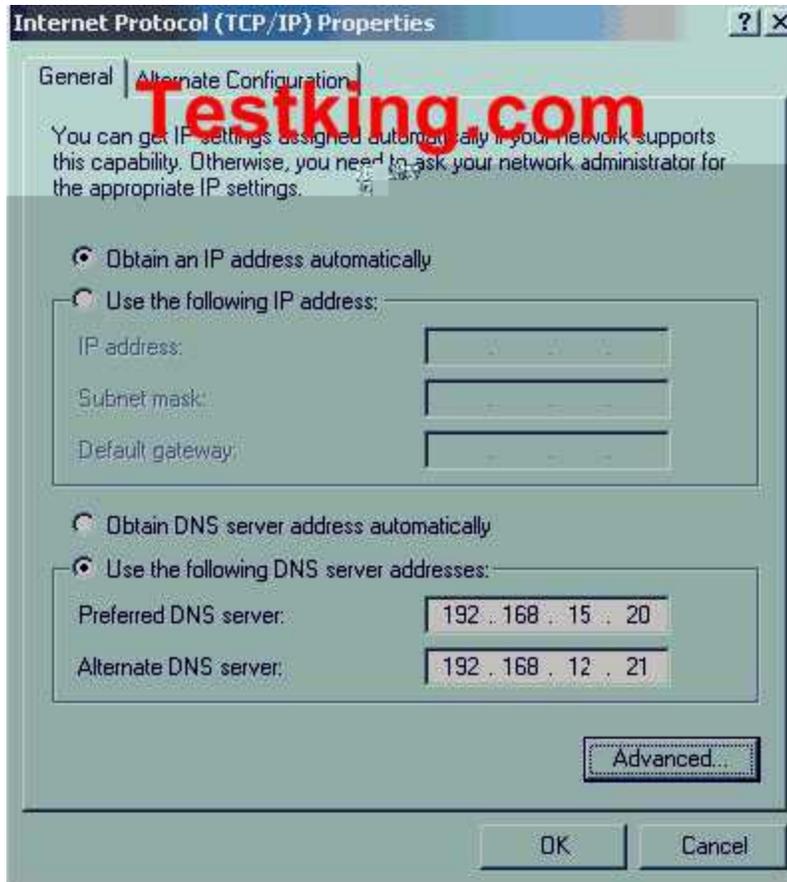
- A. Configure the TCP/IP properties of the new computer to disable the use of an automatic private IP address.
- B. Configure the TCP/IP properties of the new computer to use the correct IP address for the default gateway and DNS server.
- C. Verify with your network administrator that the DHCP server is running and online.
- D. Type the domain name as www.testking.com when joining the domain.

Answer: B

QUESTION NO: 5

You are a desktop support technician for TestKing.com. The network consists of an Active Directory domain.

A user reports that his Windows XP Professional portable computer cannot connect to any network resources and cannot authenticate to the domain. The computer was able to connect yesterday. No other users are reporting a problem today. The computer's IP configuration is shown in the exhibit.



You verify that the computer is physically connected to the network and that it can ping its loopback address and its own IP address. The computer can also ping all other IP addresses on the network, but it cannot connect to any network resources by name. An administrator informs you that the DNS and DHCP server were changed.

What should you do first?

- A. Ask an administrator to repair the DHCP server.
- B. Configure the user's computer to obtain DNS server addresses automatically.
- C. Instruct the user to run the **ipconfig / renew** command from a command prompt window.
- D. Ask an administrator to authorize the DHCP server in Active Directory.

Answer: B

QUESTION NO: 6

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You are a desktop support technician for TestKing.com. The network consists of an Active Directory domain named testking.com that contains a DNS server. All servers run Windows Server 2003, and all client computers run Windows XP Professional.

A user reports that his client computer is not able to connect to any network resources and is not able to authenticate to the Active Directory domain. The computer was able to connect yesterday. No other users are reporting a problem today.

You examine the computer's physical connection to the network. You verify that the connection is correct and that the computer's network adapter displays a link light. The computer is configured to use the following IP configuration:

- IP address: 192.168.0.102
- Subnet mask: 255.255.255.0
- Default gateway: 192.168.0.1

You confirm that this configuration is valid on the network.

You need to troubleshoot the problem.

What should you do?

- A. Instruct the user to run the ping loopback command.
- B. Instruct the user to run the **ipconfig / all** command.
- C. Ensure that the computer is configured to use a valid DNS server address.
- D. Ensure that the computer is configured to have a valid Hosts file.

Answer: C

Subsection, Configure and troubleshoot automated TCP/IP address configuration (2 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user reports that his new Windows XP Professional portable computer does not work on his home network. It will not connect to Internet Web sites or the other computers and devices on the home network.

The office network uses DHCP, and the computer works properly when connected to the office network. The user states that his home network uses IP addresses in the 10.10.11.0/24 range, and that his ISP assigns those IP addresses statically.

The TCP/IP configuration for the computer is shown in the TCP/IP Properties exhibit.



The alternative TCP/IP configuration for the computer is shown in the Alternate Configuration exhibit.



You need to ensure that the computer will work properly when connected to either network.

What should you instruct the user to do?

- A. Configure the alternate configuration to use the IP address and other configuration settings provided by his ISP.
- B. Configure the primary TCP/IP configuration to use the IP address and other configuration settings provided by his ISP.
- C. Install a second network adapter in the computer, and use the new network adapter to connect to his home network.
- D. Install a second network adapter in the computer, and use the new network adapter to connect to the office network.

Answer: A

QUESTION NO: 2

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You are desktop support technician for TestKing.com. A user reports that his Windows XP Professional portable computer is not able to connect to any network resources and is not able to authenticate to the network's Active Directory domain. The computer was able to connect yesterday. No other users are reporting a problem today.

You verify that the computer is properly connected to the network and that it can ping its loopback address. You discover that the computer is using the IP address 169.254.131.217 and the subnet mask 255.255.0.0.

You need to ensure that the computer can connect to network resources.

You have asked to user to right-click the network connection icon and select Repair from the shortcut menu, but it did not work.

What should you do next?

- A. Ask an administrator to repair the network DHCP server.
- B. Instruct the user to again right-click the network connection icon and select **Repair** from the shortcut menu.
- C. Instruct the user to run the **ipconfig / all** command from a command prompt window.
- D. Ask an administrator to authorize the network DHCP server in Active Directory.

Answer: A

Subsection, Configure and troubleshoot Internet Connection Firewall (ICF) settings such as enable and disable. Considerations include indications of issues related to enabling or disabling ICF (5 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. Your own Windows XP Professional system is connected to the Internet directly through a DSL line. What should you do to stop all the harmful packets from entering your computer?

- A. use ICF
- B. use ICS
- C. use ISA
- D. use Proxying

Answer: A

Explanation: According to Microsoft KB: Microsoft Windows XP provides Internet security in the form of a firewall, known as the Internet Connection Firewall (ICF). This feature is designed for home and small business use and provides protection for computers directly connected to the Internet. This feature is available for local area network (LAN) or dial-up connections. It also prevents scanning of ports and resources (file and printer shares) from external sources.

QUESTION NO: 2

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. Your own Windows XP Professional system is connected to the Internet directly through a DSL line. How do you enable the filtering of packets and get rid of the harmful incoming data?

- A. Run the Network Setup Wizard.
- B. Run the Internet Connection Wizard
- C. Run Control Panel - > Firewall Settings
- D. Run Control Panel - > Filter Settings
- E. Unplug the network cable

Answer: A

Explanation: According to Microsoft KB: To enable Internet Connection Firewall feature using the Network Setup Wizard:

Run the Network Setup Wizard. To access this wizard, point to Control Panel, double-click Network and Internet Connections, and then click Setup or change your home or small office network.

The Internet Connection Firewall is enabled when you choose a configuration in the wizard that indicates that your computer is connected directly to the Internet.

QUESTION NO: 3

You are a desktop support technician for TestKing.com. A user reports that his Windows XP Professional client computer cannot connect to Internet Web sites. You confirm that the user's computer can connect to all internal resources by name.

You can use your Windows XP Professional client computer to connect to an Internet Web site by using its IP address, but you cannot connect by using its name. You discover that all network users are having the same problem.

Another technician informs you that a new firewall was installed the previous evening.

You need to ensure that all users can connect to Internet Web sites.

What should you ask an administrator to do?

- A. Configure the firewall to allow DNS traffic.
- B. Configure the firewall to allow WINS traffic.
- C. Configure the firewall to allow HTTP traffic.
- D. Configure the network DNS server as a root server.
- E. Configure the network DNS server to allow recursion.

Answer: A

QUESTION NO: 4

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. All user use Microsoft Internet Explorer as their Web browser.

Robert and Laura are Web developers for the company. Robert is developing a Web application on his computer his computer is named RobertPC.

Laura reports that she cannot access the Web application hosted on Robert's computer. When she attempts to access Robert's Web application by using Internet Explorer, she receives the following error message: "DNS or Server Error."

You find out that Robert can access the Web application on his computer, as well as all resources on the network. When you run ping command from your computer, you cannot connect to Robert's computer. When you attempt to access Robert's Web application from your computer by using Internet Explorer, you receive the flowing error message: "DNS or Server Error."

You need to ensure that Laura can access the Web application on Robert's computer.

What should you do?

- A. Run the **ipconfig / renew** command on Robert's computer.
- B. Instruct Robert to stop and start the World Wide Web Publishing Service on his computer.
- C. Instruct Robert to ensure that the Everyone group has the Full Control permission for the Inetpub folder on his compute.

- D. Ask an administrator to disable Internet Connection Firewall (ICF) in the properties of the Local Area Connection on Robert's computer.

Answer: D

QUESTION NO: 5

You are a desktop support technician for TestKing.com. The company has a main office and several branch offices. The network consists of an Active Directory domain.

A remote user uses a Windows XP Professional portable computer. The user's user account is a member of the local Administrators group on his computer.

The user connects to the network by dialing in to a remote access server and authenticates to the domain. The user dials in to several different branch offices, depending on where he is located. The user reports that he cannot configure Internet Connection Firewall (ICF) for a new dial-up connection. In the past, he enabled ICF on other dial-up connections that he created.

You need to ensure that the user can enable ICF on new dial-up connections that he creates.

Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

- A. Ask an administrator to add the user's user account to the local Power Users group on the user's computer.
- B. Ask an administrator to modify the Group Policy so that the user can modify the configuration of ICF on his computer.
- C. Instruct the user to disable Internet Connection Sharing (ICS) Discovery and Control on his computer.
- D. Instruct the user to share the new dial-up connection by using Internet Connection Sharing (ICS).
- E. Instruct the user to connect to the domain.

Answer: B, E

Section 2: Troubleshoot name resolution issues.

Subsection, Configure and troubleshoot host name resolution issues on a client computer. Considerations include Hosts files and DNS (5 questions)

QUESTION NO: 1

You are the help desk support staff for TestKing.com. TestKing.com uses Windows XP Professional as the mainstream desktop OS. From the computer clientX you want to connect to a remote file server but fail by using the server's host name. Things work fine using IP address though. What problem could it be?

- A. DNS problem
- B. DHCP problem
- C. Active Directory problem
- D. WINS problem

Answer: A

Explanation: If things work only by IP address but not by names, this has to be a name resolution problem. The DNS database is indexed by name; therefore, each domain must have a name. As you add domains to the hierarchy, the name of the parent domain is appended to its child domain (called a subdomain.. Consequently, a domain's name identifies its position in the hierarchy.

QUESTION NO: 2

You are a desktop support technician for TestKing.com. A user named Susan reports that she is unable to connect to network resources from her Windows XP Professional client computer.

You verify that the network cable is correctly connected to Susan's client computer. All other users can connect to network resources.

You need to ensure that Susan's computer can communicate on the network.

What should you do?

- A. Configure the computer to use the correct IP address of the DNS servers on the network.

- B. Ask an administrator to add a canonical (CNAME) resource record for loopback to the DNS server.
- C. Configure the Hosts file on the computer to contain an entry for loopback that points to 127.0.0.1.
- D. Run the **ping 127.0.0.1** command on the computer.

Answer: A

QUESTION NO: 3

You are a desktop support technician for TestKing.com. A user reports that his Windows XP Professional client computer cannot connect to a file server named TESTKINGSRVA. The user's computer can connect to all other network resources by name.

You are able to connect to TESTKINGSRVA from your computer by using its name. You are also able to ping TESTKINGSRVA by using its IP address from the user's computer. However, the user's computer will not connect to TESTKINGSRVA by name.

You need to ensure that the user's computer can connect to TESTKINGSRVA by name.

What should you do?

- A. Configure the user's computer to use the correct IP addresses of the DNS servers on the network.
- B. Edit the Hosts file on the user's computer and remove the entry for TESTKINGSRVA.
- C. Configure the user's computer to use the correct IP address of the default gateway for its local subnet.
- D. Use the **route** command to add a static route from the subnet that contains the user's computer to the subnet that contains TESTKINGSRVA.

Answer: B

QUESTION NO: 4

You are a desktop support technician for TestKing.com. A user reports that other network users cannot connect to a shared folder on his Windows XP Professional

computer named TestKing2. The other users are also using client computers that run Windows XP Professional.

You confirm that the folder was shared correctly and that the other users have the correct permission. You also confirm that TestKing2 has the correct TCP/IP address, subnet mask, default gateway, and DNS server address.

You can connect to TestKing2 from your Windows XP Professional computer by using the IP address of TestKing2. However, you are unable to connect by using its name.

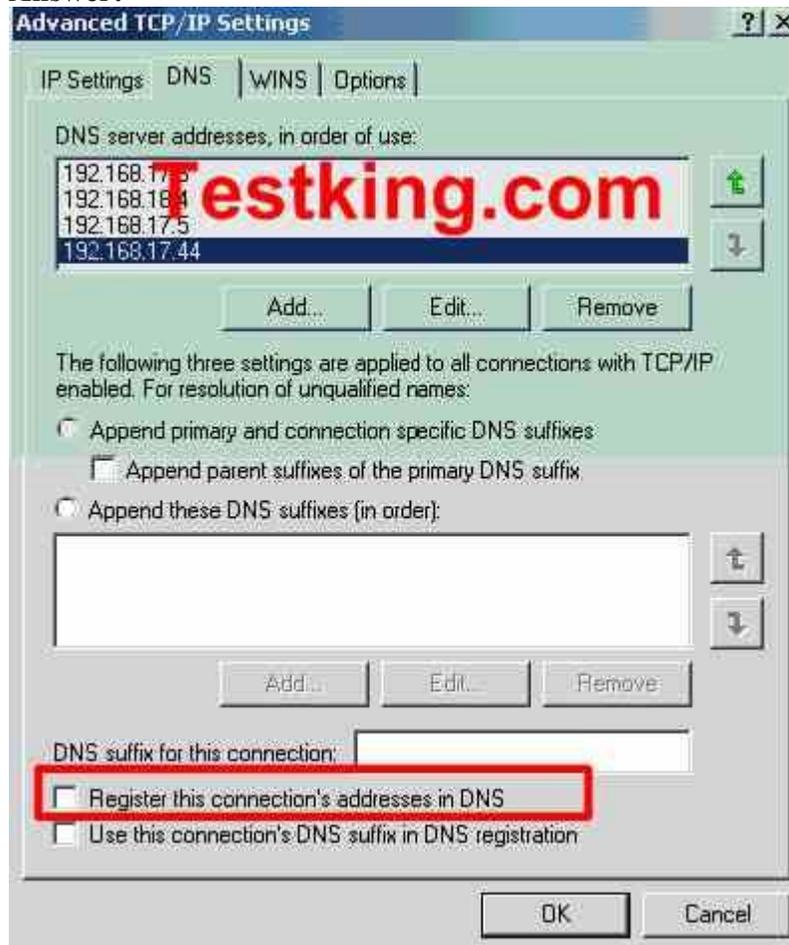
You need to ensure that other users can connect to TestKing2 by using its name. You do not want to modify any other communications between Client 1 and other client computer.

How should you configure the TCP/IP setting on TestKing2?

To answer, configure the appropriate option or option in the dialog box in the answer area.



Answer:



QUESTION NO: 5

You are a desktop support technician for TestKing.com. A user reports that his Windows XP Professional client computer cannot connect to a file server named TestKingSrvD. The user is attempting to connect to TestKingSrvD by using its name. You are able to use your Windows XP Professional client computer to connect to TestKingSrvD by IP address, but not by name.

You discover that TestKingSrvD is a UNIX-based server. TestKingSrvD runs file-sharing software so that client computers can connect to it. The user's Windows XP Professional client computer can connect to all Windows-based network resources by name and by IP address.

Other users report the same problem connecting to TestKingSrvD.

You need to ensure that all computers can connect to TestKingSrvD by name.

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What should you do?

- A. Configure each computer to use mode for NetBIOS name resolution.
- B. Configure the Hosts file on each computer so that it does not have an entry for TestKingSrvD.
- C. Ask an administrator to add TestKingSrvD to the database of the network DNS server.
- D. Ask an administrator to add TestKingSrvD to the database of the network WINS server.

Answer: C

Subsection, Configure and troubleshoot NetBIOS name resolution issues on a client computer. Considerations include Lmhosts files and WINS (0 questions)

Section 3: Configure and troubleshoot remote connections (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. The company uses a VPN server that supports PPTP and L2TP.

A user of a Windows XP professional portable computer wants to use a VPN to connect to the network over the Internet when she travels. On the User's computer, you configure a network connection that establishes a VPN connection to the VPN server. You test the connection, and the connection is established.

Several weeks later, you increase security by configuring the VPN server to support only certificate-based L2TP VPNs. The user reports that she is unable to establish a connection to the VPN server. All other users can connect to the VPN server successfully.

You need to ensure that the user can always establish a VPN connection to the VPN server.

What should you do?

- A. On the user's computer, change the type of VPN to L2TP on the Networking tab of the VPN connection.

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- B. On the user's computer, select the Use pre-shared key for authentication check box in the IPsec setting of the VPN connection.
- C. Instruct the user to import a recent certificate revocation list (CRL) to her computer.
- D. Ask an administrator to modify the firewall settings to allow L2TP connections.

Answer: A

Subsection, Configure and troubleshoot a remote dialup connection. Tasks include client-side configuration (2 questions)

QUESTION NO: 1

You work as a network administrator at TestKing.com. Your boss Dr King uses a Windows XP Professional laptop computer and uses dialup when he is away from the office. Now Dr King wants to connect to two different locations without changing dial-in properties. She tells you to fix this problem ASAP.

What action should you take?

- A. Setup a new location value in modem properties
- B. Ignore the request.

Answer: A

QUESTION NO: 2

You are a desktop support technician for TestKing.com. The network includes a Windows 2000 Server computer named Testking1 that runs Routing and Remote Access. Testking1 accepts dial-up connections and VPN connections. The network has two remote access policies, and the policy for VPN connections has a higher priority than the policy for dial-up connections.

One of TestKing's executives needs to access his files stored on the network while he travels. The executive uses a portable computer running Windows XP Professional. The executive currently has a dial-up connection named LocalISP that allows him to use a local phone number for a national ISP.

You need to configure a connection to ensure that the executive can access his files by using the most secure form of data encryption regardless of his location. The new connection must allow for the use of the existing dial-up connection.

Which two actions should you perform? (Each correct answer presents part of the solution. Choose two)

- A. Create a new VPN connection that specifies the IP address of Testking1.
- B. Create a new dial-up connection with the phone number of Testking1.
- C. Configure the new VPN connection to use LocalISP to dial another connection first.
- D. Configure the new VPN connection to use a new dial-up connection to dial Testking1 first.
- E. Configure the new dial-up connection to use dialing rules.
- F. Configure the new dial-up connection to use a maximum modem speed of 57,600 bps.

Answer: A, D

Subsection, Configure and troubleshoot a remote connection across the Internet. Tasks include client-side configuration (0 questions)

Section 4: Configure and troubleshoot Internet Explorer

Subsection, Configure and troubleshoot Internet Explorer connections properties (0 questions)

Subsection, Configure and troubleshoot Internet Explorer security properties (3 questions)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. All client computers run Windows XP Professional. Microsoft Internet Explorer is the only Web browser installed on the client computers. The security level for the Internet zone is configured at the default settings.

A user reports that when he tries to access a Web site that contains an application, he receives the flowing error message.



You need to ensure that the user can access the Web site and run the application.

What should you instruct the user to do in Inter Option in Control Panel?

- A. Configure the Privacy setting to Medium.
- B. Configure the Privacy setting to Low.
- C. Add the URL of the Web site to the Trusted sites security zone.
- D. Remove the URL of the Web site from the Restricted sites security zone.

Answer: C

QUESTION NO: 2

You are a desktop support technician for TestKing.com. TestKing.com sells computers to home users.

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A customer Tess King reports that she cannot view a Web site after making changes to Microsoft Internet Explorer. When she attempts to access the Web site, she receives the flowing error message.



Tess wants to access the Web site. She also wants to ensure that Web sites that contain offensive content are inaccessible. You discover that the Web site does not contain offensive content and that the customer has been able to access the Web site in the past.

You need to ensure that the customer can access the Web site and that her computer restricts access for other Web sites containing offensive content.

What should you instruct the customer to do in Internet Options in Control Panel?

- A. In Content Advisor, select the **Users can see sites that have no rating** check box.
- B. In Content Advisor, add the Web site to the approved Web sites.
- C. Change the security settings to high.
- D. Change the privacy setting to high.

Answer: B

QUESTION NO: 3

You are a desktop support technician for Acme.com. All client computers run Windows XP Professional. All users use Microsoft Internet Explorer as their Web browser.

Users access the Internet Web site for TestKing.com. TestKing.com uses a digital certificate to secure the information on the Web site.

A new user reports that she cannot access the TestKing.com Web site by typing www.testking.com in the Address bar in Internet Explorer.

You need to ensure that the user can access the TestKing.com site.

What should you do?

- A. Install the digital certificate for the Wide World Importers Web site into Internet Explorer.
- B. Instruct the user to click the **Clear SSL State** button in Internet Options in Control Panel.
- C. Set the security level for the Internet zone to Low.
- D. Instruct the user to type <https://www.testking.com> in the Address bar in Internet Explorer.

Answer: D

Subsection, Configure and troubleshoot Internet Explorer general properties
(0 questions)

Section 5: Configure and troubleshoot end-user systems by using remote connectivity tools

Subsection, Use Remote Desktop to configure and troubleshoot an end user's desktop (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. A user reports that five shortcuts that he added to the Quick Launch toolbar are hidden from view and are accessible only by selecting them from a shortcut menu. The user wants to select any shortcut on the Quick Launch toolbar by using one mouse click.

You need to ensure that the user can select each shortcut on the Quick Launch toolbar bar with one mouse click.

How should you configure the Taskbar and Start Menu Properties dialog box?

To answer, configure the appropriate option or option in the dialog box in the answer area.



Answer:



Subsection, Use Remote Assistance to configure and troubleshoot an end user's desktop (1 question)

QUESTION NO: 1

You are a desktop support technician for TestKing.com. The network consists of an Active Directory domain. All client computer run Windows XP Professional.

A user who works from home on Friday calls you on Friday to report a problem on her computer.

You instruct the user to send you a Remote Assistance invitation so that you can help resolve the problem. The user dials in to her ISP on her second phone line, while she is on the phone with you. She sends a Remote Assistance invitation, and then tells you that she disconnects from the ISP.

You receive the invitation on your client computer. You instruct the user to reconnect to her ISP. After you accept the invitation, you cannot connect to the user's computer.

You need to establish a Remote Assistance connection with the user's computer.

What should you do?

- A. Instruct the user to send a new Remote Assistance invitation and remain connected to her ISP. At your computer, accept the new invitation.
- B. Ask an administrator to add your domain user account to the Remote Desktop Users group.
- C. Run Remote Desktop on your computer to establish a connection to the user's computer.
- D. Instruct the user to select the **Allow users to connect remotely to this computer** check box on the

Answer: A