Supporting Users and Troubleshooting a MS Windows XP OS

**QUESTION** 1

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to install Windows XP Professional on a new client computer. Before you start the installation, you decide to modify the way the wizard installs Windows XP Professional.

Of the following methods, which are NOT valid ways of modifying the way the wizard installs Windows XP Professional? (Choose all that apply)

1. Choose the Advanced Options of the Setup Wizard
2. Choose the Custom Options of the Setup Wizard
3. Choose the Advanced Options of NTDSUTIL
4. Prepare a customized setup.sif file manually
5. 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** 2

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to install Windows XP Professional on a new client computer. He also tells you that the Windows XP Professional system files have to be stored on a specific directory.

Which of the following is the method that provides for this?

1. Choose the Advanced Options of the Setup Wizard
2. Choose the Custom Options of the Setup Wizard
3. Choose the Directory Options when running setup.exe
4. Remove the default setup.sif file
5. 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** 3

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to install Windows XP Professional on a new client computer. He also requires you to first have the installation program copy the Windows XP Professional files to your hard disk prior to installing. Which of the following is the option that you should use to achieve this objective?

1. Choose the Advanced Options of the Setup Wizard
2. Choose the Custom Options of the Setup Wizard
3. Choose the COPY Options of Setup wizard
4. Prepare a customized setup.sif file manually
5. 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 settings

**QUESTION** 4

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to install Windows XP Professional on a new client computer. When the installation completes, you decide to configure the accessibility options of this new installation.

Which of the following is the option that will allow you to do this?

1. Choose the Advanced Options of the Setup Wizard
2. Choose the Custom Options of the Setup Wizard
3. Choose the Special Options when running the Setup Wizard
4. Remove the default setup.sif file
5. 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** 5

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

Certkiller .com has recently acquired a new client computer from a non-name brand manufacturer. You now have to install Windows XP Professional onto the computer. Before performing the installation, you would like to know if Windows XP Professional will work on the new computer.

Which of the following is the list that you need to retrieve to get this information?

1. Hardware Compatibility List
2. Software Compatibility List
3. System Compatibility List
4. 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** 6

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

Certkiller .com has a recently purchased computer from a generic manufacturer. You now have to install Windows XP Professional onto the new computer. Which of the following are three tasks that you should complete prior to the installation? (Choose all that apply)

1. Ensure your hardware components meet the minimum requirements.
2. Ensure your hardware components are Intel certified.
3. Ensure your hardware components are brand new.
4. Determine whether you want to perform an upgrade or install a new copy.
5. Identify and plan for any advanced setup options.

Answer: A, D, E

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** 7

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You are currently in the process of installing Windows XP Professional on a newly purchased Certkiller .com client computer.

Which of the following is the function key that you should press during setup to perform hardware abstraction layer (HAL) selection?

1. F5
2. F6
3. F7
4. F2 client computers
5. 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** 8

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You are currently in the process of installing Windows XP Professional on a newly purchased Certkiller .com client computer.

Of the following function keys, which is the one that you should press during setup to automatically start the Automated System Recovery process?

1. F5
2. F6
3. F7
4. F2
5. 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** 9

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to perform an unattended installation of Windows XP Professional on a new client computer.

Which two of the following are the items in the [Data] section of the unattended file that does not need to be configured? (Choose two)

1. UnattendedInstall
2. MSDosInitiated
3. AutoPartition
4. ManualPartition
5. 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** 10

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

A manager at Certkiller .com asks you to upgrade his personal computer from an earlier version of Windows NT to XP. Which of the following are NOT relevant components for such an upgrade? (Choose all that apply)

1. Windows XP Professional Resource kit
2. Windows XP Professional Backup wizard
3. Windows XP Professional NTDSUtil
4. Windows XP Professional Setup Wizard
5. 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** 11

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

After a user at Certkiller .com named Andy Reid upgrades his Windows 98 portable computer to Windows XP Professional, he reports that two applications no longer work and that the modem is not currently supported by Windows XP Professional. You have been asked to restore Andy Reid's computer to the state that it was in before the upgrade, while retaining all of the applications, files, and personal data on the computer. You want.

Which of the following would allow you to accomplish this task as quickly as possible?

1. On Andy Reid's computer, run Setup from a Windows 98 installation CD-ROM.
2. Restart Andy Reid's computer by using the Windows XP Professional CD-ROM. Run the Recovery Console.
3. On Andy Reid's computer, run System Restore.
4. On Andy Reid's computer. Use Control Panel to remove the Windows XP Professional installation from the computer.

Answer: D

Explanation:

To remove Windows XP, follow these steps:

1. Restart your computer in Safe mode. To do this, press the F8 key while Windows is starting.
2. Log on with an account that has administrative credentials.
3. Click Start, click Control Panel, and then double-click Add or Remove Programs.
4. In the list of installed programs, double-click Uninstall Windows XP.
5. When you receive the message "Are you sure you want to uninstall Windows XP and restore your previous operating system?" click Yes to start the Windows XP removal.
6. After Windows XP is removed, your computer restarts to the previously-installed operating system.

**QUESTION** 12

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is in possession of a volume licensing agreement to install Windows XP Professional.

You have received instruction from the CIO to repair a failed hard disk on a computer running Windows XP Professional at a branch office of Certkiller .com. When you arrive at the branch office, you discover that you did not bring a Windows XP Professional CD-ROM with you. You decide to buy a retail copy of Windows XP Professional, and then insert the CD-ROM to begin the installation. Which of the following is the next step, after being prompted for the product key during Setup?

1. Type the product key for Certkiller .com's Windows XP Professional volume license.
2. Type the serial number that appears in the System Properties dialog box of another Windows XP Professional computer in the branch office.

1. Type the retail product that appears on the back of the Windows XP Professional CD-ROM case.
2. Restart the computer and press the F5 key during Setup.

Answer: C

Explanation:

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

**QUESTION** 13

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

While in the process of installing Windows XP Professional on the portable computer of a user named Andy Reid, he informs you that he needs to encrypt confidential data that will be stored on his portable computer.

Which of the following is the task that you should complete to ensure that Andy Reid's computer supports Encrypting File System (EFS)?

1. During the installation, format the hard disk so that it uses the FAT32 file system.
2. During the installation, format the hard disk so that it uses the NTFS file system.
3. After the installation, ask an administrator to install a computer digital certificate on the portable computer.
4. After the installation, ask an administrator to use Group Policy to enable EFS on the portable computer.

Answer: B

Explanation:

Only files and folders on NTFS volumes can be encrypted with EFS.

**QUESTION** 14

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. After installing Windows XP Professional on one Certkiller .com's client computers, you make use of the Windows Disk Management snap-in tool to mark the primary partition as active.

Which of the following best explains the reason why you receive an error saying that NTLDR is missing when you restart the PC?

1. The partition marked as active does not contain the Windows boot files
2. The partition marked as active has its MBR corrupted
3. The partition marked as active has its boot sector infected by a virus
4. 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

**QUESTION** 15

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have just completed configuring a Windows XP Professional computer.

Which of the following is the function key that you should press to use the Safe-mode boot feature during boot up?

1. F8
2. F4
3. F6
4. F5
5. None of the above.

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** 16

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have been given the responsibility of installing windows XP professional onto a client computer that Certkiller .com recently acquired from a non -name brand manufacturer. Prior to the installation, Certkiller .com informs you that the NIC has not been tested by Microsoft for compatibility.

Which of the following is the action that you should carry out before proceeding with the installation?

1. View the Hardware Compatibility List from Microsoft
2. Download the Hardware Compatibility List from the Microsoft FTP site

1. Manually edit the ini file
2. Manually edit the dll file
3. 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** 17

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a computer that uses SCSI as the primary interface. After updating the SCSI BIOS, you run winnt.exe to start the installation and receive the error message below:

"Inaccessible boot device"

You are then asked to replace the native XP driver for the SCSI controller with the most recent one.

Which of the following is the location where you should place the new driver?

1. $WINNT$.~BT
2. $WINNT $WINNTS $WINNT\*. 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 ($WINNT$.~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** 18

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a computer that uses SCSI as the primary interface. After updating the SCSI BIOS, you boot from the CDROM to start installation. You then receive an error message that says Setup did not locate any hard disk drives installed in your system.

Of the following options, which is the one that you will need to fix this?

1. Boot up floppy
2. Windows XP Professional CD's support folder
3. OEM device driver
4. Microsoft Universal Driver disk
5. 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** 19

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. After installing a hardware driver on a new Certkiller .com client computer, the computer starts to behave strangely.

Which of the following is the task that you should perform in this situation?

1. Use ASR for recovery.
2. Use RIS to CK apply the image.
3. Use ASR to CK apply the backup image.

1. Use the System Reinstall Wizard.
2. 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** 20

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a computer that uses SCSI as the primary interface. After updating the SCSI BIOS, you boot from the CDROM to start installation. You then receive an error message that says Setup did not locate any hard disk drives installed in your system.

You decide to check whether the model of SCSI controller you are using is supported by windows XP professional, and discover that it is. When you retry setup and press F6 to make use of the new driver you just downloaded from the Internet, you receive the same results.

Which of the following is the method that will fix this problem should you do?

1. Disable the SCSI BIOS, press F8 and retry.
2. Download the latest driver from Microsoft and retry installation.
3. Download the latest XP patch from Microsoft.
4. Replace the driver located in the temporary installation folder ($WINNT$.~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 ($WINNT$.~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** 21

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You are currently in the process of installing Windows XP Professional on a new desktop computer, which contains two IDE hard disks that are connected to a two-channel IDE RAID controller. Both of these hard disks are connected to the same channel.

When you run Windows XP Professional Setup on the new computer, you are presented with the error message below:

"Setup did not find any hard disk drives installed in your computer."

You then confirm that the two hard disks are connected to the controller correctly and that they both start when the computer is started.

Which of the following is the option that will allow you to resolve the error and install Windows XP Professional on the new computer?

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

Answer: D

Explanation:

During Setup, it will ask you if you need any extra drivers such as SCSI, SATA (or RAID Controller in your case). If so, press F6. Drivers for the large variety of RAID controllers, SATA controllers and SCSI controller are usually not provided in the Windows XP setup and in order to successfully install Windows XP you'll have to provide the storage drivers on a floppy disk.

**QUESTION** 22

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a computer that uses SCSI as the primary interface. After updating the SCSI BIOS, you boot from the CDROM to start installation. You then receive

an error message that says Setup did not locate any hard disk drives installed in your system. You decide to check whether the model of SCSI controller you are using is supported by windows XP professional, and discover that it is. When you retry setup and press F6 to make use of the new driver you just downloaded from the Internet, you receive the same results.

Which of the following best describes the reason why this has happened?

1. You did not boot from floppy to start installation.
2. You did not disable the SCSI BIOS.
3. You did not download the latest driver from Microsoft.
4. You did not the latest XP patch from Microsoft.
5. 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 ($WINNT$.~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** 23

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System.

You have just completed configuring a Windows XP Professional computer, and would like to include the equivalent of Safe Mode with Networking into the boot.ini file.

Of the following switches, which are the ones that will NOT allow you to achieve this objective? (Choose all that apply)

1. /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
2. /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
3. /BOOTLOG

1. /BASEVIDEO
2. /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** 24

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have just completed configuring a Windows XP Professional computer, and would like to include the equivalent of Safe Mode with Command prompt into the boot.ini file.

Of the following switches, which are the ones that will NOT allow you to achieve this objective? (Choose all that apply)

1. /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
2. /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
3. /BOOTLOG
4. /BASEVIDEO
5. /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** 25

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System.

Which of the following is the option that you should utilize during startup to gather detailed information about what drivers are being loaded, and what was occurring?

1. Bootlog
2. Syslog
3. GUI boot
4. debug mode
5. None of the above.

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** 26

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a recently acquired Certkiller .com client computer.

Which of the following is the function key that you should press during Setup, to run without ACPI.?

1. F5
2. F6
3. F7
4. F2
5. 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** 27

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The client computer that you are currently using has Windows XP Professional installed, and is configured to use ASR.

Which of the following is the correct description for the acronym, ASR?

1. Automated System Recovery
2. Automatic Software Recovery

1. Automated Software Recovery
2. Asymmetric 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** 28

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a recently acquired Certkiller .com client computer.

If you would like to run the ASR process during Setup, which of the following is the best time to do so?

1. At any time during the setup process.
2. When you are prompted to press the F6 function key to install third-party small computer system interface and host controller drivers F7.
3. When you are selecting the HAL.
4. When you load the Recovery Console.
5. 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** 29

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

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

Rory Allen then reports that when he restarts his computer, it stops responding and the following error message is displayed on a blue background: "UNEXPECTEDKERNELMODETRAP"

All attempts to restart Rory Allen's computer using the Last Known Good Configuration option produces the same result.

You have been given the task of ensuring that Rory Allen has the ability to start and log on to his computer without harming the data on the computer.

Which of the following is the task that you should instruct Rory Allen to perform NEXT?

1. 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 begin an ASR restore operation.
2. Restart the computer by using a Windows XP Professional CD-ROM. Run the Recovery Console by using the fixboot command.
3. 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.
4. Restart the computer in Safe Mode. Run the drwtsn32 command to diagnose program errors.

Answer: C

Explanation:

You may receive the following error message while running Windows: STOP 0x0000007F (UNEXPECTEDKERNELMODETRAP). This error message can occur if your computer has hardware or software problems (hardware failure is the most common cause) . In this case the most probable cause is a faulty video driver. Windows XP periodically records a snapshot of your computer. These snapshots are called restore points. Windows XP also creates restore points at the time of significant system events

(such as when an application or driver is installed) or you can create and name your own restore points at any time. If you have installed a program that has made your computer unstable, you can open system restore, choose a restore point, and return your computer to its previous stable state.

**QUESTION** 30

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The client computer that you are currently using has Windows

XP Professional installed, and is configured to use ASR.

After installing a software program on your client computer, the computer starts to behave strangely.

Which of the following is the option that you should take in this situation?

1. Make use of ASR for recovery.
2. Make use of RIS to re-apply the image.
3. Make use of ASR to re-apply the ghost image.
4. Make use of the ERD to repair the system.
5. Make use of 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** 31

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The client computer that you are currently using has Windows XP Professional installed, and is configured to use ASR.

Which of the following is the task that you should perform when you discover that a disk created by ASR is missing?

1. Extract the appropriate files from the ASR backup set
2. Extract the appropriate files from the Windows XP Professional CD i386 folder
3. Extract the appropriate files from the Windows XP Professional CD support folder
4. 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 Asrpnp.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 Asrpnp.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** 32

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You are currently helping a customer to install Windows XP Home Edition on her

portable computer that is not connected to the internet.

You are using the customer's retail version of Windows XP Home Edition to perform the installation. During the installation process, you are prompted to activate Windows XP Home Edition.

Which of the following is the action that you should perform to complete the installation process and activate Windows XP Home Edition on the customer's computer?

1. Register Windows XP Home Edition with Microsoft and complete the installation process.
2. 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.

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

Answer: B

Explanation:

You can't register the Windows XP Home Edition installation with Microsoft during the installation as there is no connection to Internet. The product key and the dynamic updates have nothing to do with the registration. The only way to complete and register the installation is through choosing the remind me every few days and register the installation over telephone.

**QUESTION** 33

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .comis preparing to upgrade all client computers from Windows 98 to Windows XP Professional. Microsoft Office 2000 and antivirus software are the only applications currently installed on the Certkiller .com client computers.

After a user named Mia Hamm reports that the installation process stops responding at the Preparing Installation phase when she attempts to upgrade her computer to Windows XP Professional, you verify that her computer meets the minimum hardware requirements for Windows XP Professional.

You now need to make sure that Mia Hamm is able to upgrade her computer to Windows XP Professional.

Which of the following is the option that will allow you to achieve this goal instruct Mia Hamm to do?

1. Instruct Mia Hamm to run the Upgrade Advisor and then restart the installation of Windows XP Professional.
2. Instruct Mia Hamm to upgrade her computer to Windows XP Home Edition first, and

then upgrade to Windows XP Professional.

1. Instruct Mia Hamm to uninstall Microsoft Office 2000 from her computer and then restart the installation of Windows XP Professional.
2. Instruct Mia Hamm to uninstall the Antivirus software from her computer and then restart the installation of Windows XP Professional.

Answer: D

Explanation:

When you attempt to upgrade your Microsoft Windows 98, Microsoft Windows 98 Second Edition (SE), or Microsoft Windows Millennium (Me)-based computer, Setup may stop responding (hang) during the "Preparing installation" phase. Additionally, Setup may restart after an extended period of apparant inactivity. This behavior can occur if any antivirus programs are installed on your computer.This work may make your computer or your network more vulnerable to attack by malicious users or by malicious software such as viruses. (source: Microsoft Knowledge Base)

**QUESTION** 34

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. Certkiller .com has requested that you install Windows XP Professional on 10 new desktop computers. You decide to preset information so that you don't have to manually enter it during the setup process.

Which of the following is a task that you should complete to perform unattended setup?

1. Prepare an answer file
2. Prepare a script with a .cmd extension
3. Configure the installation via task scheduler
4. 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** 35

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to install Windows XP Professional on a client computer, using Remote Installation Services (RIS).

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

Which of the following is an action that you should perform to make sure that the client computer can start from its network adapter?

1. Restore the default CMOS settings on the computer's motherboard, and then restart the computer.
2. Ask an administrator to create a boot disk, and then start the computer from the boot disk.
3. 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

Explanation:

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** 36

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A system administrator at Certkiller .com furnishes you with an answer file named companystandard.txt on a floppy disk. You are planning to make use of this Companystandard.txt file to carry out an unattended installation of Windows XP Professional when installing from a Windows XP Professional CD-ROM.

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

Which of the following is task that you should complete to make sure that Setup will finish without prompting for configuration information?

1. Modify the computer's BIOS settings, and ensure that the computer is configured to start from the floppy drive.
2. Modify the computer's BIOS settings, and ensure that the computer is configured to start from the CD-ROM drive.

1. Change the name of the answer file to Unattend.txt.
2. Change the name of the answer file to Winnt.sif.

Answer: D

Explanation:

Since you are going to run Setup from a CD you need to rename this to WINNT.SIF. Be sure that the file does not in fact end up WINNT.SIF.TXT.

**QUESTION** 37

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP on a Windows 98 computer that uses FAT 32. The FAT 32 file system is maintained.

Which of the following is the option you should take if you want to rollback?

1. From Add/Remove Programs, choose to uninstall XP.
2. Rebuild from the ISO image on the CD.
3. Configure Control Panel > System applet > Advanced tab > Startup and Recovery.
4. Configure Control Panel > System applet > Advanced tab > Install and Uninstall.
5. None of the above.

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** 38

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP on a Windows 98 computer that uses FAT 32. In the process, the file system is converted to NTFS. Which of the following best describes what you should do if you want to rollback?

1. From Add/Remove Programs, choose to uninstall XP
2. Rebuild from the ISO image on the CD
3. Configure Control Panel > System applet > Advanced tab > Startup and Recovery
4. Configure Control Panel > System applet > Advanced tab > Install and Disinstall
5. 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** 39

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have received instruction from the CIO to perform a fresh installation of Windows XP Professional onto a computer that has previously been used by the sales rep. subsequent to setup completing, you notice that the XP files are installed on a folder named Winnt.001.

Which of the following best describes the reason for this occurrence?

1. NT 4.0 was installed with the default settings on the computer.
2. WinME was installed with the default settings on the computer.
3. The computer has a name of 001.
4. 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** 40

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The client computer that you are currently using has Windows XP Professional installed, and is configured to use ASR. You have just received a report that a disk created by ASR is somehow missing.

Which of the following are the two files that have to be recovered for recovery to continue? (Choose two)

1. Asr.sif
2. Asrpnp.sif
3. boot.ini

1. ntldr
2. 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 Windowsfolder/Repair folder.

Click the following files from this repair folder: Asr.sif and Asrpnp.sif, 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 Asrpnp.sif files must reside on the root of the floppy disk drive to be used during a ASR restore operation.

**QUESTION** 41

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The client computer that is currently assigned to you also has Windows XP Professional installed.

Which of the following best describes a valid and efficient method of replacing a file that is in use by Windows, if you are using FAT32?

1. Start the computer with an MS-DOS boot disk to replace the file.
2. Perform a parallel installation of Windows.
3. Run System File Checker.
4. Run ntdsutil.
5. 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** 42

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The client computer that is currently assigned to you also has Windows XP Professional installed.

Which of the following best describes a valid and efficient method of replacing a file that is in use by Windows, if you are using NTFS?

1. Start the computer with an MS-DOS boot disk to replace the file.
2. Perform a parallel installation of Windows.
3. Run System File Checker.
4. 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).

**QUESTION** 43

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to install Windows XP Professional by performing an unattended installation from a CD-ROM.

Which of the following are the conditions required to achieve this objective? (Choose all that apply)

A. The CD ROM drive must support booting from a CD.

1. The CD ROM drive must adhere to the El-Torito non-emulation specification.
2. An unattended answer file must be prepared.
3. An unattended answer file must be renamed to Winnt.sif.
4. 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.

**QUESTION** 44

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System.

You have received instruction from the CIO to upgrade the OS of a client computer from Windows NT4.0 to Windows XP professional. He also informs you that the current system folder, and all current settings have to be maintained.

Which of the following is the option that you should use to accomplish this task?

1. Custom upgrade.
2. Advanced upgrade.
3. Direct upgrade.
4. Express upgrade.

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.

**QUESTION** 45

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have received instruction from the CIO to upgrade all

computers running an earlier version of Windows 98, to Windows XP Professional. Which of the following is a version of Windows 98 that does NOT allow you to upgrade to Windows XP Professional?

1. Windows 98
2. Windows 98 SE
3. Windows 98 with SP1
4. Windows 98 with patches
5. None of the above.

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** 46

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have received instruction from the CIO to upgrade all computers running an earlier version of Windows NT, to Windows XP Professional. Which of the following are the Windows NT versions that will NOT support this upgrade? (Choose all that apply)

1. Windows NT 3.50
2. Windows NT 3.51 with SP4
3. Windows NT 4.0
4. Windows NT 4.0 with SP6
5. Windows 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

**QUESTION** 47

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are required to install Windows XP Professional onto a computer that Certkiller .com has recently acquired from an unknown manufacturer.

Of the following components, which is the one that needs to be upgraded prior to installation?

1. 180 MHz Pentium Pro
2. 128 MB
3. 3.8 GB hard disk
4. SVGA monitor
5. 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:

1. 233 megahertz (MHz) Pentium or higher microprocessor (or equivalent).
2. 128 megabytes (MB) recommended (64 MB of RAM minimum; 4 gigabytes (GB). of RAM maximum).
3. 1.5 GB of free space on your hard disk
4. VGA monitor
5. Keyboard
6. Mouse or compatible pointing device
7. CD-ROM or DVD drive

**QUESTION** 48

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have received instruction from the CIO to upgrade a computer running Windows NT 4.0, to Windows XP Professional. He also tells you that the dual boot configuration has to be maintained.

Which of the following best describes how to make sure that the version of NTFS included with Windows XP can be interpreted correctly by Windows NT 4.0?

1. Upgrade Windows NT 4.0 to SP4 before starting the Windows XP installation
2. Upgrade Windows NT 4.0 to SP3 before starting the Windows XP installation
3. Upgrade Windows NT 4.0 to hotfix 4 before starting the Windows XP installation
4. None of the above.

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.

**QUESTION** 49

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP Professional Home Ed on your 256MB, 500MHZ home computer, which you are using to work at home and remotely control the servers on the Certkiller .com network.

After installing a software program on your home computer, it starts to behave strangely. When you attempt to run the ASR wizard, you receive an error saying that the files for recovery diskette cannot be created.

Which of the following is that task that you should perform next?

1. Format the floppy.
2. Fix the ASR floppy's bad sectors.
3. Scan the ASR floppy for virus.
4. 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.

**QUESTION** 50

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of installing Windows XP Professional on a 500 MHz computer, via Winnt32.exe.

Which of the following is the parameter that you should use to force Setup to copy all the necessary boot files and temporary Setup files to a drive and mark the partition as active?

1. /syspart
2. /nt
3. /winnt
4. /sysset
5. /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.

**QUESTION** 51

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System. You are responsible for managing multiple

Certkiller .com computers that are running Windows XP Professional. Which of the following is a false statement?

A. The disk quota feature in Windows XP Professional is based on file ownership.

1. The disk quota feature in Windows XP Professional is independent of folder location.
2. The disk quota feature in Windows XP Professional is not changed when file ownership is taken.
3. The disk quota feature in Windows XP Professional is not possible with FAT32.
4. The disk quota feature in Windows XP Professional 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** 52

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A user at Certkiller .com named Mia Hamm gives you a removable media that has NTFS on it. Mia Hamm then asks you to modify the permissions on it so that she is able to

access it.

You have also received instruction from the CIO, which indicates that Mia Hamm should NOT be allowed to modify anything on the media.

Which of the following best describes what you should do achieve this objective?

1. Take control over the media, and grant her Read and execute permission.
2. Format the media, and grant her Read and execute permission.
3. Change the media to dynamic state, and grant her Read and execute permission.
4. Change the media to static state, and grant her Read and execute permission.
5. None of the above.

Answer: E

Explanation: NTFS is not possible on removable media.

**QUESTION** 53

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user in the Sales department at Certkiller .com, named Andy Reid, recently created a folder called SalesDocs on his Windows XP Professional computer. This folder contains files that will be read by other Sales department users. All users in the Sales department belong to a domain global security group named Sales.

Andy Reid informs you that he opened the properties of the SalesDocs, and selected the Share this folder on this network check box. He then tells you that after doing

this, all network users are able to open the files in SalesDocs.

Which of the following are two possible ways of ensuring that only members of the Sales group can access the files in SalesDocs? (Choose two)

1. Move SalesDocs to the local My Documents folder on his computer, and then modify the properties of My Documents folder so that the

Share this folder on the network check box is selected.

1. Clear the Share this folder on the network check box, and then move SalesDocs to the local Shared Documents folder on the user's computer.
2. Modify the NTFS permissions on SalesDocs so that the Sales group has only the Read permission, and then remove all other users and groups except SYSTEM and Administrators from the NTFS permission dialog box.
3. 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

Explanation: The two different ways to achieve the goal, either by restricting who is allowed to read the files, or by restricting who can access the shared folder, as stated in option C & D. Moving the folder as suggested in option A will not solve the problem as the new share will have the same permissions as the old share. The local Shared Documents folder is used for sharing documents between users of the same computer, option B will remove the documents for all users that access them over the network.

**QUESTION** 54

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Rory Allen works in the Sales department at Certkiller .com and makes use of a client computer running Windows XP Professional. Rory Allen's computer hosts a shared folder named UserDocs, which contains several Microsoft Word documents that are accessed by other Certkiller .com users. Rory Allen is responsible for security on the files in the UserDocs folder.

At present, Rory Allen assigns NTFS permissions to each file by listing the users who are allowed to access each file. Rory Allen reports that the list of authorized users frequently changes, and that He would like to make the files available to all users in the Sales department.

Certkiller .comneeds you to provide a solution that will ensure that Rory Allen can make the files available to users in the Sales departments, while also minimizing the amount of future permissions configuration changes that Rory Allen performs. Which of the following is the option that will allow you to achieve this objective?

1. Ask an administrator to create a domain global group names Sales. Instruct Rory Allen to assign permissions to the Sales group.
2. Instruct Rory Allen 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.

1. Instruct Rory Allen 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.
2. Ask an administrator to create a shared folder on a file server. Instruct Rory Allen to remove the files to the new shared folder.

Answer: B

Explanation: The appropriate way to handle permissions for a number of users is by using groups. In this case it would not be the best solution to create a domain wide security group so Bob is recommended to create a local group on his computer that contains the domain user accounts of those that needs to access the files.

**QUESTION** 55

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

There is 600 MB of encrypted data stored in a network share that you now want to transfer to a local computer, while maintaining the encryption status. At present the local computer has only the following 2 drives available:

1. The C Drive that is FAT32 and 4 GB in size.
2. The D Drive that is NTFS and 1 GB in size.

Which of the following is the task that you should carry out if the D drive is full?

1. Convert the C drive to NTFS and then deploy EFS
2. Convert the D drive to FAT32 and then deploy EFS
3. Use EFS on the C drive straight
4. Convert the D drive to FAT32

Answer: A

Explanation:

EFS allow 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** 56

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A Certkiller .com user named Andy Booth uses a Windows XP Professional portable computer, which contains several confidential files that are stored on an NTFS partition.

Andy Booth is concerned that in the event of the computer being stolen, the documents might be accessed by unauthorized individuals. After a brief investigation, you find that Andy Booth has a strong logon password that is changed on a consistent schedule and that the computer is configured to use a password-protected screen saver.

Which of the following is the action that you should advise Andy Booth to execute to ensure that the files will be protected if the computer is stolen?

1. Encrypt the confidential files by enabling the encryption attribute for each file.
2. Store the files in a compressed folder.
3. Place the files in a shared folder located on a company file saver. Instruct Andy Booth to make the shared folder available offline.
4. Use each file's application to apply a password to each file.

Answer: A

Explanation:

Encrypting File System (EFS) allows you to encrypt individual files or folders on a computer using the NTFS file system. When you use EFS, each file or folder encrypted by you is protected with a unique encryption certificate or key. This key is created automatically once EFS is enabled. With EFS enabled, it's extremely difficult for unauthorised users to read your encrypted files - even if your computer is stolen. Files stay encrypted unless you decrypt them, or move them to an unencrypted folder.

**QUESTION** 57

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

There is 600 MB of encrypted data stored in a network share that you now want to transfer to a local computer, while maintaining the encryption status. The local computer currently has a 4 GB C Drive that is formatted with FAT32, and a 1 GB D Drive that is formatted with NTFS.

Which of the following is the task that you should carry out if the D drive is full?

1. Convert the C drive to NTFS and then deploy EFS
2. Convert the D drive to FAT32 and then deploy EFS
3. Use EFS on the C drive straight
4. Convert the D drive to FAT32

Answer: A

Explanation:

EFS allow 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** 58

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Mia Hamm recently copied an encrypted file from her Windows XP Professional client computer to a folder located on a Windows Server 2003 file server.

Mia Hamm now reports that the copied file is not encrypted, but it is compressed. Which of the following is the task that you should carry out to make sure that the Mia Hamm's file remains encrypted on the file server?

1. Instruct the user to move the file to the file server, rather than copying it.
2. Instruct the user to modify the properties of the copied file by selecting the attribute for file encryption.
3. Ask an administrator to grant the user the Full Control share permission to the folder on the network.
4. Ask an administrator to grant the user the Full Control permission on the copied file.

Answer: B

Explanation: Because of the unique nature of encrypted files, different results can occur when moving or copying encrypted files between locations. For example, when copying an encrypted file from a local machine to a server on the network, different results of the copy operation will occur depending on the operating system being used on the server. In general, copying a file will inherit the EFS properties of the target meaning that the user has to encrypt the copied file in its new location.

**QUESTION** 59

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Dean Austin makes use of a Windows XP Professional computer that contains a folder names Sales, which is shared as Sales Documents. This shared folder contains several files, and is accessed by other users on the network to read and modify the files.

When several users ask Dean Austin to create a simpler name for the shared folder, he creates an additional shared folder named SalesDocs that also provides access to the files in Sales.

Users now complain that they are unable to modify the files when using the SalesDocs share name, but they can modify the files when using the Sales Documents share name.

You need.

Which of the following is the task that you should carry out to make sure that users are able to read and modify the files by using either share name?

1. Instruct Dean Austin to modify the share permissions on SalesDocs so that the Everyone group has both the Read and Write permissions.
2. Instruct Dean Austin to modify the NTFS permissions on Sales so that the appropriate domain user groups have both the Read and Write permissions.
3. Ask an administrator to make Dean Austin a member of the local Administrators group on his computer.
4. Ask an administrator to make Dean Austin a member of the local Power Users group on his computer.

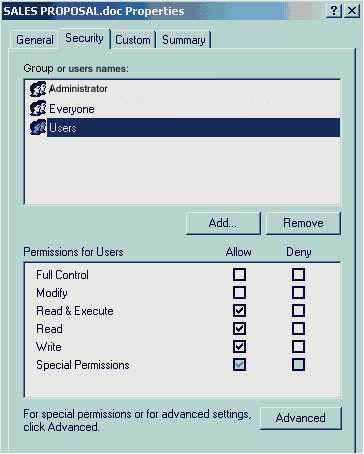
Answer: A

Explanation: The fact that the other users are able to modify the files through the old share tells us that the NTFS permissions are correct. Access problem with shared folders usually rounds up to one of two things, NTFS permissions or share permissions. In this case it has to be the share permissions that need to be corrected. Even though giving the Everyone group both Read and Write permissions might be a bit dangerous it will solve the problem.

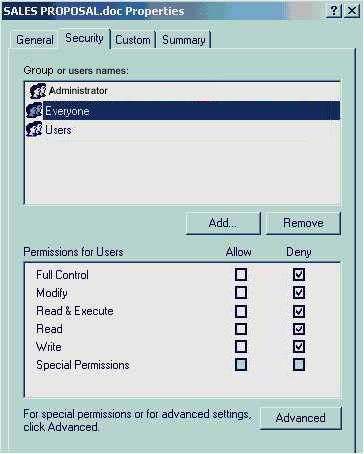
**QUESTION** 60

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The manager of the Sales department at Certkiller .com, named Amy Walsh, recently configured security permissions for a file named Sales Proposal.doc, which is located on a Windows Server 2003 file server. Amy Walsh informs you that users can no longer access the file. Amy Walsh also informs you that members of the server's local Users group have to be able to read and modify the file. The permissions for the Users group are configured as shown in the exhibit below.



She then tells you that all other users, except Certkiller .com network administrators, have to be prevented from having access to the file. The permissions for the Everyone group are configured as shown in the exhibit below.



Which of the following is the option that you should take to ensure that only the correct users can access the file?

1. Ask an administrator to remove the Users group from the file's ACL.
2. Ask an administrator to remove the Everyone group from the file's ACL.
3. Ask an administrator to restore a copy of the file from a backup tape.
4. Ask an administrator to take ownership of the file.

Answer: B

Explanation: Everyone in he Users group is also members of the Everyone group. The Users group has the correct permissions, but as the Everyone group is denied access to the file and most restrictive permissions wins, so the Users group is also denied access to the file. The solution is to remove the Everyone group from the files Access Control List.

**QUESTION** 61

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains a computer named Certkiller -WS002 that runs Windows XP Professional and hosts a folder named Docs. The user of

Certkiller -WS002, named Clive Wilson, would like to make the files in Docs

accessible for reading by all other Certkiller .com network users.

Which of the following is the instruction that you should give Clive Wilson, so that he can achieve his goal?

1. Copy the files to the Shared Documents folder on Certkiller -WS002.
2. Share the folder by using the default share permissions.
3. Copy the files to the My Documents folder on Certkiller -WS002.
4. Configure NTFS permissions on the files so that the Everyone group has only the Read permission.

Answer: B

Explanation: Microsoft has historically configured all new shared folders with very open share permissions. The default share permissions for Windows NT, Windows 2000 (Server and Professional), and Windows XP (pre Service Pack 1) is that the Everyone group has Full Control access.

**QUESTION** 62

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user in the Sales department at Certkiller .com regularly accesses files in a shared folder named SalesDocs that is located on a server named Certkiller -SR01.

When the user reports that he deleted a file from the SalesDocs folder by accident, you have to make sure that the file is recovered.

Which of the following is the option that would allow you to achieve your objective?

1. Instruct the user to open the Recycle Bin on his client computer and restore the file.
2. Instruct the user to open \\ Certkiller -SR01\SalesDocs in Windows Explorer and select Undo on the Edit menu.
3. Ask an administrator to restore the file from a recent backup tape.
4. Ask an administrator to open the Recycle Bin on Certkiller -SR01 and restore the file.

Answer: C

Explanation: When deleting a file in a network share, the file is note stored in any Recycle Bin, not on the client computer and not on the server. The only way to restore the file is by using a recent backup.

**QUESTION** 63

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A user at Certkiller .com recently had her Windows 2000 Professional client computer

replaced with a new Windows XP Professional computer. This computer is a member of a workgroup.

You receive a report that the user's the new computer does not allow her to specify

individual user permissions for a new shared folder she created on her computer. She also states that she was able to specify individual permissions on her Windows 2000 Professional computer.

What should you do to make sure that the user is able to specify individual permissions for the shared folder?

1. Instruct the user to disable simple file sharing.
2. Instruct the user to log on to the computer by using his local administrator account.
3. Configure the user's computer so that the Server service starts automatically.
4. Configure the user's computer to run the net share command at startup.

Answer: A

Explanation: By default, simple file sharing is enabled on a Microsoft Windows XP-based computer if the computer is not a member of a domain. With simple file sharing, you can share folders with everyone on your workgroup or network and make folders in your user profile private. However, if simple file sharing is enabled, you cannot prevent specific users and groups from accessing your shared folders. If you turn off simple file sharing, you can permit specific users and groups to access a shared folder. Those users must be logged on with the credentials of user accounts that you have granted access to your shared folder.

**QUESTION** 64

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user in the Sales department at Certkiller .com, named Andy Reid, who regularly accesses a shared folder named \\ Certkiller 01\SalesDocs, asks if he can include this location in My Computer for quick access.

Which of the following task that you should instruct Andy Reid to complete to ensure that the shared folder is listed in My Computer for his client computer only?

1. To select Run from the Start menu, type \\ Certkiller 01\SalesDocs, and click OK.
2. To map a network drive to \\ Certkiller 01\SalesDocs.
3. To ask an administrator to modify the logon script for the domain so that drive S is mapped to \\ Certkiller 01\SalesDocs.
4. To ask and administrator to publish \\ Certkiller 01\SalesDocs to Active Directory.

Answer: B

Explanation: A mapped network drive will show up as a virtual drive under My Computer. You are allowed to choose any drive letter for the virtual drive as long as it is not already taken (e.g. Z: )

**QUESTION** 65

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client

computers on the Certkiller .com network run Windows XP Professional.

A Certkiller .com user reports that he is unable to send or receive e-mail messages on his computer, and that he is also unable to sign in to Windows Messenger.

You are given the task of ensuring that the user is able to send you a Remote Assistance invitation so that you can help him with his computer.

Which of the following is the option that you should take?

1. 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.
2. 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.
3. On your computer, add your user account to the Remote Desktop Users group.
4. 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

Explanation: If the e-mail and Windows Messenger service is unavailable the user has the choice to save the Remote Assistance Invitation as a file. This file could also be used to invite experts by using a web-based e-mail such as Hotmail.

**QUESTION** 66

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of configuring disk quotas on your Windows XP Professional computer.

Of the following options, which is the one that you should make use of to record an event whenever users utilize too much disk space?

1. Log Event When a User Exceeds the Quota Limit
2. Log Event When a User Exceeds the Warning Level
3. Log Event When a User Exceeds the Limit
4. Trigger Event
5. 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** 67

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently in the process of configuring disk quotas on your Windows XP Professional computer.

Which of the following is the option that you should take to prohibit users from utilizing more disk space than they are allowed to?

1. Log Event When a User Exceeds the Warning Level
2. Log Event When a User Exceeds the Limit
3. Trigger Event
4. Trigger Event alarms
5. 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 select this check box, users cannot exceed their quota limit.

**QUESTION** 68

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System, and NTFS as their choice of partition.

Of the following features, which is the one that allows a program to trap open operations against objects in the file system and run their own code before returning file data?

1. Quotas
2. Encryption
3. Reparse points
4. Sparse files
5. 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** 69

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Three Certkiller .com users named Mia Hamm, Andy Reid, and Amy Wilson share a single Windows XP Professional client computer. They log on using their own local user accounts, and none of them have administrative rights on the computer. The computer is a member of a workgroup.

When Mia Hamm creates confidential Microsoft Words documents and places them in a folder named Confidential on an NTFS partition, she wants to ensure that Andy Reid and Amy Wilson are unable to access any files in the Confidential folder. Mia Hamm then discovers that the Properties dialog box for the folder does not include a Security tab.

Which of the following is a task that you should complete to make sure that the files in the Confidential folder can be accessed by Mia Hamm only?

1. Instruct Mia Hamm to log on and move the Confidential folder to the My Documents folder. Then make the My Documents folder private.
2. Instruct Mia Hamm to modify the Confidential folder's properties so that the Compression attribute is enabled.
3. Instruct Mia Hamm to use Word to configure the files in the Confidential folder to require a password before allowing the file to be modified.
4. Instruct Mia Hamm to create a new compressed folder named Confidential.zip. Then move the Confidential folder into the new compressed folder.

Answer: A

Explanation: To set the My Documents folder to Private:

1. On the Start menu, right-click My Documents, and the click Properties.
2. Click the Sharing tab, and the click to select the Make this folder private so that only I have access to it check box.
3. Click Apply, and then click OK.

**QUESTION** 70

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

The Certkiller .com network contains two groups of users, one for Accounting Staff and one for General users. The network printer is currently being used by both of these groups.

Which of the following is the format that should be used to specify the network printer you want to use, by name?

1. \\printserver\printername
2. //printserverprintername
3. \printserver:printername
4. \printserver,printername

Answer: A

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

**QUESTION** 71

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Ally Wagner has a printer connected to her Windows XP Professional client computer locally.

Ally Wagner reports that when she prints a one- page Word document, the printer produces several pages with one line of random characters on each page. Ally Wagner also states that the printer is new, and that she installed a printer driver from the manufacturer's Web site.

Which of the following is the task that you should execute to ensure that Ally Wagner's printer works properly?

1. Instruct Ally Wagner to install the Windows XP-compatible printer driver that was supplied with the printer.
2. Instruct Ally Wagner to modify the printer's properties in Windows so that the print mode is set to Raw.
3. Remotely stop and restart the Print Spooler service on Ally Wagner's computer.
4. Remotely use System Restore on Ally Wagner's computer to roll back to System Restore point prior to the printer driver installation.

Answer: A

Explanation: Random characters when printing points towards a incompatible printer driver.

**QUESTION** 72

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Rory Allen makes use of a printer that is attached locally to his computer. Rory Allen reports that When he opens the print queue, none of the

previous print jobs is listed.

You first check that the printer is connected correctly and that the proper printer drivers are installed.

Which of the following is the option that you should take to ensure that the printer works properly?

1. Instruct Rory Allen to press F5 on his keyboard.
2. Instruct Rory Allen to clear the Use printer offline command on the Printer menu on the print queue.
3. Remotely start the Print Spooler service on Rory Allen's computer.
4. Remotely start the Workstation service on Rory Allen's computer.

Answer: C

Explanation: If no jobs print and the print queue is empty then the Print Spooler service is probably not running. The Print Spooler is a service that intercepts print output from an application and redirects it to a temporary file. The print spooler also read these temporary files (called spool files) and sends them to the printer, when it is available. Generally, an application can generate print output many times faster than even the fastest print device can actually print. Without a print spooler service, the application would have to operate at the speed of the print device.

**QUESTION** 73

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Kara Lang makes use of a printer that is attached locally to her portable Windows XP Professional computer via a USB cable.

Kara Lang reports that even though she can see four print jobs in the print queue, none of them are printing.

After a brief investigation, you find that Kara Lang recently returned from a business trip and reconnected the printer. While on this business trip Kara Lang printed several documents, and it is those documents that are waiting in the print queue.

You need.

Which of the following is the action that you should execute to guarantee that the printer functions properly and prints the four waiting print jobs?

1. Instruct the user to clear the Use printer offline command from the Printer menu in the print queue.
2. Remotely stop and restart the Print Spooler service on the user's computer.
3. Remotely stop and restart the Workstation service on the user's computer.
4. Instruct the user to run the net stop spooler command from a command prompt window.

Answer: A

Explanation: If you try to print to a device that is not connected to your computer for the moment then the operative system will mark the printer with "Use printer offline". You'll have to manually clear this state to release the queue to the device once it is connected again.

**QUESTION** 74

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Andy Booth reports that he has to connect to a network printer that is attached to a Windows Server 2003 computer, from a computer running Windows XP Professional.

Andy Booth would like to connect to the printer and start printing as soon as possible, but does not have the correct printer driver for the printer.

Which of the following should you instruct Andy Booth to do, to make sure that he can connect to the printer as soon as possible?

1. To install a generic printer driver.
2. To run the Add Hardware Wizard and allow Windows to automatically detect the printer.
3. To visit the printer manufacturer's Web site to download the correct printer drivers. Then, connect to the printer.
4. To use the Add Printer Wizard to connect to the printer.

Answer: D

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

**QUESTION** 75

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Amy Walsh makes use of a printer that is locally attached to her computer. Amy Walsh reports that when she opens the print queue, she sees that the first print job has the following status: "Deleting - Error".

She then informs you that there are Other print jobs waiting behind that first job, and that the print queue has not changed for an hour.

The CIO at Certkiller .com instructs to make sure that Amy Walsh's printer works properly, without requiring her to reprint the other print jobs that are waiting the queue.

Which of the following is the option that you should take to achieve this goal?

1. Instruct the user to select Pause printing on the printer menu in the print queue.
2. Remotely stop and restart the Print Spooler service on the user's computer.
3. Remotely stop and restart the Workstation service on the user's computer.
4. Instruct the user to delete and re-create the local printer object in Windows Explorer

Answer: B

Explanation: The Printer Spooler service has probably crashed due to a incorrectly formatted document. By restarting the Printer Spooler service you force it to drop the current job and when the spooler comes online again it resumes with the next job in the print queue.

**QUESTION** 76

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

Which of the following is the task that you should complete to share a printer on a Windows XP Professional computer with 2 departments that each have different settings and permissions?

1. Create two printers
2. Create two printer devices
3. Create a printer pool
4. 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** 77

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

The Certkiller .com network contains two groups of users, one for Accounting Staff and one for General users. The network printer is currently being used by both of these groups.

The managers are now complaining that the accounting employees are always occupying the printer, and say that they want to be able to print first.

Which of the following is the number of printers that you should create to handle this situation?

1. one
2. two
3. as many as possible
4. 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** 78

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

The Certkiller .com network contains two groups of users, one for Accounting Staff and one for General users. The network printer is currently being used by both of these groups.

The managers are now complaining that the accounting employees are always occupying the printer, and say that they want to be able to print first.

Which of the following is the priority value that should be given to the managers?

1. 100
2. 99
3. 1
4. 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** 79

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com currently employs Windows XP Professional as their mainstream desktop Operating System.

The Certkiller .com network contains two groups of users, one for Accounting Staff and one for General users. The network printer is currently being used by both of these groups.

Which of the following is the task that you should complete when The accounting staff needs perform the time-consuming task of printing Certkiller .com's monthly reports?

1. Configure the time the printer is available to the accounting users
2. Configure the time the printer is available to users other than the accounting users
3. Configure the printer priority of the accounting users
4. 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.

**QUESTION** 80

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional. The Certkiller .com network contains a Windows 2000 Server computer named

Certkiller -SR01 that has automatic caching enabled for all shared folders. The Certkiller .com network also contains other file servers that have caching enabled for shared folders.

Certkiller .comusers store personal files on Certkiller -SR01, which they need to access when traveling with their portable computers.

You have received instruction from the CIO to make sure that a user named Rory Allen is able to make files from Certkiller -SR01 available offline, and also to prevent him from making files from any other server available offline.

Which of the following is the action that you should execute to complete this task?

1. Configure the exception list on Certkiller -SR01 for offline files on Rory Allen's computer.
2. Disable offline files for Rory Allen's computer.
3. Ask an administrator to deny Rory Allen's user account the Read and Write

permissions for files on Certkiller -SR01.

D. Ask an administrator to deny Rory Allen's user account the Full Control share permission for all shared folders on Certkiller -SR01.

Answer: A

Explanation: You can create an exception list that specifies how the computer should act when a specific computer gets disconnected. By using the exception list you could specify that never "go offline" when all other servers than

Certkiller -SR01 gets disconnected.

**QUESTION** 81

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains a Windows 2000 Sever computer named Certkiller -SR01 that has caching enabled for all shared folders.

A user named Andy Booth stores personal files on Certkiller -SR01, and has to make them available offline prior to traveling with his portable computer. Andy Booth informs you that he is unable to make his file available offline.

Which of the following is the option that will ensure that Andy Booth can make his files available offline from Certkiller -SR01?

1. Ask an administrator to add Andy Booth's user account to the ACL for his files and folders.
2. Select the Notify me and begin working offline check box for offline files on Andy Booth's client computer.
3. On Certkiller -SR01, increase the amount of disk space available for offline files.
4. Ask an administrator to ensure that the Everyone group has the Full Control share permission for shared resources on Certkiller -SR01.

Answer: B

Explanation: Offline Files also allows you to configure how lost network connections are handled. There are two options: Notify me and begin working offline, or Never allow my computer to go offline. The first option, which is the default, gives users access to offline files and folders when a connection is lost or when a connection is intentionally disabled or disconnected (for example, when a portable computer is undocked). The second option should be used carefully with portable computers because it prevents user access to offline files, whether a network connection is lost or is intentionally disabled or disconnected. In other words, if you choose the second option with a portable computer and a user disconnects the portable computer from the network, the user does not have access to any offline files. The offline files are essentially disabled. The following procedure describes how to change the way Offline Files is handled when a network connection is lost.

**QUESTION** 82

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Reid suspect that his Windows XP Professional computer is infected with a virus. After an inspection you find out that the boot sector is badly infected.

Which of the following commands should you use in the Recovery Console?

1. fixboot
2. virusfix
3. healthchk
4. 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.

**QUESTION** 83

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Rory Allen wants you to prepare his XP's disk subsystem. Rory Allen wants to change his disks to dynamic disks and to configure all free disk space to be linked together for maximum utilization.

What volume type should you deploy?

1. simple volume
2. spanned volume
3. mirrored volume
4. striped volume
5. 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** 84

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Booth wants you to prepare his XP's disk subsystem. Andy Booth wants to change his disks to dynamic disks and 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).

1. simple volume
2. spanned volume
3. mirrored volume
4. striped volume
5. 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** 85

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Dean Austin wants you to prepare his XP's disk subsystem. Dean Austin wants to change his disks to dynamic disks.

Which of the following volume types can be extended? (Select two)

1. simple volume
2. spanned volume
3. mirrored volume
4. striped volume
5. RAID-5 volume

Answer: A, 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** 86

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Dean Austin wants you to prepare his XP's disk subsystem. Dean Austin wants to change his disks to dynamic disks.

Which of the following are NOT true? (Choose all that apply)

1. this will render the entire disk unreadable to operating systems older than Windows 2000
2. this is a one-way process
3. you may at anytime change back to basic disk format without any data loss
4. FAT32 is not supported
5. 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 older 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 or later 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** 87

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Reid wants you to upgrade his computer running Windows 98 to Windows XP Professional and to keep the dual boot configuration initially. After the XP installation, however, you determine that the Windows 98 is no longer needed.

For efficient file system usage, you want to deploy NTFS. What should you do?

1. run the CONVERT utility
2. run the SAFE MODE boot option at startup
3. run the Windows XP Professional Setup Manager Wizard and perform an upgrade over the existing installation
4. run the unattended installation again
5. 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** 88

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Clive Wilson did convert the C: drive to NTFS. After doing so he wants you to cancel the command so that after a reboot the conversion will not take place. Is it possible?

1. Yes if you delete the corresponding line in the registry before reboot
2. Yes if you delete the corresponding line in boot.ini before reboot
3. Yes if you delete the corresponding line in win.ini before reboot
4. Yes if you delete the corresponding line in sys.ini before reboot
5. No, this is never possible.

Answer: A

Explanation: In fact, the appropriate line is HKEYLOCALMACHINE\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** 89

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Mia Hamm is using multiple dynamic disks on her Windows XP Professional computers.

What tool should she use to decipher detailed disk numbering information?

1. the Disk Management snap-in
2. the DmDiag.exe tool
3. the decipher utility
4. the disk numbering generator
5. 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** 90

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Kara Lang wants to configure her XP computer with fault tolerance capability. She purchases multiple additional hard drives and has it installed.

Which of the following steps are NOT necessary (choose all that apply).

1. set the disks as dynamic disks
2. format the disks with the /mirror switch
3. format the disks with the /stripe switch
4. configured spanned volumes on them
5. 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** 91

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Amy Walsh is using multiple dynamic disks on her Windows XP Professional computers.

What tool should she use to decipher detailed disk numbering information?

1. the Disk Management snap-in
2. the DmDiag.exe tool
3. the decipher utility
4. the disk numbering generator
5. 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** 92

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Ally Wagner did install Windows XP Professional on one of her computers and use the Windows Disk Management snap-in tool to mark your primary partition as active. When she restarts the computer, you receive an error saying that NTLDR is missing.

What should she do to fix the problem quickly if the Recovery Console has not been installed? (Choose all that apply)

1. change the active partition by booting to a floppy disk and using disk utilities to manually change the active partition
2. reinstall Windows XP Professional
3. install another instance of XP on a separate directory and reconfigure the active partition
4. use ASR
5. use the ERD

Answer: A, C, E

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** 93

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Reid is installing Windows XP Professional on one of your PCs. He can boot into the recovery console.

Which of the following activities cannot be performed under the console? (Choose all that apply)

1. replace operating system files
2. rename operating system files
3. disable services from starting
4. repair the MBR
5. 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.

**QUESTION** 94

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Mia Hamm is a member of the Research department. Mia Hamm has a CD-RW device installed on her computer. She purchases a CD from the computer store.

Mia Hamm now complains 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.

What should you do to ensure that Mia Hamm can use her CD-RW device?

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

Answer: D

Explanation: Only CD-R and CD-RW are open for writing.

**QUESTION** 95

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Kara Lang is a member of the Finance department. Kara Lang complains 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.

What should you do to ensure that the file is not written to the CD?

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

Answer: B

Explanation: The files that are destined to be burnt onto the CD-R is displayed as "shortcuts" under the CD-RW drive under My computer.

**QUESTION** 96

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Reid has asked you to upgrade his computer from an earlier version of Windows NT to XP. He wants you also to perform backup so that in case something wrong with the upgrade the data can sill be recovered. The specs of the computer are as follows:

1. 366 MHz Pentium
2. 256 MB
3. single partition 6.8 GB hard disk
4. SVGA monitor
5. 2X DVD drive

Which of the following needs to be upgraded / added?

1. CD-RW
2. 366 PII
3. 5GB hard drive
4. NTFS partition
5. 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** 97

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named

Rory Allen is a member of the Research department. Rory Allen has a CD-RW device in his computer. He complains that he is not able to write data to a CD by

using his CD-RW device. Rory Allen has 400 MB of data waiting to be written to the CD. He reports that when he places a blank CD-RW disc in the CD-RW device, no data is written to the disc. Rory Allen has attempted to use four different CD-RW discs, but the data is not written to the disc.

What should you do to enable Rory Allen to write the data to the CD-RW disc?

1. Instruct Rory Allen to log on as the local administrator, and then place the CD-RW disc in the CD-RW device.
2. Instruct Rory Allen to share the CD-RW device, and then place the CD-RW disc in the CD-RW device.
3. Instruct Rory Allen to use My Computer to select the option to write the data to the CD-RW disc.
4. Grant Rory Allen the Use permission for the Removable Storage option in Computer Management.

Answer: C

Explanation: Rory Allen has to open My computer, right click on the CD-RW icon and select Write these files to CD.

**QUESTION** 98

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Booth a member of the Finance department uses a portable computer. The portable computer named Certkiller -WS101 has only

one expansion bay, which supports either a floppy disk drive or a CD drive. One morning Andy Booth complains 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. Andy Booth verifies that he was able to access the CD drive before he removed it from the expansion bay and that he used the floppy disk drive the previous week.

What should you do to ensure that Andy Booth has access to the floppy disk drive on Certkiller -WS101?

1. Ask an administrator to use Group Policy to allow local users the ability to use removable media.
2. Configure the BIOS to allow APM support.
3. Instruct Andy Booth to restart Certkiller -WS101.
4. Instruct Andy Booth to use Device Manager to install the driver for the floppy disk drive.

Answer: C

Explanation: The user probably forgot to use the function for safe removal of hardware before unplugging the CD and therefore caused a slight instability in the operating system. A reboot should correct this issue.

**QUESTION** 99

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Mia Hamm has upgraded her computer from Windows NT Workstation 4.0 to Windows XP Professional. One morning Mia Hamm complains 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.

What should you do to enable Mia Hamm to use the Windows XP interface options?

1. In the Display Properties dialog box, set the hardware acceleration to Full.
2. In the Display Properties dialog box, modify the refresh rate.
3. Use Device Manager to update the driver for the video adapter.
4. Use Device Manager to roll back the video adapter driver to the Windows NT Workstation 4.0 driver.

Answer: C

Explanation: When the computer was upgraded there was no driver on the Windows XP installation media for the video adapter in the computer and therefore it installed a standard video driver. Correct this issue by installing a driver supplied by the manufacturer of the video driver.

**QUESTION** 100

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. The Portable computers have a 64-MB video adapter.

A Certkiller .com user named Clive Wilson is a member of the Marketing department. One morning Clive Wilson complains 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,"

What should you do to ensure that the computer display properly appears on the projector?

A. Adjust the video resolution to a setting that the projector supports.

1. Configure the display settings to work in dual-monitor mode.
2. In the Display Properties dialog box, select the Extend my Windows desktop onto this monitor check box.
3. In the Display Properties dialog box, select the Use this device as the primary monitor check box.

Answer: A

Explanation:

Portable computers often use a high resolution while projectors have a much lower resolution. It is often required that users with portable computers adjust their resolution settings before connecting to a projector, unless the computer hardware takes care of this itself.

**QUESTION** 101

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Reid need to use the Driver Verifier on his desktop computer.

What should he do?

1. add a registry entry and restart your computer
2. add a registry entry. There is no need to restart your computer
3. run safe mode and enable it
4. 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** 102

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named

Andy Reid 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?

1. set the scheduled task to go idle later
2. set the scheduled task to go idle sooner
3. set the scheduled task to never go idle
4. 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.

**QUESTION** 103

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to configure his 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?

1. Always On
2. Home Office/Desk
3. Max Battery
4. Minimal Power Management
5. 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** 104

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

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?

1. Always On
2. Home Office/Desk
3. Max Battery
4. Portable/Laptop
5. 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** 105

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

The Certkiller .com users in the Sales 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.

What should you do to configure the computers to meet these requirements?

1. Configure the power button on each computer to enable hibernation.
2. Configure the computers to enable standby mode when the lid is closed.
3. Configure the computers to use the Presentation power scheme.
4. Configure the computers to use the Max Battery power scheme.

Answer: B

Explanation: Standby reduces the power consumption of your computer by cutting power to hardware components that you are not using. Standby can cut power to peripheral devices, your monitor, even your hard drive, but maintains power to your computer's memory so you don't lose your work. You can put your computer in standby automatically or manually. Automatic standby is handled by your computer through the power scheme settings. If your computer is idle for a specified period of time, it goes into power -saving standby mode. Manual standby requires you to specify an action that puts your computer in standby mode-closing the lid of your computer, pressing the power button, or pressing the sleep button. You can also select standby when you shut down Windows from the Start button. For the best management of your battery power, you should consider initiating both automatic and manual standby.

**QUESTION** 106

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Andy Reid is a member of the Research department. Andy Reidcomplains that 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?

1. enable Hibernation
2. enable Accessibility
3. enable Fault Tolerance
4. enable WDM
5. 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.

**QUESTION** 107

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

The entire Certkiller .com users Finance department use both desktop and portable computers. Each computer in the research department has a four-port USB hub for I/O devices.

A Certkiller .com user named Rory Allen is a member of the Finance department. One morning Rory Allen 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.

What should you do to ensure that the USB hard disk can function properly when connected to the USB hub on the user's portable computer?

1. Instruct Rory Allen to replace the USB hard disk's USB cable with a shorter USB cable.
2. Assign an IRQ to the USB hub in the computer's system BIOS.
3. Instruct Rory Allen to replace the portable computer's bus-powered USB hub with a self-powered USB hub.
4. Disable all USB power management features for the USB root hub.

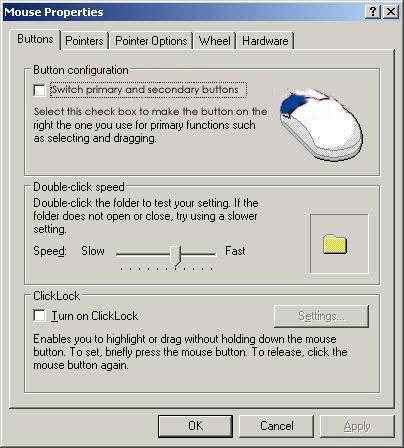
Answer: C

Explanation: The USB device requires more power than the power that is provided by the USB port on the portable computer. You have to provide a self-powered USB hub or a power supply for the external hard disk in order to solve this problem.

**QUESTION** 108

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to change Mouse Pointer trails. Where should you click?



Answer:



**QUESTION** 109

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Rory Allen 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 Clive Wilson can print to the new printer.

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

What should you do first to ensure that Rory Allen and Clive Wilson can print in color on the new printer?

1. In the System Properties dialog box on Clive Wilson's computer, configure the Driver Signing Options to ignore unsigned driver software.
2. Run the verify off command a Rory Allen's computer.
3. On Clive Wilson's computer, install a signed printer driver from the manufacturer.
4. On Rory Allen's computer, install a signed printer driver from the manufacturer.

Answer: D

Explanation: You should install the correct printer driver on Rory Allen's computer. Clive Wilson's computer will then receive the correct driver from Rory Allen's computer when Clive Wilson tries to print.

**QUESTION** 110

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

The CIO wants to disable its Prefetcher component. What should he do?

1. Change the value of the EnablePrefetcher value in the registry to 0
2. Change the value of the DisablePrefetcher value in the registry to 1
3. Change the value of the EnablePrefetcher value in the registry to 0
4. Change the value of the DisablePrefetcher 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: HKEYLOCALMACHINE\SYSTEM\CurrentControlSet\Control\Session ManagerMemory 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** 111

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Andy Reid has asked you to configuring Windows XP on his computer.

You find out that 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?

1. driver signing
2. encryption
3. DrAT
4. digital signature
5. 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** 112

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Kara Lang has asked you to configuring Windows XP on a computer that has generic components.

Which if the following tools can you use in case you need to troubleshoot driver issues?

1. Driver Verifier
2. Windows Driver Model
3. Driver signing
4. Driver scanner
5. 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** 113

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to use the Driver Verifier on one

desktop computer. What should you do?

1. add a registry entry and restart your computer
2. add a registry entry. There is no need to restart your computer
3. run safe mode and enable it
4. 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** 114

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO to use the Driver Verifier his Windows XP Professional computer.

Is it possible for you to change the location of the driver file that comes with Windows XP Professional?

1. Yes, go modify a registry entry and restart your computer
2. Yes, go add a registry entry. There is no need to restart your computer
3. Yes, just run safe mode with the /newdir switch
4. Yes, just run safe mode and set the boot.ini file accordingly
5. 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 LZX 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** 115

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Kara Lang has asked you to configuring Windows XP her 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 use?

1. Driver unload checking
2. Driver load checking
3. Driver failure checking
4. Driver leak checking
5. 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** 116

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Kara Lang has asked you to configuring Windows XP her 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 with the new drivers.

What feature of the Driver Verifier should you use to view the outstanding allocations the driver has at any point in time?

1. Driver unload checking
2. Driver load checking
3. Driver failure checking
4. 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** 117

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

The CIO of your company wants to know the preferred way in Windows XP to enable the Driver Verifier.

1. via Verifier.exe
2. modify a registry entry and restart your computer
3. add a registry entry
4. 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** 118

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

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)

1. Loaded
2. Unloaded
3. Never Loaded
4. 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** 119

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the CIO 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?

1. Driver Verifier
2. Windows Driver Model
3. Driver signing
4. Add/Remove Hardware
5. 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** 120

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All

servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. Each client computer is configured to support a USB mouse.

A Certkiller .com user named Amy Walsh is a member of the Research department. Amy Walshcomplains that she installed a new scheme for the mouse, but now the mouse does not work.

What should you do to ensure that the mouse works again as soon as possible?

1. Restart the computer by using the Last Known Good Configuration option.
2. Run the verify off command.

Restart the computer.

1. Instruct Amy Walsh to use System Restore.
2. Instruct Amy Walsh to use Device Manager to roll back the mouse driver.

Answer: C

Explanation: System Restore is a feature of Windows XP that allows you to restore your computer to a previous known working state in the event of a problem. This is done without loss of personal files or data such as word processing documents, spreadsheets, music, images, etc. This feature is enabled by default and runs in the background making backups after certain events happen on your computer. System restore functions are only available to an administrator of the computer.

**QUESTION** 121

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com client named Amy Wilson is a member of the Sales department. Amy Wilson did install a new application and an updated video driver on her Windows XP Professional computer. She reports that after she restarts the computer, the display is distorted.

What should you do to ensure that Amy Wilson can run other applications without video distortion while you find the correct device driver?

1. Instruct Amy Wilson to use Device Manager to roll back the video driver.
2. Instruct Amy Wilson to restart the computer by using the Last Known Good Configuration option.
3. Run the System Configuration utility and select the option to use the standard video drives at startup.
4. Use the Add Hardware Wizard to scan and install new hardware.

Answer: A

Explanation: The Device Manager provides the ability to perform a roll back procedure incase a previously installed driver worked better. This feature lets you

quickly and easily recover when you install the new driver for your cool device, and it turns out to be not such a hot idea after all.

**QUESTION** 122

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. Each client computer is configured to support a USB mouse.

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

What should you do to ensure that the mouse works again as soon as possible?

1. Instruct Rory Allen to restart the computer by suing the Last Known Good Configuration option.
2. Run the verify off command. Restart the computer.
3. Instruct Rory Allen to use System Restore.
4. Instruct Rory Allen to use Device Manager to roll back the mouse driver.

Answer: D

Explanation: The Device Manager provides the ability to perform a roll back procedure incase a previously installed driver worked better. This feature lets you quickly and easily recover when you install the new driver for your cool device, and it turns out to be not such a hot idea after all.

**QUESTION** 123

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers were upgraded from Windows 2000 professional to Windows XP Professional.

After a few months, a virus corrupts the operating system on one of the client computers. A new technician named Andy Booth of Certkiller .com reformats the hard disk on the client computer and installs Windows XP Professional.

After the installation, a Certkiller .com user named Mia Hamm reports that she cannot access his USB hard disk. Mia Hamm says that she 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.

What should you do to enable Mia Hamm to access his hard?

1. Instruct the user to restart the computer by using the Last Known Good Configuration option.
2. Instruct the user to use Device Manager to roll back the driver for the USB hard disk.
3. Install the USB hard disk driver for Windows 2000 Professional.

D. Instruct the user to use System Restore.

Answer: C

Explanation:

The user states that the hard disk functioned as intended after the upgrade from Windows 2000 to Windows XP but before the hard disc crash. This tells us that the Windows 2000 driver for the USB hard disk worked with Windows XP and therefore you should install the driver as long as there is no Windows XP driver provided by the manufacturer.

**QUESTION** 124

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers were upgraded from Windows 2000 professional to Windows XP Professional.

A Certkiller .com client named Clive Wilson uses a Windows XP Professional portable computer. Clive Wilson complains that when the computer is undocked, it occasionally displays the following error message: "ZPDRV.DLL failed to load." During an investigation you discover that the ZPDRV.dll file is used by an external storage device that is connected to Clive Wilson's docking station. The error message does not appear when the computer is docked.

What should you do to ensure that the error does not occur on Clive Wilson's computer and to ensure that the storage device continues to function correctly when his computer is docked?

1. Copy the default hardware profile to a new hardware profile. Remove the storage device from the new hardware profile.

Instruct Clive Wilson to select the new hardware profile when the computer is undocked.

1. Copy the default hardware profile to a new hardware profile.

Disable the storage device in the new hardware profile.

Instruct Clive Wilson 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 Clive Wilson 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 Clive Wilson to log on locally when the computer is undocked.

Answer: B

Explanation:

When Clive Wilson runs in undocked mode the computer periodically tries to access the external storage device. This is caused by the fact that the computer is only configured with one hardware profile to use when both docked and undocked.

In order to solve this issue a hardware profile for undocked mode should be created where all devices that is connected to the docking station is disabled.

**QUESTION** 125

A trainee at The Certkiller .com named Amy Walsh would like to display family pictures as screensaver.

Which of the following is the location that Amy Walsh should copy the pictures to?

1. In the My Documents folder.
2. In the Root of C.
3. In the Root of D.
4. In the My Pictures folder.
5. On the Desktop.

Answer: D

Explanation:

Windows XP has a feature that allows you to easily create a screen saver from your digital pictures. This is a great way to have your family members, cat, dog, or whatever on your screen saver. My Pictures is easy to use-just access the Screen Saver tab of Display Properties and choose the My Pictures Slideshow from the drop-down menu. Windows XP will look in your My Pictures folder (found in the My Documents folder) for pictures to use, so you should put any pictures you want displayed there. After that, you can use the Settings button to configure how the pictures should be displayed.

**QUESTION** 126

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently making use of speech recognition in Windows XP Professional for word processing.

Which of the following is a function that will be involved?

1. Voice Training Wizard
2. Sound Blaster Emulation
3. Volume Tuning Wizard
4. 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.

**QUESTION** 127

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

a Certkiller .com employee named Ally Wagner wanted to change the settings within Windows XP so that when she clicks a desktop icon the application opens immediately. When something goes wrong, Ally Wagner turns to you for assistance. Ally Wagner informs you that when she clicks on a desktop icon the application does not start, instead she gets a menu.

Which of the following is probably the reason for this happening?

1. Ally Wagner does not have permissions to change the Desktop Settings.
2. The mouse needs to be replaced.
3. Ally Wagner has set the mouse for left-handed persons.
4. Windows need to be repaired.

Answer: C

Explanation:

The mouse is configured for left-handed persons so that the right and left mouse button has changed place. So when Ally Wagner clicks the left mouse button she actually executes the function of the right mouse button and receives the RMB menu.

**QUESTION** 128

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All clients client computers on the Certkiller .com network run Windows XP Professional.

Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The CIO instructs you to let an administrator use your computer. You want to let the administrator use the computer immediately, but you do not want to close any of your programs.

Which of the following is the combination of keys that you should press to make this possible?

1. CTRL-ALT-DEL
2. CTRL-F8
3. CTRL-F5
4. CTRL-ALT-F4
5. 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** 129

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are currently assigned a client computer on which you have just completed installing Windows XP Professional. When you hold down the Windows key and simultaneously press the L key, the computer is locked.

Which of the following best describes Why this has happened?

1. The computer is not setup for Fast User Switching.
2. You did not configure the sticky key.
3. You did not configure the appropriate user profile.
4. You did not configure the appropriate key session.
5. 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.

**QUESTION** 130

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in Chicago and a branch office in Paris All client computers on the Certkiller .com network run Windows XP Professional.

A user from the Chicago office named Amy Wilson will be working at the Paris office for the next couple of months. Amy Wilson would like the default currency settings and the date and time settings to be displayed in French.

You have been given the responsibility of ensuring that this is provided for. Which of the following is the instruction that you should give Amy Wilson to achieve this goal?

1. Use Regional and Language Options in Control Panel to add French (France) as an input language.
2. Use Date and Time in Control Panel to set (GMT +01.00) Brussels, Copenhagen, Madrid, Paris as the time zone.
3. 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

Explanation:

With Regional and Language Options in Control Panel, you can change the format Windows uses to display dates, times, currency amounts, large numbers, and numbers with decimal fractions. You can also choose from a large number of input languages and text services, such as different keyboard layouts, Input Method Editors, and speech and handwriting recognition programs. When you switch to another input language, some programs offer special features, such as font characters or spelling checkers designed for different languages.

**QUESTION** 131

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in London and branch office in Nagasaki.

Andy Reid is a user at Certkiller .com who travels between the London office and the Nagasaki office. Part of Andy Reid's duties is to create documents in both English and Japanese and he has to be able to switch between the English and Japanese user interfaces.

You have received instruction from the CIO to make sure that Andy Reid can easily switch between the English and Japanese user interfaces. The CIO also informs you that Andy Reid must be able to create documents that contain Japanese characters.

Which of the following is the task that you should complete to meet these requirements?

1. In Regional and Language Option in Control Panel, select the Install files for complex script and right-to-left languages (including Thai) check box.
2. 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.
3. In Regional and Language Options in Control Panel, select the Install files for East Asian languages check box and use the Musetup.exe tool from the Windows XP Multilanguage CD-ROM.
4. 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

Explanation:

In the Windows operating systems, a locale is a set of user preference information related to the user's language, environment and/or cultural conventions. We must install the Japanese input locale, and in order to do so we must install the Japanese language group. The Japanese language group is included in the East Asian language collection. In order to use on of the locales it is necessary to have the appropriate Language Group installed.

Open Control Panel, start Regional Options, click on Languages tab. In Supplemental language box, check the Install Files for East Asian languages and click OK. Additional files will be copied to your machine. We may need to provide the Windows XP CD or the network share name. After reboot, support for new languages will become available.

**QUESTION** 132

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. Security is currently a major concern at Certkiller .com, and You would like to prevent any third-party program from temporarily storing plain-text passwords in the paging file.

Which of the following is the action that you should perform to accomplish this objective?

1. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of 1.
2. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of 0.
3. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of -1.
4. 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** 133

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The manager of the Sales department named Mia Hamm reports that unauthorized users are making changes to numerous sales files located on a Windows Server 2003 file server named Certkiller -SR01. Mia Hamm says that she has configured the appropriate permissions and file auditing on the files, but there is no audit information being generated on Certkiller -SR01 when users access the files.

You verify that Mia Hamm has the ability to alter file permissions and auditing settings on the sales files, and also that she has access to the correct logs to review audit information.

Which of the following is the option that you should take to make sure that all

access to the sales files is tracked?

1. Instruct Mia Hamm to audit only successful file access to the sales files on Certkiller -SR01.
2. Instruct Mia Hamm to create a file for the security log on Certkiller -SR01.
3. Ask an administrator to enable auditing on Certkiller -SR01.
4. Increase the security log size on Certkiller -SR01.

Answer: C

Explanation:

As an administrator of a Windows XP Professional-based computer, you can configure your computer to audit user access to files, folders and printers. This facility is unavailable on Windows XP Home Edition.

The audit log appears in the Security log in Event Viewer. To enable this feature:

1. Click Start, click Control Panel, click Performance and Maintenance, and then click Administrative Tools.
2. Double-click Local Security Policy.
3. In the left pane, double-click Local Policies to expand it.
4. In the left pane, click Audit Policy to display the individual policy settings in the right pane.
5. Double-click Audit object access.
6. To audit successful access of specified files, folders and printers, select the Success check box.
7. To audit unsuccessful access to these objects, select the Failure check box.
8. To enable auditing of both, select both check boxes.
9. Click OK.

**QUESTION** 134

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional. The hard disks on all Certkiller .com computers make use of the NTFS file system.

Rory Allen is a user at Certkiller .com who has administrative privileges on his computer. Rory Allen reports that he modified several permissions in the Windows folder after reading about a new virus that affects system files.

Rory Allen also reports that When he attempts to run Paint, he is presented with the error message below:

"0"

He also informs you that when he tries to run any other application on his computer, he receives a similar error message.

Which of the following is the task that you should carry out to make sure that Rory Allen is able to run the application on his computer?

1. Run the secedit command to apply the Compatws.inf security template.
2. Enable the Restore files and directories security settings policy in the local Group

Policy object (GPO).

1. Use the Security Configuration and Analysis tool to import and apply the Setup Security.inf security template.
2. Ask an administrator to copy Mspaint.exe from the Windows XP Professional CD-ROM to the Windows\System32 directory.

Answer: C

Explanation:

The Setup security.inf template is created during installation, and it is specific for each computer. It varies from computer to computer, based on whether the installation was a clean installation or an upgrade. Setup security.inf represents the default security settings that are applied during the installation of the operating system, including the file permissions for the root of the system drive. It can be used on servers and client computers; it cannot be applied to domain controllers. You can apply portions of this template for disaster recovery purposes. The Setup security.inf template should only be applied to the local computer through Secedit or Security Configuration and Analysis. Never edit the Setup security.inf template, since it gives you the option to reapply the default security settings.

**QUESTION** 135

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in Chicago and a branch office in Dallas. All client computers on the Certkiller .com network run Windows XP Professional. You are currently stationed at the Dallas office, whose computers all have the Compatws.inf security template applied to it.

The security requirements for users at the Dallas office differ from the security requirements for users at the Chicago office. When the network administrator at Certkiller .com's Chicago office sends you a new security template named HighDskSec.inf, you have to discover whether the new security template will conflict with the security requirements for the users at the Dallas office.

Which of the following is the task that you should execute on your computer?

1. Place HighDskSec.inf in the Windows\System folder and run Resultant Set of Policy (RSoP) in logging mode.
2. Place HighDskSec.inf in the Windows\System folder and run the gpresult command.
3. Use Security Configuration and Analysis to import HighDskSec.inf into a security database, and then perform the Analyze operation.
4. Run the secedit /validate command and specify HighDskSec.inf as the file to be validated.

Answer: C

Explanation:

You can use the Security Configuration and Analysis MMC snap-in to quickly and easily

compare the current security configuration with a security configuration that is stored in a database. You can create a database that contains a preferred level of security, and then run an analysis that compares the current configuration with the settings in the database.

**QUESTION** 136

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Kara Lang wants to configure the screen resolution of her monitor, but reports that she receives the following error massage: "Your system administrator disabled the Display control Panel" when she attempts to open Display in Control Panel.

You confirm that Kara Lang is entitled to have the permission to change her display setting, and also that there are no domain settings that prevent access to Display in Control Panel.

Which of the following is an action that you should execute on Kara Lang's computer to make sure that she is able to can open Display in Control Panel to configure any display setting?

1. Add the user's domain user account to the local Administrators group.
2. Configure the Human Interface Device Access services to start automatically.
3. Select the Custom option button for visual effects in System in Control Panel.
4. Ask an Administrator to disable the Remove Display in Control Panel in the local Group Policy object (GPO).

Answer: D

Explanation:

Deny Access to the Display Settings (All Windows) - This option disables the display settings control panel icon, and stops users from accessing any display settings. This setting can be applied either by a GPO or by modifying the registry.

**QUESTION** 137

You work as the help desk support technician at Certkiller .com. The Certkiller .com network does not include an Active Directory domain. All Certkiller .com users log on to their client computers using local user accounts, and each user is a local administrator on the user's computer.

A user named Andy Booth makes use of a Windows XP Professional computer that was previously used by another user in a different department. Andy Booth stores many confidential files on this computer.

You have received instruction from the CIO to make sure that only Andy Booth has access to these files. However, encryption for these files is not allowed by Certkiller .com. You also have to make certain that the former user of the computer does not have access to any files stored on the computer.

Which of the following is the option that you should take to achieve this should you instruct Andy Booth to do?

1. Instruct Andy Booth to delete the former user's local user account.
2. Instruct Andy Booth to delete the former user's folder in C:\Documents and Settings.
3. Instruct Andy Booth to rename the built-in Administrator account to have his name.
4. Instruct Andy Booth to remove the former user's account from the local Users group.

Answer: A

Explanation:

Deleting the former users profile will only force the creation of a new profile if he logs in to the computer. Renaming the built-in administrator account will not help as the former user probably will log in with his own user account and deleting the former users account from the Users group will not help as he also is a member of the local Administrators group. The only way to make sure he doesn't access the files is by making sure that he can not log on to the computer. This is accomplished by removing ( or disabling) his account and possibly also changing the built-in administrator password.

**QUESTION** 138

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

Amy Walsh reports that her department uses a computer that is not connected to the domain. Amy Walsh says that users currently click their user account name icons in the list of user accounts and type their passwords when they log on to this

computer. As a security precaution, Amy Walsh would like users to log on by typing their user names and passwords.

Which of the following is the task that you should complete to ensure that each user is required to type a user names and password in order to log on the computer instruct Amy Walsh to do?

1. Instruct Amy Walsh to clear the Use Fast User Switching check box in User Accounts in Control Panel.
2. Instruct Amy Walsh to clear the Use the Welcome screen check box in User Accounts in Control Panel.
3. Instruct Amy Walsh to enable the Interactive logon: Do not display last user name security option policy in the local Group Policy object (GPO).
4. Instruct Amy Walsh to disable the Interactive logon: Do not require CTRL+ALT+DEL security options policy in the local Group Policy object (GPO).

Answer: B

Explanation:

To specify that users log on to the computer without using the Welcome screen, clear the Use the Welcome screen check box. The Welcome screen will no longer appear when you start the computer. To log on to the computer, type your user name (and password, if you have one) in the standard Log On to Windows dialog box.

**QUESTION** 139

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

When a user named Dean Austin reports that he is unable to modify the TCP/IP settings for his Windows XP Professional computer, you first verify that he is allowed by Certkiller .com to modify these settings and to perform other administrative tasks on his computer.

The CIO asks you to make sure that Dean Austin only has the capabilities or permissions to modify the abovementioned settings. You need to provide the user with that are needed.

Which of the following is the option that you should take to achieve this goal?

1. Ask an administrator to add the user's domain user account to the domain's Administrators group.
2. Ask an administrator to add the user's domain user account to the computer's local Administrators group.
3. Instruct the user to run the Windows XP Recovery Console and to log on by using his domain user account.
4. Instruct the user to run the runas command to open a command prompt window, and then to run the netsh command.

Answer: B

Explanation:

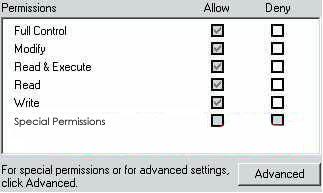
Only members of the local Administrators group are allowed to change the TCP/IP settings.

**QUESTION** 140

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user in the Sales department named Amy Wilson makes use of a Windows XP Professional computer that contains a shared folder named SalesDocs. This shared folder includes several Microsoft Word documents, and is configured with the default share permissions.

Amy Wilson reports that she is unable to modify the NTFS permissions on the SalesDocs folder for a local user group named Sales. The exhibit below displays the permissions for the Sales group.



Amy Wilson would like the Sales group to have only the following permissions:

1. Modify
2. Read & Execute
3. Read
4. Write

The shared folder permissions are currently configured in such a way that the Everyone group has Full Control permissions.

You have been given the responsibility of ensuring that Amy Wilson is able to properly configure the permissions for the Sales group.

Which of the following is the option that will allow you to achieve this objective?

1. Instruct Amy Wilson to click the Advanced button and disable permissions inheritance.
2. Instruct Amy Wilson to modify the share permissions so that the Sales group has only Full Control permission.
3. Instruct Amy Wilson to select the Deny Check box next to Full Control in the permissions dialog box.
4. Instruct Amy Wilson to remove the Sales group from the ACL.

Answer: A

Explanation:

After you set permissions on a parent folder, new files and subfolders that are created in the folder inherit these permissions. If you do not want them to inherit permissions, select This folder only in Apply onto when you set up special permissions for the parent folder. In cases where you want to prevent only certain files or subfolders from inheriting permissions, right-click the file or subfolder, click Properties, click the Security tab, click Advanced, and then clear the Inherit from parent the permission entries that apply to child objects. Include these with entries explicitly defined here. check box. Inherited permissions on an object is displayed as grayed out permissions.

**QUESTION** 141

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional

A user named Clive Wilson reports that when he attempts to log on to his computer after returning from lunch, he is presented with the error message below:

"The system could not log you on. Make sure your User name and domain are correct, and then type your password again. Letters in password must be typed using the correct case."

Clive Wilson verifies that he is utilizing the same user name and password that he utilized when he successfully logged on in the morning and was able to access resources on the Certkiller .com network. After you reset Clive Wilson's password, he attempts to log on with the new password and receives the same error message. You then verify that other users can log on to their computers and that the CAPS LOCK key is not enabled on Clive Wilson's keyboard.

Which of the following is the task that you should complete to ensure that Clive Wilson is able to log on to his computer with his user credentials?

1. Instruct Clive Wilson to restart his computer in Safe Mode before logging on to his computer.
2. Instruct Clive Wilson to restart his computer in Safe Mode with Networking before logging on to his computer.
3. Instruct Clive Wilson to select the domain name of the company from the Log on to field before logging on to his computer.
4. Instruct Clive Wilson to clear the Log on using dial-up connection check box before logging on to his computer.

Answer: C

Explanation:

A username always consist of two parts, the domain and the username (for example Certkiller .com\CliveWilson (or CliveWilson@ Certkiller .com) or in the case of a workgroup computername\username (or username@computername). If the password is correct and the username is typed correctly then there is only one more part that can produce the error message shown above, the domain that the username belongs to.

**QUESTION** 142

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Mia Hamm reports that she cannot install a new USB device on her Windows XP Professional computer. Mia Hamm says that she is prompted to insert a driver disk when she plugs the device into the computer. After inserting the disk included with the device, Windows informs Mia Hamm that the device driver is not signed and will not be installed.

You then verify that the device is on Certkiller .com's list of approved peripheral hardware.

Which of the following is the action that you should execute to make sure that the device can be installed?

A. Instruct Mia Hamm to install the device driver software prior to plugging the USB

device into her computer.

B. Instruct Mia Hamm to run Windows Update prior to plugging the USB device into her computer.

C.

Log on to the Certkiller .com network with 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 Mia Hamm to plug the device into computer while you are connected.

Answer: C

Explanation:

With administrative rights you can bypass the signed driver requirement after accepting the warning about unsigned driver installation.

**QUESTION** 143

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. you receive a call from a user named Andy Reid while on vacation. Andy Reid informs you that he is experiencing a problem with his Windows XP Professional computer, and asks for help.

Which of the following should you ask him to perform in order to help him out remotely?

1. Use the Remote Assistance function.
2. Use the Remote Administration function.
3. Use the Remote Access function.
4. Use the SAFE Mode feature
5. 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** 144

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. When you send a remote assistance e-mail to your friend asking for help, he says YES after an hour. By this he is no longer able to connect to your computer because your computer's IP address has been changed.

Which of the following describes the best method of resolving this problem as soon as possible?

1. Maintain the ISP connection, then resend the request and wait for his reply.
2. Terminate the ISP connection, then resend the request and wait for his reply 12 hours later
3. Request a fix IP address from the ISP and retry
4. Request a fix IP address from your friend and retry
5. 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** 145

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are planning to put the Remote Assistance functions of Windows XP Professional into practice.

Which of the following inaccurately describes the requirements for connectivity? (choose all that apply)

1. Both computers must be using Windows Messenger
2. Both computers must be using any Messaging Application Programming Interface -compliant e-mail program developed by Microsoft or third party
3. Both computers must be using Outlook
4. Both computers must be using Outlook Express and nothing else for messaging
5. 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** 146

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. After confirming that both computers are already configured with an appropriate email client, you decide to apply the Remote Assistance functions of Windows XP Professional.

Which of the following best describes the connectivity requirement to achieve this?

1. They must be connected to the Internet.
2. They must be behind the firewall.
3. They must NOT have firewall in between.
4. They must have Proxy Server in between.
5. 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** 147

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently implemented Remote Assistance for all

Certkiller .com Windows XP clients.

Which of the following is the option that you should take to check whether someone at a remote location requires your help?

1. Start your e-mail program and look for e-mail message with the subject USERNAME@COMPANY.COM
2. Start your e-mail program and look for e-mail message with the subject HELP REQUEST
3. Start your e-mail program and look for e-mail message with the subject REMOTE ASSISTANCE HELP
4. Enable RDP and start the terminal service
5. 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 USERNAME@COMPANY.COM is the e-mail address of the person inviting you to provide remote assistance.

**QUESTION** 148

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional, and each computer has one hard disk that has one partition.

A user who works in the Engineering department at Certkiller .com, named Rory Allen, logs on to his computer with administrative credentials. Rory Allen reports that he did not create a backup of the Boot.ini file on his computer before modifying it. When Rory Allen restarts his computer, he receives the error message shown below:

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

Rory Allen receives the same error message Every time he restarts the computer. You have to make sure that Rory Allen is able to log on to his computer. You advise Rory Allen to restart his computer with the Windows XP Professional CD-ROM and run the Recovery Console.

Which of the following is the task that you should complete next?

1. Instruct Rory Allen to copy Ntldr system file to the root of the system root partition.
2. Instruct Rory Allen to copy the Ntdetect.com system file to the root of the system partition.
3. Instruct Rory Allen to run the bootcfg /rebuild command.
4. Instruct Rory Allen to run the fixmbr command.

Answer: C

Explanation:

The bootcfg command is a Microsoft Windows XP Recovery Console command that manipulates the Boot.ini file. This command has a function that can scan your hard disks for Microsoft Windows NT 4.0, Microsoft Windows 2000, and Windows XP installations, and then add them to an existing Boot.ini file. The function can also rebuild a new Boot.ini file if one does not exist. With the bootcfg command, additional Boot.ini file parameters can be added to existing or new entries.

To use the bootcfg command, start the Recovery Console with the Windows XP CD-ROM, and then click Recovery Console. Or, install the Recovery Console locally, and then select the command from the Boot menu.

The bootcfg /rebuild command scans the hard disks of the computer for Windows NT 4.0, Windows 2000, or Windows XP installations, and then displays the results. You can add the detected Windows installations.

You may receive a message that is similar to the following message: Total Identified Windows Installs: 2

[1] C:\Windows

Add installation to boot list? (Yes/No/All):

Enter Load Identifier: (Custom description for an operating system loading from the Boot menu)

Enter Operating System Load Options: (that is: /fastdetect) [2] D:\Windows

Add installation to boot list? (Yes/No/All):

Enter Load Identifier: (Custom description for an operating system loading from the Boot menu)

Enter Operating System Load Options: (that is: /fastdetect)

**QUESTION** 149

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP Professional on your new client computer, and would like to configure the Recovery console to work with your new installation.

Which two of the following are NOT valid methods of proceeding? (Choose two)

1. 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.
2. 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.
3. Add the Windows Recovery Console to the Windows Startup folder using Winnt32.exe with the /cmdcons switch.
4. Add the Windows Recovery Console to the Windows Startup folder using Winnt32.exe with the /cmd switch.
5. 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** 150

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP Professional on your new client computer, and would like to configure the Recovery console to work with your new installation.

Which of the following is a folder that CANNOT be accessed from the Recovery Console?

1. root folder
2. %SystemRoot% folder
3. subfolders of the Windows installation
4. Cmdcons folder
5. None of the above.

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** 151

You work as the help desk support technician at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP Professional on your new client computer, and would like to configure the Recovery console to work with your new installation.

Which of the following is the command that you should use from the Recovery Console to manage the partitions of your hard drive D?

1. Diskpart
2. Diskrf
3. Asf
4. Enable -d
5. 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** 152

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You have recently installed Windows XP Professional on your new client computer, and would like to configure the Recovery console to work with your new installation.

Which of the following is the command that you should use from the Recovery Console to retrieve the files inside a compressed file that resides on your hard drive?

1. Diskman -r
2. Copy /er
3. Enable /ex
4. Expand
5. Diskmin -e

Answer: D

Explanation:

According to the Microsoft KB:

Expand expands a compressed file. The variable source is the file that you want to expand; you cannot use wildcard characters by default. The variable destination is the directory for the new file; by default, the destination cannot be removable media and cannot be read-only; you can use the attrib command to remove the read-only attribute from the destination directory. The option /f:filespec is required if the source contains more than one file; this option permits wildcards. The /y switch disables the overwrite confirmation prompt. The /d switch specifies that the files should not be expanded and displays a directory of the files in the source.

**QUESTION** 153

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Andy Booth reports that after upgrading his computer from Windows 98 to Windows XP Home Edition, he is unable to log on to the domain from the welcome screen.

You must make sure that Andy Booth is able to log on to the domain.

Which of the following is a task that you should instruct Andy Booth to execute?

1. To log on as an administrator and change the workgroup name to the name of the domain in System in Control Panel.
2. To run the Network Setup Wizard.
3. To clear the Use the Welcome Screen check box in User Accounts in Control Panel.
4. To upgrade to Windows XP Professional and join his computer to the domain.

Answer: D

Explanation:

Microsoft has crippled the Home version of Windows XP and made it impossible to join it to domains and in that way forced the majority of companies to invest in the slightly more expensive Windows XP Pro.

**QUESTION** 154

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are required to install Windows XP Professional on a new client computer and have it join a domain during the setup process. The CIO at Certkiller .com just informed you that the network administrator has been dismissed. Which of the following is the task that you should complete to meet the requirements?

1. Create a computer account during the setup process and join the domain assuming you have the privileges
2. Create a computer account during the setup process and join the domain assuming you run a network install
3. Create a computer account during the setup process and join the domain assuming you

run a CD-ROM 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** 155

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You are required to install Windows XP Professional on a new client computer and have it join a domain during the setup process. The network administrator is currently on vacation, and you are unable to contact him. You also do not have the privileges to create computer accounts during the setup process. With the above in mind, which is the option that you should take now?

1. Choose to join a workgroup first, join the domain later.
2. Create a computer account during the setup process and join the domain only by running a network install.
3. Create a computer account during the setup process and join the domain only by running a CD-ROM install.
4. 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.

**QUESTION** 156

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional, and are equipped with a Pentium III 1-Ghz processor, 256 MB of RAM, and a 40-GB hard disk.

A user named Dean Austin complains that his computer is running extremely slowly. Dean Austin says that it takes several seconds to open small file and several minutes to open large files. Dean Austin also states that it takes much longer to search for file on his computer than it did several months ago.

You confirm that performance is slow even when Dean Austin has only one application running.

Which of the following is the action that you should perform to learn the probable reason for the computer's slow performance when searching for and opening files?

1. On Dean Austin's computer, run System Monitor and examine the data for the % Processor Time counter to find out if there are sustained high values.
2. On Dean Austin's computer, 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.
3. On Dean Austin's computer, run Disk Defragmenter and analyze the computer to see if there is a high percentage of file fragmentation.
4. On Dean Austin's computer, run Tasks Manager and view the value for Network Utilization to find out if there are sustained high values.

Answer: C

Explanation:

The normal cause for loss of performance, especially when disc activity is involved, is a heavily fragmented hard disk. Start the troubleshooting by running the Disk Defragmenter and analyzing the hard disk.

**QUESTION** 157

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional, and are equipped with a Pentium III 999 MHz processor, 256 MB of RAM, and a 40-GB

hard disk.

A user named Clive Wilson reports that more or less two hours after turning on his computer and running several applications, the computer and applications are very slow to respond. Clive Wilson also receives the following message.



After monitoring Clive Wilson's compute for a few days, you notice that This same message appears every day two hours after starting his computer and running several applications.

Which of the following is the task that you should carry out discover the most probable source of this message?

1. Instruct Clive Wilson to run System Monitor to see if the % Processor Time counter consistently exceeds 80.
2. Instruct Clive Wilson to run System Monitor to see if the Memory/Page Faults/sec counter consistently exceeds 50.
3. Instruct Clive Wilson to run Task Manager to see if any processes are continually consuming memory.
4. Instruct Clive Wilson to run Task Manager to see if the number of currently running processes exceeds 40.

Answer: C

Explanation:

The virtual memory is the space your computer uses when it runs short of RAM memory. If you run out of virtual memory when using your computer normally then you probably have an application that is suffering from a "memory leak", meaning that the application allocates new memory when it needs it but never "releases" used memory once it does not need it anymore.

**QUESTION** 158

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network were recently upgraded from Windows

NT Workstation 4.0 to Windows XP Professional.

An administrator at Certkiller .com, named Andy Reid, configures a shortcut for an application named App2. Andy Reid then configures the shortcut so that App2 will run in compatibility mode. A short time later, various users report that the display

for App2 becomes garbled, or that their computers do not display the applications. Which of the following is a task that you should execute to reconfigure each computer so that App2 displays correctly?

1. Configure the Monitor properties to adjust the screen refresh rate to a lower value, in the Display Properties dialog box on each client computer.
2. Modify the Advanced Display settings to configure the display DPI setting to 120 dots per inch, in the Display Properties dialog box on each client computer.
3. Configure App2 to run in a separate memory space, in the shortcut setting for App2 on each client computer.
4. Configure the compatibility setting to run in 256 colors, in the shortcut setting for App2 on each client computer.

Answer: D

Explanation:

The application was probably designed to run in 256 Colors. The program may not display correctly if an alternate setting is used.

**QUESTION** 159

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Mia Hamm recently had her client computer upgraded from Windows 98 to Windows XP Professional. Mia Hamm reports that it takes longer for windows, menus, submenus, and other user interface features to open after the upgrade. She would like them to open faster.

Which of the following is the task that will allow you to ensure that windows and menus open faster?

1. Instruct Mia Hamm to use System in Control Panel and select the Adjust for best appearance option button in the Performance Options dialog box.
2. Instruct Mia Hamm to use System in Control Panel and select the Adjust for Best performance option button in the Performance Options dialog box.
3. Instruct Mia Hamm to use System in Control Panel and select the Adjust for best performance of Background services option button in the Performance Option dialog box.
4. Instruct Mia Hamm to use Taskbar and Start Menu in Control Panel and select the Classic Start menu option button from the Start menu tab.

Answer: B

Explanation: Although the navigational aspects of Windows XP Professional have been around since the days of Windows 95, their graphical nature has progressed-they are more extensive in their use of colors and shading, and they drain more system resources. Trimming back the level of graphical representation

in your Windows XP desktop can save system resources and boost overall application and network performance.

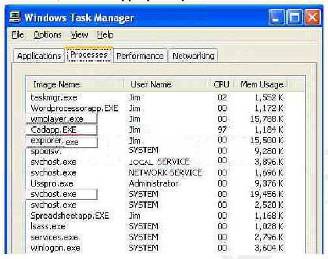
**QUESTION** 160

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Rory Allen informs you that he recently installed three applications on his computer. Rory Allen reports that his computer and these applications are very slow to respond when he runs all three applications at the same time. Rory Allen says that he has already opened Task Manager to view all the processes currently running.

Your task is to instruct Rory Allen to end the process that is probably causing the computer to respond slowly.

Choose the appropriate process that Rory Allen should end, in the answer area below.



Answer:

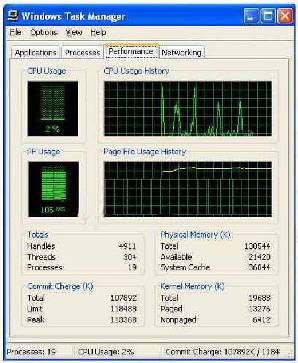
Explanation:

Cadapp.EXE

**QUESTION** 161

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional, and are equipped with a Pentium III 866-MHZ processor, 128 MB of RAM, and a 20-GB hard disk.

A user named Andy Booth reports that his computer and the applications respond very slowly when he runs several applications simultaneously. You examine the information on the Performance tab of Task Manager on Andy Booth's computer. The exhibit below displays this information.



You have been given the task of discovering what is causing Andy Booth's computer and applications to perform slowly.

Which of the following describes the most likely reason for this problem?

1. The processor on the computer is not fast enough.
2. There is not enough available nonpaged kernel memory.
3. The total number of handles currently running is too high.
4. The size of the paging file is too small.

Answer: D

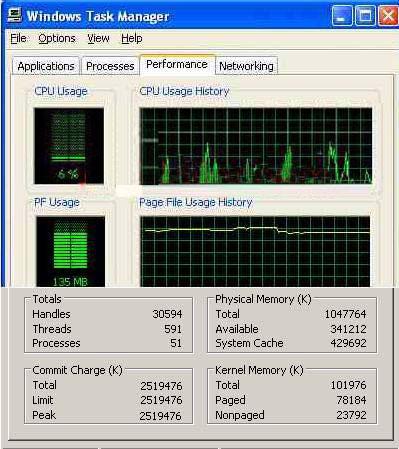
Explanation:

The Page File Usage History graph clearly shows that the paging file is to small.

**QUESTION** 162

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

After a user named Dean Austin reports that his computer responds slowly when he runs several applications simultaneously, you are asked to find the reason for it. You start by logging on to Dean Austin's computer and open all the applications that he normally uses during a work day. You then run Task Manager and view the results on the Performance tab, which is illustrated in the exhibit below.



Which of the following is a value on the Performance tab of Task Manager that indicates why Dean Austin's computer is running slowly?

1. The total value for Threads.
2. The total value for Kernel Memory.
3. The total value for Commit Charge.
4. The percentage for CPU Usage.

Answer: C

Explanation:

Per Microsoft http://www.microsoft.com/resources/documentation/windowsnt/4/workstation/reskit/en-us/03tools.mspx?mfr=tru

Total Threads

The number of running threads, including one Idle thread per processor. Process: Thread Count: Total

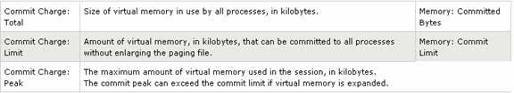
Kernel Memory: Total

Sum of paged and non-paged kernel memory, in kilobytes.

Kernel refers to memory available to operating system components running in highly privileged kernel mode.

None

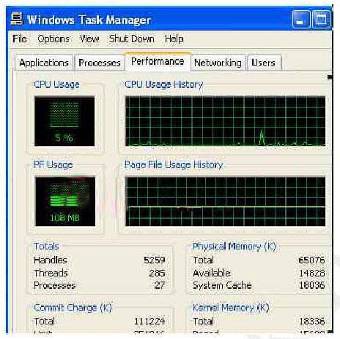
(Sum of Pool Paged Bytes and Pool Nonpaged Bytes)



**QUESTION** 163

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

After a user named Kara Lang reports that her computer responds very slowly when she runs several applications simultaneously, you run the Task Manager on her computer and view the results shown in the exhibit below.



Which of the following is the task that you should complete to improve the performance of Kara Lang's computer?

1. Install a faster hard disk.
2. Add more RAM.
3. Install a faster processor.
4. Increase the size of the paging file.

Answer: B

Explanation:

The computer is equipped with only 64 Mb (65076 kb) of RAM of which only 14 Mb is available at the moment. It is strongly recommended to upgrade the memory in order to use this computer.

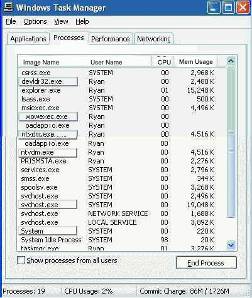
**QUESTION** 164

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

A user named Amy Walsh reports that she is currently running a 16-bit application on his computer. Amy Walsh also reports that he believes the application is consuming more resources than it needs and is slowing down his computer. Amy Walsh opens Task Manager, which displays all the running processes.

You have to inform Amy Walsh which process he has to select to monitor the resources consumed by the 16-bit application.

To do this, choose correct process from the answer area provided.



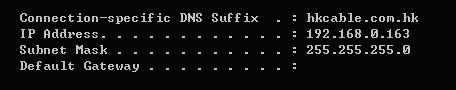
Answer:

Explanation:

Select "ntvdm.exe".

**QUESTION** 165

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. When you run ipconfig from your Windows XP Professional client computer, you receive the output displayed below.



According to the exhibit, which of the following IP address class is it?

1. Class A
2. Class B
3. Class C
4. Class D

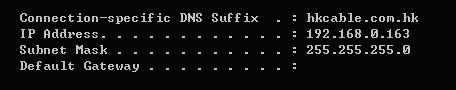
Answer: C

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** 166

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. When you run ipconfig from your Windows XP Professional client computer, you receive the output displayed below.



According to the exhibit, which of the following IP address class is it?

1. Class A
2. Class B
3. Class C
4. Class D

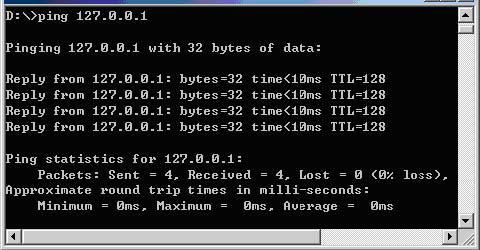
Answer: C

Explanation:

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

**QUESTION** 167

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. When you ping yourself, you are presented with the output below.



Which of the following is the conclusion that you can draw from the output?

1. That your NIC is functioning.
2. That your IP stack is functioning.
3. That you have two NICs.
4. That you have single NIC.

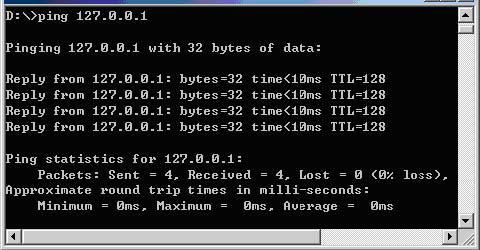
Answer: B

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** 168

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. You would like to connect to a remote file server from a client computer running Windows XP Professional, but fail. After confirming that your peer on the same subnet is able to connect successfully, you ping yourself and receive the output displayed in the exhibit below.



Which of the following describes what your next step should be?

1. Ping another host on the same subnet
2. Reinstall tcp/ip

1. Check the nic
2. Ping the microsoft web site

Answer: A

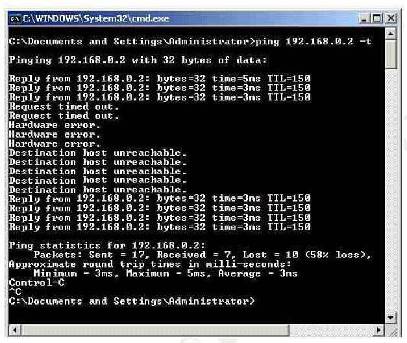
Explanation:

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** 169

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user at Certkiller .com named Amy Walsh makes use of a Windows XP Professional desktop computer to access resources on a file server named Certkiller -SR0 4, but she reports that her computer is only able to connect to Certkiller -SR04 intermittently. You receive No other reports from users abut problem accessing resources on Certkiller -SR04. Amy Walsh also informs you that the same problem sometimes occurs when accessing other network resources. Certkiller -SR04 uses the IP address 192.168.0.2. When you run the ping command on Amy Walsh's computer, you view the information displayed in the exhibit below.



You have been asked by Certkiller .com to make sure that Amy Walsh's computer can consistently connect to Certkiller -SR04 and other network resources.

Which of the following is the task that you should complete first to achieve this objective?

A. Ask an administrator to repair the network DHCP server.

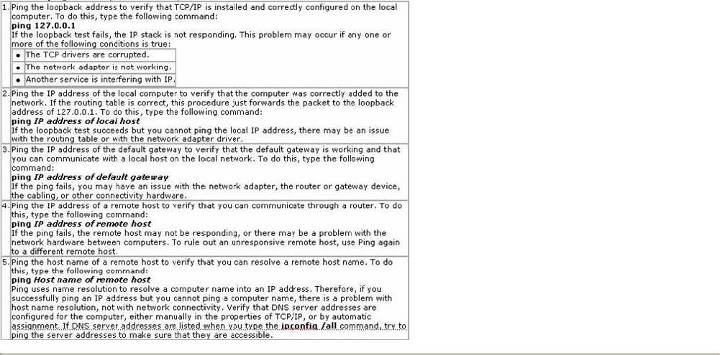
1. Instruct Amy Walsh to right-click the network connection icon and select Repair from the shortcut menu.
2. Install a new network adapter in Amy Walsh's computer
3. Run the ipconfig /renew command on Amy Walsh's computer.

Answer: C

Explanation:

The ping command results show a "Hardware error" at one point. This would indicate that the NIC maybe bad and should be replaced.

To use the ping command, follow these steps:



**QUESTION** 170

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Clive Wilson reports that his Windows XP Professional portable computer is unable to connect to any network resources. Clive Wilson also reports that his computer cannot authenticate to the network's Active Directory domain. He informs you that the computer was able to connect yesterday, and that no other users are reporting a problem today.

After verifying that the computer is properly connected to the network and that it can ping its loopback address, you find that the computer is using the IP address 169.254.131.217 and the subnet mask 255.255.0.0.

Which of the following is the task that you should complete first to ensure that Clive Wilson's computer is able to connect to network resources?

1. Ask an administrator to repair the network DHCP server.
2. Instruct the user to right-click the network connection icon and select Repair from the

shortcut menu.

1. Instruct the user to run the ipconfig / all command from a command prompt window.
2. Ask an administrator to authorize the network DHCP server in Active Directory.

Answer: B

Explanation:

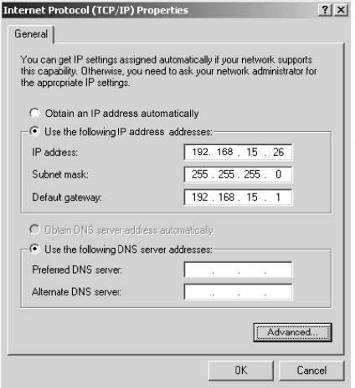
The 169.254.131.217 is a so called APIPA address which is assigned automatically to a host that is configured to use DHCP for IP address but is unable to contact a DHCP Server. You can force your laptop to release and renew the configuration information once you have confirmed that the computer is properly wired to the network. In Windows XP, right-click My Network Places, either on the Desktop or in the Start menu, and select Properties from the pop-up menu. Right-click the Local Area Connection icon and select Status from the pop-up menu. Select the Support tab and click Repair. This will release and renew your IP lease, flush your DNS (Domain Name Server) cache, register your connection with the DNS service, and perform a few additional housekeeping tasks.

**QUESTION** 171

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A user named Mia Hamm reports that her Windows XP Professional client computer is unable to connect to any network resources. Mia Hamm informs you that she reported this problem to another technician earlier today, who made a change to her TCP/IP configuration. Mia Hamm's computer is still, however, unable to connect to any network resources.

The exhibit below shows the new TCP/IP configuration for Mia Hamm's computer.



After a brief investigation, you confirm that the TCP/IP address of Mia Hamm's computer is valid for the subnet that contains her computer. The Certkiller .com network does not include a DHCP server.

Which of the following is the action that you should perform to make sure that Mia Hamm's computer is able to connect to network resources?

1. Configure the computer to use the correct IP addresses of the DNS servers on the network.
2. Configure the computer to obtain an IP address automatically.
3. Instruct Mia Hamm to run the ipconfig /registerdns command.
4. Instruct Mia Hamm to run the ipconfig /renew command.

Answer: A

Explanation:

Without at least one properly configured IP address to a DNS Server you will not be able to perform name resolution (translation of Fully Qualified Domain Name (FQDN) addresses to IP addresses.) and therefore you will not be able to connect to any resources on the network.

**QUESTION** 172

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user named Andy Reid reports that other Certkiller .com network users are unable to connect to a shared folder on his Windows XP Professional computer named

Certkiller -WS001. These other users have client computers that also run Windows XP Professional.

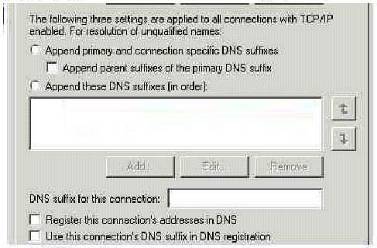
After confirming that the folder was properly shared and that the other users have the correct permissions, you also confirm that Certkiller - WS001 has the proper TCP/IP address, subnet mask, default gateway, and DNS server addresses.

You are able to connect to Certkiller -WS001 from your Windows 2000 Professional computer by using the IP address of Certkiller -WS001, but you cannot connect by using its name.

You have been given the responsibility of making sure that other Certkiller .com users are able to connect to Certkiller -WS001 by using its name. You decide that do not want to change any other communications between Certkiller -WS001 and other Certkiller .com client computers.

To meet these requirements, configure the TCP/IP settings on

Certkiller -WS001by selecting the appropriate option/options in the dialog box.



Answer:

Explanation:

Register this connection's address in DNS.

**QUESTION** 173

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user named Rory Allen reports that he cannot connect to any Internet Web sites on Monday morning. Rory Allen also reports that he is, however, able to connect to all internal network resources by name. Other Certkiller .com users are now reporting the same problem.

After running the ping command on your computer, you find that you are able to connect to an Internet Web site by using its IP address, but cannot connect by using the Web site's name. Another technician then tells you that the network administrator at Certkiller .com made a number of network configuration changes over the weekend.

Which of the following is the option that you should take to guarantee that all Certkiller .com users can connect to Internet Web sites?

1. Ask the network administrator to rectify the DHCP server configuration.
2. Ask the network administrator to rectify the DNS server configuration.
3. Ask the network administrator to rectify the WINS server configuration.
4. Ask the network administrator to rectify the domain controller configuration.

Answer: B

Explanation: DNS uses a specialized database of resource records, commonly referred to simply as RRs, to respond to client name -resolution queries. Before DNS, name resolution on the Internet was achieved with hosts file, which are manually created files that associated host names with IP addresses.

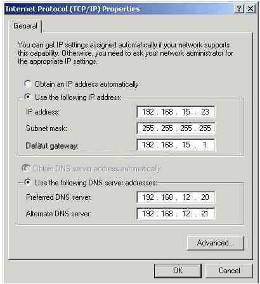
When a new client was added to the network, an administrator had to manually update the hosts file and then copy (replicate) that file to all other computers on the network so that the new host could be reached by all. As the Internet grew, this form of name resolution was clearly insufficient; it was too management intensive, and it did not scale. The hosts file just got bigger, and because it used a flat name space (see also Name Space), it could not be partitioned and had to be distributed in its entirety. The solution was DNS.

**QUESTION** 174

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. All computers on the Certkiller .com network make use of a Class C subnet mask and a private IP address. All Certkiller .com's network routers utilize the first IP address in their subnet range.

When a user named Andy Booth reports that his Windows XP Professional computer is unable to connect to any network resources, you first confirm that his computer is physically connected to the network. You also confirm that Andy Booth's computer can ping its own loopback address, as well as its own IP address. You try to ping any other addresses on the network, and find that it cannot.

You then decide to examine the TCP/IP settings of Andy Booth's computer, which is shown in the exhibit below.



Which of the following is the task that you should complete to make sure that Andy Booth's computer can connect to network resources?

1. Configure the computer to use the correct IP address.
2. Configure the computer to use the correct subnet mask.
3. Configure the computer to use the correct default gateway.
4. Configure the computer to use the correct DNS server addresses.

Answer: B

Explanation:

With the subnetmask 255.255.255.255 the computer believes that it is on a network consisting of only 1 IP address, namely the one attached to the computer. A subnetmask of 255.255.255.0 would tell the computer that the network it is wired to contains all IP addresses from 192.168.15.0 to 192.168.15.255, including the default gateway to other networks.

**QUESTION** 175

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

You have received instruction from the CIO to install Windows XP Professional on a new desktop computer and to join the computer to the Certkiller .com domain. While performing the installation, you enter static IP addresses for the computer, default gateway, and DNS server. You are presented with the following error message when you attempt to join the computer to the domain.

"An invalid domain was specified. Would you like to proceed for now and try to join a domain later?"

You then confirm that the domain name has been entered correctly and that the computer is physically connected to the network. You also find that you are able to log on to the domain from your own computer.

Which of the following is the option that you should take to join the new computer

to the domain and complete the installation of Windows XP Professional?

1. Configure the TCP/IP properties of the new computer to disable the use of an automatic private IP address.
2. Configure the TCP/IP properties of the new computer to use the correct IP address for the default gateway and DNS server.
3. Verify with your network administrator that the DHCP server is running and online.
4. Type the domain name as www. Certkiller .com when joining the domain.

Answer: D

Explanation:

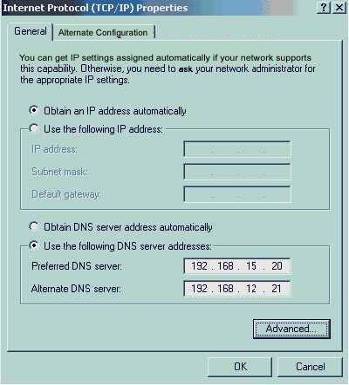
If no WINS server address is configured you need to use FQDN (Fully Qualified Domain Name) in order to connect to the domain.

**QUESTION** 176

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user named Mia Hamm reports that her Windows XP Professional portable computer is unable to connect to any network resources and cannot authenticate to the domain. Mia Hamm also tells you that her computer was able to connect yesterday, and that no other users are experiencing this problem today.

The IP configuration for Mia Hamm's computer is shown in the exhibit below.



You confirm that Mia Hamm's computer is physically connected to the network and that it is able to ping its loopback address and its own IP address. Mia Hamm's computer is also able to ping all other IP addresses on the network, but it cannot

connect to any network resources by name.

You have just received notification, from a Certkiller .com administrator, that the DNS and DHCP servers were changed.

Which of the following is the task that you should carry out FIRST?

1. Ask an administrator to repair the DHCP server.
2. Configure Mia Hamm's computer to obtain DNS server addresses automatically.
3. Instruct Mia Hamm to run the ipconfig / renew command from a command prompt window.
4. Ask an administrator to authorize the DHCP server in Active Directory.

Answer: B

Explanation:

The computer is configured with manually entered IP addresses to DNS servers and as the DNS and DHCP servers where moved, the computer is now unable to perform name resolution. Configure the computer to receive its DNS server IP address from the DHCP in order to correct this problem and to avoid it in the future.

**QUESTION** 177

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com that contains a DNS server. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A user named Dean Austin reports that his client computer is unable to connect to any network resources and cannot authenticate to the Active Directory domain. Dean Austin also informs you that his computer was able to connect yesterday, and that no other users are experiencing a problem today.

When you check the computer's physical connection to the network, you confirm that the connection is correct and that the computer's network adapter displays a link light. Dean Austin's computer is configured to make use of the IP configuration below:

1. IP address: 192.168.0.102
2. Subnet mask: 255.255.255.0
3. Default gateway: 192.168.0.1

You have just confirmed that this configuration is valid on the network, and now need to troubleshoot the problem.

Which of the following is the action that you should take NEXT?

1. Instruct the user to run the ping loopback command.
2. Instruct the user to run the ipconfig / all command.
3. Ensure that the computer is configured to use a valid DNS server address.
4. Ensure that the computer is configured to have a valid Hosts file.

Answer: C

Explanation:

On a network without a WINS server you wont be able to connect to the domain or any other network resources if your DNS Server settings are not correct.

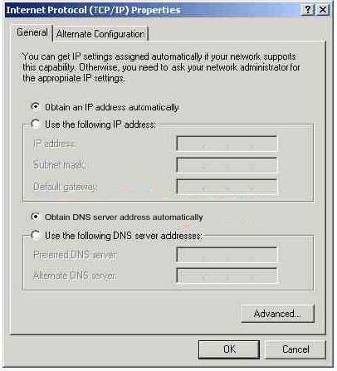
**QUESTION** 178

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

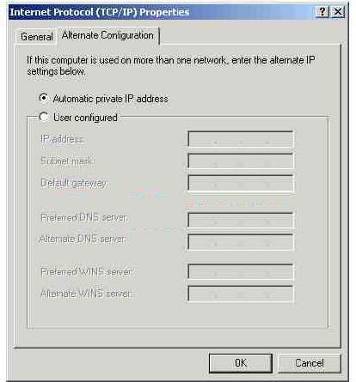
A user named Andy Booth reports that he recently purchased a new Windows XP Professional portable computer, but it does not work on his home network. Andy Booth informs you that the computer will not connect to Internet Web sites or the other computers and devices on his home network.

Andy Booth's computer works properly when connected to the Certkiller .com office network, which utilizes DHCP. Andy Booth states that his home network utilizes statically assigned IP addresses in the 10.10.11.0/24 range.

The TCP/IP configuration for Andy Booth's computer is illustrated in the TCP/IP Properties exhibit below.



The exhibit below displays the alternative TCP/IP configuration for Andy Booth's computer.



Which of the following is the action that you should take to ensure that Andy Booth's computer will work properly when connected to either network? should you instruct Andy Booth to do?

1. Instruct Andy Booth to configure the alternate configuration to use the IP address and other configuration settings provided by his ISP.
2. Instruct Andy Booth to configure the primary TCP/IP configuration to use the IP address and other configuration settings provided by his ISP.
3. Instruct Andy Booth to install a second network adapter in the computer, and use the new network adapter to connect to his home network.

Instruct Andy Booth to install a second network adapter in the computer, and use the new network adapter to connect to the office network.

Answer: A

Explanation:

If a client that is automatically configured to obtain TCP/IP configuration information cannot locate a DHCP server, there are two alternate configuration methods to choose: Automatic Private IP Addressing (APIPA) and a user -defined IP address. These alternate methods are used only when automatic configuration is selected. If manual configuration is being performed, alternate options are not available.

**QUESTION** 179

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user named Dean Austin reports that his Windows XP Professional portable computer cannot connect to any network resources and is unable to authenticate to Certkiller .com. He also reports that the computer could connect yesterday, and that no other users are reporting a problem today.

After a brief investigation, you confirm that the computer is properly connected to the network and that it can ping its loopback address. You then notice that the computer is utilizing the IP address 169.254.131.217 and the subnet mask 255.255.0.0.

You must make sure that Dean Austin's computer is able to connect to network resources.

When you ask Dean Austin to right-click the network connection icon and select Repair from the shortcut menu, it does not work.

Which of the following should be your next step?

1. Ask an administrator to repair the network DHCP server.
2. Instruct Dean Austin to again right-click the network connection icon and select Repair from the shortcut menu.
3. Instruct Dean Austin to run the ipconfig / all command from a command prompt window.
4. Ask an administrator to authorize the network DHCP server in Active Directory.

Answer: A

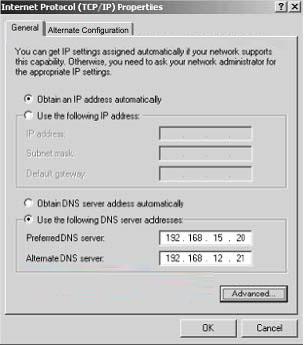
Explanation:

When the computer is assigned an IP address in the 169.254.0.0/16 range this point at some kind of problem with the connection to the DHCP Server. If the client is properly configured and the Repair from the shortcut menu does not help then the next step would be to look for the cause of the problem somewhere else than the client computer (for example the DHCP Server it self or some network equipment).

**QUESTION** 180

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user at Certkiller .com named Mia Hamm reports that her Windows XP Professional portable computer is unable to connect to any network resources and cannot authenticate to Certkiller .com. She tells you that the computer could connect yesterday, and that No other users are reporting a problem today. The IP configuration of Mia Hamm's computer is illustrated in the exhibit below.



You confirm that Mia Hamm's computer is physically connected to the network and that it is able to ping its loopback address and its own IP address. Mia Hamm's is also able to ping all other IP addresses on the Certkiller .com network, but it cannot connect to any network resources by name.

An administrator at Certkiller .com then informs you that last night the DNS and DHCP servers were moved to a different subnet.

Which of the following is the action that you should perform first to make sure that Mia Hamm's computer is able to connect to network resources and authenticate to Certkiller .com?

1. Ask an administrator to repair the DHCP server.
2. Configure Mia Hamm's computer to obtain DNS server addresses automatically.
3. Instruct Mia Hamm to run the ipconfig /renew command from a command prompt window.
4. Ask an administrator to authorize the DHCP server in Active Directory.

Answer: B

Explanation:

The computer is configured with manually entered IP addresses to DNS servers and as the DNS and DHCP servers where moved, the computer is now unable to perform name resolution. Configure the computer to receive its DNS server IP address from the DHCP in order to correct this problem and to avoid it in the future.

**QUESTION** 181

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop

Operating System. The Windows XP Professional system that you are currently assigned to is connected to the Internet directly via a DSL line.

Of the following options, which is the one that you should use to stop all the harmful packets from entering your computer?

1. ICF
2. ICS
3. ISA
4. 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** 182

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. The Windows XP Professional system that you are currently assigned to is connected to the Internet directly via a DSL line.

Which of the following best describes a method of enabling the filtering of packets and getting rid of the harmful incoming data?

1. Run the Network Setup Wizard.
2. Run the Internet Connection Wizard
3. Run Control Panel - > Firewall Settings
4. Run Control Panel - > Filter Settings
5. 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** 183

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

When a user named Clive Wilson reports that his Windows XP Professional client computer is unable to connect to Internet Web sites, you confirm that the his computer is able to connect to all internal resources by name.

You find that you are able to utilize your Windows XP Professional client computer to connect to an Internet Web site by using its IP address, but that you are unable to connect by using its name. You then discover that all network users at

Certkiller .com are experiencing the same problem.

Another technician at Certkiller .com notifies you that a new firewall was installed the evening before.

You need.

Which of the following is the option that will allow you to ensure that all Certkiller .com users can connect to Internet Web sites?

1. Ask an administrator to configure the firewall to allow DNS traffic.
2. Ask an administrator to configure the firewall to allow WINS traffic.
3. Ask an administrator to configure the firewall to allow HTTP traffic.
4. Ask an administrator to configure the network DNS server as a root server.
5. Ask an administrator to configure the network DNS server to allow recursion.

Answer: A

Explanation:

When you can connect to internet sites using the IP number but not when using the name, then the problem is DNS related in some way. The fact that you can use DNS resolution on your internal network but not outside and that there was a new firewall installed recently tells us that the firewall is not properly configured.

**QUESTION** 184

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and all users employ Microsoft Internet Explorer as their Web browser.

Andy Reid and Kara Lang are Web developers at Certkiller .com. Andy Reid is currently in the process of developing a Web application on his computer.

Kara Lang reports that she is unable to access the Web application hosted on Andy Reid's computer. Kara Lang also reports that she receives the following error message when she tries to access Andy Reid's Web application by using Internet Explorer.

"DNS or Server Error."

After a brief investigation, you discover that Andy Reid is able to access the Web application on his computer and all resources on the network. You also find that you are unable to connect to Andy Reid's computer When you run ping command from your computer. You then try to access Andy Reid's Web application from

your computer by using Internet Explorer, and receive the same error message as Kara Lang.

Which of the following is the task that you should execute to ensure that Kara Lang is able to access the Web application on Andy Reid's computer?

1. Run the ipconfig / renew command on Andy Reid's computer.
2. Instruct Andy Reid to stop and start the World Wide Web Publishing Service on his computer.
3. Instruct Andy Reid to ensure that the Everyone group has the Full Control permission for the Inetpub folder on his compute.
4. Ask an administrator to disable Internet Connection Firewall (ICF) in the properties of the Local Area Connection on Andy Reid's computer.

Answer: D

Explanation:

If network connectivity works as intended on Andy Reid's computer, but no one on the network is able to connect to or even ping Andy Reid's computer, then this is a clear case of a faulty configured ICF.

**QUESTION** 185

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com has headquarters in London and branch offices in Paris, Berlin, Milan, Madrid, Stockholm, Warsaw, Minsk, and Athens.

A remote user named Amy Walsh makes use of a Windows XP Professional portable computer. Amy Walsh's user account is a member of the local Administrators group on her computer

Amy Walsh currently connects to the Certkiller .com network by dialing in to a remote access server and authenticates to the domain. Amy Walsh dials in to several different branch offices, depending on where she is located.

Amy Walsh now reports that she is unable to configure Internet Connection Firewall (ICF) for a new dial-up connection that she created. Amy Walsh also informs you that she enabled ICF on other dial-up connections that she created in the past.

Which of the following are the two actions that you should perform to ensure that Amy Walsh can enable ICF on new dial-up connections that she creates? (Choose two.)

1. Ask an administrator to add Amy Walsh's user account to the local Power Users group on the user's computer.
2. Ask an administrator to modify the Group Policy so that Amy Walsh can modify the configuration of ICF on his computer.
3. Instruct Amy Walsh to disable Internet Connection Sharing (ICS) Discovery and Control on his computer.
4. Instruct Amy Walsh to share the new dial-up connection by using Internet Connection

Sharing (ICS).

E. Instruct Amy Walsh to connect to the domain.

Answer: B, E

Explanation:

Recently the administrators in Certkiller .com must have configured a GPO that restricts users from modifying the ICF settings as this used to work earlier. An administrator has to undo these changes and then the user has to connect to the domain in order to receive the changed GPO.

**QUESTION** 186

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com employs Windows XP Professional as their mainstream desktop Operating System. When you attempt to connect to a remote file server from a Windows XP Professional by using the server's host name, it fails. You then try to connect to the remote file server using IP address, and encounter no problems. Which of the following could be the reason for this happening?

1. DNS problem
2. DHCP problem
3. Active Directory problem
4. 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** 187

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

When a user named Ally Wagner reports that she cannot connect to network resources from her Windows XP Professional client computer, you confirm that the network cable is correctly connected to her client computer. You also discover that all other users are able to connect to network resources.

Which of the following is the task that you should complete to ensure that Ally Wagner's computer can communicate on the network?

A. Configure the computer to use the correct IP address of the DNS servers on the network.

1. Ask an administrator to add a canonical (CNAME) resource record for loopback to the DNS server.
2. Configure the Hosts file on the computer to contain an entry for loopback that points to 127.0.0.1.
3. Run the ping 127.0.0.1 command on the computer.

Answer: A

Explanation:

The cable is connected and other users can communicate on the network. Therefore, this is not a physical network problem. It is likely to be a configuration problem on Susan's computer. Therefore the answer is to configure the computer to use the correct IP address of the DNS servers on the network.

**QUESTION** 188

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user name Rory Allen reports that his Windows XP Professional client computer is unable to connect to a file server named Certkiller -SR01, but it can connect to all other network resources by name.

When you try, you find that you are able to connect to Certkiller -SR01 from your computer by using its name. You also discover that you are able to ping Certkiller -SR01 from Rory Allen's computer, by using its IP address. However, Rory Allen's computer refuses to connect to Certkiller -SR01 by name.

Of the following options, which is the one that will allow you to ensure that Rory Allen's computer can connect to Certkiller -SR01 by name?

1. Configure the user's computer to use the correct IP addresses of the DNS servers on the network.
2. Edit the Hosts file on the user's computer and remove the entry for Certkiller -SR01.
3. Configure the user's computer to use the correct IP address of the default gateway for its local subnet.
4. Use the route command to add a static route from the subnet that contains the user's computer to the subnet that contains Certkiller -SR01.

Answer: B

Explanation:

You have verified that there is no problem with the Certkiller -SR01 itself by connecting to it from your computer and you have verified that WINS works as intended

by connecting to other network resources, by using their names, from the users computer. The only explanation now is a faulty entry in the host file that takes precedence over a WINS resolution.

**QUESTION** 189

You work as the help desk support technician at Certkiller .com. The Certkiller .com

network consists of a single active directory domain named Certkiller .com.

A user named Andy Reid reports that other Certkiller .com network users are unable to connect to a shared folder on his Windows XP Professional computer named Certkiller -WS002. These other users have client computers that also run

Windows XP Professional.

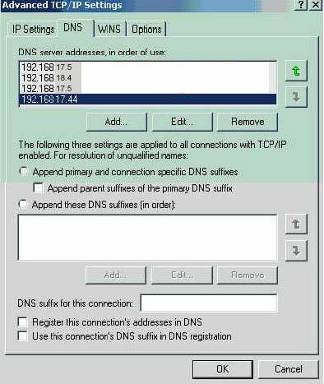
After confirming that the folder was properly shared and that the other users have the correct permissions, you also confirm that Certkiller - WS002 has the proper TCP/IP address, subnet mask, default gateway, and DNS server addresses.

You are able to connect to Certkiller -WS002 from your Windows 2000 Professional computer by using the IP address of Certkiller -WS002, but you cannot connect by using its name.

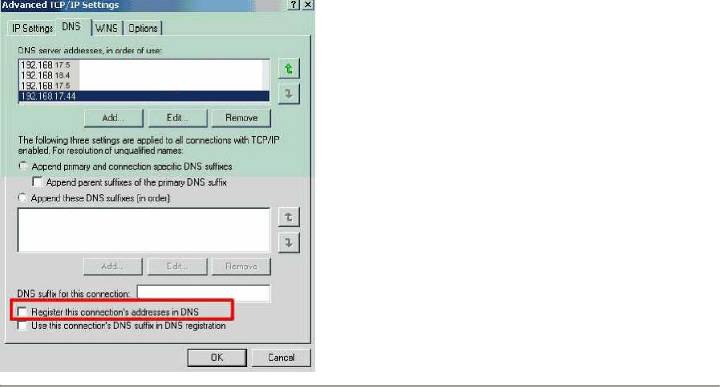
You have been given the responsibility of making sure that other Certkiller .com users are able to connect to Certkiller -WS002 by using its name. You decide that do not want to change any other communications between Certkiller -WS002 and other Certkiller .com client computers.

To meet these requirements, configure the TCP/IP settings on

Certkiller -WS002by selecting the appropriate option/options in the dialog box. You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.



Answer:



**QUESTION** 190

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

A user named Andy Booth reports that his Windows XP Professional client computer is unable to connect to a file server named Certkiller -SR01 by using its name. You discover that you can make use of your Windows XP Professional client computer to connect to Certkiller -SR01 by IP address, but not by name.

You learn that Certkiller -SR01 is a UNIX-based server, which runs file-sharing software so that client computers can connect to it. Rory Allen's Windows XP Professional client computer is able to connect to all Windows-based network resources by name and by IP address.

You are then informed that other users are now reporting the same problem connecting to Certkiller -SR01.

Which of the following is the action that you should perform to guarantee that all computers are able to connect to Certkiller -SR01 by name?

1. Configure each computer to use mode for NetBIOS name resolution.
2. Configure the Hosts file on each computer so that it does not have an entry for Certkiller -SR01.
3. Ask an administrator to add Certkiller -SR01 to the database of the network DNS server.
4. Ask an administrator to add Certkiller -SR01 to the database of the network WINS server.

Answer: C

Explanation:

If you are not able to connect to a resource by its Fully Qualified Domain Name (FQDN) but can connect to other resources by FQDN then it has to be a problem with that resource. The first thing to look up in this case is the DNS registration of the resource. If you are running a dynamic DNS in your domain it is not sure that a Unix computer will register itself to that DNS as Unix mostly rely on static DNS Servers.

**QUESTION** 191

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com makes use of a VPN server that supports PPTP and L2TP.

A user named Mia Hamm wants to use a VPN to connect to the Certkiller .com network over the Internet from her Windows XP professional portable computer, when she travels. You configure a network connection that establishes a VPN connection to the VPN server, on Mia Hamm's computer. When you test the connection, you find that the connection is established.

You decide to increase security by configuring the VPN server to support only certificate-based L2TP VPNs several weeks later, and Mia Hamm reports that she cannot establish a connection to the VPN server. All other users are, however, able to connect to the VPN server successfully.

Which of the following is the option that you should take to make sure that Mia Hamm is always able to establish a VPN connection to the VPN server?

1. Change the type of VPN to L2TP on the Networking tab of the VPN connection on the user's computer.
2. On the user's computer, select the Use pre-shared key for authentication check box in the IPSec setting of the VPN connection.
3. Instruct Mia Hamm to import a recent certificate revocation list (CRL) to her computer.
4. Ask an administrator to modify the firewall settings to allow L2TP connections.

Answer: A

Explanation:

When you first installed the VPN connection on the users computer you could choose between both PPTP and L2TP. After increasing the security and removing PPTP from the list of supported connections, Mia Hamm started to have problems. The solution is the change the users VPN connection to use L2TP instead.

**QUESTION** 192

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Ally Wagner is your manager at Certkiller .com, who currently makes use of a

Windows XP Professional laptop computer. When Ally Wagner he is away from the

office, she utilizes dialup.

Ally Wagner has just informed you that she would like to connect to two different locations without changing dial-in properties, and that She wants you to fix this problem ASAP.

Which of the following is the action that you should take to complete this task?

1. Setup a new location value in modem properties
2. Ignore the request.

Answer: A

**QUESTION** 193

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

The Certkiller .com network contains a Windows 2000 Server computer named Certkiller -SR01 that runs Routing and Remote Access, and also accepts dial-up connections and VPN connections. The Certkiller .com network has two remote access policies:

1. The policy for VPN connections.
2. The policy for dial-up connections.

The policy for VPN connections has a higher priority than the policy for dial-up connections.

One of Certkiller .com's executives, who makes use of a portable computer running Windows XP Professional, has to access his files stored on the network while he travels. Currently, the executive has a dial-up connection named LocalISP that allows him to use a local phone number for a national ISP.

You have received instruction from the CIO to configure a connection to guarantee that the executive is able to access his files via the most secure form of data encryption regardless of his location. The CIO also tells you that the new connection has to allow for the use of the existing dial-up connection.

Of the following actions, which are the two that you should perform to meet these requirements? (Choose two)

1. Create a new VPN connection that specifies the IP address of Certkiller -SR01.
2. Create a new dial-up connection with the phone number of Certkiller -SR01.
3. Configure the new VPN connection to use LocalISP to dial another connection first.
4. Configure the new VPN connection to use a new dial-up connection to dial Certkiller -SR01 first.
5. Configure the new dial-up connection to use dialing rules.
6. Configure the new dial-up connection to use a maximum modem speed of 57,600 bps.

Answer: A, C

Explanation:

The most secure form of data encryption is received by using VPN, however the executive is not wired to a network when he needs to connect to Certkiller and therefore

you have to configure the VPN connection to dial another connection first in order to obtain a network connection. The dial another connection property is set on the General tab in the VPN connection properties.

**QUESTION** 194

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional, and Microsoft Internet Explorer is the only Web browser installed on them. The

security level for the Internet zone is configured at the default settings.

When a user at Certkiller .com named Clive Wilson tries to access a Web site that contains an application, he receives the error message displayed in the exhibit below.



Which of the following is the task that you should execute to ensure that Clive Wilson can access the Web site and run the application?

1. Instruct Clive Wilson to configure the Privacy setting to Medium in Inter Option in Control Panel.
2. Instruct Clive Wilson to configure the Privacy setting to Low in Inter Option in Control Panel.
3. Instruct Clive Wilson to add the URL of the Web site to the Trusted sites security zone in Inter Option in Control Panel.
4. Instruct Clive Wilson to remove the URL of the Web site from the Restricted sites security zone in Inter Option in Control Panel.

Answer: C

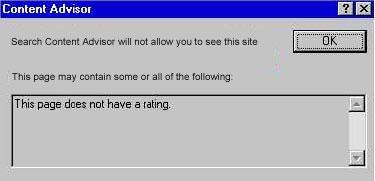
Explanation:

Adding the address of the website to the Trusted sites security zone will bypass the security settings on the Internet zone. Of course, in order to do this you have to be sure that you can trust the site.

**QUESTION** 195

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. Certkiller .com is a company that sells computers to home users.

A customer named Mia Hamm reports that after making changes to Microsoft Internet Explorer, she is unable to view a Web site. Mia Hamm is presented with the error message displayed in the exhibit below When she attempts to access the Web site.



Mia Hamm would like to access the Web site, but she also wants to make sure that Web sites that contain offensive content are inaccessible. You learn that the Web site does not contain offensive content and that Mia Hamm has previously been able to access the Web site.

Which of the following is the option that will ensure that Mia Hamm can access the Web site and that her computer restricts access for other Web sites containing offensive content?

1. Instruct Mia Hamm to select the Users can see sites that have no rating check box in Content Advisor.
2. Instruct Mia Hamm to add the Web site to the approved Web sites in Content Advisor.
3. Instruct Mia Hamm to change the security settings to high.
4. Instruct Mia Hamm to change the privacy setting to high.

Answer: B

Explanation:

When the Internet Explorer Content Advisor is activated access to unrated sites will be blocked. In order to allow Mia Hamm to visit this site without inactivating the Content Advisor you have to add it to the list over approved Web sites.

**QUESTION** 196

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and all users employ Microsoft Internet Explorer as their Web browser.

Users at Certkiller .com frequently access the Certkiller .com Internet Web site. Certkiller .com secures the information on the Web site by using a digital certificate. When a new user named Ally Wagner reports that she is unable to access the Certkiller .com Web site by typing www. Certkiller .com in the Address bar in Internet Explorer, you are instructed to make sure that she can.

Which of the following is the task that you should execute to achieve this?

1. Install the digital certificate for the Wide World Importers Web site into Internet Explorer.
2. Instruct the user to click the Clear SSL State button in Internet Options in Control Panel.

1. Set the security level for the Internet zone to Low.
2. Instruct the user to type https://www. Certkiller .com in the Address bar in Internet Explorer.

Answer: D

Explanation:

As stated Certkiller .com uses digital certificates to secure the information on the website and in order to establish a secure communication channel you have to use https instead of http. Https is http over SSL.

**QUESTION** 197

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com.

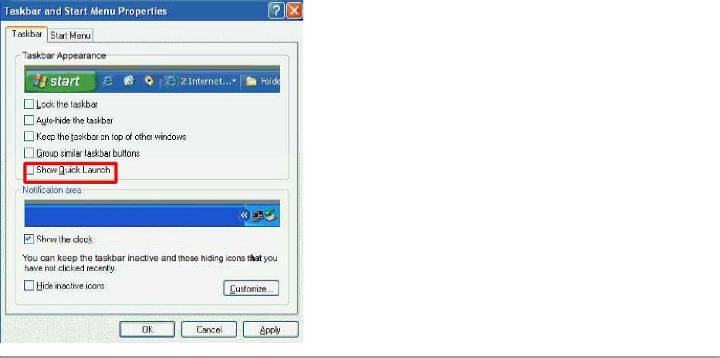
A user named Andy Reid reports that the five shortcuts he added to the Quick Launch toolbar are hidden from view and are only accessible by selecting them from a shortcut menu. Andy Reid would like to select any shortcut on the Quick Launch toolbar with a single mouse click.

You have received instruction from the CIO to make sure that Andy Reid has the ability to select each shortcut on the Quick Launch toolbar bar with a single mouse click.

To achieve this, configure the appropriate option/options in the Taskbar and Start Menu Properties dialog box provided below.



Answer:



**QUESTION** 198

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single active directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional.

When A Certkiller .com user who works from home, named Kara Lang, calls you on Friday to report a problem on her computer, you instruct her to send you a Remote Assistance invitation so that you can help her resolve the problem.

While Kara Lang is on the phone with you, she dials in to her ISP on her second phone line. After Kara Lang sends a Remote Assistance invitation, she informs you that she has disconnected from the ISP.

When you receive the invitation on your client computer, you tell Kara Lang to reconnect to her ISP. Once you accept the invitation, you find that you are unable to connect to Kara Lang's computer.

Which of the following is the task that you should complete to establish a Remote Assistance connection with Kara Lang's computer?

1. Instruct Kara Lang to send a new Remote Assistance invitation and remain connected to her ISP. At your computer, accept the new invitation.
2. Ask an administrator to add your domain user account to the Remote Desktop Users group.
3. Run Remote Desktop on your computer to establish a connection to Kara Lang's computer.
4. Instruct Kara Lang to select the Allow users to connect remotely to this computer check box

Answer: A

Explanation:

The Remote Assistant invitation contains the IP address of the computer that sent the invitation. ISP's often use DHCP to assign IP addresses to computer that dial-in and therefore when reconnecting to the ISP the invitation is no longer valid as the IP address on the computer and in the invitation is no longer the same.

**QUESTION** 199

You work as the help desk support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows XP Professional and all

users use Microsoft Internet Explorer as their Web browser.

A user named Kara Lang reports that she needs to log on to different computers every day and when she does, the Internet Favorites that she created on her office computer are not available.

Which of the following is the task that you should complete to ensure that Kara Lang's Internet Favorites are available on any computer that she uses?

1. 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.
2. Instruct the user to select the Make available offline check box in the Add Favorites dialog box in Internet Explorer.
3. Ask an administrator to create a roaming user profile for the user's account.
4. Ask an administrator to enable the Application Data setting in the Folder Redirection policy of a Group Policy object (GPO).

Answer: C

Explanation:

With roaming profiles a user is presented to the ability of free seating, meaning that all her settings and documents will follow her to any computer that she logs on to (in the users domain). Things that roam are, for example, My Documents, Internet Favorites, files and shortcuts on the desktop, desktop settings such as background image and more.