Exam : 070-271

Title : Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

Ver : 09.11.07

QUESTION 1:

You work as a 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 ten Windows 2000 Server computers and 1,200 Windows 2000 Professional client computers.
Certkiller .com has headquarters in London and branch offices in Paris, Minsk, and Athens. The CIO of Certkiller .com has sent a manager named Andy Reid to work in the office of Paris. Andy Reid has taken with him the Windows XP Professional Full Packaged Product (FPP). Accompanying the FPP is a Microsoft Select License for the installation of Windows XP Professional.
At Paris Andy Reid wants install Windows XP Professional on a laptop. Andy Reid uses the installation media in the Product Fulfillment kit with the Microsoft Select License for the installation. Andy Reid then contacts you to state his problem "a screen requires the input of a product license key".
Andy Reid wants to know which product key he should use.
What should you tell him?

A. The FPP product key
B. The VLK product key
C. A product key that is acquired by the security Web site.
D. Use the product key printed on a sticker at the bottom of the laptop.

Answer: B

Explanation:
If you want to license Windows XP Professional, you should use the Volume Product License Key (VLK).
Incorrect answer:
A: The FPP is used to install media which is provided in an FPP.
C: If you make use of the security website, you or Andy Reid will violate the Microsoft License agreement.
D: The Windows XP Professional product key which is on the laptop is intended only for the installation of Windows XP Professional on the system to which the sticker is attached.

QUESTION 2:

You work as a desktop technician 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 and Development department. One morning Rory Allen complains that he is unable to join the Certkiller .com domain with his Windows XP computer. You tell Rory Allen

to ping a domain controller in Certkiller .com, which was successful.
What should you tell him to do next?

A. Rory Allen should verify the domain mode.
B. Rory Allen should verify the operating system version.
C. Rory Allen should verify the hardware compatibility.
D. Rory Allen should verify the network connectivity.

Answer: B

Explanation: The Windows XP Professional can join a Windows Server 2003 domain, not the Windows XP Home Edition. This is the difference if the two operating systems.
Incorrect answer:
A: It is not needed to make sure of the domain mode because Windows XP Professional cam interoperate with Windows Server 2003.
C, D:
The hardware compatibility or the network connectivity his not the problem. It states in the scenario that Rory Allen did ping the domain which was successful.

QUESTION 3:

You work as a desktop support technician 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.
Certkiller .com consists of a Sales department. A Certkiller .com employee named Mia Hamm works in the Sales department. Due to volume of work, Mia Hamm needs her computer every minute. One morning Mia Hamm came to you and said that she needs the latest versions of the security patches from Microsoft. Mia Hamm wants the update to be installed without intervention from her.
What should you tell Mia Hamm to do?

A. Use Software Update Services (SUS).
B. Use the Windows Update.
C. Use Automatic Updates.
D. Use Windows Unattended Installation.

Answer: C

Explanation: Mia Hamm should use the Automatic Updates. She can schedule the update to run after hours.
Incorrect answer:
A: SUS uses a local Windows Update Server. The question doesn't say Certkiller .com has a SUS server.
B: If Mia Hamm is going to use Windows Updates, she has to manually download and

install the updates.
D: The Unattended Installation will allow her to install Windows XP Professional without doing anything. It is not used to download and install updates every day.

QUESTION 4:

You work as the administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1,300 Windows 2000 Professional client computers.
Certkiller .com consists of three departments, named Sales, Marketing, and Accounting. Due to the growth of the Sales department, Certkiller .com will hire another 100 employees over the next month. The CIO acquires 100 new Windows XP Professional computers which will be added to the Certkiller .com network.
Amy Walsh is a new employee in the Sales department. You install Windows XP Professional on her laptop. You need to ensure that Amy Walsh can use her laptop after the 30-day period and to provide Microsoft with information about Certkiller .com during the installation process.
What should you do on Amy Walsh's computer?

A. Register the operating system.
B. Activate and register the operating system during installation.
C. You should reboot the computer after installation and press F8.
D. You should reboot the computer after installation and press DEL.

Answer: B

Explanation: If you register the computer, Microsoft will have information about the company and if you activate the operating system, it will continue after 30 days.
Incorrect answer:
A: Registering will not allow the computer to stop with Windows XP Professional. You need to activate the operating system.
C: If you press F8 when the operating system is rebooting, it will display the options as Safe Mode or Safe Mode with Network support etc.
D: If you press the DEL key, it will display the CMOS setup program.

QUESTION 5:

You work as a desktop 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. Certkiller .com consists of a Sales department and a Marketing department. The Marketing department is in Chicago and the Sales department is in Dallas. A Certkiller .com employee named Amy Wilson works in the Sales department. She wants to install Windows XP Professional on a system in the Dallas office without the risk of infection of a worm or virus before the completion of the installation.

Amy Wilson also wants File and Printer Sharing for Microsoft Networks to be disabled.
What should Amy Wilson do?

A. In the Setup Wizard, use the Custom settings option of the Networking Settings dialog box.
B. In the Setup Wizard, use the Typical settings option of the Networking Settings dialog box.
C. In the Setup program, use the Advance Options on the Install Options page.
D. Disconnect the Network Interface Card (NIC) from the Ethernet cable.

Answer: A

Explanation: In the Custom settings option of the Networking Settings dialog box, Amy Wilson can disable the File and Printer Sharing for Microsoft Networks. This setting is usually enabled by default.
Incorrect answer:
B: If she uses the Typical setting, the option will be enabled.
C: You only use the Advance Options on the Install Options page to identify the location of the setup files; select disk partitions; etc.
D: There is no need to disconnect the Network Interface Card (NIC) from the Ethernet cable, the File and Printer Sharing for Microsoft Networks will be installed by default.

QUESTION 6:

You work as a desktop support technician 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 tries to install is Windows XP Professional on his computer that is currently running Microsoft Windows 98. When he inserts the Windows XP Professional CD into the CD-ROM drive and reboots, the computer boots into Windows 98 instead of setup.
What should Andy Booth do first?

A. Create a MS-DOS with the Add or Remove Programs, boot the computer with the disk and change to the CD-ROM drive and run winnt32.exe.
B. Remove the drive with the Windows 98 files in the System utility.
C. Create the installation disks with WinXP_EN_PRO_BF.exe, and boot from the disk.
D. Enter the BIOS setup program and change the boot order for the CD-ROM drive to be checked first.

Answer: D

Explanation: Andy Booth should change the starting order so that the computer

checks the CD-ROM first. When a computer starts, it will check for the startup files on the hard drive. By changing it to check the CD-ROM first, it will then find the Windows XP's startup files.
Incorrect answer:
A: If he creates a MS-DOS disk, he should use the winnt.exe and not the winnt32.exe.
B: You cannot configure the boot order with the System utility.
C: WinXP_EN_PRO_BF.exe is used to install the correct drivers for a Windows XP installation. It is not used to create an installation disk.

QUESTION 7:

You work as a 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 ten Windows 2000 Server computers and 1,200 Windows 2000 Professional client computers.
Certkiller .com consists of three departments, named Sales, Marketing, and Finance. Certkiller .com intends to hire another 50 employees over the next 3 months. The new employees will be assigned to the Sales department. The company has purchased 50 new client computers that will be issued to the new employees. You are required to install Windows XP Professional as well as a standard set of applications on the new client computers. All the hardware on the new client computers appears on the Hardware Compatibility List (HCL).
You install Windows XP Professional on one of the new client computers named Certkiller -WS102. However, once the installation is complete Certkiller -WS102 fails to start and you receive a "STOP INACCESSIBLE BOOT DEVICE" error message. You need to ensure that Certkiller -WS102 can start properly.
What should you do?

A. In the system BIOS, disable UDMA for the primary hard disk.
B. Use the Recovery Console and run the Fixboot and Fixmbr commands.
C. In the system BIOS, disable all PIO modes for the primary hard disk.
D. In the system BIOS, disable the virus scanning software.

Answer: B

Explanation: FIXBOOT is used to write a new boot sector onto the computer's system partition and FIXMBR is used to repair the MBR of the computer's boot partition.
Incorrect answer:
A, C: UDMA and PIO are automatically set at boot time. This will have no effect on the booting of the system.
D: To disable the virus scanning option will not interfere during the installation. It will have no effect on the booting of the system.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 657

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 9

QUESTION 8:

You work as a desktop support technician 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 2000 Professional.
Certkiller .com consists of three departments, named Research, Marketing, and Accounting. Amy Walsh is the manager of the Research department. She currently uses a client computer named Certkiller -WS129. Certkiller .com purchases a new computer named Certkiller -WS200 for Amy Walsh. Certkiller -WS200 has two hard drives that are connected to an ISA SCSI adapter and an IDE CD-ROM drive.
You have been instructed to install Windows XP Professional on Certkiller -WS200. You decide to install Windows XP Professional from the Windows XP Professional installation CD. You configure Certkiller -WS200 to boot from the CD-ROM and attempt to install Windows XP Professional. However, the installation fails and you receive an error message stating that Setup cannot locate any hard disks on Certkiller -WS200. You need to ensure that you can install Windows XP Professional successfully on Certkiller -WS200.
What should you do?

A. During the installation, provide the SCSI adapter driver when prompted.
B. In the system BIOS, assign an IRQ for a PCI video adapter.
C. Replace the multi syntax with scsi syntax in the Boot.ini file.
D. Ensure that the SCSI bus is properly terminated.

Answer: A

Explanation: The Windows XP Professional installation does not recognize the SCSI adapter. You should restart Setup and press F6 when prompted. You then should press S and provide the SCSI adapter driver on a floppy disk.
Incorrect answer:
B: Windows Plug and Play would assign the video card an available IRQ.
C: According to the scenario the set up has failed immediately. TheBoot.ini is created when it is close to the first reboot.
D: This could potentially be a cause of the problem; however, it is far more likely to be a driver issue. If the bus wasn't properly terminated, you would get an error during the POST process before the installation starts.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 106
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 4

QUESTION 9:

You work as a desktop technician 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 2000 Professional.
Certkiller .com includes a Finance department. Certkiller .com has just acquired a new computer for an employee named Andy Reid. You set the BIOS for the following boot sequence: CD-ROM, Floppy disk drive and Hard disk. You then boot the computer from the Windows XP Professional installation CD-ROM. When you reboot he computer after the Windows XP installation, you insert a CD-ROM and install TechNet with the Minimum setup option. There after you insert a floppy disk and install the latest video driver.
When the computer again reboots it displays the following error message:
Non-system disk or disk error. Replace and press any key to continue. You need to start the computer with the least amount of administrative effort.
What should you do?

A. Remove the floppy disk and press SPACEBAR.
B. Start in Safe Mode and uninstall the video driver.
C. Remove the CD-ROM from the drive and press SPACEBAR.
D. Set the CD-ROM as the last device in the boot order.

Answer: A

Explanation: You should remove a floppy disk and then press the SPACEBAR. If it is not a bootable disk then the computer will show an error message.
Incorrect answer:
B: It is not needed to start in Safe Mode and uninstall the video driver. With a floppy disk in a floppy disk drive, you will not be able to restart in Safe Mode.
C: It is not needed to remove the CD-ROM from the drive and press SPACEBAR. Th4e drive will determine that the CD-ROM is not bootable.
D: There is no need to change the boot sequence because the CD-ROM is not bootable.

QUESTION 10:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains 20 Windows 2000 Server computers and 1,600 Windows 2000 Professional client computers.
Certkiller .com is in the process of upgrading the client computers to Windows XP Professional. You want to use cloning to deploy Windows XP Professional to the client computers in the Marketing Department. You install a client computer named Certkiller -WS240 in your test lab and install Windows XP Professional on Certkiller -WS240. You then install the required applications on Certkiller -WS240 and configure the computer. After ensuring that

Certkiller -WS240 performs as expected, you log onto the computer as the local Administrator. However, when you attempt to run sysprep.exe at the command prompt, sysprep.exe does not execute.
What is the most probable cause of this problem?

A. The disk drive on Certkiller -WS240 has multiple partitions. Sysprep can only clone a single partition.
B. The sysprep files are not in the systemdrive\sysprep directory.
C. To run the sysprep utility, you must be a member of the Domain Admins group.
D. The partitions on Certkiller -WS240 are formatted with FAT32.

Answer: B

Explanation: For Sysprep.exe to run you need the following files Sysprep.exe, Setupcl.exe and Sysprep.inf on a floppy disk or in the systemdrive\sysprep directory.
Incorrect answer:
A: Sysprep.exe can work on any Windows file system.
C: Not only the Domain Admins group has that privilege, but the administrator account has also sufficient privileges to run Sysprep.exe.
D: Sysprep.exe can work on any Windows file system.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 62
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION 11:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.
Due to company growth, Certkiller .com intends to hire another 100 employees over the next 6 months. The company has purchased 100 new client computers that will be issued to the new employees. You need to install Window XP Professional on the new client computers. You prepare the installation of Window XP Professional for the new client computers on a file server named Certkiller -SR12. You install Windows XP Professional on a reference computer named Certkiller -WS130 and configure the computer. You then copy a Sysprep folder from Certkiller -SR12. However, when you attempt to run sysprep.exe at from that folder you receive the error message as shown in the Sysprep exhibit.
Sysprep Exhibit:

You need to ensure that Windows XP Professional is deployed successfully on the new client computers.
What should you do?

A. You should run RIPrep.exe rather than Sysprep.exe.
B. You should replace all files from the Sysprep folder with the Sysprep files from the Windows XP Professional Installation CD.
C. You should remove Setupcl.exe from the Sysprep folder.
D. You should run the Sysprep.exe with the -msoobe parameter.

Answer: B

Explanation: The System Preparation Tool (Sysprep.exe) is used to prepare a computer for disk imaging, which can be done with third-party image software or with disk-duplicator hardware. The Windows 2000 Server version of Sysprep does not work on Windows XP.
Incorrect answer:
A: The Sysprep image cannot be deployed by RIS
C: Sysprep is found in the Deploy.cab file located in the Support\Tools folder of the Windows XP Professional CD-ROM. When you extracted the contents of this file to install the Setup Manager, you also extracted the Sysprep.exe utility plus another required program named Setupcl.exe.
D: This parameter would invoke the Windows Welcome screen the next time the computer reboot.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 46
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION 12:

You work as a desktop technician 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 2000 Professional.
Certkiller .com includes a Marketing department. A Certkiller .com employee named Kara Lang works in the Marketing department. One morning Kara Lang complains that she unable to activate her installation of Windows XP Professional. During the investigation you find that there is a problem with the Internet connectivity. You need to complete the activation.
What should you do?

A. Activate the installation by e-mail.
B. Activate the installation by telephone.
C. Activate the installation by using a floppy disk-base product key.

D. Activate the installation by using a product key on an intranet domain controller.

Answer: B

Explanation: You can use the telephone to activate the operating system.
Incorrect answer:
A, C, D: You can only activate Windows XP Professional by using the Internet, telephone or modem.

QUESTION 13:

You work as a 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 25 Windows 2000 Server computers, 1,500 Windows 2000 Professional client computers and 150 Windows XP Professional computers.
Certkiller .com contains a server named Certkiller -SR14. Certkiller -SR14 contains a copy of the Windows XP Professional operating system. It also contains copies of device drivers, which are for mostly legacy devices. You have received instruction from the CIO to install Windows XP Professional on a new client computer named Certkiller -WS123 that will be connected to the network.
Certkiller -WS123 contains a SCSI hard disk which is not supported by a built-in Windows XP Professional device driver. You use your laptop, which runs Windows XP Professional, to download the device driver and then copy it to a floppy disk.
You need to install the device driver to install Windows XP Professional.
What should you do?

A. Install Windows XP Professional, when prompted press F2 and install the device driver on the floppy disk.
B. Install Windows XP Professional, when prompted press F6 and install the device driver on the floppy disk.
C. Copy the floppy disk, which has the device driver and install Windows XP Professional, when prompted press F6 and install the device driver in the hard disk.
D. Copy the floppy disk, which has the device driver and install Windows XP Professional, when prompted press DEL and install the device driver in the hard disk.

Answer: B

Explanation: You can install Windows XP Professional, when prompted press F6 and install the device driver in the floppy disk. There is also a possibility that you need the device driver of the ATA, Fiber Channel, IDE or RAID. These are not supported by built-in drivers in Windows XP Professional.
Incorrect answer:
A: You cannot use F2 to install device drivers.
C: During the installation of Windows XP Professional you cannot gain access to the

hard disk.
D: You cannot use DEL to install device drivers.

QUESTION 14:

DRAG DROP
You work as a desktop technician 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 2000 Professional.
A Certkiller .com user named Andy Booth has called for assistance in installing Windows XP Professional. He said that he received a STOP error during text mode portion of the installation. Andy Booth then sends his setup log files to you. During your observation you see that the log files are showing a problem when loading the computers SCSI device.
What can Andy Booth do to solve the problem? To answer, select the appropriate steps and place them in the correct order.

Steps, Select from these	Steps, place here
Change the boot order in the system BIOS.	*Place first step here*
Start the installation by booting from the CD-ROM.	*Place second step, if any, here*
Insert the disk containing the drivers when prompted.	*Place third step, if any, here*
Obtain the correct drivers and copy them to a floppy disk.	*Place fourth step, if any, here*
Press the F6 key during the text-mode phase.	*Place fifth step, if any, here*

Answer:

Steps, Select from these	Steps, place here
Change the boot order in the system BIOS.	Obtain the correct drivers and copy them to a floppy disk.
	Start the installation by booting from the CD-ROM.
	Press the F6 key during the text-mode phase.
	Insert the disk containing the drivers when prompted.
	Place fifth step, if any, here

Explanation:
The computer does not have compatible drivers for the SCSI device. Compatible drivers have to be obtained which is compatible with Windows XP Professional. F6 is then use during text-mode.
Incorrect answer:

You cannot use the BIOS too install device drivers. You cannot change the boot order for the installation to work.

QUESTION 15:

You work as a desktop technician 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 computers and all client computers run Windows XP Professional.
Andy Reid is the manager of the Finance department. He currently uses a client computer named Certkiller -WS100 and is concerned about security on his computer. Microsoft has just released a new service pack that addresses Andy Reid's security concerns. Andy Reid asks you to install the service pack on his computer.
What should you do?

A. Run Add/Remove Window Components from Add or Remove Programs in the Control Panel.
B. Run Windows Update from the Startup menu.
C. Run the Windows Installer.
D. Run the Computer Management utility.

Answer: B

Explanation: Windows Update is a utility that connects to Microsoft's website and checks to ensure that you have the most up-to-date version of XP Professional files.
Some of the common update categories associated with Windows Update is:
1. Critical updates and Service Packs
2. Windows XP updates
3. Drivers
Incorrect answer:
A: The Add/Remove Window Components allows you to install components that you did not include in you installation.
C: The Windows Installer is used to install and manage applications.
D: The Computer Management utility is use to mange system-wide settings, not to install a service pack.
Reference:
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 23

QUESTION 16:

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

Certkiller .com network contains 15 Windows 2000 Server computers and 1,000 Windows 2000 Professional client computers.
Certkiller .com consists of four departments, named Development, Sales, Marketing, and Finance. The Development department has 35 client computers, the Sales department has 365, and the other two departments have 300 client computers each.
You have received instructions to upgrade all client computers in the Development department to Windows XP Professional. You upgrade the client computers successfully and return them to the Development Department.
Amy Wilson is a member of the Development department. Amy Wilson uses a client computer named Certkiller -WS277. A month after the upgrade Amy Wilson complains that she cannot logon to her client computer. Other members of the Development department are experiencing the same problem. You need to ensure that members of the Development department can log on to their client computers.
What should you do?

A. Instruct the members of the Development department to log on to their client computers using their local accounts and not their domain accounts.
B. On the client computers in the Development department, set the Apply Group Policy permission for the GPO that controls the account lockout policy to deny.
C. Reinstall the Windows XP Professional on all client computers in the Development department.
D. Activate Windows XP Professional with Microsoft Clearing House on all client computers in the Development department.

Answer: D

Explanation: The Windows XP Professional installation must be activated within 30 days of installation. You can do this by connecting to the Internet or by contacting a Microsoft Clearing House representative.
Incorrect answer:
A: The client computers have not been activated, this means that the users will not be able to log on to their local accounts to log on to the client computers.
B: The case does not say anything about GPOs to enforce an account lockout policy. This will not prevent users logging on to their client computers.
C:
This can be done, but you would still need to activate Windows XP Professional within 30 days.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 29
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION 17:

DRAG DROP

You work as a desktop technician 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 2000 Professional.
A Certkiller .com user named Rory Allen has called for assistance in installing and configuring Windows XP Professional. Rory Allen works in the Finance department of Certkiller .com. He has finished installing Windows XP Professional as a work group and logged on as a member of the computers administrators group. One morning he says that he needs an application that uses Service Pack 1. You need to instruct Rory Allen to install Service Pack 1 and the latest updates.
What should you instruct Rory Allen to do? To answer, select the appropriate steps and place them in the correct order.

Steps, Select from these	Steps, place here
Click Install Now.	*Place first step here*
Search for Service Pack 1.	*Place second step, if any, here*
Click Review and Install Updates.	*Place third step, if any, here*
Launch Windows Update.	*Place fourth step, if any, here*
Click Scan for Updates	*Place fifth step, if any, here*

Answer:

Steps, Select from these	Steps, place here
	Launch Windows Update.
Change the boot order in the system BIOS.	Click Scan for Updates
	Click Review and Install Updates.
	Click Install Now.
	Place fifth step, if any, here

Explanation:
The service packs and the updates can be downloaded and installed from the Microsoft Windows Update. When the Windows update is launched, you can scan for updates.
Incorrect answer:
If you scan for updates, it will locate the Service pack. You do not need to scan for it.

QUESTION 18:

You work as a desktop support technician 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 2000 Professional.

Certkiller .com consists of a Research and a Development department. A Certkiller .com user named Mia Hamm has recently upgraded her computer from Microsoft Windows 98 to Windows XP Professional. She has telephoned you and wants you to configure her computer to automatically download updates from the Windows Update site and install the updates after working hours. Her user account has administrative privileges.
What should Mia Hamm do first?

A. Specify the Local Security Policy to support the scheduled feature for Automatic Updates.
B. Specify the Registry Editor a schedule for Automatic Updates.
C. Use the Add/Remove Components and add the scheduled feature for Automatic Updates.
D. Deploy the most recent service pack for Windows XP Professional.

Answer: D

Explanation: Mia Hamm should apply the most recent service pack for Windows XP Professional. The original Window XP Professional does not ship with the Automatic Updates client. She needs to apply the service pack to her computer.
Incorrect answer:
A: She should not use the Local Security Policy to schedule for Automatic Updates.
B: She should not use the Registry Editor to schedule for Automatic Updates.
C: She should not use Add/Remove Components to schedule for Automatic Updates.

QUESTION 19:

You work as a 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 ten Windows 2000 Server computers and 1,200 Windows 98 client computers.
A Certkiller .com user named Ally Wagner has been instructed to install Windows XP Professional as well as a number of proprietary applications on 15 new client computers. Ally Wagner wants to deploy Windows XP Professional and the propriety applications using the least amount of administrative effort.
What should Ally Wagner do?

A. Use an answer file when installing Windows XP Professional and install the proprietary after the installation is complete.
B. Run the Winnt32.exe /unattend from a command prompt.
C. On a reference computer, install the Windows XP Professional and the applications and configure the settings as needed. Then run RIPrep.exe from the command prompt. Then use Remote Installation Services (RIS) to install the RIPrep image.
D. On a reference computer, install the Windows XP Professional and the applications and configure the settings as needed. Then run Sysprep.exe from the command prompt. Then use Remote Installation Services (RIS) to install the Sysprep image.

Answer: C

Explanation: Because these are new computers you should use Remote Installation Services. RIS can be used only for clean installations and can't be used to upgrade a previous version of Windows. Because the installation comes from a reference computer, these computer's Hardware Abstraction Layer (HAL) must be the same as the other client computers that need the installation. You should then create an image by using RIPrep.exe, on the reference computer. A (RIPrep) image is a type of image configured on a Remote Installation Services (RIS) server. A RIPrep image can contain the Windows XP Professional operating system and applications. You should connect the client computers to the network and the client computers that are Pre-boot Execution Environment (PXE) enabled will start automatically. PXE is a technology that is used to boot to the network wheN NO: operating system or network configuration has been installed and configured on a client computer.
Incorrect answers:
A: You do not want the new employees to intervene with the installation because thy do not have much experience. With
Winnt.sif a floppy disk is needed, which means the new employees must insert the floppy disk containing the files after the first reboot, when the text-based portion of Setup is beginning.
B: This here is new client computer. You can only use Winnt32.exe if the client computers are already running a 32-bit Windows operating system.
D: You can use Sysprep.exe to create an installation image, but Sysprep images cannot be deployed using a RIS server. You should create a RIPrep image instead.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 51
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION 20:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains 20 Windows 2000 Server computers and 1,600 Windows 2000 Professional client computers. Certkiller .com also contains a server named Certkiller -SR35 that is used for Remote Installation Services (RIS).
Certkiller .com intends to hire another 150 employees over the next 6 months. The company has purchased 150 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional as well as some propriety applications on the new client computers.
You want to deploy Windows XP Professional and the proprietary applications using the least amount of administrative effort?
What should you do?

A. Install Windows XP Professional with the customized settings and the proprietary applications on a reference computer and copy the hard drive content of the reference computer to a shared folder on Certkiller -SR35.
B. Install Windows XP Professional with the customized settings and the proprietary applications on a reference computer, then remove its hard drive and install it in a removable cartridge on Certkiller -SR35.
C. Install Windows XP Professional with the customized settings and the proprietary applications on a reference computer and then run RIPrep.exe to create the installation image.
D. Install Windows XP Professional with the customized settings and the proprietary applications on a reference computer and then run the Sysprep.exe to create the installation image.

Answer: C

Explanation: Certkiller .com has a RIS server. To deploy Windows XP Professional and the proprietary applications, you should install these items on the reference computer which has the same HAL as the target computers. RIS can be used only for clean installations and can't be used to upgrade a previous version of Windows.
A (RIPrep) image is a type of image configured on a Remote Installation Services (RIS) server. A RIPrep image can contain the Windows XP Professional operating system and applications. You should connect the client computers to the network and the client computers that are Pre-boot Execution Environment (PXE) enabled will start automatically. PXE is a technology that is used to boot to the network wheN NO: operating system or network configuration has been installed and configured on a client computer.
Incorrect answer
A: To copy the copy the hard drive content of the reference computer to a share folder on the RIS server (Certkiller -SR35) will not enable you to install the required Windows XP Professional installation.
B: To remove its hard drive and install it in a removable cartridge on RIS server (Certkiller -SR35) will not enable you to install the required Windows XP Professional installation.
D: Sysprep works together with a third-party imaging application such as Norton Ghost or Symantec Drive Image to create cloned copies of the system drive with unique security identifiers (SIDs) that satisfy the requirement that all computers on the network must have a unique SID. Sysprep is not compatible with RIS.
Reference:
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 41

QUESTION 21:

You work as a desktop support technician 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 2000 Professional.
You have purchased a new desktop computer. You then configure an answer file for an unattended installation of Windows XP Professional for this computer. You also want Remote Assistance configurations on the computer. The computer will be used by a Certkiller .com employee named Andy Reid to send Remote Assistance invitations. You do not want Andy Reid to take control of the desktop computer. You also want the invitation to last for 30 minutes. You also need Andy Reid not to establish unsolicited Remote Assistance connections with the desktop computer. How should you configure the PCHealth section of the unattended answer file?

A. [PCHealth]
RA_AllowFullControl = 0
RA_AllowToGetHelp = 0
RA_Allow Unsolicited = 0
RA_AllowMaxTicketExpiry = 3600
B. [PCHealth]
RA_AllowFullControl = 1
RA_AllowToGetHelp = 1
RA_Allow Unsolicited = 1
RA_AllowMaxTicketExpiry = 1800
C. [PCHealth]
RA_AllowFullControl = 0
RA_AllowToGetHelp = 1
RA_Allow Unsolicited = 1
RA_AllowMaxTicketExpiry = 3600
D. [PCHealth]
RA_AllowFullControl = 0
RA_AllowToGetHelp = 1
RA_Allow Unsolicited = 0
RA_AllowMaxTicketExpiry = 1800

Answer: D

Explanation:
RA_AllowFullControl = 0: This allows the expert to have control of a Windows XP Professional computer. A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. This will not allow full control of the Windows XP Professional computer.
RA_AllowToGetHelp = 1: This allows the expert to have control of a Windows XP Professional computer. A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. This setting must be on 1 to allow Remote Assistance.
RA_Allow Unsolicited = 0: A setting of 1 will allow unsolicited Remote Assistance sessions. In the scenario you do not want unsolicited Remote Assistance.
RA_AllowMaxTicketExpiry = 1800: This setting shows the time in seconds when the

Remote Assistance will be expired.
Incorrect answer
A: RA_AllowToGetHelp = 0: A setting of 0 shows that the Remote Assistance is disabled.
RA_AllowMaxTicketExpiry = 3600: The scenario only requires 30 minutes of Remote Assistance.
B: RA_Allow Unsolicited = 1: A setting of 1 will allow unsolicited Remote Assistance sessions. In the scenario you do not want unsolicited Remote Assistance.
RA_AllowFullControl = 1: A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. a setting of 1 will allow full control of the Windows XP Professional computer.
C: RA_AllowMaxTicketExpiry = 3600: The scenario only requires 30 minutes of Remote Assistance.

QUESTION 22:

You work as a desktop support technician 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 2000 Professional.
You have received instruction from the CIO to configure an answer file for unattended installation of Windows XP Professional on a desktop computer named Certkiller -WS123. The answer file should specify Certkiller -WS123 to enable Remote Assistance and that users should not be able to use the computer throughout a Remote Assistance connection.
How should you configure the PCHealth section of the unattended answer file? (Select all that apply)

A. RA_AllowFullControl = 0
B. RA_AllowFullControl = 1
C. RA_AllowToGetHelp = 0
D. RA_AllowToGetHelp = 1

Answer: A, D

Explanation: RA_AllowFullControl = 0: This allows the expert to have control of a Windows XP Professional computer. A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. This will not allow full control of the Windows XP Professional computer. RA_AllowToGetHelp = 1: This allows the expert to have control of a Windows XP Professional computer. A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. This setting must be on 1 to allow Remote Assistance.
Incorrect answer
B: RA_AllowFullControl = 1: This allows the expert to have control of a Windows XP Professional computer. A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. This will allow full control of the Windows XP

Professional computer.
C: RA_AllowToGetHelp = 0: This allows the expert to have control of a Windows XP Professional computer. A setting of 1 show that the Remote Assistance is enabled and 0 shows the settings is disabled. This setting of 0 will not allow Remote Assistance.

QUESTION 23:

You work as a desktop technician 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 2000 Professional.
A Certkiller .com customer named Mia Hamm has called for help to install her Windows XP Professional. Mia Hamm wants to install Windows XP Professional by means of an unattended installation. Now her computer prompts her to insert a disk that contain the $Unique$.udb file. Mia Hamm did not receive any disk.
What should Mia Hamm do?

A. The batch file has the incorrect path to the answer file.
B. Start the computer from the Windows XP Professional installation CD-ROM.
C. The batch file has the incorrect path to the uniqueness database file.
D. Start the computer from an MS-DOS boot disk.

Answer: C

Explanation: In the scenario the computer asks for the $Unique$.udb file. Udb files are used in unattended installations. It's likely that the batch file has the wrong path.
Incorrect answer
A: If Setup could not access the answer file, a different error would occur.
B: There would be a different error if the Setup could not access the Windows XP Professional installation CD-ROM.
D: Unattended installations do not ask for a MS-DOS boot disk

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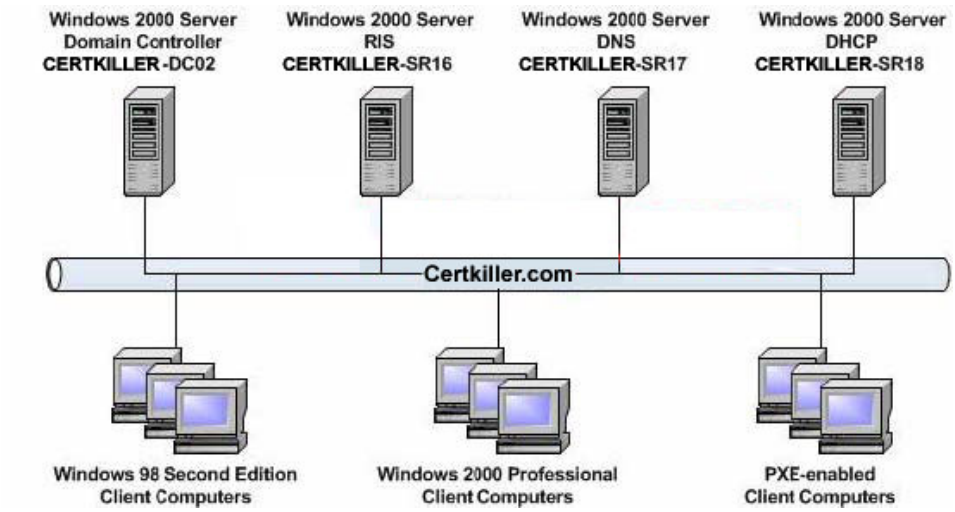
QUESTION 24:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows 98 client computers and 1,000 Windows 2000 Professional client computers. Certkiller .com intends to hire another 50 employees over the next 6 months. The company has purchased 50 new PXE-enabled client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional on the new client computers. You attach the new client computers to the network as shown in the network exhibit.
Network exhibit:



You want to perform an unattended installation of Windows XP Professional on the new computers. You create an installation image of Windows XP Professional on Certkiller -SR16.
You start one of the PXE-enabled client computers. However, after completing the power-on self test (POST) the PXE-enabled client computer reports that no operating system is available. You need to ensure that Windows XP Professional can be deployed successfully on the new client computers.
What should you do?

A. On the PXE-enabled client computer you should perform the Rbfg.exe command from the command prompt.
B. In the system BIOS of the PXE-enabled client computer, specify the NIC as the first boot device.
C. You should add a WINS server to Certkiller .com's network and restart the PXE-enabled client computer.
D. You should recreate the installation image and restart the PXE-enabled client computer.

Answer: B

Explanation: The scenario states that you started the PXE-enabled client computer with the Windows XP Professional CD. The PXE-enabled client computer is not configured to boot from the boot-Rom on its NIC. Client computers must meet the proper design specification to be installed with RIS. This includes the capability for remote booting, which is usually accomplished by adding a network interface card (NIC) that is equipped with a PXE ROM-enabled chip, along with support in the BIOS for booting the computer from this NIC.
Incorrect answer
A: The client computer is PXE-enabled, so to perform the Rbfg.exe is not necessary. Rbfg.exe is used to create a specialized floppy boot disk that can communicate with an RIS server to start a remote installation.
C: RIS allows an administrator to remotely install operating systems on client computers. To use RIS, you need to install this component on the server. The following server

components must be available on the RIS server or on another server available to the RIS server:
1. Dynamic Host Configuration Protocol (DHCP) that provides TCP/IP configuration parameters that enables the client computer to create its own network connection.
2. Domain Name System (DNS) that provides name resolution services so that the client computer can locate the RIS server by name.
3. Active Directory because the RIS operates only in an Active Directory-enabled domain environment. You cannot use RIS in a workgroup environment.
D: You are not required to recreate the installation image.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 41
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION 25:

You work as a desktop support technician 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 2000 Professional.
Certkiller .com consists of a Sales department. Certkiller .com intends to hire another 30 employees over the next 6 months. The company has purchased 30 new PXE-enabled Network Interface card (NIC) client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional on the new client computers. An administrator named Amy Wilson has installed Remote Installation Services (RIS) on a computer named Certkiller -WS190 that is running Windows Server 2003. On Certkiller -WS190 is an image that you will need to deploy to the 30 new computers. You need to prepare the client computers to download and install an image from Certkiller -WS190.
What should you use?

A. Setup Manager.
B. RIS-Boot disk.
C. Windows XP Professional Setup boot disk.
D. The BIOS setup program for the computer.

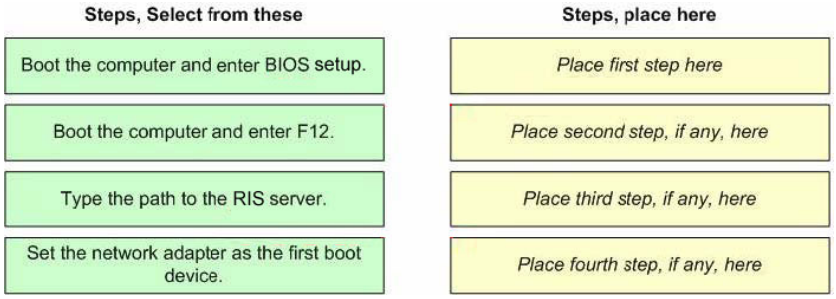
Answer: D

Explanation: You should set the NIC as the first device in the boot order, in the BIOS. This will allow the computer to get an IP address. The computer will then connect to the RIS server to download and install the image.
Incorrect answer
A: The Setup Manager can be used to extract from the deploy.cab file to create an answer file to use with RIS.
B: A RIS-Boot disk is used to start a computer that has a NIC that is not PXE enabled.

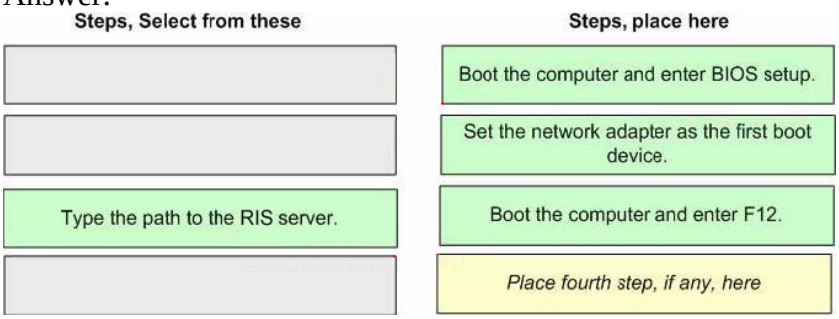
C: You not required a Windows XP Professional Setup boot disk. The computers have a bootable CD-ROM.

QUESTION 26:

DRAG DROP
You work as a desktop technician 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 2000 Professional.
Certkiller .com is using Remote Installation Services to install Windows XP Professional on the user's computers. The computers in Certkiller .com contain PXE compatible network cards. A Certkiller .com user named Andy Booth asks how to install Windows XP Professional. You need to tell Andy Booth how to install Windows XP Professional.
What should you tell Andy Booth? To answer, select the appropriate steps and place them in the correct order.



Answer:



Explanation:
If you perform a RIS installation you need to boot from a floppy disk or PXE-compliant network adapter. You should then specify the network adapter as the first boot device. During startup you should pressF12 to boot from the network adapter.
Incorrect answer
There is no need to type the path to the RIS server.

QUESTION 27:

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

Certkiller .com consists of three departments, named Sales, Marketing, and Finance. You have been instructed to install Windows XP Professional on 150 new client computers that will be used by members of the Finance department. Four network technicians will assist you in accomplishing this task.
You need to use the different deployment methods to install Window XP Professional on the client computers. The deployment methods will include bootable CD-ROMs, Remote Installation Services (RIS), and the System Preparation tool (Sysprep). You will use answer files to automate the deployment.
Which answer files should you create for each of the deployment methods you will use? To answer, drag the appropriate answer file to the correct deployment method in the work area.

Answer:

Explanation:
The correct answer file that is used to deploy Windows XP Professional from a bootable CD-ROM is called winnt.sif. The correct answer file that is used to deploy Windows XP Professional from a RIPrep image is called risetup.sif. The correct answer file that is used to deploy Windows XP Professional from a RIS CD-based image is called ristndrd.sif. The correct answer file that is used to deploy Windows XP Professional from a RIS CD-based created by Setup Manager is called remboot.sif. The correct answer file that is used to deploy Windows XP Professional using the sysprep -factory command is called winbom.ini.
Reference:
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 47

QUESTION 28:

You work as a desktop technician 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 2000 Professional.
A Certkiller .com user named Andy Booth is a member of the Finance department.

You want to use an unattended answer file to install Windows XP Professional on his client computer named Certkiller -WS142. You put the answer file on a floppy disk. You are planning to boot Certkiller -WS142 with a Windows XP Professional CD-ROM and when prompted, insert the floppy disk.
The Certkiller .com user, Andy Booth wants to know the name of the unattended answer file which is used to install Windows XP Professional.

A. Unattend.txt
B. Answerfile.txt
C. Winnt.sif
D. Unattend.sif

Answer: C

Explanation: If you are using a floppy disk containing an answer file you must name it Winnt.sif.
Incorrect answer
A: If you are using a floppy disk containing an answer file you must name it Winnt.sif. If it is named Unattend.txt, the installation would not be successful.
B: If you are using a floppy disk containing an answer file you must name it Winnt.sif. If it is named Answerfile.txt, the installation would not be successful.
D: If you are using a floppy disk containing an answer file you must name it Winnt.sif. If it is named Unattend.sif, the installation would not be successful.

QUESTION 29:

You work as a desktop technician 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 2000 Professional.
Due to company growth, the CIO has purchased 20 new computers which are identical. Each computer has a 60-Gb hard drive, a floppy drive and a bootable CD-ROM. You have been instructed to install Windows XP Professional on the new client computers. An administrator named Kara Lang has created an answer file so that you can perform an unattended installation on each of the 20 computers. You copy the answer file to a floppy disk and configure the 20 computers to boot from the CD-ROM drive.
What is the name of the unattended answer file which is copied to the floppy disk?

A. Winnt.sif
B. Unattend.txt
C. Riprep.sif
D. Sysprep.inf

Answer: A

Explanation: If you are using a floppy disk as an answering file you must name it Winnt.sif. When the computer boots, it will look for the winnt.sif.
Incorrect answer
B: If you are using a floppy disk as an answering file you must name it Winnt.sif. If it is named Unattend.txt, the installation would not be successful. Unattend.txt is the default name for an answer file.
C: Riprep.sif is used when you use Remote Installation Services Preparation tool to create an image.
D: Sysprep.inf is used as an answer file to prepare a reference computer from which you will create an image.

QUESTION 30:

You work as a desktop technician 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 2000 Professional.
Certkiller .com consists of two departments named Research and Development. A Certkiller .com employee named Rory Allen works in the Research department. One morning Rory Allen called you to help with an unattended installation of Windows XP Professional. Rory Allen has a floppy disk containing winnt.sif and an installation CD-ROM. Rory Allen said that when he inserted the floppy disk and the installation CD-ROM in the computer, he received the following error message: Non-System disk or disk error.
You make then sure that the disk has a winnt.sif file on the disk. You need Rory Allen to do an unattended installation.
What should he do?

A. Copy the content of the floppy disk to the hard drive and reboot the computer.
B. Copy the winnt.sif file to an MS-DOS boot disk and reboot the computer.
C. Remove the floppy disk and start the computer with the existing operating system. Insert the floppy disk and launch a command prompt and run Setup.exe.
D. Change the BIOS so that the CD-ROM drive boots first and restart the computer

Answer: D

Explanation: With an unattended installation from a CD-ROM you need a floppy disk that has the answer file. The Setup will then look for a winnt.sif file in the floppy disk. You need to configure the computer to boot to the CD-ROM before the floppy disk.
Incorrect answer
A: The Setup program will not look for winnt.sif on the hard drive.
B: You are booting from a CD-ROM. You do not need to copy wint.sif to a MS-DOS boot disk.
C: This action will result in an error saying that the system cannot find setup.exe. It will not install Windows XP Professional.

QUESTION 31:

You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows NT 4.0 Workstation and the rest run Windows XP Professional. The Certkiller .com network also contains a file server named Certkiller -SR14.
A Certkiller .com user named Andy Booth needs to upgrade a Windows NT 4.0 client computer named Certkiller -WS190 to Windows XP Professional. Andy Booth calls you and says that the Windows XP Professional installation CD does not contain the drivers for the network adapter card currently installed on Certkiller -WS190. You instruct him to copy the i386 folder from the Windows XP professional installation CD to a shared folder named i386 on Certkiller -SR14. In the i386 shared folder he should then create a folder named DriverFiles and copy the drivers for the network adapter card to the DriverFiles folder.
When Andy Booth copied the DriverFiles folder to the <systemroot> folder on Certkiller -WS190 he said that he want access the drivers in the DriverFiles folder for future use.
What should instruct Andy Booth to do on Certkiller -WS190 at the command prompt?

A. Run the Winnt.exe command with the /r:driverfiles switch.
B. Run the Winnt.exe command with the /rx:driverfiles switch.
C. Run the Winnt32.exe command with the /copysource:driverfiles switch.
D. Run the Winnt32.exe command with the /copydir:driverfiles switch.

Answer: D

Explanation: In the i386 folder you will find the Winnt32.exe or Winnt.exe. In the command prompt you the use the Winnt32.exe command with the copydir switch. The copydir:folder name create a customized subfolders that can be used with the Windows XP Professional installation. If you use the /copydir option, the folder is not deleted.
Incorrect answers:
A: The /r switch is used with the winnt command. The winnt command is used to install Windows XP Professional on a computer that is not running Windows 98, Windows Me, Windows NT 4 Workstation, Windows 2000 Professional, or Windows XP Home Edition.
B: The /rx switch is used with the winnt command. The winnt command is used to install Windows XP Professional on a computer that is not running Windows 98, Windows Me, Windows NT 4 Workstation, Windows 2000 Professional, or Windows XP Home Edition.
C: The /copysource:folder name is used to create a temporary subfolder for Windows XP Professional files to be used during the installation process. Once the installation process is complete, the folders created with this process are deleted. If you use the /copydir

option, the folder is not deleted.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 11

QUESTION 32:

You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows 2000 Professional and the rest run Windows XP Professional.
A Certkiller .com manager named Dean Austin wants to upgrade his laptop from Windows 98 SE to Windows XP Professional. Dean Austin travels a lot and wants his laptop to use the modem to connect the company's Intranet. He uses the Windows XP Professional Fully Packaged Product's installation CD-ROM to install Windows XP Professional on his laptop. During the installation a problem occurs. The setup program of Windows XP Professional cannot find the CD-ROM. Dean Austin needs to install Windows XP Professional on the laptop.
What should he do?

A. Use the installation media from a new FPP and install Windows XP Professional on the laptop.
B. Clean the installation CD disk, and put it back in the CD-ROM drive and continue the installation.
C. Stop the installation and copy the installation files to the hard drive and install Windows XP Professional from the hard drive.
D. Stop the installation and check if the CD-ROM drive is working.

Answer: C

Explanation: The installation did start then it stopped. This could indicate a device-drive related error. He can still continue the installation by copying the files to the hard drive and install from the hard drive.
Incorrect answers:
A: He should not use the installation media from a new FPP and install Windows XP Professional. You should first find out the problem.
B: He should not clean the installation CD disk. The CD-ROM drive was able to read the disk.
D: The CD-ROM drive was working because it initializes the CD-ROM from the start.

QUESTION 33:

You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows 2000 Professional and the rest run Windows XP Professional.

A Certkiller .com user named
Rory Allen is a member of the Research department. One morning Rory Allen reports that he received file-copy errors while he was trying to upgrade from Windows ME to Windows XP Professional. Rory Allen cannot complete his installation.
What should you instruct Rory Allen to do?

A. Clean the Windows XP installation CD-ROM.
B. Do a clean installation of Windows XP Professional.
C. Disable all PCI hardware except the video card.
D. Disable the virus-protection software.

Answer: A

Explanation: File-copy errors are usually the result of a dirty or defective CD-ROM.
Incorrect answers:
B: If Rory Allen does a clean sweep, then he will loose all his information and applications that was installed on the system.
C: Rory Allen cannot select any hardware while he is busy upgrading his operating system.
D: When ever you upgrade, you should disable the virus-protection software.

QUESTION 34:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com has its headquarters in Chicago and branch offices in Dallas and Miami. Certkiller .com consists of three departments named Research, Development and Sales. The Research department does research on the in-house applications and software and the Development department develops the applications and the software. The Sales department sells the in-house application and software to Certkiller .com customers.
A Certkiller .com manager named Dean Austin plans to upgrade the branch office computers to Windows XP Professional. The following computers need to be upgraded.
Certkiller -WS321 - which runs Windows 98
Certkiller -WS320 - which runs Windows for Workgroups 3.1.1
Certkiller -WS319 - which runs Windows ME
Certkiller -WS318 - which runs Windows NT Workstation 4.0
Certkiller -WS317 - which runs Windows 95
Certkiller -WS316 - which runs Windows 2000 Professional
All the computers have the latest service pack installed.
Which computers can be upgraded directly to Windows XP Professional? (Choose all that apply.)

A. Certkiller -WS321
B. Certkiller -WS320
C. Certkiller -WS319
D. Certkiller -WS318
E. Certkiller -WS317
F. Certkiller -WS316

Answer: A, C, D, F

Explanation: Windows 98 and later can be upgraded directly toWindows XP Professional. Therefore Certkiller -WS321, Certkiller -WS319, Certkiller -WS318 and Certkiller -WS316 can be upgraded directly to Windows XP Professional.
Incorrect answers:
B, D: The Windows 95 and the Windows for Workgroups 3.1.1 cannot be upgraded directly to Windows XP Professional

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QUESTION 35:

You work as a helpdesk technician 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 2000 Server. The client computers run various Microsoft operating systems.
You have received instruction from the CIO to create a document to help your co-workers with the available upgrades to Windows XP Professional. The CIO also wants you to make suggestions for users who want to keep their existing applications. Your solutions must require the least amount of effort. All the computers have sufficient hardware resources to run Windows XP Professional.
Which migration method would you suggest?

A. Install a service pack on Windows NT 4.0 Workstation computers and upgrade to Windows XP Professional.
Upgrade Windows 2000 Professional, Windows 98, Windows ME and Windows 95 computers to Windows XP Professional.
B. Perform a clean installation and migrate settings on Windows 95 computers.
Install a service pack on Windows NT 4.0 Workstation computers and upgrade to Windows XP Professional.
Upgrade Windows 2000 Professional, Windows 98 and Windows ME computers.
C. Perform a clean installation and migrate setting on Windows 95 computers.
Upgrade Windows 2000 Professional, Windows NT 4.0 Workstation, Windows 98 and Windows ME computers to Windows XP Professional.
D. Perform a clean installation and migrate setting on Windows 95 computers.
Install a service pack on Windows 2000 Professional and Windows NT 4.0 Workstation computers and upgrade to Windows XP Professional.
Upgrade Windows 98 and Windows ME computers to Windows XP Professional.

Answer: B

Explanation: Windows 98, ME and 2000 Professional can be upgraded directly to Windows XP Professional. If Service Pack 5 or later is installed on Windows NT 4.0 you can also upgrade to Windows XP Professional. Windows 95 cannot be upgraded to Windows XP Professional but you can migrate user settings to Windows XP Professional.
Incorrect answers:
A: Windows 95 cannot be upgraded to Windows XP Professional.
C: Windows NT 4.0 requires Service Pack 5 or later before you can upgrade to Windows XP Professional.
D: Windows 2000 Professional does not require a service pack before you can upgrade to Windows XP Professional.

QUESTION 36:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. 300 client computers on the Certkiller .com network have legacy ticket scanning devices for which there is no existing Windows XP driver support. These client computers currently run Windows NT 3.51 Workstation.
You have been instructed to upgrade the 300 Windows NT 3.51 Workstation computers to Windows XP Professional. Before you upgrade the computers to Windows XP Professional you want to ensure that the ticket scanning devices are compatible with Windows XP Professional. You need to test compatibility as quickly as possible. Should the devices not be compatible with Windows XP Professional, you must be able to return to the current operating system in the least amount of time.
What should you do?

A. Upgrade one of the Windows NT 3.51 Workstation computers to Windows XP Professional and run the attached ticket scanning device.
B. Install a new hard disk on one of the Windows NT 3.51 Workstation computers and install Windows XP Professional on the new hard disk. Allow Windows XP Professional to detect the attached ticket scanning device.
C. Upgrade one of the Windows NT 3.51 Workstation computers to Windows NT 4.0 Workstation and then to Windows XP Professional.
D. On the hard disk of one of the Windows NT 3.51 Workstation computers, create a new partition from the free space on the disk and install Windows XP Professional on the new partition. Then run the attached ticket scanning device.

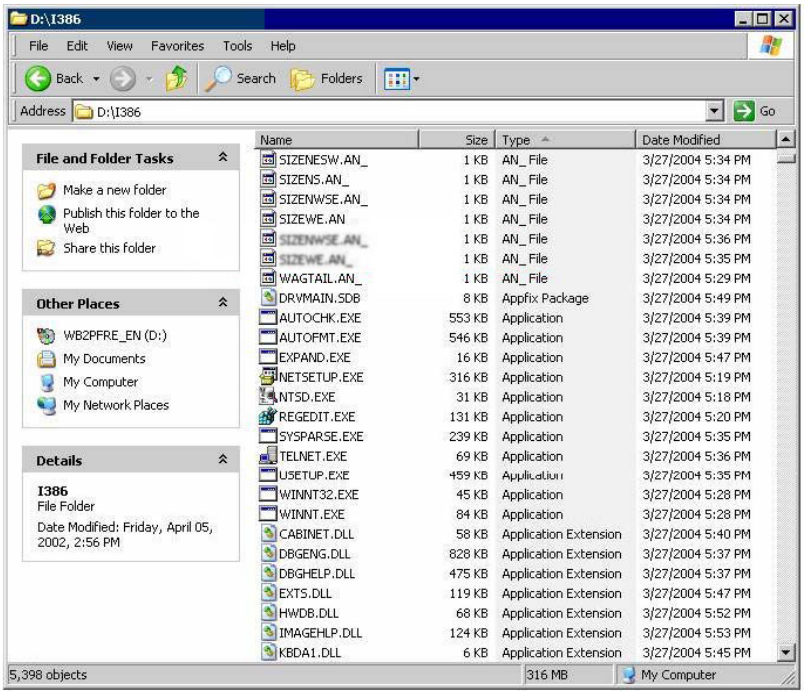
Answer: B

Explanation: By installing Windows XP Professional on a new hard disk on one of the Windows NT 3.51 Workstation computers, we can check the ticket scanning

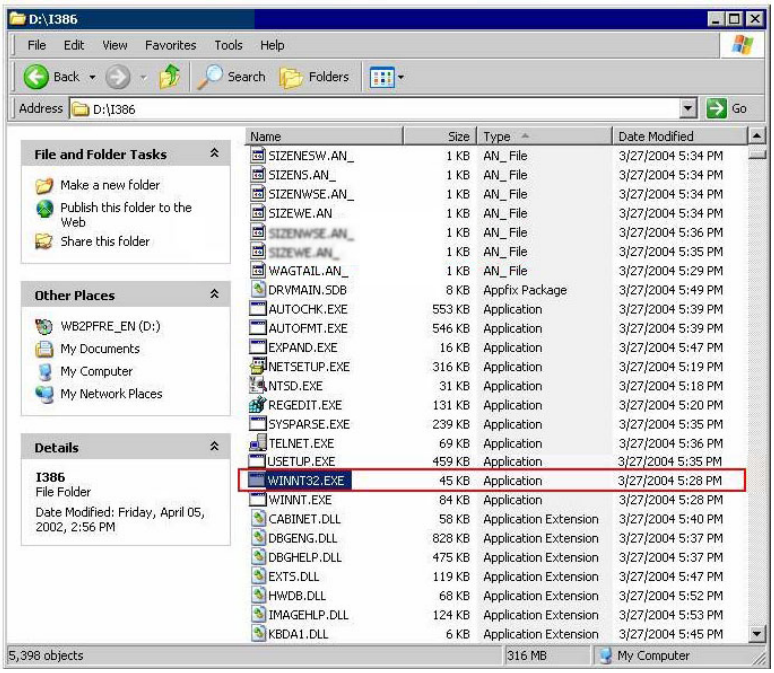
device's compatible with Windows XP Professional without affecting the existing operating system. This will allow us to return to Windows NT 3.51 should the ticket scanning device not be compatible with Windows XP Professional
Incorrect answer:
A, C: Upgrading to Windows XP Professional would require that we reinstall Windows NT 3.51 should the ticket scanning devices not be compatible with Windows XP Professional. This would require a considerable amount of time.
D: We could create a new partition on the hard disk but this would consume more time that installing a new hard disk.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 95
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION 37:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains 5 Windows 2000 Server computers and 500 client computers. All client computers run Windows 98 and an identical set of in-house applications.
Certkiller .com wants to upgrade all client computers to Windows XP Professional. You need to ensure that the hardware and the applications on the client computers are compatible with Windows XP Professional.
You insert the Windows XP Professional Installation CD in a client computer named Certkiller -WS111 and browse to the i386 folder. The content of the i386 folder is shown in the exhibit.
Which file should you run to verify the compatibility of the hardware and applications on Certkiller -WS111? To answer, click on the appropriate file in the exhibit.



Answer:



Explanation:
Microsoft includes
a /checkupgradeonly compatibility tool that is run from the command line with the WINNT32.exe command. The winnt32.exe /checkupgradeonly command generates reports describing hardware and software components that may not be compatible with Windows XP Professional.
Reference:
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION 38:

You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows 2000 Professional and the rest run Windows XP Professional.
Certkiller .com has its headquarters in Chicago and a branch office in Dallas and Miami. Each branch office has its own domain. The computers in the Miami branch office are running Windows 98. You have received instruction from the CIO to upgrade the Windows 98 computers to Windows XP Professional. You are concerned that one computer named Certkiller -WS130 is not compatible with Windows XP Professional due to its hardware. You need to evaluate Certkiller -WS130 to see if it is compatible. Certkiller -WS130 has the latest anti-virus software and the Windows XP Upgrade Advisor installed. You need to analyze Certkiller -WS130.
What should you do?

A. Analyze Certkiller -WS130 with Windows XP Upgrade Advisor.
B. Disable the anti-virus protection and connect Certkiller -WS130 to the Internet. Use the Windows Update to down load updated device drivers.
C. Connect Certkiller -WS130 to the Internet and use the Windows XP Upgrade Advisor to analyze the computer.
D. Specify Automatic Updates to download and install the updates and use the Windows XP Upgrade Advisor to analyze the computer.

Answer: C

Explanation:
Certkiller -WS130 must be connected to the Internet when you run the Windows XP Upgrade Advisor. This will enable the Upgrade Advisor to evaluate Certkiller -WS130 with the latest information from Microsoft.
Incorrect answer:
A: Certkiller -WS130 must be connected to the Internet when you run the Windows XP Upgrade Advisor.
B: You do not need to disable the anti-virus protection. If it interferes with the installation, you need to disable or uninstall it.
D: You do not need the Automatic Updates to download and install the updates and use the Windows XP Upgrade Advisor to analyze the computer.

QUESTION 39:

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.
You have recently upgraded the finance department computers from Windows NT Workstation to Windows XP Professional. A Certkiller .com user named Amy Walsh

is a member of the Finance department. One morning Amy Walshcomplains that the 32-bit accounting application does not function under Windows XP Professional. The manager of the Finance department also confirms that other finance users have the same problem with their computers.
What should you do?

A. Downgrade the affected workstations to Windows NT 4.0.
B. Specify the 32-bit application to run in its own memory.
C. On each workstation you should adjust the compatibility settings.
D. Adjust the 32-bit application setting for all the workstations by means of Group Policy.

Answer: C

Explanation: You need to adjust the compatibility settings. You can access the compatibility settings by right clicking on the program shortcut and select the properties and go to the Compatibility tab.
Incorrect answer:
A: You cannot "downgrade" to Windows NT 4.0; you would have to reinstall the operating system.
B: This option will increase the stability of the application.
D: You cannot use group policies to configure compatibility settings.

QUESTION 40:

You work as a helpdesk technician 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 2000 Server.
A Certkiller .com user named Dean Austin plans to upgrade the client computers in his department. The following computers are going to be upgraded.
Certkiller -WS300 - which has a 233 MHz Pentium with 32 Megabytes memory
Certkiller -WS301 - which has a 133 MHz Pentium with 64 Megabytes memory
Certkiller -WS302 -which has a 233 MHz Athlon with 64 Megabytes memory
Certkiller -WS303 - which has a 300 MHz Celeron with 128 Megabytes memory
Certkiller -WS304 - which has a 166 MHz Celeron with 32 Megabytes memory
All the computers are running Windows NT Workstation 4.0 with Service Pack 6a.
Dean Austin wants to know which of the computers can be upgraded to Windows XP Professional.
What would you reply? (Choose all that apply).

A. Certkiller -WS300.
B. Certkiller -WS301.
C. Certkiller -WS302.
D. Certkiller -WS303.
E. Certkiller -WS304.

Answer: C, D

Explanation: Only Certkiller -WS302 and Certkiller -WS303 meet the minimum requirements for Windows XP Professional and can be upgraded.
Incorrect answer:
A: Certkiller -WS300 cannot be upgraded because it has inefficient RAM.
B: Certkiller -WS301 cannot be upgraded because the processor does not meet the minimum requirements.
E: Certkiller -WS304 cannot be upgraded because the processor and the RAM do not meet the minimum requirements.

QUESTION 41:

You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows 2000 Professional and the rest run Windows XP Professional.
You have received instruction from the CIO to create a document to help your co-workers with the available upgrades to Windows XP Professional. This will allow them to see if a user's computer can be upgraded to Windows XP Professional. The latest service pack is installed on all client computers.
Which document would you provide?

A. Processor - 223 MHz Celeron
Memory - 64 MB minimum
Free Disk Space - 1.5 GB
Operating System - Windows 98 or later.
B. Processor - 166 MHz Pentium
Memory - 128 MB minimum
Free Disk Space - 1.2 GB
Operating System - Windows 95 or later.
C. Processor - 166 MHz
Memory - 32 MB minimum
Free Disk Space - 2 GB
Operating System - Windows 2000 or later.
D. Processor - 166 MHz Pentium
Memory - 64 MB minimum
Free Disk Space - 1.2 GB
Operating System - Windows 98 or later.

Answer: A

Explanation: The minimum requirement of Windows XP Professional is a 233 MHz processor, 64 MB of RAM and 1.5 GB of free disk space. The following operating systems can be upgraded to Windows XP Professional: Windows 98, Windows ME, Windows NT 4.o Workstation and Windows 2000 Professional.

Incorrect answer:
B: The minimum requirement of Windows XP Professional is a 233 MHz processor, 64 MB of RAM and 1.5 GB of free disk space and Windows 95 cannot be upgraded to Windows XP Professional.
C: The minimum requirement of Windows XP Professional is a 233 MHz processor, 64 MB of RAM and 1.5 GB of free disk space and Windows 98 can be upgraded to Windows XP Professional.
D: The minimum requirement of Windows XP Professional is a 233 MHz processor, 64 MB of RAM and 1.5 GB of free disk space.

QUESTION 42:

You work as a helpdesk support technician 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 2000 Server.
A workstation named Certkiller -WS100 runs Windows 98. You have received instruction from the CIO to upgrade Certkiller -WS100 to Windows XP Professional.
With which of the following non-Windows XP compatible applications should you use the Windows 98 compatibility mode to allow the application to run under Windows XP Professional?

A. A backup utility
B. A Novell network client
C. A virus detection program
D. A custom database client application.

Answer: D

Explanation: You can use the Windows 98 compatibility mode to run a custom database client application.
Incorrect answer:
A: A backup utility depends on core operating system files. This is specified to that operating system. .
B: You must use a network client that is made to run Windows XP Professional.
C: The virus detection program is used for an operating system that it was installed in.

QUESTION 43:

You work as a helpdesk support technician 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 2000 Server. All the client computers run Windows 2000 Professional.
A Certkiller .com user named Clive Wilson has upgraded his computer from Windows 98 to Windows XP Home. Clive Wilson uses an in-house accounting application which was developed by Certkiller .com, but the application stopped working after

the upgrade. Clive Wilson wants to configure the application to run in Windows 98 compatibility mode but can't remember where to configure the option.
What should Clive Wilson do?

A. Clive Wilson should open Computer Management
B. Clive Wilson should run the Upgrade Advisor
C. Clive Wilson should open Component Services
D. Clive Wilson should open the executable's Properties dialog box

Answer: D

Explanation: The executable's Properties dialog box will allow him to choose the operating system mode.
Incorrect answer:
A: The Computer Management is not used to specify application compatibility settings
B: The Upgrade Advisor should be run before upgrading to Windows XP.
C: The Component Services is used to configure software components.

QUESTION 44:

You work as the network administrator at a new company named 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 2000 Server and the client computers run Windows Millennium Edition and Windows XP Professional.
Certkiller .com consists of three departments, named Sales, Marketing, and Finance. Mia Hamm is the manager of the Sales department. She currently uses a client computer named Certkiller -WS155 which runs Windows Millennium Edition. Certkiller .com purchases a new computer named Certkiller -WS122 for Mia Hamm. You have been instructed to install Windows XP Professional and several Microsoft XP applications on Certkiller -WS122. Mia Hamm wants you to transfer her data and custom settings from Certkiller -WS155 to Certkiller -WS122.
What should you do?

A. You should enable Remote Assistance.
B. You should use the .inf files.
C. You should use the Files and Settings Transfer Wizard.
D. You should enable Remote Desktop.

Answer: C

Explanation: The Files and Settings Transfer Wizard utility is used to copy user state data from a computer running a pre-Windows XP version to a computer which runs a fresh version of Windows XP Professional. You then should use the FAST Wizard to transfer the data and custom settings from the Windows

Millennium Edition computer to Certkiller -WS122.
Incorrect answer:
A: Remote Assistance will allow the other Windows XP Professional client computers of the other departments to view you desktop and administer Certkiller -WS122.
B: The .inf files alone would not enable you to transfer
user state data. If you use the User State Migration Tool totransfer user state data from one computer to another, you then can create an .inf file.
D: Remote Desktop can be used to provide client computers with remote access to a Windows XP Professional computer and any base Windows applications. In the case you want to transfer user settings and data from the Windows Millennium Edition computer to Certkiller -WS122.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 171
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION 45:

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 2000 Server and all client computers run Windows 2000 Professional. The Certkiller .com network contains a file server named Certkiller -SR10 and 1,500 client computers.
You have been instructed to perform a clean installation Windows XP Professional on 200 of the client computers. The custom settings and personal data of the users of these client computers must be preserved. You want to use Remote Installation Services (RIS) to deploy Windows XP Professional to these client computers. You also want to use the least amount of administrative effort.
What should you do?

A. You should copy the user state data to Certkiller -SR10 by using the Scanstate.exe and run the Loadstate.exe to apply the settings to the 200 client computers.
B. On all the 200 client computers you should back up the user state data and perform a operating system upgrade and restore user state data to the client computers from the back ups.
C. You should copy each of the 200 user's profiles to a network share. When the upgrade is complete the users then can retrieve their profiles.
D. Backup the Systems State data from the 200 client computer to a network share. Restore the System State data once the installation of Windows XP Professional is complete.

Answer: A

Explanation: The case states that you want to use (RIS).You can use the User State Migration Tool (USMT) to transfer personal data, application settings and personal

operating systems data. Windows XP Professional ships with a utility called the User State Migration Tool (USMT) that is used by administrators to migrate users from one computer to another via command-line utilities. The USMT is almost the same as the FAST Wizard with the following differences:
1. The USMT is more configurable and can use INF files to specify which files and settings are transferred.
2. The USMT is scriptable and uses command-line utilities to save and restore user files and settings.
The options also states that you should use Scanstate.exe and run the Loadstate.exe. The USMT consists of two executable files, ScanState.exe and LoadState.exe.
1. ScanState.exe collects user data and settings information based on the configuration of the Migapp.inf, Migsys.inf, Miguser.inf, and Sysfiles.inf files.
2. LoadState.exe then deposits the information that is collected from the source computer to a computer running a fresh copy of Windows XP Professional.
Incorrect answers:
B: To back up the 200 client computers and to restore the user's personal on all the 200 client computers is more time consuming.
C: User profiles that have been copied from one operating system don't work properly when used in another operating system.
D: The Systems State data from Windows 2000 and Windows XP Professional is different. Window 2000's Systems State data includes system boot files, the registry, all files that are protected by the Windows File Protection and the COM+ Class Registration database. The option states that you copy the Systems State data from the client computer, which means from Windows 2000. The Windows XP's User State Migration Tool (USMT) to transfer personal data, application settings and personal operating systems data.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 103
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION 46:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1,200 Windows 98 client computers.
A client computer named Certkiller -WS114 runs three programs that start automatically when Certkiller -WS114 is connecting to the network. You have received instructions to upgrade Certkiller -WS114 to Windows XP Professional. After the upgrade you discover that the three programs no longer start when Certkiller -WS114 is connected to the network. You need to ensure that the three applications start automatically when Certkiller -WS114 is connected to the network.
What should you do?

A. Use the Files and Settings Transfer Wizard utility to restore the Windows 98 configurations setting.
B. In the Services console in the Computer Management utility, configure the three applications to start automatically.
C. Use the User State Migration utility to restore the Windows 98 configurations setting.
D. Restore the startup programs in the System Configuration utility.

Answer: D

Explanation: The Msconfig utility is a system configuration utility. When you do an upgrade from Windows 98 to Windows XP Professional the Windows XP Professional setup utility removes files with .Ink and .exe extensions from the startup folder. These files are stored in the programs folder of the Start menu. To restore the files and registry values, you should select the "Restore Startup Programs" on the Startup tab.
Incorrect answer:
A: The Files and Settings Transfer Wizard utility is use to copy files and configuration settings from a computer running a pre-Windows XP version to a computer which runs a fresh version of Windows XP Professional.
B: The Computer Management utility is use to mange system-wide settings instead of user individual settings.
C: The User State Migration tool is used by administrators to migrate users from one computer to another via command-line utilities.

QUESTION 47:

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 2000 Server and all client computers run Windows 98.
A client computer named Certkiller -WS101 runs a number of critical proprietary applications. You were instructed to upgrade Certkiller -WS101 to Windows XP Professional. Before you begin with the upgrade you backup the data Certkiller -WS101. After the upgrade you test the proprietary applications and notice that some of the proprietary applications do not start. The applications are critical to the functioning of Certkiller .com. You want to return Certkiller -WS101 to Window 98 without losing the propriety applications and the data.
You want to use the least amount of administrative effort in accomplishing this goal.
What should you do?

A. On Certkiller -WS101, go into the Control Panel and open Add or Remove Programs and select Uninstall Windows XP Professional.
B. From the backup you made restore data and restore Windows 98.
C. Reboot Certkiller -WS101 and choose the Last Known Good Configuration.
D. On Certkiller -WS101, open System Restore; select Restore my computer to an

earlier time and select the most resent system checkpoint.

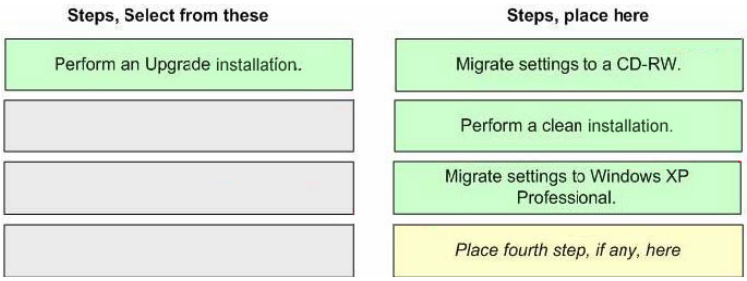
Answer: A

Explanation: You can rollback from an installation of Windows XP Professional to Windows 98. The prerequisite is that the boot partition must have been formatted with FAT or FAT32.
Incorrect answer:
B: You cannot restore Windows 98 because there was no image created of Windows 98.
C: The Last Known Good Configuration will restore Certkiller -WS101 the last you successfully log on. This was after the installation of the Windows XP Professional installation.
D: The System Restore will restore Certkiller -WS101 to a system checkpoint. To do this will not restore Certkiller -WS101 to Windows 98.

QUESTION 48:

DRAG DROP
You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows 2000 Professional and the rest run Windows XP Professional.
A Certkiller .com customer named Ally Wagner has asked you to assist her with the installation of Windows XP Professional on her system that runs Windows 95. Ally Wagner needs to keep her user profile settings. The specs of her computer are as follows: Pentium III 600 MHz processor, 128 MB RAM, 20 GB hard disk with 15GB available space and a CD-RW drive.
What should you tell Ally Wagner? To answer, select the appropriate steps and place them in the correct order.

Answer:



Explanation:
You cannot upgrade from Windows 95 to Windows XP Professional. She needs to

transfer her setting to a CD-RW. She then can make a clean installation. When Ally Wagner has completed her installation, she can migrate her settings to Windows XP Professional.

QUESTION 49:

You work as a 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 Kara Lang uses a Windows 95 client computer named Certkiller -WS170. Certkiller -WS170 contains a single hard disk drive with two partitions that have been assigned the drive letters C and D. Kara Lang asks you to perform a clean installation of Windows XP Professional on Certkiller -WS170.
You install a second hard disk drive in Certkiller -WS170 and assign it the drive letter E.
You must make the E: drive the boot partition. What should you do?

A. Select Advanced Options from the Install Options dialog box in Setup.
B. At the command prompt, run winnt32.exe /syspart:E.
C. Define the TargetPath option in an answer file and use the answer file to perform an unattended installation.
D. Use Sysprep to create an image for Certkiller -WS170.

Answer: A

Explanation: The boot partition is the partition that constrains the %SystemRoot% folder into which set up copies the Windows XP Professional system files. This partition can be the primary partition of a logical partition. You can specify which drive letter or partition Setup should use in the Advanced Options dialog box.
Incorrect answers:
B: The syspart switch is used to copy Set up files to a temporary hard disk drive that can be moved to another computer on which the installation is to be performed. The syspart switch marks the specified drive letter as the system partition to which Setup will copy the Setup startup files. The hard drive can then be moved to a new computer where Windows XP Professional Setup will begin at the next phase.
C: The TargetPath option of an answer file specifies the name of the folder in which Windows XP Professional will be installed. It does not specify the drive letter or partition.
D: Sysprep is used to create an image that contains the operating system and the applications that are to be installed on a target computer. However, the Sysprep image can only contain a single partition and will replace the C: drive.
Reference:
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 1
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 12

QUESTION 50:

You work as a 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 Rory Allen uses a Windows 98 client computer named Certkiller -WS333. Rory Allen has asked you to help him install Windows XP Professional on Certkiller -WS333. Rory Allen confirms that he has run an Upgrade Advisor and it stated that a critical application is not compatible with Windows XP Professional. The best option for him will be a dual-boot configuration.
To dual-boot between Windows XP Professional and Windows 98, what will be the requirements? (Select two)

A. Windows 98 can be installed on FAT32 partition.
B. Windows 98 can be installed on NTFS partition.
C. Windows XP Professional can be installed on NTFS and FAT32 partition.
D. Windows XP Professional and Windows 98 can be installed on the same partition.

Answer: A, C

Explanation: In multi-boot configuration both operating systems must be installed on separate partitions. Windows 98 supports FAT and FAT32. Windows XP Professional supports FAT, FAT32 and NTFS.
Incorrect answers:
B: You cannot install Windows 98 on NTFS.
D: In multi-boot configuration both operating systems must be installed on separate partitions.

QUESTION 51:

You work as a desktop technician 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 2000 Professional.
A Certkiller .com employee named Dean Austin works in the Research department. Dean Austin has asked you to install another operating system on his computer named Certkiller -WS222. When you start with the installation an error is encountered when you run Setup. The installation was incomplete. During an investigation, you suspect an unsigned file. You need to find out which unsigned file Setup is trying to install.
Which log file should you use?

A. setupact.log
B. setuplog.txt
C. setuperr.log
D. setupapi.log

Answer: D

Explanation: setupapi.log is used to determine the last device that was installed.
Incorrect answers:
A: setupact.log is used by Setup to record each file that is copied during installation.
B: The setuplog.txt is used by Setup to record each task that is performing during installation.
C: setuperr.log is used by Setup to record errors that happened during installation.

QUESTION 52:

You work as a 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 ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.
A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional computer named Certkiller -WS100. Mia Hamm stores her folder named MiaDocs on Certkiller -WS100. The other employees of the Finance department also have access to the contents of the folder.
Mia Hamm contacts you to tell you that she does not want to share the folder to the other employees due to the critical information that she has now saves in MiaDocs. Mia Hamm says that she still wants to keep the folder on Certkiller -WS100.
Which of the following can Mia Hamm do?

A. Mia Hamm should compress the MiaDocs folder.
B. Mia Hamm should delete the MiaDocs folder.
C. Mia Hamm should rename the MiaDocs folder.
D. Mia Hamm should reinstall the operating system with Windows XP Professional.

Answer: C

Explanation: When a shared folder is renamed or moved. It will not allow sharing.
Incorrect answer:
A: Mia should not compress the shared folder. This will result that the shared folder is disabled.
B: If the folder is deleted Mia Hamm will loose her files in the folder. The scenario states that she wants to retain the folder.
D: If Windows XP Professional is reinstalled Mia Hamm will loose her files in the folder. The scenario states that she wants to retain the folder.

QUESTION 53:

You work as a desktop support technician 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 2000 Professional.
A Research department user named Kara Lang has created a shared folder named KaraDocs on her computer named Certkiller -WS101. She has also enabled encryption on the folder. Kara Lang is a member of the Local Administrators group on Certkiller -WS101. Other users in the Research department store their encrypted files on KaraDocs. After a few months Kara Lang notices that the hard disk of Certkiller -WS101 is going to run out of space.
What should Kara Lang do?

A. Enable compression on KaraDocs Properties.
B. The Research department users must decrypt their subfolders with their content, and then Kara Lang should compress KaraDocs.
C. Decrypt KaraDocs and all its content and then compress KaraDocs.
D. Kara Lang must take ownership of the content of KaraDocs and assign the Allow - Full Control permission to her user account for the file and folders. She should then compress KaraDocs.

Answer: B

Explanation: The Research department users must decrypt their subfolder with there content. Because the users use there certificate for encryption. This means that Kara Lang cannot decrypt there subfolders.
Incorrect answer:
A: Kara Lang will not be able to do this because she will receive an access denied message.
C: Kara Lang can decrypt KaraDocs, but the subfolders will not be decrypt. The Research department users must decrypt their subfolder with there content.
D: Kara Lang can do this, but her user account must be designated as a recovery agent. The scenario does say anything about it.

QUESTION 54:

You work as a desktop technician 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 2000 Professional.
A Certkiller .com customer named Mia Hamm has called to say that she has upgraded her computers from Windows 2000 Professional to Windows XP Professional. Mia Hamm then created a shared folder named MiaDocs, but no one in her company can change the files in MiaDocs from their computers. Mia Hamm said that she did not have the problem before the upgrade.
What could be the cause of the problem?

A. In Windows XP Professional, the default Share permission to the Everyone group is

Read.
B. The simple file sharing services is disabled.
C. After the upgrade the NTFS permissions was reset.
D. Windows XP Professional does not support deleted files across the network.

Answer: A

Explanation: The default for shared file in Windows 2000 Professional is Everyone group is Full Control. Windows XP Professional, the default Share permission to the Everyone group is Read.
Incorrect answer:
B: This is not the case; because the simple file sharing services is disabled otherwise anyone or the customer will be able to access the files.
C: The NTFS permissions are not reset on folders. Mia Hamm created the Share folder after the upgrade.
D: Windows XP Professional do support deleted files across the network it.

QUESTION 55:

You work as a desktop 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 servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Recently several of the network client computers crashed and Certkiller .com lost loads of critical data. This brought about change and a new written security policy that requires all of the client computers to back up their data to a removable disk. You issue all users with removable disks which they will use to backup their data. The removable disks are formatted with NTFS. However, network users soon discover they are unable to eject the removable disks unless they shutdown their client computers. You need to ensure that network users are able to eject the removable disks without having to shut down their client computers. You solution must not grant users more privileges than they require to eject the removable disks. What should you do?

A. Instruct all users to turn off and then restart the removable disks.
B. Configured a Group Policy object (GPO) to allow interactive users to remove or eject removable NTFS media and link the GPO to the Certkiller .com domain.
C. Add each user to the local administrators group on his or her client computer.
D. Add all network users to the Power Users group.

Answer: B

Explanation: By default, only Administrators are able to eject removable NTFS disks. To allow users to manage their own removable disks, you must assign them the Allow to eject NTFS media permission. This can be assigned via a GPO that is

linked to the domain
Incorrect Answers:
A: This is not a very good choice, simply by turning the devices power off and back on will not give you the required privileges to eject the removable media.
C: You could make each user the local Administrator on his or her client computer. This however will grant the users too many privileges.
D: Making the users members of the Power Users group will not enable them to eject the removable disks.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 354.

QUESTION 56:

You work as a desktop 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 servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
A network user named Rory Allen working in the Marketing department is trying to set permissions on a file that he has created on a workstation named Certkiller -WSR244 that is running Windows XP Professional.
Certkiller -WSR244 is not a member of the domain. Rory Allen said that he opened the properties on the file to set the Security tab but was no Security tab. What could cause the problem?

A. Simple file sharing is enabled.
B. Rory Allen's user account has not been granted Full Control of the file.
C. Rory Allen's user account is a Limited User.
D. The file is located on a FAT32 partition.

Answer: A, D

Explanation: You cannot set NTFS permissions on FAT or FAT32. This means that the Security tab is not present. Simple file sharing will also prevent the Security tab to be displayed.
Incorrect Answers:
B: Even with Full Control, the Security tab will be displayed.
C: With a Limited User, the Security tab will be displayed.

QUESTION 57:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.

Certkiller .com has four departments named Marketing, Sales, Research and Development, and Manufacturing. Mia Hamm is the manager of the Research and Development department. Mia Hamm uses a client computer named Certkiller -SR237 on which she recently created a folder named ManDocs. The ManDocs folder contains several files and folders. The Research and Development department is in the process of developing a revolutionary new multimedia device in which Certkiller .com has invested considerable resources. Certkiller .com management is concerned about possible industrial espionage from Certkiller .com's competitors. Later that evening you enable file encryption on all user documents and folders in the Research and Development department.
A few days later, Mia Hamm complains that she cannot compress the files and folders in the ManDocs folder.
What should you do?

A. Make Mia Hamm a member of the Power Users group.
B. Make Mia Hamm a member of the local Administrators group on Certkiller -WS237.
C. Format the hard disk on Certkiller -WS237 with the FAT32 files system.
D. Inform Mia Hamm that she cannot compress encrypted files and folders.

Answer: D

Explanation: Windows XP Profession does not allow the compression of encrypted files. Whenever a compressed file is encrypted it loses its compressed state and whenever an encrypted file is compressed, it loses its encrypted state.
Incorrect Answers:
A, B: The owner of a file or folder is able to enable compression of that file or folder. Mia Hamm created the ManDocs folder and is therefore the owner of that folder. She does not need to be a member of the local Administrators group or a member of the Power Users group. The problem is that Windows XP Profession does not allow the compression of encrypted files.
C: The FAT32 file system does not support file compression or encryption.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 8, 314-315.

QUESTION 58:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A file server named Certkiller -SR11 contains a folder named Marketing. Users that work in the Marketing department access files stored within this folder. All files stored in the Marketing folder contain confidential information.
A user named Clive Wilson works in the Marketing department. Clive Wilson uses

a client computer named Certkiller -WS270. You have been instructed to copy the Marketing folder and its associated contents to Certkiller -WS270, while also ensuring that the files are secured. The Marketing folder currently contains 180 MB of data.
Certkiller -WS270 contains two partitions named C and D respectively. Partition C and partition D are configured as follows:
1. Partition C is a FAT32 formatted partition with 1 GB of free disk space.
2. Partition D is a NTFS formatted partition with 250 MB of free disk space.
You must copy the Marketing folder to Certkiller -WS270.
How will accomplish the task and ensure that the Marketing folder and its associated files are secured.

A. On Certkiller -SR11, encrypt the Marketing folder.
Copy the Marketing folder to Partition C.
B. On Certkiller -WS270, copy the Marketing folder to Partition C.
Encrypt the contents of the folder.
C. On Certkiller -WS270, copy the Marketing folder to Partition C.
Convert the Marketing folder to NTFS.
D. On Certkiller -WS270, copy the Marketing folder to Partition D.
Encrypt the contents of the Marketing folder.

Answer: D

Explanation:
The NTFS file system includes features such as encryption (EFS), disk quotas, file compression, mounted drives, NTFS change journal, and support for multiple data streams. Encrypting File System (EFS) can only encrypt files when the NTFS file system is being used. The FAT file system includes no support for encryption (EFS). The initial NTFS version that includes support for file encryption, disk quotas, sparse files, remote storage and Active Directory structures is NTFS 5.0.
Incorrect answers:
A, B: Encrypting File System (EFS) can only encrypt files when the NTFS file system is being used. The FAT32 file system includes no local security for the file system or compression features. When you copy an encrypted file to the FAT32 file system, that file becomes decrypted.
C: You cannot convert the Marketing folder to NTFS. You have to convert the actual partition to an NTFS formatted partition.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 314-316.
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 546-548.

QUESTION 59:

You work as a desktop technician 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.
Certkiller .com consists of a Research department. Certkiller .com does research on application and sells computers to their clients. CertK inhg.com also has a Desktop support team which you are part of. A Certkiller .com user named Amy Walsh. Amy Walsh uses a computer named Certkiller -WS103. On Certkiller -WS103, Amy Walsh share a folder named CK_Docs with other users in the domain. CK_Docs was configured with permission to the users and the groups on the network.
Amy Walsh then created a subfolder named AmyDocs in the CK_Docs. She wants the same permissions on her subfolder as the Parent has. Amy Walsh want AmyDocs to change with CK_Docs, whenever new permissions are applied.
What should you instruct Amy Walsh to do?

A. Amy Walsh should do nothing.
B. Amy Walsh should disable simple file sharing on Certkiller -WS103.
C. Enable caching on CK_Docs.
D. Clear the Inherit from parent the permission entries that apply to child objects.

Answer: A

Explanation: Amy Walsh should do nothing. The subfolder, AmyDocs will inherit permissions from the parent folder, CK_Docs.
Incorrect Answers:
B: It is not necessary to disable simple file sharing on Certkiller -WS103. File sharing is not available on computers that are connected to the domain.
C: It is not necessary to enable caching on CK_Docs in this scenario. It allows user to store local copies to be viewed while the user is not connected to the shared file.
D: This will result in that the subfolder no longer inherits permissions from the parent folder.

QUESTION 60:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 150 Windows XP Professional client computers and 150 Windows 2000 Professional client computers.
A Certkiller .com user named Ally Wagner wants to share file in a folder named AllyDocs, which reside in a computer named Certkiller -WS105. Ally Wagner wants the remote users to read the content of the files in AllyDocs without changing the files. You then told Ally Wagner to right-click the AllyDocs and select the properties from the shortcut menu.
What should Ally Wagner do next?

A. Click the Advance button and select the Compress content to save disk space and

Encrypt content to secure data checkboxes and click the OK button.
B. Click the Advance button and select the Compress content to save disk space checkbox and click the OK button.
C. Select the Sharing tab and select Share this folder and click the OK button.
D. Select the Security tab and configure the appropriate permissions and click the OK button.

Answer: C

Explanation: If you select the Sharing tab and select Share this folder and click the OK button, it will allow the remote users to view the content without changing it.
Incorrect Answers:
A: You cannot compress and encrypt a folder the same time. The check boxes are not there simultaneously. .
B: You should not choose the Compress content to save disk space checkbox. You should select the Sharing tab and select Share this folder and click the OK button, it will allow the remote users to view the content without changing it.
D: The security tab will allow users to access the files. But it will not share so that users can access them form outside the network.

QUESTION 61:

You work as a desktop technician 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.
Certkiller .com consists of a Research department and a Finance department. Five users of the Research department need to access a file named CK_Acc on a Windows XP Professional computer named Certkiller -WS107. You need to allow the five users to have access on Certkiller -WS107. The manager also wants in the future of other workers to have access. He said you should not be concern about the security.
How should you configure CK_Acc.

A. Specify simple sharing on CK_Acc.
B. Specify advance sharing on CK_Acc.
C. Specify caching on CK_Acc.
D. Delete CK_Acc and create a new folder with the same name.

Answer: A

Explanation: If you enable simple sharing, it will make the folder available to the users on the network.
Incorrect Answers:
B: You only specify advance sharing when you want to prevent certain people from access the file. The scenario states that the other users will need to access the folder in

the future.
C: Caching will only allow the users to access the file when the users' computer is not connected to the network.
D: Deleting and create a new folder with the same name, will not allow the folder to be shared.

QUESTION 62:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
Andy Reid is the manager of the Human Resources department. Andy Reid is responsible for maintaining Certkiller .com employee files that are stored in a folder named CKUsers. The CKUsers folder is located on a removable hard disk that is formatted as NTFS. Andy Reid goes on vacation and instructs is assistant named Kara Lang to update the Certkiller .com employee files that are stored on the removable hard disk.
Kara Lang attaches the removable disk to her client computer named Certkiller -WS270. However, when she tries to open files on the removable disk she receives an error message stating that access is denied. You need to ensure that Kara Lang can update the files on the removable disk but Kara Lang should not be allowed to change other user permissions on the disk.
What should you do?

A. Take ownership of the files on the removable disk and assign Kara Lang the Allow - Modify permissions to the CKUsers folder.
B. Take ownership of the files on the removable disk and assign Kara Lang the Allow - Take Ownership permissions to the CKUsers folder.
C. Add Kara Lang to the local Administrators group on Certkiller -WS270.
D. Assign Kara Lang the Allow - Change permission for the CKUsers folder.

Answer: A

Explanation: Kara Lang must be assigned permissions to be able to access the files on the removable disk. However, only the owner of the files can assign permission to the files but she was not assigned any permission to the files. You need to assign Kara Lang appropriate permissions; therefore you must take ownership of the files and assign Kara Lang Allow - Modify for the files on the removable disk.
Incorrect Answers:
B: Kara Lang must not be able to change other user's permissions to the files on the removable disk. If she has Allow - Take Ownership permissions, the n she will be able to change other users' permissions.
C: Simply making Kara Lang a member of the local Administrators group on Certkiller -WS270 will not allow her to access the files on the removable disk.
D: Only the owner of the files is able to assign permissions to the files. Therefore, you

must take ownership of the files first.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 360.

QUESTION 63:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains 25 Windows 2000 Server computers, 1,500 Windows 2000 Professional client computers and 150 Windows XP Professional computers. Certkiller .com contains a Windows XP Professional computer named Certkiller -WS110. A Certkiller .com user named Andy Reid who tried to access to a network share on Certkiller -WS110 has received an Access denied error. Andy Reid has logged on as a domain user account. You investigate and access Certkiller -WS110 and view the share properties on the file theta the user was trying to access. You then select eh Security tab and click Advance and use the Effective Permissions to determine Andy Reid's effective permissions. You need to find the problem that causes the error that Andy Reid cannot access the network share.
Which of the following permissions assignments are causing the problem?

A. Permissions on the share granted to the user.
B. Permissions on the file granted to the user.
C. Permissions on the share granted to the group.
D. Permissions on the parent folder granted to the user.
E. Permissions on the folder granted to the user.

Answer: A, C

Explanation: Effective permissions reports the NTFS permissions that are effectively assigned to a user which is based on permissions granted at the file and folder level. Effective permissions do not consider the permissions granted on a share.
Incorrect Answers:
B: The permissions on a file are NTFS. They are included in the effective permissions.
D: The permissions on a parent folder are NTFS. They are included in the effective permissions.
E: The permissions on folders are NTFS. They are included in the effective permissions.

QUESTION 64:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.

Certkiller .com consists of s Marketing department. A Certkiller .com manager named Rory Allen has upgraded a Windows 2000 Professional computer named Certkiller -WS111 to Windows XP Professional. The CIO than purchase a new Windows XP Professional computer named Certkiller -WS112 with the identical hardware of Certkiller -WS111. You then move the IEEE 1394 scanner to Certkiller -WS112 which was attach to Certkiller -WS111. He then notices that Certkiller -WS112 cannot locate a driver for the scanner. He then contacts the vendor that said that a driver is not yet available. The Marketing department needs the scanner to finished important work.
What should you tell Rory Allen to do on Certkiller -WS112?

A. Use an adapter and connect the scanner to a USB 2.0 port.
B. Install, the Windows 2000 driver for the scanner.
C. Use the Windows Update and download the Windows XP Professional driver.
D. Connect the scanner via an IEEE 1394 printer and install the print driver.

Answer: B

Explanation: You should install the Windows 2000 Professional scanner driver because it worked on that operating system.
Incorrect Answers:
A: You cannot use the USB 2.0 port; it is incompatible with IEEE 1394.
C: The scenario states that the driver is not available yet.
D: A printer driver will not work. You should install the Windows 2000 Professional scanner driver because it worked on that operating system.

QUESTION 65:

You work as a desktop technician 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 2000 Professional.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Mia Hamm has called for assistance in installing her printer. Mia Hamm did connect the printer to the parallel port, but windows XP Professional does not recognize the printer. The printer is an old type and Mia does not have the installation CD ROM of the printer but has downloaded the drivers. You then tell her to use the Add Printer Wizard and tell Mia Hamm to clear the "Automatically detect and install my Plug and Play printer" checkbox. When Mia Hamm did that, there was an error that displays that the print driver was not installed.
What could be the problem?

A. The printer is not compatible with Windows XP Professional.
B. Mia Hamm did not turn on the printer.
C. Mia Hamm downloaded a Windows 95, 98 or ME driver.

D. Mia Hamm does not have sufficient permission to install a local printer.

Answer: C

Explanation: The scenario state that the print driver is not installed. It can be that the user downloaded the wrong print driver.
Incorrect Answers:
A: If there is a print driver available on Windows XP Professional it will work.
B: Mia Hamm was trying to install the printer from the Add Printer Wizard, this means that the printer was on.
D: If Mia Hamm did not have sufficient permissions then the Add Printer Wizard would not have been available.

QUESTION 66:

You work as a desktop technician 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.
Certkiller .com consists of a Research department and a Development department. The Research department does research on and software where the Development department develops the applications and the software as well as computers. A Certkiller .com customer named Andy Booth has bought 15 Windows XP Professional computers. The computer was giver to users who work from there home. Andy Booth wants to buy a Windows XP Professional compatible printer for the users with the 15 Windows XP Professional computers. Each of the 15 users will have administrative privileges. Andy Booth wants to install the printers with the least amount of administrative effort. Andy Booth wants to know which type of port the printers should used on the computers.
What type of port should you recommend?

A. Universal Serial Bus (USB)
B. Serial Communications (COM)
C. Line Printer (LPT)
D. Line Printer Request (LPR)

Answer: A

Explanation: Using the Universal Serial Bus will minimize the administrative effort. Windows XP Professional will detect the device when it is plugged in at the serial port.
Incorrect Answers:
B: The Serial Communications (COM) is a serial port. Printers with serial ports does not support Plug and Play.
C: The Line Printer (LPT) uses a parallel port. You cannot be sure that the parallel printer is a Plug and Play printer.

D: The Line Printer Request (LPR) is used on a printer that has a network interface card that connects to a LAN. If you want to add a LPR, you should first add the optional Windows component, Print Services for UNIX.

QUESTION 67:

You work as a desktop technician 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 2000 Server and all client computers run Windows XP Professional.
A network user named Clive Wilson uses a client computer named Certkiller -WS113. Certkiller -WS113 has a built-in fax modem. Certkiller .com wants to fax promotional material to several important clients. However, the stand-alone fax machine that Certkiller .com normally uses fails. Clive Wilson is asked to fax the promotional documents. The clients are required to send a fax to confirm receipt of the fax. Clive Wilson sends the faxes but never receives any replies. He calls the clients to which he sent the faxes and discovers that they were received but that the clients were not able to connect to Clive Wilson's fax modem to send a response. Clive Wilson needs to ensure that clients to connect to the fax modem to send a response.
What should you advise Clive Wilson to do?

A. Enable the fax modem on Certkiller -WS113 to receive faxes.
B. On the fax modem on Certkiller -WS113, increase the number of retries.
C. On Certkiller -WS113 stop and restart the fax service.
D. Delete and then recreate the fax printer on Certkiller -WS113.

Answer: A

Explanation: By default, the fax modem it is configured only to send faxes. Therefore you must configure the fax modem to receive faxes.
Incorrect Answers:
B: The number of retries specifies how many times the fax modem will redial a fax number when it fails to connect to that fax. The number of retries is therefore related to sending of faxes, not receiving faxes.
C: Dean Austin as able to send faxes, therefore the fax service was functioning properly and there is no need to stop and rest it.
D: Deleting and then recreating the fax printer on Certkiller -WS113 will not enable the fax modem to receive faxes. By default, the fax modem it is configured only to send faxes.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 154.

QUESTION 68:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
Amy Wilson is the receptionist at Certkiller .com. Amy Wilson uses a client computer named Certkiller -WS155. Amy Wilson needs to send faxes to important clients on a regular basis. You install a fax modem and configure the Fax service on Certkiller -WS155. You then open Printers and Faxes folder in Control Panel on Certkiller -WS155 to verify that the Fax printer has been added.
A few days later Amy Wilson informs you that several Certkiller .com clients have complained that they are unable to send faxes to Amy Walsh. You discover that Certkiller -WS155 does not respond to incoming fax calls. You need to resolve this problem as soon as possible.
What should you do?

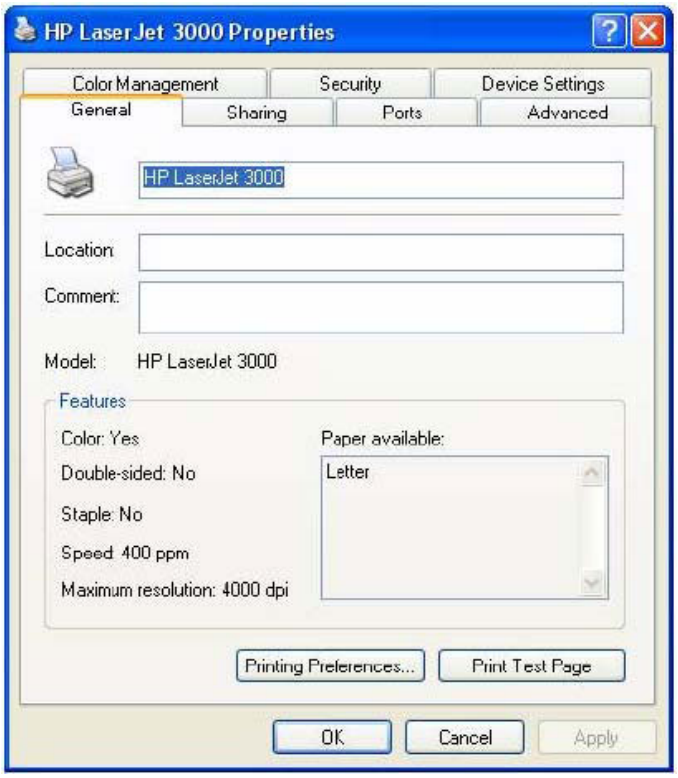
A. Configured the fax modem on Certkiller -WS155 to receive faxes automatically.
B. Upgrade Certkiller -WS155 to Windows 2000 Server.
C. Add Amy Wilson to the Power Users group.
D. Ensure that the telephone line attached to the fax modem is functioning properly.

Answer: A

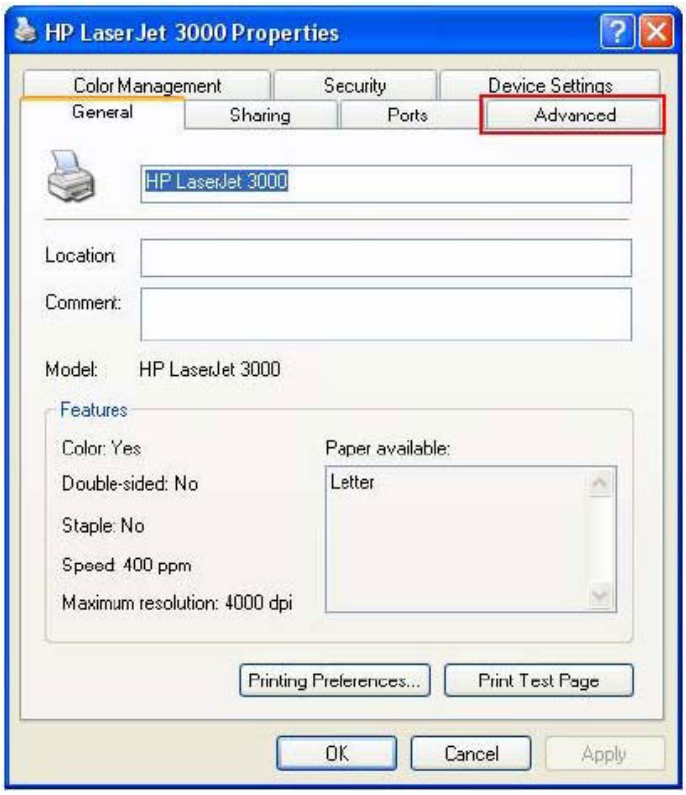
Explanation: The answer mode on the fax is probably set to manual which means that the user must manually respond to incoming calls. Configuring the answer mode to automatic will ensure that the fax modem responds automatically to incoming calls.
Incorrect Answers:
B: It is not necessary to upgrade Certkiller -WS155 to Windows 2000 Server.
C: Group membership does not affect the ability to receive faxes.
D: The problem in this scenario is not related to the phone line.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 154.

QUESTION 69:

consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows XP Server.
A Certkiller .com customer named Amy Walsh calls you to assist her to print to a local printer. Amy Walsh said that when she tries to print, she receives a message that her hard disk does not have enough space. Her computer named Certkiller -WS118 has two hard disks. Amy Walsh shows you the Printer Properties dialog box.
You need to tell Amy Walsh what tab she should use to solve the problem.
What tab should she use? (To answer, click on the appropriate tab.)



Answer:



Explanation: The hard disk that contains the spool folder is nearly full. She needs to move the spool folder to the other hard disk. This can be done on the Advanced tab.

QUESTION 70:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
The Certkiller .com network contains a print server named Certkiller -PR11. Certkiller -PR11 has a single Laser Jet printer that is used exclusively by the Accounts department. At the end of every month, the manager of the Accounts department prints urgent reports that must be presented to the CIO. However, when other users in the Accounts department also use the printer, the manager's print jobs are queued and he has to wait before his print jobs are completed.
You need to ensure that the manager's print jobs are completed as soon as possible while allowing other members from the Accounts department to continue using Certkiller -PR11.
What should you do?

A. Grant the Accounts department manager permissions to pause other users' print jobs on Certkiller -PR11.
B. Install a second Laser Jet printer on Certkiller -PR11 and create a printer pool to share the work load.
C. Create a printer with a priority of 2 for the manager of the Accounts department, and a printer with a priority of 1 for all other Accounts department users.
D. Create a printer with a priority of 50 for the manager of the Accounts department, and a printer with a priority of 99 for all other Accounts department users.
Answers: C

Explanation: Print priorities can be used to ensure that the manager's print jobs are allowed to jump the queue and be completed first. The entity with the highest priority, not the lowest, will have their print jobs completed first. Therefore, if we assign the manager a print priority of 2 and everyone else a print priority of 1, the manager's print jobs will be processed before everyone else's.
Incorrect Answers:
A: You could allow the manager to pause all other print jobs but it would be easier to use print priorities. This is therefore not the best answer.
B: A print pool will ensure that all print jobs are completed quicker by sharing the work load. This however, will not ensure that the manager's print jobs are completed as soon as possible.
D: Print priorities can be used to ensure that the manager's print jobs are allowed to jump the queue and be completed first. The entity with the highest priority, not the lowest, will have their print jobs completed first.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 457-458.

QUESTION 71:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of four departments named Sales, Marketing, Finance, and Legal. The users in each department are organized into groups based on the department name. You use a client computer named Certkiller -WS120. An HP desk jet printer named hp_dj is attached to Certkiller -WS120. Several Certkiller .com departments print to the HP desk jet printer attached to Certkiller -WS120. Most Certkiller .com users print short documents while users in the Finance department often print large documents that require legal-size paper. When tray for the legal-size paper is empty, all submitted print jobs are paused. You want to ensure that all print jobs are not paused when the legal-size paper tray is empty. You create another printer named hp_dj2 for the same HP desk jet device. What should you do next? (Each correct option presents part of the answer. Choose three.)

A. Assign the Sales, Marketing, and Finance groups the Allow - Print permission for the hp_dj2 printer.
B. Assign a print priority of 99 to the hp_dj printer.
C. Assign a print priority of 50 for the hp_dj printer.
D. Assign a print priority of 60 to the hp_dj2 printer.
E. Assign a print priority of 40 for the hp_dj2 printer.
F. Assign the Legal group the Allow - Print permission for the hp_dj2 printer.

Answer: A, C, D

Explanation: The problem in this scenario is that the Legal group's printing requirements interferes with the print jobs from the other groups. When ever the legal-size paper tray is empty, the current print job stops until the paper tray is filled. When this happens, the other print jobs in the queue are paused while they wait for the current print job to complete. If we create a separate printer for the other groups and only allow members of those groups to print to the new printer, we can use print priorities to ensure that their print jobs take precedence over the print jobs from the Legal group and are not paused when the legal-size paper tray is empty.
Incorrect
Answer:
B: The existing printer to which the Legal group can print should have a lower priority than the new printer.
E: The new printer to which the Legal group cannot print should have a higher priority than the existing printer.
F: Assigning the Legal group the Allow - Print permission to the new printer will not resolve the problem as their print jobs are causing the problems.

Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski,Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 646.

QUESTION 72:

You work as a desktop support technician at a small online company named Certkiller .com. The Certkiller .com network contains 7 client computers that are members of a workgroup named Certkiller . There are three Windows XP Professional client computers, two Windows 2000 Professional client computers, and two Windows Millennium Edition (ME) client computers on the Certkiller .com network.
You attach a printer device named HP_DeskJet to a Windows XP Professional client computer named Certkiller -WS201 and share the print device on the network. All network computers will print to the HP_DeskJet printer as no other printer is installed on any client computer on the network. You ensure that print drivers for all the operating systems used on the Certkiller .com network are installed.
A few months later you discover that the partition on Certkiller -WS201 on which the printer spool resides is low on free disk space. You install a new hard disk drive on Certkiller -WS201. You want to move the printer spool file for HP_DeskJet to the new hard disk dive.
What should you do?

A. On Certkiller -WS201, reconfigure the properties of the print server in Printer and Faxes.
B. On Certkiller -WS201, reconfigure the settings for the Spooler service in Computer Management.
C. On Certkiller -WS201, reconfigure the properties of the printer in Printer and Faxes.
D. On Certkiller -WS201, use the Registry Editor to reconfigure the settings for the Spooler service.

Answer: A

Explanation: To move the spooler file for a printer, you must specify the new location of the printer spool file on the Advance tab of the Server Properties in Printers and Faxes. The Server Properties can be accessed from the File menu.
Incorrect Answers:
B, C: You cannot configure the printer spool file in Computer Management or on the Printer Properties page. You configure it on the Server Properties page.
D: You should avoid editing the Registry directly. You can reconfigure the printer spool on the Advance tab of the Server Properties in Printers and Faxes and should use that rather than the Registry Editor.
Reference:

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 458-459.

QUESTION 73:

You work as a helpdesk technician 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 2000 Server and all client computers run Windows XP Professional.
The Certkiller .com network contains a print server named Certkiller -PR06. You attach a Lexmark Laser Jet printer to Certkiller -PR06. However, Certkiller .com network users complain that the documents printed to Certkiller -PR06 come out garbled. You suspect a device driver problem and download the latest drivers for the printer from the Lexmark web site. You update the drivers for the Lexmark Laser Jet printer and print a test page. The printout appears correctly. However, printouts for other network users still come out garbled.
You need to ensure that all network users can print successfully to Certkiller -PR06.
What should you tell the network users?

A. Instruct the network users to cancel their print jobs and resubmit them.
B. Reboot Certkiller -PR06.
C. Instruct the network users to delete the printer from their client computers and then reconnect to the printer.
D. On Certkiller -PR06, delete the Lexmark Laser Jet then recreate and share the printer.
Answers: C

Explanation: When a Windows XP Professional client computer connects to a shared printer for the first time, it downloads and installs the drivers from the print server. However, these drivers were faulty and had been updated. To ensure that the updated drivers are installed on the client computers, the printer needs to be deleted from the client computers. Then when the user connect to the printer again, the updated drivers will be downloaded and installed.
Incorrect Answers:
A: Having users cancel and resubmit their print jobs will not solve the problem as the problematic drivers will still be installed on the client computers.
B: Rebooting the print server will not solve the problem as the problematic drivers will still be installed on the client computers.
D: Deleting the shared printer and then recreating and sharing the printer will not solve the problem as the problematic drivers will still be installed on the client computers.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 662.

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 471.

QUESTION 74:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A CertK ign.com user named Ally Wagner uses a portable computer named Certkiller -WS119 that she often uses when she works at remote locations. Ally Wagner uses a docking station when she is at the office. You install a new print server named Certkiller -PR04 on the Certkiller .com network. You attach a new Laser Jet printer to Certkiller -PR01. Ally Wagner will print to the Laser Jet printer when working at remote locations. The uniform resource locator (URL) for the printer is "http:// Certkiller -pr01. Certkiller .com/printers/laserjet". Ally Wagner docks Certkiller -WS119. She wants to configure Certkiller -WS119 to be able to connect to the Laser Jet printer from remote locations.
What should Kara Lang do?

A. Use the web browser on Certkiller -WS119 to connect to the virtual directory named Printers on Certkiller -PR01 and then connect to the Laser Jet printer.
B. Create a new printer on Certkiller -WS119 using the Add Printer Wizard and specify "http:// Certkiller -pr01. Certkiller .com/printers/laserjet" as the port for the printer.
C. Create a new printer on Certkiller -WS119 using the Add Printer Wizard and specify "http:// Certkiller -pr01. Certkiller .com:21/printers/laserjet/.printer" as the port for the printer.
D. Create a new printer on Certkiller -WS119 using the Add Printer Wizard and specify "\\ Certkiller -pr01\laserjet" as the port for the printer.

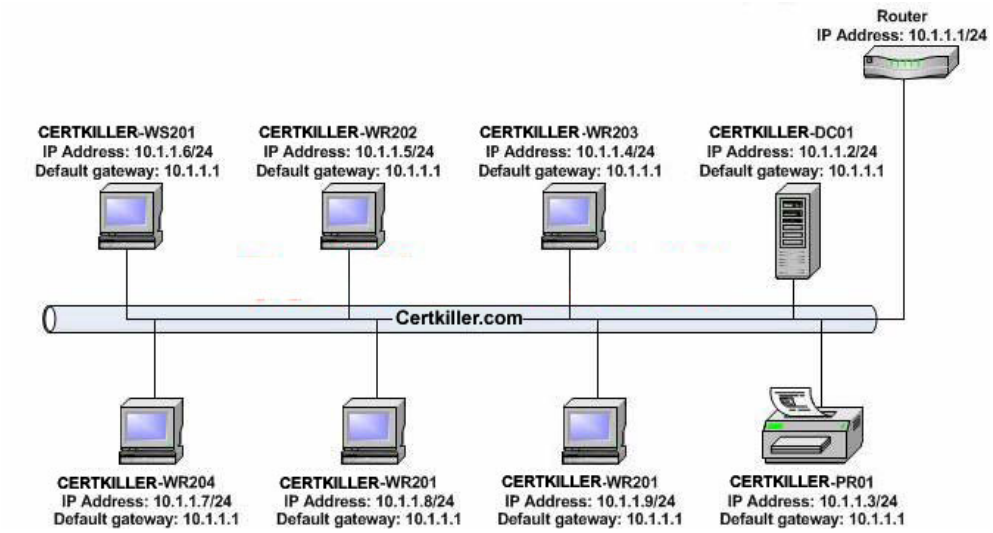
Answer: A

Explanation: Ally Wagner can connect to the Laser Jet printer via her web browser by specifying the path to the virtual directory named Printers and then connect to the Laser Jet printer.
Incorrect
Answer:
B: The correct path to the printer that Ally Wagner should specify is "http:// Certkiller -pr01. Certkiller .com/printers/laserjet/.printer" and not just "http:// Certkiller -pr01. Certkiller .com/printers/laserjet".
C: Ally Wagner needs to specify port 80 and not port 21 as the printer port. Port 21 is used for FTP connections but Ally Wagner will connect to the Laser Jet printer via HTTP, which uses port 80.
D: Ally Wagner needs to be able to connect to the printer from the Internet. She will not be able to connect to a LAN printer from the Internet.
Reference:

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pp. 528-530.

QUESTION 75:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional. The Certkiller .com network contains a domain controller named Certkiller -DC01 that also serves as a Domain Name Service (DNS) and Windows Internet Name Service (WINS) server. The Certkiller .com network also contains a print device named Certkiller -PR01 that is connected to Certkiller -DC01. All computers on the Certkiller .com network use static IP addressing. The relevant portion of the Certkiller .com network is shown in the Network exhibit.
Network Exhibit:



A Certkiller .com user named Andy Reid attempts to connect to Certkiller -PR01 by specifying the path "http:// Certkiller -DC01/printers" in his web browser. When he does this, Andy Reid receives an error message indicating that a connection to the server could not be established.
You want to enable Andy Reid to connect to Certkiller -PR01 using the Internet Printing capability.
What should you do?

A. Instruct Andy Reid to use the path "http:// Certkiller -dc01/printers".
B. Instruct Andy Reid to use the path "http:// Certkiller -dc01/ Certkiller -pr01".
C. Ensure that the World Wide Web service in started on Certkiller -DC01.
D. Install Microsoft Internet Explorer 5.5 on Andy Reid's client computer.

Answer: C

Explanation: The Certkiller .com network does not appear to have a web server. It is possible that the World Wide Web service has not been started on
Certkiller -DC01. The World Wide Web service is required for Internet Printing.
Incorrect
Answer:
A: URLs are not case sensitive. Therefore "http:// Certkiller -dc01/printers" and "http:// Certkiller -DC01/printers" are the same.
B: Andy Reid should use the virtual directory named 'Printers' to access the printer. He should therefore use the path "http:// Certkiller -dc01/printers" and not "http:// Certkiller -dc01/ Certkiller -pr01".
D: Internet Explorer 5.0 supports Internet Printing and is installed by default on Windows XP Professional computers.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pp. 528-530.

QUESTION 76:

You work as a helpdesk technician 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 XP Server.
Certkiller .com consists of a Research department. Certkiller .com contains a files server where all the files of the Research department reside. A Certkiller .com user named Rory Allen has called you to help with the configuration of his laptop. Rory Allen does lot of traveling for Certkiller .com. He has a Windows XP Professional computer named Certkiller -WS432. Rory Allen wants some of the files on the network to be available when he is traveling.
Rory Allen does want to know when the offline files will meet his requirements.

A. Fast user switching is enabled.
B. Offline files are disabled on the network share.
C. The needed files are encrypted using Encrypting File System (EFS).
D. The hard disk is formatted as FAT32.

Answer: A, B

Explanation: You cannot use offline files in combination with fast user switching.
Incorrect
Answer:
C: Under Windows XP Professional, offline files support EFS.
D: Offline can be used with FAT, FAT32 and NTFS file systems.

QUESTION 77:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Amy Walsh works from home using a portable computer named Certkiller -WS130. Amy Walsh recently requested that several files be made available offline for her. All the offline files are stored on the boot partition of Certkiller -WS130. Amy Walsh reported that she is satisfied with the offline files and has no problem using them, however she noticed the primary partition of Certkiller -WS130 is running out of disk space due to the offline files. You have received instruction to address Amy Walsh's concern regarding the space problem that she might encounter if the situation is left to simmer. To this end you instruct Amy Walsh to move the client-side cache associated with the Offline Files to a different drive using the Offline Files Cache Mover utility. Amy Walsh later reports that the cache is moved from the drive but the original cache cannot be deleted and is still being used. You need to configure offline files to start using the new cache enabling the deletion of the original.
What should you instruct Amy Walsh to do?

A. The boot partition drive should be converted only then can the original cache be deleted.
B. The boot partition drive should be defragmented only then can the original cache be deleted.
C. The cache must be reinitialized.
D. The computer must be rebooted first.

Answer: C

Explanation: You actually need to enable Amy Walsh to move the cache and, by reinitializing the cache the new cache will be used which will allow Amy Walsh to delete the original cache.
Incorrect Answers:
A: There is no need for the conversion of the drive as both FAT 16 and FAT 32 can support Offline files. This will not enable Amy Walsh to delete the cache.
B: Fragmentation is a result of users installing creating and deleting files. However, defragmenting will have no effect on Amy Walsh's ability to delete the cache.
D: This option is partly correct, but you need to reboot the Certkiller -WS130 only after the cache is reinitialized. Rebooting alone will not necessarily enable Amy Walsh to delete the cache.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pp. 620-622.

QUESTION 78:

You work as a helpdesk technician 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 2000 Server. Half the client computers run Windows 2000 Professional and the rest run Windows XP Professional.
Certkiller .com consists of a Marketing department. A Certkiller .com user named Ally Wagner works in the Marketing department. She wants you to configure her offline files. You then tell Ally Wagner to launch Windows explorer and open Folder Options.
Which actions should he takes?

A. Delete cache files. Enable Offline files and enable encryption for offline files.
B. Select the needed files to be available offline.
C. Specify a synchronization schedule that runs at regular periods.
D. Manually synchronize the offline files.

Answer: A

Explanation: You can configure the offline file support options by the Offline files tab of folder option. If you enable offline files, it will result in that the offline files to be synchronized at log on.
Incorrect Answers:
B: If you want to select specific files you should right-click the file and pick Make Available Offline.
C: Schedule synchronization is done by the Synchronize utility.
D: Manually synchronization is done by the Synchronize utility.

QUESTION 79:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
The Certkiller .com network contains a files server named Certkiller -SR11 that contains a shared folder named CKSales. Dean Austin is the manager of the Sales department at Certkiller .com. Dean Austin will be attending a major sales convention over the next few weeks where he hopes to attract some major new customers for Certkiller .com products. You issue Dean Austin with a portable computer named Certkiller -WS333. Dean Austin request that several files in CKSales folder be made available offline. You enable file caching of the CKSales folder on Certkiller -SR11 files and inform Dean Austin that he should be able to configure offline access to the files he requires. However, Dean Austin informs you that the option to make the shared folder available offline is not available when he right-clicks the CKSales folder from Certkiller -WS333. You need to ensure that Dean Austin can make files available offline.
What should you do?

A. On Certkiller -SR11, enable the Notify me and begin working offline option.

B. On Certkiller -SR11, add Dean Austin to the local Administrators group.
C. On Certkiller -WS333, enable the Notify me and begin working offline option.
D. On Certkiller -WS333, select the Enable Offline Files option on the Folder Options page.

Answer: D

Explanation: In the scenario you performed configurations for Dean Austin but he still is unable to use offline files the only possible reason could be that offline files are disabled on Dean Austin's computer as no other clients report this problem this could cause him to be unable to cache the files.
Incorrect Answers:
A: The Notify me and begin working offline option must be configured on the client computer, not on the files server. This option allows offline access to files when the network connection to the files server is interrupted. However, offline files must first be enabled on the client computer.
B: Making Dean Austin a member of the local Administrators group on Certkiller -SR11 will not enable offline access to the CKSales folder.
C: The Notify me and begin working offline option allows offline access to files when the network connection to the files server is interrupted. However, offline files must first be enabled on the client computer.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 620.

QUESTION 80:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com employs 30 new sales representatives that will visit Certkiller .com's major customers on a regular basis. You issue the new sales representatives with new Windows XP Professional portable computers. The new sales representatives will require access to inventory and pricing documents when they visit Certkiller .com's customers. The inventory and pricing documents are stored in a shared folder named SalesDocs. The SalesDocs folder is hosted on a file server named Certkiller -SR14. The new sales representatives must be able to open the files in the SalesDocs folder while they are offline, and must be able to make changes to those files at all times. You need to provide the sales representatives with the required functionality.
What should you do?

A. Enable offline files on the portable computers and enable file caching on the SalesDocs folder.

B. Enable file caching on the SalesDocs folder and reinitialize the offline folders cache on the portable computers.
C. Enable offline files on Certkiller -SR14 and reinitialize the offline folders cache on the portable computers.
D. Assign sales representative the Allow - Modify permissions to the SalesDocs folder.

Answer: A

Explanation: To allow the sales representatives to have offline access to the SalesDocs folder, you must enable offline files on the portable computers and enable file caching on the SalesDocs folder.
Incorrect Answers:
C: Offline files must be enabled on the portable computers, not the file server. Also, reinitializing the offline folders cache on the portable computers will not allow the sales representatives access to offline files. You need to enable offline files on their portable computers.
D: NTFS permissions are used to control network access to files. It will not allow the users offline access to those files.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 366.

QUESTION 81:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional. Half the client computers are portable computers and the rest are desktop computers. The portable computers are configured to support offline files.
The Certkiller .com users that have been issued with portable computers often work from home. When they work from home, the users dial up to a Certkiller .com Routing and Remote Access Services (RRAS) server named Certkiller -SR16 and access data on the Certkiller .com network. Several users with portable computers inform you that their offline files become unavailable when they loose connectivity to Certkiller -SR16. You need to ensure that the offline files remain available at all times.
What should you do?

A. Enable the Notify me and begin working offline option on each portable computer.
B. Disable the Encrypt offline files to secure data option on each portable computer.
C. Enable the Notify me and begin working offline option on Certkiller -SR16.
D. Select the Automatic Caching for Documents option for shared folders on each portable computer.

Answer: A

Explanation: Enabling the Notify me and begin working offline option for offline files will ensure that offline files remain available even when access to the server is interrupted.
Incorrect Answers:
B: Disabling the Encrypt offline files to secure data option will not ensure that users have access to the offline files when they loose connectivity to the RRAS server. You need to enable the Notify me and begin working offline option.
C: You need to enable the Notify me and begin working offline option on the portable computers and not on the RRAS server.
D: Selecting the Automatic Caching for Documents option for shared folders will ensure that the files in those folders are available as offline files. However, this will not ensure that users have access to the offline files when they loose connectivity to the RRAS server. You need to enable the Notify me and begin working offline option.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 350.

QUESTION 82:

You work as a 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 10 severs that run Windows 2000 Server and 1,000 client computers that run Windows XP Professional. Half the client computers are portable computers and the rest are desktop computers.
A network user named Mia Hamm has been issued with a portable client computer named Certkiller -WS200. Mia Hamm uses Certkiller -WS200 whenever she needs to visit Certkiller .com customers. Certkiller -WS200 has a single hard disk drive with a single NTFS volume that contains the operating system, various applications and Mia Hamm's used files. When she is at a customer's site, Mia Hamm save files to a folder named C:\Customers. Mia Hamm notices that Certkiller -WS200 is low on free disk space and brings this to your attention. You need to increase the disk space on Certkiller -WS200. None of the files on Certkiller -WS200 can be deleted. You install an additional hard disk drive on Certkiller -WS200. You then instruct Mia Hamm to create a new empty folder named C:\MoreCustomers and mount the new hard disk drive to the C:\MoreCustomers folder. A short while later Mia Hamm informs you that she is unable to mount the new hard disk drive to the C:\MoreCustomers folder. You need to ensure that Mia Hamm can mount the new hard disk to the C:\MoreCustomers folder.
What should you do?

A. Format the new hard disk drive with NTFS.
B. Add Mia Hamm to the local Administrators group.
C. Add Mia Hamm to the Power Users group.
D. Use Fsutil utility must be used for the creation of a hard link between

C:\MoreCustomers and the new hard disk drive.

Answer: B

Explanation: In order to mount a hard disk to a folder, the folder must be empty and must be located on an NTFS volume. In addition, the user mounting the volume must be a member of the local administrators group.
Incorrect Answers:
A: The new hard disk does not need to be formatted before it can be mounted.
C: Only members of the local Administrators group can mount disks.
D: The Fsutil utility cannot be used to mount disks, nor can you create a hard link for a folder, you can only create them for files.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 354.

QUESTION 83:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com employee named Clive Wilson works as a Sales representative and as such travels extensively. To this end Clive Wilson has been issued with a portable client computer named Certkiller -WS222 to enable him to connect to the company network while working away from the office. You have received instruction from the CIO to have certain files made available off line for a network user named Clive Wilson because his next assignment would take him to a location where there is no means of connecting to the Internet or the company network. You comply with the request.
In preparation for his trip, Clive Wilson connected to the network and edited files containing the documents that he required. After a few hours he disconnected from Certkiller .com and verified that the files he edited were still available, and placed Certkiller -WS222 in Hibernation mode.
After a successful sales trip, Clive Wilson hibernate Certkiller -WS222 and head back to the office. At the Office Clive Wilson connects to the Certkiller .com network and wake up Certkiller -WS222. Then he discovered that Certkiller -WS222 shows he is offline even when saving and closing all the files. Clive Wilson wants Certkiller -WS222 to be online and asks you to address his problem.
What should you do?

A. Configure Certkiller -WS222 to enter Standby mode not Hibernate mode.
B. In Windows Explorer click the Refresh button.
C. Certkiller -WS222 must be hibernated again and disconnected from Certkiller .com, booted up and reconnected to Certkiller .com
D. The offline files should be synchronized manually.

E. Use the synchronization tool and check the synchronization schedule.

Answer: D

Explanation: In order to have the files synchronized and come online you must first meet three conditions:
1. No files should be open from a folder to which you want to reconnect.
2. No offline files should have been modified while the user was offline
3. The network link speed cannot be considered slow at all.
In this case the offline files were modified and therefore it should be synchronized before being allowed online again. Working offline means that you will be working with offline files until they are all synchronized. Synchronizing the offline files manually will address the problem.
Incorrect Answers:
A: Configuring Certkiller -WS222 to enter Standby mode or Hibernation mode is irrelevant in this case because it is not one of the three conditions that should be met when modified offline files are allowed online again.
B: Refreshing the Windows Explorer will not allow Clive Wilson to be back online because it will not result in synchronizing the offline files which is a condition that should be met before an offline file that was modified will the user was offline to be able to get online again.
C: Waking up Certkiller -WS222 before reconnecting to the Certkiller .com network will not enable Clive Wilson to reconnect to the network if the conditions were not met.
E: The Synchronization tool only allows you to synchronize items and configure how they are synchronized. This option is therefore partly correct, but you should synchronize the offline files and not check the synchronization schedule.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 623.

QUESTION 84:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Kara Lang works as a Sales representative and as such travels extensively. To this end Kara Lang has been issued with a portable client computer named Certkiller -WS009 to enable her to connect to the company network while working away from the office meeting with business clients. Certkiller -WS009 contains personal notes and information regarding the client's business record with Certkiller .com.
After a meeting with a client, Kara Lang returned to office and connected Certkiller -WS009 to the network. During the meeting Kara Lang made changes to the client's details and added a few personal notes. All Kara Lang has to do now

to complete the assignment is to have the changed files synchronized when she log on to the network. Kara Lang then requests that you configure the synchronization of files to occur when she logs on as well.
What should you do?

A. Add the clients personal notes and information as email attachments
B. Issue Kara Lang a flash drive to save copies of the clients personal notes and information documents and manually synchronize the copies at the office network
C. The clients personal notes and information should be placed in the same shared folder on the network server
D. The clients personal notes and information should be placed in separate shared folders on the network server

Answer: C

Explanation: In this particular scenario the solution would be to enable the synchronization of all offline files upon logging on option. This configuration choice will enable Kara Lang to synchronize all offline files upon log off and log on to the network. Synchronization occurs on a per-connection basis you should place the client's personal notes and information in the same shared folder on the network.
Incorrect Answers:
A: In the scenario Kara Lang requires the files to be synchronized when logon to the network as well as login off and making the relevant documents into e-mail attachments is not going to aid the synchronization of the files.
B: Issuing Kara Lang with a flash drive to save the documents with the changes is not going to enable synchronization when she logs on to the network.
D: Because synchronization happens on a per-connection basis you should not place the client's personal notes and information on a separate share, but rather in the same shared folder.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 622.

QUESTION 85:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.
Certkiller .com consists of a Finance department. A Certkiller .com employee named Mia Hamm works in the Finance department. Certkiller .com contains a Windows XP Professional workstation named Certkiller -WS111. Mia Hamm is using this computer. Mia Hamm uses a Word document to store all her files in a folder named MiaDocs. The files contain critical information. Mia Hamm do not want the other

users to red the files in MiaDocs. Mia Hamm then contacts you to ask the best way to protest her files in MiaDocs.
Which method should Mia Hamm use?

A. Configure compression on the MiaDocs folder.
B. Convert the hard disk to NTFS and configure Encryption File System (EFS) on the MiaDocs folder.
C. Convert the hard disk to NTFS and configure compression on the MiaDocs folder.
D. Convert the hard disk to NTFS and configure compression on the individual files in the MiaDocs folder.

Answer: B

Explanation: For Encryption File System (EFS) to take an effect, you should convert the hard disk to NTFS. If she configures the folder with EFS, the folder is automatically encrypted.
Incorrect answer:
A, C, D: If a file or folder is compressed, it will not be protected from the other users. For Mia Hamm, compression will not work.

QUESTION 86:

You work as a desktop technician 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 2000 Professional.
Certkiller .com has its headquarters in Chicago and a branch office in Dallas. Certkiller .com consists of a Finance department and a Sales department. You are the desktop technician in the Chicago branch. A Certkiller .com user named Andy Reid is a member of the Sales department which is in the Dallas branch office. Andy Reid has a laptop named Certkiller -WS222 that runs Windows XP Professional. Certkiller -WS222 contain a device bay which is used for a CD-RW drive and a DVD drive.
Andy Reid has all the important files on a DVD disk, which he copied on to the hard drive of Certkiller -WS222. Later the day he replaces the DVD drive with the CD-RW drive. When Andy Reid tries to open the CD-RW drive, he received an error message that the drive is not available.
What should Andy Reid do?

A. Tell Andy Reid to press F5.
B. Tell Andy Reid to replace the CD-RW drive with the DVD drive.
C. Tell Andy Reid to shut down Certkiller -WS222 and restore the DVD drive.
D. Tell Andy Reid to shut down Certkiller -WS222 and sent it to the manufacturer for repairs.

Answer: A

Explanation: These are two removable media drives. If the drives are swapped will My Computer is open, Windows XP Professional will notice the change, but the My Computer will not update the drive change until you press F5. He can also close the My Computer and reopens it, and then the computer will refresh the windows.
Incorrect answer:
B: Andy Reid can swap the two drives again, but he still need to press F5 or close the My Computer and reopens it, and then the computer will refresh the windows.
C: There is no need to restore the DVD drive. The drive was working when he copied the files of the DVD disk on the hard drive. He needs to press F5 or close the My Computer and reopens it, and then the computer will refresh the windows.
D: There is nothing wrong with the computer. He needs to press F5 or close the My Computer and reopens it, and then the computer will refresh the windows.

QUESTION 87:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.
A Certkiller .com user named Kara Lang uses a Windows XP Professional client computer named Certkiller -WS333. Certkiller -WS333 is a laptop computer that consists of a 2.1 gigabyte (GB) hard drive and a 400 megahertz (MHz) processor, as well as 256 megabytes (MB) of random access memory (RAM). Certkiller -WS333 has recently been upgraded to Windows XP Professional.
Kara Lang downloaded quite a number of video presentations on Certkiller -WS333 to use in her next business trip. However, since then she is unable to hibernate Certkiller -WS333. During her presentation Kara Lang requires to use the hibernation function. Kara Lang needs hibernation on Certkiller -WS333.
What should she do?

A. Install additional RAM.
B. Defragment the hard disk on Certkiller -WS333.
C. Ensure that there is at least 256MB of hard drive space available.
D. Put Certkiller -WS333 in hibernation mode and then replace the battery.

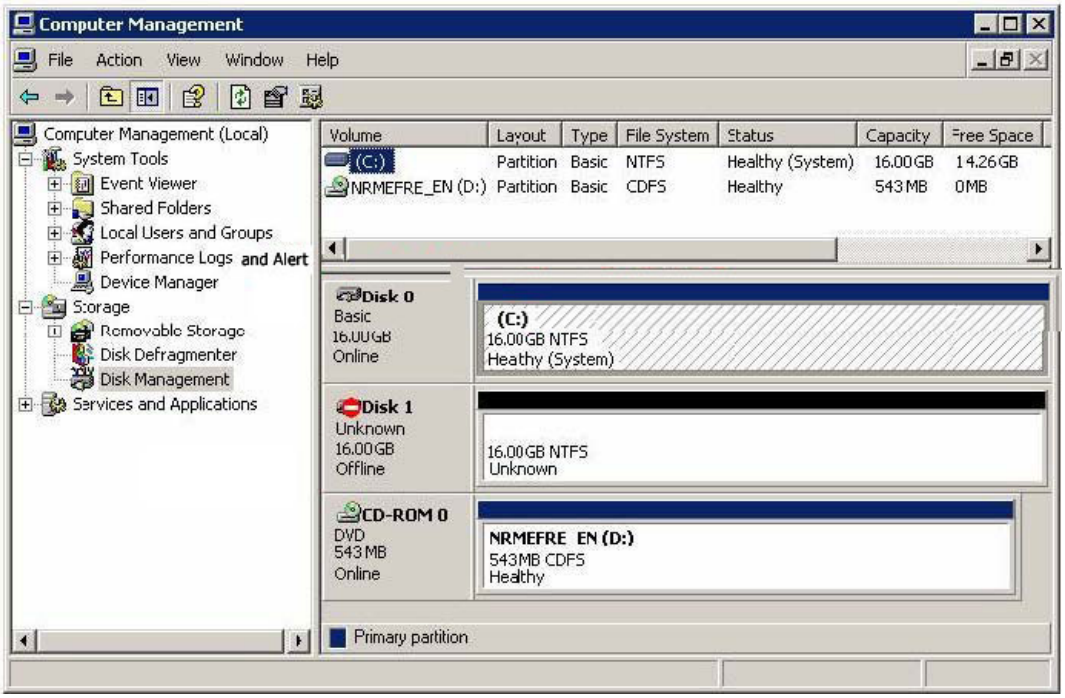
Answer: C

Explanation: To be able to use hibernation in Windows XP Professional, the free space on the hard drive must be equal to or greater than the amount of RAM on the computer. Therefore option C is the solution.
Incorrect answers:
A: Adding more RAM will result in more hard drive space that must be made available for hibernation to be freed up to accommodate hibernation.
B: Defragmentation of the hard disk does not free up enough space for hibernation to be

enables. It merely rearranges the files to be contiguous and optimized.
D: The problem is already the inability to hibernate therefore this option will not work.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 132

QUESTION 88:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Rory Allen works in the Marketing department. Rory Allen works on a client computer named Certkiller -WS444 has an uninterruptible power supply (UPS) attached and installed. A severe lightning storm has caused a blackout disrupting all power to the Certkiller .com network. Due to the UPS, he was able to shutdown Certkiller -WS444 in the proper manner before the UPS ran out of power. However, when he reboot, you find that some data is not available. Upon further investigation he sees the following display when you open Disk Management:



What should Rory Allen do to gain access to these files?

A. Select the disk with the unavailable data and upgrade the disk to Dynamic Disk.
B. Select the disk with the unavailable data and regenerate the Disk.
C. Select the disk with the unavailable data and reactivate the Disk
D. You should rescan both disks.

Answer: C

Explanation: On any offline, disk all that is usually required is to have the disk reactivated to gain access to the data on the disk.
Incorrect answers:
A: Upgrading the disk would not solve the problem of data that is unavailable.
B: On a failed disk there is no option to regenerate.
D: Rescanning disks scans all attached disks for disk configuration changes and since there was no reconfiguration of any of the disks this option would be futile.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 304

QUESTION 89:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.
Certkiller .com consists of a Desktop support team which you are part of.
Certkiller .com consists of two departments named Research and Development.
Certkiller .com contains a Windows XP Professional computer named Certkiller -WS555. You have configured disk quotas for a volume on Certkiller -WS555. You then create a folder named MyDocs. You specify the share and NTFS permissions to allow users in the Development department to create folders and files in MyDocs. The share folder has no changes in the settings and is in a default state.
A Certkiller .com user named Andy Booth works in the Development department. He creates three folders in MyDocs and on one of the folders he enables compression. Andy Booth copies some of his files to the compressed folder. When he copies a database file (75 MB) to the compressed folder, he received an error message that there was not enough free disk space. During the investigation you view the properties of the compressed folder and find out that the exiting compressed file use 120 MB of disk storage. The quotes limit of the users to store in the MyDocs folder is 250 MB on the volume.
What should Andy Booth do?

A. The users in the Development department used the amount of storage space which exceeds the 250 MB limit.
B. The uncompressed size of the compress files is changed against Andy Booth quota.
C. The volume on which the Offline Files Folder is stored does not have 75 MB free.
D. The amount of free space is less than 75 MB.

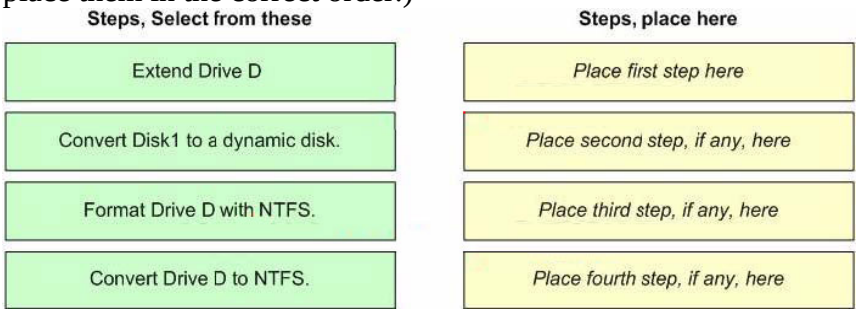
Answer: B

Explanation: It can be that there is not enough free space. It is that the

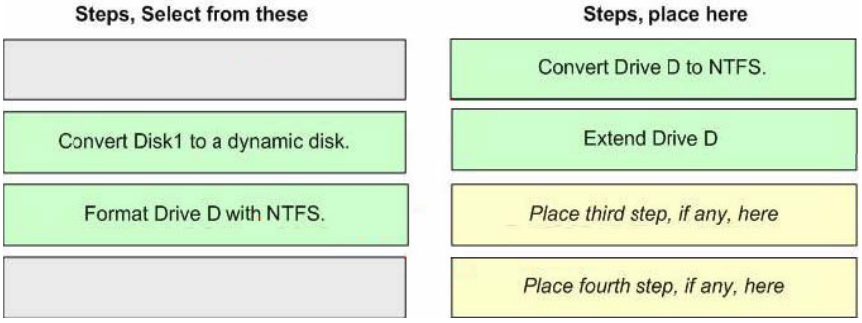
uncompressed size of the compress folders, the determining the storage space that is left on the volume.
Incorrect answers:
A: The users in the Development department used the amount of storage space which exceeds the 250 MB limit, is not the case. Disk quotas are enforced on an individual user.
C: The scenario states that the share folder has no changes in the settings and is in a default state. Andy Booth could not have configured the file to be cached.
D: This cannot be the case because the volume was just created and shared.

QUESTION 90:

DRAG DROP
You work as a 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 Kara Lang uses a Windows XP Professional computer named Certkiller -WS170 that has two hard disks. Drive C: contains the operating system and drive D: contains a Universal Serial Bus (USB) hard disk with 2 GB FAT partition and 8 GB of unallocated disk space. On the drive D: of Certkiller -WS170 reside also her data and her needed applications. Drive d: is also a basic disk. Kara Lang wants to create a few partitions on the space that is left. She does not want to reinstall any applications.
What should you tell Kara Lang to do? (To answer, select the appropriate steps and place them in the correct order.)



Answer:



Explanation:
You need to convert the hard disk to NTFS and then you can extent Drive D: which will include the unallocated space.
Incorrect Options:
You cannot convert drive D: to a dynamic disk because it is a USB device. If you

reformat the drive, Kara Lang will loose all her data. She does not want to reinstall any applications.

QUESTION 91:

You work as a 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 two Windows 2000 Server computers and 120 Windows 2000 Professional computers which were upgraded to Windows XP Professional. The servers and the Windows XP Professional computers' hard disk is formatted with the NTFS file system. The computers on the network consists of an internal CD-RW drive
Certkiller .com consists of a Sales department. A Certkiller .com employee named Mia Hamm works in the Sales department. Mia Hamm did copy 15 MB files to a CD-RW disk which will be used in a meeting. After copying the file she realized that tow of the files should not be on the disk. Mia Hamm then opens the CD-RW in the windows Explorer to try to delete the two files. When she presses the DELETE key after selecting the two files, it has a conformation of deleting the files. Mia Hamm cannot delete the files.
What should Mia Hamm do?

A. Copy the file that she need on a new CD-R disk.
B. Replace the CD-RW drive with a CD-R drive and try to delete the two files from the disk.
C. Run the CD Writing Wizard.
D. Uninstall the Windows XP Professional and try to delete the two files from the disk.

Answer: A

Explanation: She needs to copy the files to a new CD-R disk. A CD-RW will become flawed if multiple write and erase task was done on it.
Incorrect answers:
B: Replace the CD-RW drive with a CD-R drive and try to delete the two files from the disk, will not work. You cannot delete files by using a CD-R drive.
C: You cannot use the CD Writing Wizard in this scenario. It will not work.
D: If you uninstall Windows XP Professional the computer will go back to the Windows 2000 Professional operating. The same problem will still continue.

QUESTION 92:

You work as a 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 two Windows 2000 Server computers and 120 Windows XP Professional computers. The servers' hard disk is formatted with the NTFS file system and the Windows XP Professional computers' hard drive is formatted with the FAT32 file system. The computers on the network consists of an

internal CD-RW drive
Certkiller .com consists of a Research department. A Certkiller .com user named Andy Booth is a member of the Research department. One morning Andy Boothcopies 20 10 MB files to a CD-R disk in the CD-RW drive on a computer named Certkiller -WS122. When he finished the task he realized that 5 of the files do not belong on the disk. Andy Booth needs to remove the 5 files from the disk. What should he do?

A. The files cannot be removed. Andy booth cannot do anything.
B. Use the My Computer and open the CD-RW drive and delete the files that need to be deleted.
C. Convert the hard disk on Certkiller -WS122 to NTFS.
D. Copy the 15 files that are needed to another CD-R disk.

Answer: A

Explanation: You cannot remove files from a CD-R disk. You can only do this if you used an CD-RW disk.
Incorrect answers:
B:
If it was a CD-RW disk you could have do this, but unluckily it is a CD-R disk. You cannot remove files from it.
C: To convert the files to NTFS will not help.
D: To copy the files to a new disk will solve the problem, but the scenario does not require it.

QUESTION 93:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A Certkiller .com Marketing user named Amy Walsh uses a client computer named Certkiller -WS133. Certkiller -WS133 runs on Windows 98 and has a Plug and Play digital versatile disc (DVD) drive installed. Amy Walsh makes use of Windows Media Player to view the video footage. Certkiller .com policy states that all marketing video files must be distributed in a DVD format with the Compact Disc File System (CDFS).
You are then instructed to upgrade Certkiller -WS133 to Windows XP Professional. A day after the upgrade Amy Walsh complains that she is unable to view the video footage. To be able to fulfill work commitments Amy Walsh requires viewing this footage.
What should you do? (Choose all that apply.)

A. Reinstall Windows Media Player to ensure that the latest version is installed.
B. Install the latest version of the hardware or software decoder.

C. Ensure that the DVD drive is on the Certkiller -WS133 Windows XP Professional Hardware Compatibility List (HCL).
D. Suggest that the Certkiller .com users make use of the Universal Disk Format (UDF) for the DVDs.
E. Ensure that the DVD drive is on the Certkiller -WS133 Windows 98 Hardware Compatibility List (HCL).

Answer: B, C

Explanation:
To ensure that the DVD is operational it must be listed in the Windows XP Professional HCL since Certkiller -WS133 has been upgraded from Windows 98 to Windows XP Professional. You should also further install the latest version of the hardware or software decoder since Windows Media Player is unable to play back content from a DVD if the installed decoder is not Windows XP compatible.
Incorrect answers:
A: This is unnecessary. When you upgrade Certkiller -WS133 to Windows XP Professional, Setup will upgrade Windows Media Player to version 8.0 automatically.
D: Windows XP Professional does not support multiple versions of UDF. This option is not suitable.
E: You need to ensure that the DVD drive is listed in the Windows XP Hardware Compatibility List (HCL) and not the Windows 98 HCL.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 133

QUESTION 94:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Dean Austin has a Windows 98 computer with a Plug and Play DVD installed on it. Dean Austin has a Windows Media Player on the computer to view video files for their company. The video files are distributed on a DVD formatted with the Compact Disc File System.
Dean Austin has acquired a copy of Windows XP Professional and upgrades his operating system to Windows XP Professional with Service Pack 2. After the upgrade, Dean Austin cannot view the video files. You then make sure that the DVD drive is on the Windows XP Professional Hardware Compatibility List.
What should you advice Dean Austin to do?

A. Let their company's users use the Universal Disk Format (UDF) for the DVD's.
B. Install the latest version for the decoder (hardware and software).
C. Install the latest version of the Windows Media Player.
D. Upgrade the DVD drive driver to the latest version.

Answer: B

Explanation: Dean Austin must get the latest version for the decoder (hardware and software). If he wants the latest drivers, should not book on Windows XP Setup. He should down load or get the latest version from where he bought the video card.
Incorrect answers:
A: There is no need to use the Universal Disk Format. Windows XP Professional does support versions of Universal Disk Format.
C: When you upgrade to Windows XP Professional and with Service Pack 2, the Windows Media Player is then upgraded to version 9.0.
D: The DVD drive is listed in the Windows XP Hardware Compatibility List (HCL). It is not necessary to upgrade it.

QUESTION 95:

You work as a helpdesk technician 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 2000 Server.
You have a Windows XP Professional laptop named Certkiller -WS144. You use this laptop to travel to different customers locations to do a service call. With every call you need to write a report, which is company policy. You then received a call from a Certkiller .com customer named Amy Wilson to see to a problem on her computer. Accompanying with you is Certkiller -WS144 and a mouse, which is always the case. After you have solved the problem you need to write a report. You need to use the mouse during the report. You now need to configure the mouse with the least amount of administrative effort.
What should you do?

A. Use the USB port and plug the mouse into the port.
B. Install a device driver for the USB mouse.
C. Switch off Certkiller -WS144, plug in a serial mouse and reboot the computer.
D. Remove the floppy disk drive from the expansion bay and place a CD-ROM drive in the bay and connect the serial mouse to the computer.

Answer: A

Explanation: A USB device can be connected to a Windows XP Professional computer with the computer is running. When it is plugged in, the device driver is automatically loaded.
Incorrect answers:
B: There is no need to install the USB mouse. You have used it already. The scenario

states that the computer and the mouse is accompanying you always. You just have to plug in the device and the operating system will automatically load the driver.
C: It is best to use a USB mouse. It can be plugged on the computer and you can get finish the report. With a serial mouse you have to switch off the computer, plug in the mouse and reboot the computer, which will lead to a lot off administrative effort.
D: Using this method will not work. It is senseless to remove the floppy disk drive from the expansion bay and place a CD-ROM drive in the bay and connect the serial mouse to the computer. This will lead to a lot of administrative effort.

QUESTION 96:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
CertKiller.com consists of a Research department. A Certkiller .com user named Amy Wilson is a member of the Research department. Amy Wilson uses a client computer named Certkiller -WS141. Certkiller -WS141 was running Windows 98 and it was upgraded to Windows XP Professional. A week after that you then reformat Certkiller -WS141 and install anew version of Windows XP Professional with Service Pack 2.
After the reformatting and the fresh Windows XP Professional with Service Pack 2, Amy Wilson complains that her Universal Serial Bus (USB) flash card reader canno0t be accessed. She said that it was working before the reformatting. You then search for a flash card reader driver on the flash card reader's Web site but there was none. Amy Wilson needs her flash card reader urgently.
What should you do?

A. Reboot Certkiller -WS141 with the Last Known Good Configuration option.
B. Roll back to the previous USB flash card reader driver with the Device Manager.
C. Run the Windows update and locate the correct USB flash card reader driver.
D. Retrieve the pervious driver with the System Restore.

Answer: C

Explanation: The Windows Update is used to locate the correct USB flash card reader driver.
Incorrect answers:
A: The Last Known Good Configuration option will not work. This is only used to revert to the registry control set that was created when the computer boots successfully. There is nothing wrong with the computer. The flash card driver is the problem.
B: Certkiller -WS141 was reformatted, so you cannot roll back.
D: System Restore is the process used to roll back a failed Windows XP startup to a previous state. Certkiller -WS141 was reformatted.

QUESTION 97:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has contact you. Ally Wagner has a meeting with there managers and she wants to configure her notebook computer to use an LCD projector for an on-site presentation.
What should Ally Wagner do?

A. Make sure that the projector supports the IEEE 1394 standard.
B. Make sure that the projector supports the Universal Plug and Play.
C. Make sure that the notebook in running Windows XP Professional.
D. Make sure that the screen resolution of the notebook is compatible with that of the LCD projector.

Answer: D

Explanation: In any circumstances you should make sure that the screen resolution will work on the LCD projector. If the resolution is outside the range of the LCD projector driver, you will receive a no signal error.
Incorrect answers:
A: It is of no use to ensure that the projector supports the IEEE 1394 standard. IEEE 1394 allows high speed data transfer between computers and other peripheral devices. It has nothing to do with video standards.
B: Universal Plug and Play consists of maybe the following: home light systems that are controlled by a Windows-based computer.
C: LCD projectors are supported by any 32-bit Windows version.

QUESTION 98:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Andy Reid has contact you. Andy Reid has installed Windows XP Professional on a new computer that he purchased. When the installation is finished the Windows XP Professional has configures the video driver as a general device driver. He then installed the video cards device driver from the manufacturer and the video resolution when it was finished was set at 800×600×16. Andy Reid said that he want the display resolution at 1024×768600×32 color depth.
What should he do?

A. Andy Reid should reboot the computer.
B. Andy Reid should roll back the device driver.
C. Andy Reid should uninstall the device driver and reboot the computer.
D. Andy Reid should specify the color depth and screen resolution on the Setting tab which resides on the Display Properties sheet.

Answer: D

Explanation: Andy Reid should specify the color depth and screen resolution on the Setting tab which resides on the Display Properties sheet.
Incorrect answers:
A: Rebooting the computer will not set the screen resolution.
B: Andy Reid cannot roll back the driver because it is the first driver that is installed.
C: Uninstalling the video driver and rebooting the computer will not set the screen resolution.

QUESTION 99:

You work as a desktop technician 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 2000 Server.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Rory Allen has contact you. Rory Allen has just upgraded a Windows 98 client computer named Certkiller -WS007 to Windows XP Professional. However, when he restarts Certkiller -WS007 he notices that the desktop colors do not appear properly. When he opens the Display Properties page on Certkiller -WS007 he discovers that the video adapter is using a 640x480 screen resolution with 16 colors. He also discovers that you cannot change these settings. Rory Allen needs to change the screen resolution settings on Certkiller -WS007. What should he do?

A. Restart Certkiller -WS007. Press F8 to enter the boot menu and select "Last Known Good Configuration" from the boot menu.
B. On Certkiller -WS007, use Device Manager to roll back the video adapter drivers to the original Windows 98 drivers.
C. Install the appropriate drivers from the vendor of the video adapter. Then configure the desired screen resolution and number of colors on the Settings tab of the Display Properties page.
D. Open the Display Properties page on Certkiller -WS007 and increase the dots per inch (DPI) setting by clicking the Advanced button on the Settings tab.

Answer: C

Explanation: Certkiller -WS007 has a video adapter that is not supported by Windows XP Professional. Therefore the standard VGA driver has been installed. The standard VGA driver only supports a screen resolution of 640x480 with 16-bit

color. Obtaining the appropriate video adapter drivers from the vendor of the video adapter card and installing them will allow you to manually change these screen resolution settings. You can do this on the Settings tab of the Display Properties page.
Incorrect answers:
A: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. However, the computer has booted successfully, therefore the current settings will be stored as the Last Known Good Configuration.
B: The Windows 98 drivers are not compatible with Windows XP Professional. If they were, then original Windows 98 drivers would have been retained during the upgrade to Windows XP Professional.
D: You cannot adjust the dots per inch (DPI) setting. This setting describes the physical characteristic of the monitor.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 136

QUESTION 100:

You work as a help desk technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Clive Wilson uses a client computer named Certkiller -WS123. One day Clive Wilson calls to complain that his desktop colors do not appear properly. Clive Wilson informs you that the desktop appeared properly before he upgraded the video adapter on Certkiller -WS123. He also informs you that he installed the appropriate video adapter drivers as supplied by the vendor of the video adapter.
You need to assist Clive Wilson in changing the screen resolution settings on Certkiller -WS123. What should you tell him to do?

A. Restart Certkiller -WS123. Press F8 to enter the boot menu and select "Last Known Good Configuration" from the boot menu.
B. On Certkiller -WS123, right-click the desktop and select Properties. Then click the Settings tab and configure the desired screen resolution and number of colors.
C. On Certkiller -WS123, open the Control Panel and double-click the Display applet. Then click the Advanced tab and configure the desired screen resolution and number of colors.
D. On Certkiller -WS123, open the Control Panel and double-click the Display applet. Then click the Advanced tab and increase the dots per inch (DPI) setting by clicking the Advanced button on the Settings tab.

Answer: B

Explanation: The appropriate video adapter drivers have been installed on Certkiller -WS123. Now we need to configure the screen resolution settings. We can do this on the Settings tab of the Display Properties page. This can be accessed by right-clicking the desktop and selecting Properties, or by opening the Display applet in Control Panel.
Incorrect answers:
A: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. However, the computer has booted successfully, therefore the current settings will be stored as the Last Known Good Configuration.
C: The screen resolution settings can be configured on the Settings tab of the Display Properties page, not he Appearance tab.
D: You cannot adjust the dots per inch (DPI) setting. This setting describes the physical characteristic of the monitor.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 134

QUESTION 101:

You work as a help desk technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com customer named Andy Reid uses a computer named Certkiller -WS222. Andy Reid calls to assist him to use the multiple monitor feature of Windows XP Professional. Andy Reid informs you that he acquires a new video adapter for the second monitor and deployed it. He also informs you that when he wants to use the two monitors, he find out that he cannot extend the Windows desktop to the second monitor.
What should you tell him to do? (Select two)

A. Tell Andy Reid to enable Video Graphics Array (VGA) for the second adapter.
B. Tell Andy Reid to disable Video Graphics Array (VGA) for the second adapter.
C. Tell Andy Reid to ensure that the second adapter is listed in Device Manager.
D. Tell Andy Reid to specify the second adapter to use the same color depth as the first adapter.

Answer: B, C

Explanation:
Andy Reid should make sure if the adapters is in the Device Manager. Andy Reid should disable Video Graphics Array (VGA) for the second adapter. The adapters should either be Accelerated Graphics Port (AGP) or Peripheral Component Interconnect (PCI) devices.
Incorrect answers:

A: Andy Reid should disable Video Graphics Array. The adapters should either be Accelerated Graphics Port (AGP) or Peripheral Component Interconnect (PCI) devices.
D: Andy Reid does not need to configure a second adapter.

QUESTION 102:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of.
Certkiller .com consists of a Marketing department. A Certkiller .com user named Mia Hamm who works in the Marketing department has contact you. Mia Hamm has a meeting with there superiors and she wants to configure her laptop computer to use an LCD projector for an on-site presentation.
What should you do?

A. Ensure that the projector supports the IEEE 1394 standard.
B. Ensure that the projector supports the Universal Plug and Play.
C. Ensure that the screen resolution of the laptop is compatible with that of the LCD projector.
D. Ensure that the laptop supports the USB 2.0 standard.

Answer: C

Explanation: You should make sure that the screen resolution of the laptop is compatible with the LCD projector. If the resolution is outside the range of the LCD projector driver, you will receive a no signal error.
Incorrect answers:
A: It is of no use to ensure that the projector supports the IEEE 1394 standard. IEEE 1394 allows high speed data transfer between computers and other peripheral devices. It has nothing to do with video standards.
B: Universal Plug and Play consists of maybe the following: home light systems that are controlled by a Windows-based computer.
C: The USB 2.0 supports high speed data transfer between computers and other peripheral devices. It has nothing to do with video standards.

QUESTION 103:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A Certkiller .com user named Andy Booth uses a client computer named Certkiller -WS100. Andy Booth needs to make use of the multiple monitor capability in Windows XP Professional to fulfill his job requirements. You purchase

a new video adapter for Certkiller -WS100. You install the new video adapter.
A day later, Andy Booth discovers that he is unable to extend the Windows desktop onto the second monitor. You need to ensure that both monitors on Certkiller -WS100 can display the Windows XP graphical user interface (GUI)
What should you do?

A. Enable VGA support for the second adapter and list it in Device Manager.
B. Disable VGA support for the second adapter and list in Device Manager.
C. Disable VGA support for the second adapter and configure the resolution on the first adapter to 1024 x 768 or greater.
D. Enable VGA support for the second adapter and configure it to use the same color depth as the first video adapter.

Answer: B

Explanation: Both adapters must be listed in the Device Manager. And VGA support must be disabled on the second adapter to accommodate the use of multiple monitors.
Incorrect answers:
A: VGA support should be disabled NOT enabled, on the second adapter to accommodate the use of multiple monitors.
C: There is no need to configure the display resolution on the first adapter. Each adapter can be configured to use any resolution. And furthermore the adapters can be configured differently.
D: The color depth for each adapter can be different.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 137

QUESTION 104:

You work as a desktop technician 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 2000 Server.
You have just upgraded a Windows 98 client computer named Certkiller -WS200 to Windows XP Professional. However, when you restart Certkiller -WS200 you notice that the desktop colors do not appear properly. When you open the Display Properties page on Certkiller -WS200 you discover that the video adapter is using a 640x480 screen resolution with 16 colors. You also discover that you cannot change these settings.
You obtain the latest drivers for the video adapter card from the vendor's Web site and install it on Certkiller -WS200. However, when you restart the computer the desktop colors remain the same.
You need to change the desktop colors on Certkiller -WS200. What should you do?

A. Open the Display Properties page on Certkiller -WS200 and configure the desired screen resolution and number of colors on the Settings tab.
B. Open the Display Properties page on Certkiller -WS200 and configure the desired screen resolution and number of colors on the Appearance tab.
C. Open the Display Properties page on Certkiller -WS200 and increase the dots per inch (DPI) setting by clicking the Advanced button on the Settings tab.
D. Open the Display Properties page on Certkiller -WS200 and increase the dots per inch (DPI) setting on the Appearance tab.

Answer: A

Explanation: Certkiller -WS200 has a video adapter that is not supported by Windows XP Professional. Therefore the standard VGA driver has been installed. The standard VGA driver only supports a screen resolution of 640x480 with 16-bit color. Installing the appropriate video adapter drivers will allow you to manually change these screen resolution settings. You can do this on the Settings tab of the Display Properties page.
Incorrect answers:
B: The screen resolution settings can be configured on the Settings tab of the Display Properties page, not the Appearance tab.
C, D: You cannot adjust the dots per inch (DPI) setting. This setting describes the physical characteristic of the monitor.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 136

QUESTION 105:

You work as a help desk support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A Certkiller .com user named Andy Reid works on a Windows 98 client computer named Certkiller -WS109. The new Certkiller .com policy states that all client computers are to be upgraded to Windows XP Professional. You upgrade Andy Reid's Certkiller -WS109 client computer to Windows XP Professional. While performing the upgrade on Certkiller -WS109, you discover that the screen resolution is 640 x 480 and 16 colors.
To fully take advantage of the Windows XP Professional functionality Andy Reid wants to view the background pictures and the GUI that Windows XP Professional makes available. Now you need to change the resolution and add more colors so as to enable Andy Reid to take advantage of the Windows XP Professional functionality. However, you are unable to do so.
What should you do to enable Andy Reid to view the background pictures properly?

A. Install the original Windows 98 video card's driver.

B. Restart Certkiller -WS109.
C. Install the correct driver for the video card.
D. Restart Certkiller -WS109 with the Last Known Good Configuration.

Answer: C

Explanation: In this case where the computer has been upgraded successfully but you are unable to modify screen resolution, it means that the original Windows 98 driver for the video card is incompatible with Windows XP Professional and that Windows XP Professional does not have the correct built-in driver. This means that installing the original video card driver will not work. You should rather be installing a Windows XP Professional version of the driver on Certkiller -WS109
Incorrect answers:
A: In this case where the computer has been upgraded successfully but you are unable to modify screen resolution, it means that the original Windows 98 driver for the video card is incompatible with Windows XP Professional and that Windows XP Professional does not have the correct built-in driver. This means that installing the original video card driver will not work.
B: Restarting Certkiller -WS109 would not enable you to change the desktop settings.
D: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. However, the computer has been upgraded and this option will not address the problem as the previous configuration would include the same driver.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 137

QUESTION 106:

You work as a help desk support technician 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 2000 Server and all client computers run either Windows XP Professional.
You use a laptop computer named Certkiller -WS432 to develop web-enabled applications. There is a port on Certkiller -WS432 where an external monitor can be attached. Certkiller -WS432 currently has a Trident XP display adapter.
You need to ensure that other users can observe the Certkiller -WS432 output on an external monitor while you work on the coding for the web-enabled application.
You need to minimize the amount of administrative effort required to fulfill this task.
What should you do?

A. Install a second video adapter card on Certkiller -WS432.
B. Enable DualView for the external monitor.
C. Install a dual-display driver for the display adapter in Device Manager.
D. Disable VGA support for the external monitor.

Answer: B

Explanation: With DualView enabled, you will be able to use two interfaces using the same display adapter to display different information. You need to navigate to the Certkiller -WS432 Display Property dialog box and go to the Settings tab. There you need to select the icon that represents the external monitor and select the "Extend my Windows desktop onto this monitor" option.
Incorrect answers:
A: You do not need to install a second video adapter. The Trident XP adapter is capable of supporting the built-in Certkiller -WS432 monitor and an external monitor simultaneously. Installing a second video adapter would not be minimizing administrative effort.
C: The Trident XP adapter is capable of supporting the built-in Certkiller -WS432 monitor and an external monitor simultaneously. You do not need to install a dual-display driver. This would amount extra administrative effort.
D: There is no need to disable VGA support since the built-in Certkiller -WS432 monitor is always the primary monitor and the Trident XP adapter can support an external monitor.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 121

QUESTION 107:

You work as a help desk support technician 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 2000 Server and all client computers run either Windows XP Professional.
You replace the video adapter card on a client computer named Certkiller -WS111. When you restart Certkiller -WS111, the New Hardware Wizard detects the new video adapter and installs the default drivers for the video adapter. However, you discover that you cannot change the screen resolution from 640x800 to a higher resolution.
You obtain the latest drivers for the video adapter card from the vendor's Web site and install it on Certkiller -WS111. However, when you restart the computer, the monitor displays a black screen and does not display the log on dialog box.
You need to remove the video adapter divers on Certkiller -WS111 as quick as possible. What should you do?

A. Restart Certkiller -WS111. Press F8 to enter the boot menu and select "Last Known Good Configuration" from the boot menu.
B. Restart Certkiller -WS111. Press F8 to enter the boot menu and select "Safe Mode" from the boot menu. Then roll back the video adapter drivers in Device Manager.
C. Restart Certkiller -WS111. Press F8 to enter the boot menu and select "Recovery Console" from the boot menu. Then restore the Registry.

D. Restart Certkiller -WS111. Press F8 to enter the boot menu and select "VGA Mode" from the boot menu.

Answer: A

Explanation: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. Selecting this option will allow you to revert back to the last successful configuration and will allow the computer to restart successfully.
Incorrect answers:
B: You can roll back the video adapter drivers by entering Safe Mode. This will allow you to revert back to the default video adapter drivers that were installed earlier. This will take longer than just selecting the Last Known Good Configuration as you would need to restart the computer again.
C: You can use the Recovery Console to restore the Registry. However, we have a driver problem here and not a Registry problem.
D: By default, VGA Mode is not enabled in Windows XP Professional. You need to enable VGA Mode first before you can select it.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 35-136

QUESTION 108:

You work as a help desk support technician 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 2000 Server and all client computers run either Windows XP Professional.
Certkiller .com has just hired a new Sales Representative named Kara Lang. You issue Kara Lang with a Windows XP Professional portable client computer named Certkiller -WS234. Kara Lang will use Certkiller -WS234 in the office and when traveling to Certkiller .com's major customers.
Kara Lang complains that she is unable to configure Certkiller -WS234 to go into hibernation after 10 minutes of inactivity. She reports that she is unable to configure the appropriate setting in the Power Options Properties page and that the Power Options Properties page has no Hibernate tab.
You suspect that the system BIOS on Certkiller -WS234 is not Advanced Configuration and Power Interface (ACPI)-compliant. You download the latest BIOS update from the vendor's Web site and successfully update the system BIOS on Certkiller -WS234. However, when you attempt to restart Certkiller -WS234, the boot process stops prematurely and the computer stops responding.
You need to ensure that Certkiller -WS234 starts properly and that Kara Lang can configure Certkiller -WS218 to go into hibernation after 10 minutes of inactivity.
What should you do?

A. Start Certkiller -WS234 in Safe Mode and replace the Hardware Abstraction Layer (HAL) in Device Manager.
B. In Active Directory Users and Computers, add Kara Lang's user account to the Power Users group.
C.
Enable Advanced Configuration and Power Interface (ACPI) support in the system BIOS on Certkiller -WS234 and instruct Kara Lang to configure the required ACPI options.
D. Rerun the Windows XP Professional Setup utility and then enable hibernation on Certkiller -WS234.

Answer: D

Explanation: Advanced Configuration and Power Interface (ACPI) combines power management with Plug-and-Play technology. Windows XP Professional will detect whether the system BIOS is ACPI-compliant and will automatically install the appropriate Hardware Abstraction Layer (HAL). However, updating the system BIOS to support ACPI will result in a hardware change and a HAL mismatch. This will result in a stop error and the computer will not boot properly. You must run the Windows XP Professional Setup utility to ensure that the correct HAL is installed. This will ensure that the computer can restart properly. Thereafter you can enable hibernation on the Power Option Properties page.
Incorrect answers:
A: The boot process on Certkiller -WS234 stops prematurely, hence we may not be able to boot to Safe Mode. In addition, we should not replace the HAL in Device Manager as Device Manager does not detect the appropriate HAL that needs to be installed.
B: Adding Kara Lang to the Power Users group will not ensure that the computer will restart properly and will not ensure that she can enable hibernation.
C: Advanced Configuration and Power Interface (ACPI) combines power management with Plug-and-Play technology. Windows XP Professional will detect whether the computer is ACPI-compliant and will automatically install the appropriate Hardware Abstraction Layer (HAL). Therefore there would be no reason to enable or disable ACPI support. Enabling ACPI will also not ensure that the computer can restart properly.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 141

QUESTION 109:

You work as a desktop technician 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 2000 Server.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Rory Allen has contact you. Rory Allen cannot boot his computer. During the startup of Windows XP Professional the screen goes blank. Rory Allen has recently replaced his video adapter. He also said that he was

prompt for a driver; he installed files from the Internet.
What should he do?

A. Boot the system in Enable VGA Mode and install the appropriate video adapter driver.
B. Boot the computer using the Last Known Good Configuration.
C. Boot the computer in Safe Mode and use the Device Manager to roll back the video adapter driver.
D. Boot the system in Safe Mode and install the appropriate video adapter driver.

Answer: A, D

Explanation: Rory Allen needs to install the correct video driver, either in Safe Mode or by booting using the Enable VGA mode.
Incorrect answers:
B: Rory Allen has replaced the video adapter. He cannot go to the Last Known Good Configuration. It will not rectify the video adapter.
C: Rory Allen has replaced the video adapter. He cannot use the roll back.

QUESTION 110:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Dean Austin has contact you. He used the local Administrator account to log on to his computer that runs Windows XP Professional. Dean Austin wants to enable the Advance Power Management support on his computer. If he opens the Power Option there is no APM tab.
Dean Austin wants to know why the tab is not available.

A. Dean Austin must use the computers BIOS and enable support for APM, manually.
B. The computer has a BIOS that is Advanced Configuration and Power Interface (ACPI)-complaint.
C. Enable the APM through the Local Security Policy.
D. APM is only available on laptops.

Answer: B

Explanation: It can be that the computer has a BIOS that is Advanced Configuration and Power Interface (ACPI)-complaint. APM is automatically enabled.
Incorrect answers:

A: APM is automatically enabled. He cannot enable it manually.
C: There is no need to use the Local Security Policy. APM is automatically enabled.
D: APM is available for both laptops and desktops.

QUESTION 111:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named
Mia Hamm has contact you. Mai Hamm has a computer that is three years old. She then bought a copy of Windows XP Professional and installed it on the computer. When she viewed the system's configuration settings, she noticed that the computer is running in Standard PC mode that in the Advanced Configuration and Power Interface PC mode. Mia Hamm then upgrades the BIOS to the most recent version which is ACPI-complaint.
What should you do?

A. Reboot the computer.
B. Run the Windows XP Professional Setup utility again.
C. Reconfigure the settings in the Control Panel's Power Option applet.
D. Replace the Hardware Abstraction Layer (HAL) in the Device Manager.

Answer: B

Explanation: You should rerun the Windows XP Professional Setup utility. The Setup will then detect that the BIOS is ACPI-complaint.
Incorrect answers:
A: Rebooting the computer will not help. You must rerun the Windows XP Professional Setup utility.
C: You should not reconfigure the Control Panel's Power Option applet. You need the ACPI-compliant.
D: You should not replace the HAL. You have to rerun the Windows XP Professional Setup utility.

QUESTION 112:

You work as a helpdesk technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP

Professional.
Certkiller .com has 50 Sales Representatives that use identical portable computers when they travel to Certkiller .com's major customers. Each portable computer has an 8 GB hard disk drive, a 1.2 GHz processor and 512 MB of RAM.
A Certkiller .com Sales Representative named Clive Wilson uses a portable client computer named Certkiller -WS109. One day Clive Wilson complains that the battery on his computer ran out of power at a sales meeting. Clive Wilson has consequently lost important information as he was unable to save a document before the battery ran out.
You decide to enable hibernation on Certkiller -WS109. You log on to Certkiller -WS109 as the local administrator but discover that the option to enable hibernation is not available.
You need to enable hibernation on Certkiller -WS109. What should you do?

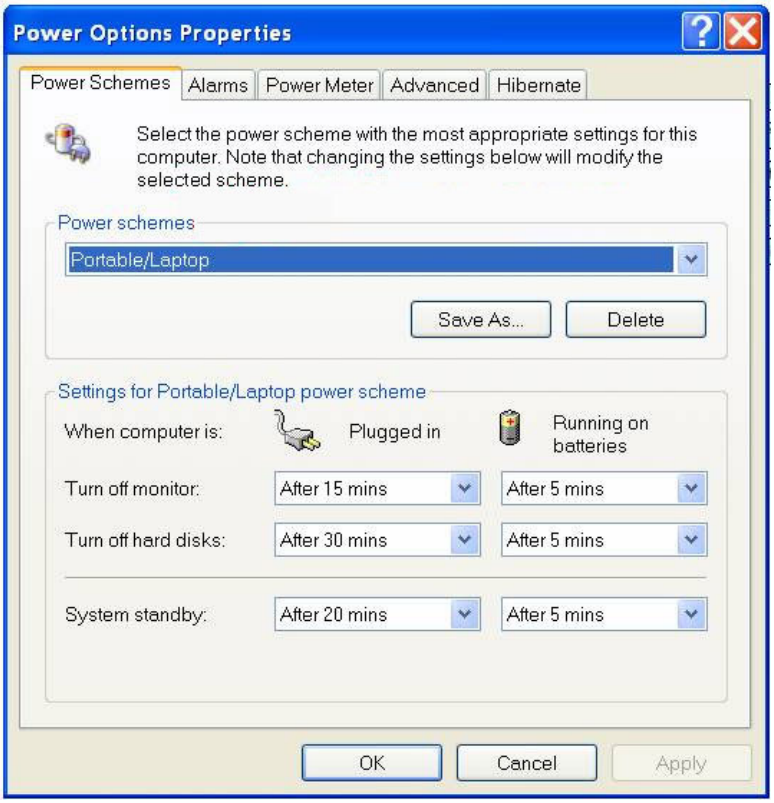
A. Enable Desktop Management Interface (DMI) support in the system BIOS.
B. Use Add Hardware in Control Panel to install the Advanced Configuration and Power Interface (ACPI) HAL.
C. Enable Advanced Power Management (APM) support in Control Panel and then enable hibernation support.
D. Free up 512 MB of disk space on the system partition and enable hibernation in Power Options in Control Panel.

Answer: D

Explanation: Hibernation is not available because the computer does not have sufficient free disk space. The data held in memory (RAM) is written to the hard drive when the computer goes into hibernation. Therefore, the computer must have sufficient free disk space on its system partition. This free space must be equal to the amount of RAM on the computer.
Incorrect answers:
A: Hibernation is not available because the computer does not have sufficient free disk space. The data held in memory (RAM) is written to the hard drive when the computer goes into hibernation. Therefore, the computer must have sufficient free disk space on its system partition. Desktop Management Interface (DMI) support will not free up any hard disk space. The DMI generates a standard framework for managing and tracking components in a computer.
B: Advanced Configuration and Power Interface (ACPI) combines power management with Plug-and-Play technology. Windows XP Professional will detect whether the computer is ACPI-compliant and will automatically install the appropriate Hardware Abstraction Layer (HAL).
C: Advanced Power Management (APM) is an earlier version of Advanced Configuration and Power Interface (ACPI). Advanced Configuration and Power Interface (ACPI) is installed automatically when the operating system is installed and supports APM.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 139

QUESTION 113:

You work as a helpdesk technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Certkiller .com has 15 Sales Representatives that use Advanced Configuration and Power Interface (ACPI)-compliant portable computers when they travel Certkiller .com's major customers. A Certkiller .com user named Andy Reid works as a Sales Representative for Certkiller .com. He has just been issued a new portable client computer named Certkiller -WS101. Andy Reid wants to configure Certkiller -WS101 to go into hibernation after 15 minutes of inactivity but is unable to. When Andy Reid opens the Power Options in Control Panel, he is presented with the Power Options Properties as shown in the Power Options exhibit.
Power Options exhibit:



You need to ensure that Andy Reid can configure Certkiller -WS101 to go into hibernation after 15 minutes of inactivity.
What should you do?

A. Enable Desktop Management Interface (DMI) support in the system BIOS of Certkiller -WS101.
B. In Active Directory Users and Computers, add Andy Reid's user account to the Power

Users group.
C. Enable Advanced Power Management (APM) support and instruct Andy Reid to configure the required APM options on Certkiller -WS101.
D. Free up additional disk space on the system partition and enable hibernation support on Certkiller -WS101.

Answer: D

Explanation: Certkiller -WS101 can be configured to go into hibernation only if hibernation is enabled on computer. Therefore, you need to enable hibernation. To enable hibernation, the computer must have sufficient free disk space on its system partition. This free space must be equal to the amount of RAM on the computer as the data held in memory (RAM) is written to the hard drive when the computer goes into hibernation.
Incorrect answers:
A: Hibernation is not available because the computer does not have sufficient free disk space. The data held in memory (RAM) is written to the hard drive when the computer goes into hibernation. Therefore, the computer must have sufficient free disk space on its system partition. Desktop Management Interface (DMI) support will not free up any hard disk space.
B: Adding Andy Reid to the Power Users group will not ensure that he can enable hibernation. Hibernation needs to be enabled and configured on the local computer and does not require permissions.
C: Advanced Power Management (APM) is an earlier version of Advanced Configuration and Power Interface (ACPI) and would only be required if the computer is not ACPI-compliant.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 139

QUESTION 114:

You work as a helpdesk technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Rory Allen has contact you. Rory Allen reports that his laptop computer has stop hibernation. Rory Allen laptop consists of two hard drives which is drive C: the boot section and drive D: has the system partition.
What could be the problem?

A. The laptop does not support Advance Power Management (APM).
B. Page filling should be created on the boot partition.
C. There is not enough free disk space on the boot partition.

D. Create a paging file on the system partition.

Answer: C

Explanation: Hibernation requires enough free disk space to store the content of Random Access Memory (RAM).
Incorrect answers:
A: If the laptop does not support APM it would not have hibernate. The laptop did hibernate before the problem.
B, D: Hibernation does not require page filing.

QUESTION 115:

You work as a helpdesk technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Mia Hamm is the manager of the Marketing department. Mia Hamm uses a client computer named Certkiller -WS111. Certkiller -WS111contains an external RAID device that hosts folder named MKDocs. One day Mia Hamm reports that she cannot access data in the MKDocs folder. You log on to Certkiller -WS111 and discover that the volume that hosts the external RAID device is marked as missing. You also notice that no RAID controller is listed in Device Manager. You discover that the RAID controller was switched off. However, when you switch on the RAID controller, it still does not appear in Device Manager. You need to ensure that Mia Hamm can access the data in the MKDocs folder.
What should you do?

A. In Disk Management on Certkiller -WS111, rescan the disks.
B. In Device Manager on Certkiller -WS111, scan for hardware changes.
C. Initialize the disks in the RAID device as dynamic disks.
D. In Disk Management on Certkiller -WS111, select the option to repair the volume on the RAID device.

Answer: B

Explanation: Plug-and-play devices configure and install themselves automatically. When you switch of the device, the operating system will uninstall the device automatically. You need to scan for the hardware device.
Incorrect Answers:
A: Rescan the disks in the Disk Management would not bring the device online. You need to add the device to the system. The RAID controller must first be detected and then installed.
C: A RAID device implements a RAID configuration through hardware. That's ways the RAID device appeared in the Disk Management as a dynamic device. It does not need to

be initialized.
D: Repair Volume command will only repair software RAID.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 148

QUESTION 116:

You work as a helpdesk technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
You have been assigned a Certkiller .com trainee technician. You manage a client computer named Certkiller -WS140. Certkiller .com policy states that all peripherals are Universal Serial Bus (USB) devices. Certkiller .com recently acquired a bus-powered USB hub. Your trainee wants to know which devices can be plugged into the bus-powered USB hub.
How will you respond?

A. Disk drive
B. Mouse
C. Printer
D. Keyboard

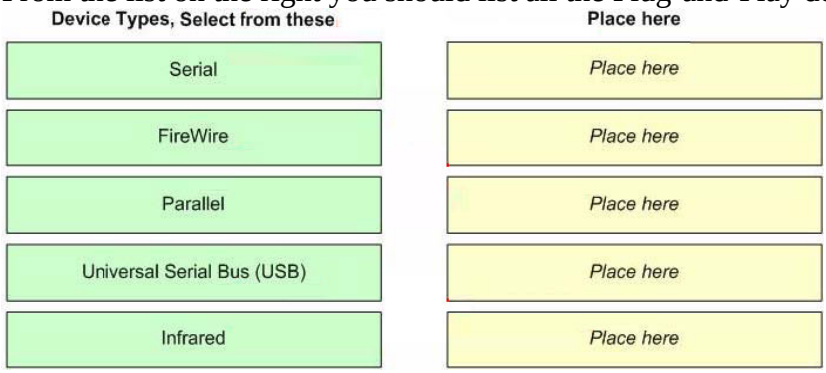
Answer: B, D

Explanation: A keyboard and a mouse, because they only draw up to 100 milliampere (mA) of power to be functional and a bus-powered USB hob is capable of supporting up to 100 mA of power per port.
Incorrect answers:
A: A disk drive requires up to 500 mA of power. Therefore a bus-powered USB hub cannot support it.
C: A printer might require 500 mA of power making is impossible for a bus-powered USB hub to support.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 149

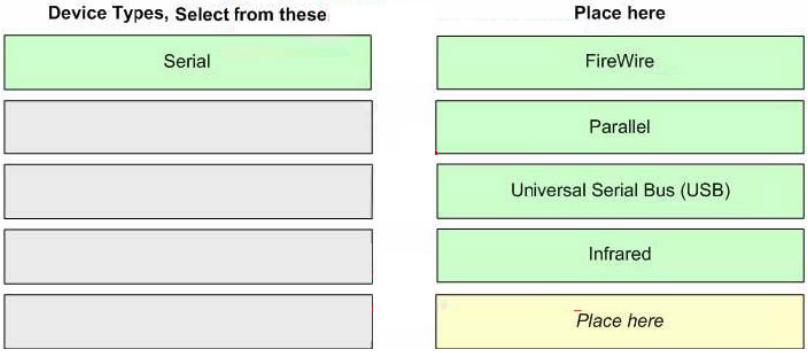
QUESTION 117:

DRAG DROP
You work as a desktop technician 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 2000 Server.
Certkiller .com consists of a Desktop support team which you are part of. A

Certkiller .com customer named Andy Reid has contact you. Andy Reid has sent a fax with input and output devices which he wants to acquire for her computer. He wants you to mark all the devices that are Plug-and-Play.
From the list on the right you should list all the Plug-and-Play devices.



Answer:



Explanation:
The Parallel, USB, FireWire and Infrared devices are all Plug-and -Play.
Incorrect Option:
The Serial device does not support Plug-and-Play.

QUESTION 118:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, computers and accessories. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Mia Hamm has contact you. Mia Hamm has a computer named Certkiller -WS120 that is running Windows XP Professional. Certkiller -WS120 has peripheral devices that are all USB devices. Mia Hamm has bough a bus-powered USB and wants to know which device she could connect safely to the hub.

What should you tell Mia Hamm?

A. Keyboard
B. Disk drive
C. Printer
D. Video-conferencing camera

Answer: A

Explanation: A keyboard only draw up to 100 milliampere (mA) of power to be functional and a bus-powered USB hob is capable of supporting up to 100 mA of power per port.
Incorrect answers:
B: A disk drive requires up to 500 mA of power. Therefore a bus-powered USB hub cannot support it.
C: A printer might require 500 mA of power making is impossible for a bus-powered USB hub to support.
D: A Video-conferencing camera requires up to 500 mA of power. Therefore a bus-powered USB hub cannot support it.

QUESTION 119:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, computers and accessories. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Dean Austin has contact you. Dean Austin has a scanner which is connected to his Windows XP Professional computer's USB connector. The computer has two USB connectors. If the scanner is plugged into the other USB port, the computer does not recognize the device. You then advice Dean Austin to open the Device Manager, he reports that the root hub is shown with a yellow exclamation point. Both of the USB controllers and the root hub is the same model.
What could cause the problem?

A. Between the scanner and the other device is an Interrupt Request conflict.
B. The USB controller's driver is not installed.
C. Between the USB controller and the other device is an Interrupt Request conflict.
D. The scanner's driver is not installed.

Answer: C

Explanation: There is a conflict between the USB controller and the other device, that's way there is a yellow exclamation point.
Incorrect answers:
A: The conflict is the USB controller and the other device.
B: If the USB controller's driver is not installed, then there would have not been functionality in both the USB ports.
D: If the scanner driver is not installed, then the scanner would not have functioned.

QUESTION 120:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
A client computer named Certkiller -WS205 is configured to use an external fax modem. The fax modem is configured to send and receive faxes. You install a new application on Certkiller -WS205 which resulted in modifications to the configuration settings. Due to these configuration modifications Certkiller -WS205 is no longer able to send and receive faxes from another workstation.
Your job requires that you must be able to send and receive faxes using Certkiller -WS205. You need to configure Certkiller -WS205 to send and receive faxes. You open the fax console. However, you then notice that the options for sending and receiving faxes are not available.
What should you do?

A. Configure the fax modem using the Fax Configuration Wizard to send and receive faxes.
B. Restart the fax modem on Certkiller -WS205.
C. Configure the Fax service to start automatically, and then start the FAX service.
D. Grant you user account the Allow - Full Control permission on the fax printer driver while logged on as a local administrator.

Answer: A

Explanation: To be able send and receive faxes, you should try to send a fax as this would automatically start the Fax Configuration Wizard which in turn will allow you to configure the appropriate settings to configure the modem to send and receive faxes.
Incorrect answers:
B: Restarting the fax modem does not open the Fax Configuration Wizard nor will it permit you to send a fax.
C: Automatically starting the fax service does not result in reconfiguring the modem to send faxes and therefore will not address the problem.

D: Granting permissions is not the solution since the permissions will not configure the modem.
Reference:
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 8
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 146

QUESTION 121:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
You are assigned a client computer named Certkiller -WS150.
Certkiller -WS150 is a laptop with built-in support for Infrared Data Association (IrDA) devices. Your manager, Rory Allen makes use of another laptop named Certkiller -WS160 which also has Built-in IrDA support. Rory Allen must be able to access and read your files in a shared folder. You need to configure Certkiller -WS150 to enable Rory Allen to read files in a shared folder on Certkiller -WS160.
What should you do?

A. Map a network drive between Certkiller -WS150 and Certkiller -WS160 using the Add or Remove Programs Wizard in the Control Panel.
B. Map a network drive between Certkiller -WS150 and Certkiller -WS160 using the New Connection Wizard in Network Connections.
C. Map a network drive between Certkiller -WS150 and Certkiller -WS160 using the Wireless Link Applet in the Control Panel.
D. Map a network drive between Certkiller -WS150 and Certkiller -WS160 using the Add Hardware Wizard in Control Panel.

Answer: B

Explanation: The New Connection Wizard provides you with the option to "Connect directly to another computer". This option will allow you to configure Certkiller -WS150 as the Guest and then you should select the IrDA port in the "Select a Device" box. A corresponding connection must be created on Certkiller -WS160 as the Host to complete the connection between the two.
Incorrect answers:
A: This utility is not used to map drives to other computers. Besides the two computers has built-in IrDA support.
C: This utility is used to initiate a transfer of files, but you still need to map a network drive between the two computers using the New Connection Wizard utility.
D: This utility is not used to map drives to other computers. Besides the two computers

has built-in IrDA support.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 148

QUESTION 122:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Kara Lang uses a client computer named Certkiller -WS410. Certkiller -WS410 has a built-in infrared transceiver. Kara Lang also synchronizes her Pocket PC with Certkiller -WS410. You install a program from the vendor of a digital still camera on Certkiller -WS410 to enable her to download images from the camera. However, Kara Lang complains that she is unable to download images from the camera onto Certkiller -WS410.
What should you do?

A. Disable the Infrared networking (IrNET) protocol.
B. Disable the ActiveSync protocol
C. Disable Infrared File Transfer (IrXfer)
D. Disable Infrared image transfer (IrTran-P)

Answer: D

Explanation: IrTran-P should be disabled. Since Certkiller -WS410 runs Windows XP, it will use IrTran-P to receive images from a digital camera by default. In this case you are using a program from the cameras vendor to download images which means that you do not require this protocol.
Incorrect answers:
A: There is no need to disable IrNET since this protocol is used to allow computers in a wireless network to communicate directly with each other.
B: Since Kara Lang also synchronizes her Pocket PC with Certkiller -WS410 it means that ActiveSync is enabled and in use already. If you disable ActiveSync then Kara Lang will not be able to synchronize her Pocket PC with Certkiller -WS410.
C:
There is no need to disable IrXfer. IrXfer is used to transfer files between computers over a wireless link.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 128

QUESTION 123:

You work as a helpdesk support technician 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 2000 Server. Certkiller .com consists of a head office with several branch offices. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Amy Wilson uses a client computer named Certkiller -WS203. You install a modem on Certkiller -WS203. You then configure a connection to a remote access server at the Certkiller .com head office. However, Amy Wilson complains that she is unable to establish a connection to the remote access server as the phone call will not complete successfully. You need to enable logging on Certkiller -WS203 for the Point-to-Point Protocol (PPP) to gain information as to why the connection fails.
What should you do?

A. Enable logging by changing the properties of the connection.
B. Enable logging through the NetShell utility (netsh.exe)
C. Enable logging by changing the properties of the modem.
D. Enable logging through the Registry Editor.

Answer: B

Explanation: The Netsh.exe works with dynamic link libraries (DLLs) to manage various networking services. You can use the remote access server DLL to enable PPP logging. The correct syntax would be "netsh set ras tracing" to turn on logging since PPP logging is disabled by default.
Incorrect answers:
A: Changing the properties of the connection does not result in enabling PPP logging. This setting is used to configure redialing options and network protocol settings as well as enabling ICS and ICF.
C: Changing the properties of the modem will not result in logging to be enabled. You can only configure the maximum port speed and speaker volume settings, and update or roll back the modem driver and run queries to test the modem.
D: It is possible to enable logging through the Registry Editor; however it should NOT be used if there is an alternative available.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 153

QUESTION 124:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.

A Certkiller .com user named Amy Walsh uses a laptop computer named Certkiller -WS010 when she travels. Certkiller -WS010 has a PCMCIA modem/LAN card that occupies both slots. Amy Walsh uses Certkiller -WS010 to dial in to a Routing and Remote Access server (RRAS) to check her e-mail, transmit sales reports and submit small print jobs to the Certkiller .com network printers. However, Amy Walsh complains that she is experiencing connectivity problems. Certkiller -WS010 disconnects frequently while she is downloading her reports. You need to ensure that Certkiller -WS010 will maintain a connection to the Certkiller .com network.
What should you do?

A. Delete the COM port device then recreate it in Device Manager.
B. Verify that the PCMCIA slot has been enabled through Certkiller -WS010's BIOS.
C. Reconfigure the Flow control setting from hardware to Xon/Xoff in the modem's Default Preferences.
D. Add the AT&&F1 alternate modem initialization string to the existing modem Advanced properties.

Answer: C

Explanation: For Certkiller -WS010 to maintain connectivity, you need to change the flow control to Xon/Xoff to allow the modem to stop receiving data when the buffer in full instead of dropping the line.
Incorrect answers:
A: Following this option will allow you to create a default instance of the modem which will not solve the problem of maintaining the connection.
B: There is no need to verify that the slot has been enabled since the modem can establish a connection. The problem is maintaining the connection.
D: The AT&&F1 alternate modem setting will restore factory settings and this option should therefore not matter since the settings should already be factory.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 154

QUESTION 125:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
A user named Andy Reid works as a sales representative at Certkiller .com. Andy Reid uses a client computer named Certkiller -WS019 as well as a personal digital assistant (PDA) named Certkiller -PD16. Andy Reid has received a portable infrared printer that he will use in conjunction with Certkiller -PD16 when making presentations to potential Certkiller .com clients. Andy Reid will attach an IrDA

transceiver to the serial port on Certkiller -WS019 so that he can use the infrared printer in the office as well.
Andy Reid has attached the IrDA transceiver to the serial port on Certkiller -WS019 but complains that he does not have sufficient permissions to install the device using the Add Printer wizard. You need top ensure that Andy Reid can install the IrDA print device on Certkiller -WS019. You also need to ensure that Andy Reid does not receive too much permission.
What should you do?

A. Add Andy Reid to the local Power Users group on Certkiller -WS019.
B. Add Andy Reid to the Print Operators group for the Certkiller .com domain.
C. Add Andy Reid to the global Domain Admins group for the Certkiller .com domain.
D. Add Andy Reid to the local Administrators group on Certkiller -WS019.

Answer: D

Explanation: You must be a member of the local administrators group to run the Add Printer wizard. Furthermore, when installing an infrared printer, an infrared (IR) port must be specified. However, when an IrDA transceiver is used, Windows XP Professional does not add an IR port automatically. In such an event, you must add the IR port manually. You need to be a member of the local Administrators group to manually add an IR port. Therefore, adding Andy Reid to the local Administrators group on Certkiller -WS019 will allow him to install the infrared printer.
Incorrect answers:
A: Member of the local Power Users group can add, delete and manage local printers but they cannot add printer port.
B: The Print Operators group can manage printers and documents but they cannot create printers or add printer ports to local computers.
C: Members of the global Domain Admins group is automatically added to local Administrators group. Therefore adding Andy Reid to the global Domain Admins group will allow him to run the Add Printer wizard and install the infrared printer. This will, however, provide him with too much permission. Andy Reid only needs to be added to the local Administrators group.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 148

QUESTION 126:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
You are in the process of installing a fax modem on a client computer named

Certkiller -WS011 for a Certkiller .com user named Kara Lang. Kara Lang needs to be able to connect to Certkiller -WS011 from her laptop computer when traveling to comply with her job requirements. You plan to use the Network Connection Wizard to create a connection that will support incoming calls.
You also need to ensure that the fax modem on Certkiller -WS011 can be used for incoming dial-up networking connections while permitting incoming and outgoing fax transmissions.
What should you do?

A. Configure the fax service to wait for the fourth ring to answer incoming calls.
B. Configure the fax modem to support adaptive answer.
C. Configure the fax service to log on with a user account other than the local system account.
D. Configure Internet Connection Sharing (ICS).

Answer: B

Explanation: You need to ensure that the fax modem will support adaptive answer. If adaptive answer is not supported then you should disable the fax service on the modem to be able to receive a remote access incoming connection.
Incorrect answers:
A: The only task you will accomplish when following this option is to buy time to answer the call manually.
C: One follows this option when one wants to forward an incoming fax to another destination. This is not what is required in this case.
D: ICS is used to allow an incoming connection to be shared by multiple computers on a local area network. This is not what is required in this case.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 153

QUESTION 127:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Mia Hamm is the manager of the Marketing department. She uses a client computer named Certkiller -WS274 and a personal digital assistant (PDA) named Certkiller -PD12. Certkiller .com has purchased a portable infrared printer that Mia Hamm will use during presentations to potential Certkiller .com clients.
Certkiller .com has also purchased an IrDA transceiver that will be installed on Certkiller -WS274 so that Mia Hamm can also use the infrared printer in the office.
You need to install the transceiver and configure the infrared printer. You attach

the IrDA transceiver to the serial port on Certkiller -WS274.
What should you do next?

A. Use the Add Hardware wizard to install the IrDA transceiver and then configure the infrared printer using the Wireless Link applet in Control Panel.
B. Use the Found New Hardware wizard to install the IrDA transceiver and then configure the infrared printer using Device Manager.
C. In the system BIOS, change the mode of the serial port to IrD
A. Then configure the
infrared printer using the Wireless Network Setup wizard.
D. Enter Setup mode and change the mode of the serial port to IrD
A. Use the Add
Hardware wizard to install the IrDA transceiver and then configure the infrared printer using Device Manager.

Answer: A

Explanation: You must use the Add Hardware wizard to install a transceiver that is attached to a serial port as it will not be detected automatically.
Incorrect answers:
B: Windows XP does not detect infrared devices automatically. Therefore the Found New Hardware wizard will not run. You must use the Add Hardware wizard to install the transceiver. Furthermore, you should configure the infrared device in the Wireless Link applet and not Device Manager.
C: You should only configure the serial port as IrDA for internal devices. Configuring the serial port as IrDA for an external device will disable the serial port. This should be done in Setup mode for the computer and not in the system BIOS. Furthermore, you should configure the infrared device in the Wireless Link applet in Control Panel and not the Wireless Network Setup wizard
D: You should only configure the serial port as IrDA for internal devices. Configuring the serial port as IrDA for an external device will disable the serial port. Furthermore, you should configure the infrared device in the Wireless Link applet in Control Panel and not Device Manager.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 148

QUESTION 128:

You work as a helpdesk support technician 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 2000 Server. All servers on the Certkiller .com network run Windows 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of a Finance department. Due to the amount of work in the department, you have setup and configure Windows XP Professional on five laptops

that will be used by users at there home. Each of these laptops is configured a new hardware profile. You then create a new profile on one of the laptops and copy by copying it to the exiting profile. When you reboot the laptop you access the Computer Management and want to indicate which component should be disable on the new hardware profile.
Which utility should you use? (Select two)

A. System Information - Hardware Resources
B. Device Manager
C. Services
D. System Information - Software Environment

Answer: B, C

Explanation:
The Device Manager is used to disable hardware devices for the new hardware profile. The Services is used to disable services for the new hardware profile.
Incorrect answers:
A: The System Information - Hardware Resources is used to display the current configuration settings for hardware devices. It is not used to disable any hardware devices.
D: The System Information - Software Environment is used to display the current configuration settings for software components or services for a hardware profile. It is not used to disable any software components or services.

QUESTION 129:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers, 500 Windows XP Professional client computers and 1,000 Windows 2000 Professional client computers.
Certkiller .com consists of a Marketing department. A Certkiller .com employee named Mia Hamm works in the Marketing department. Certkiller .com contains a Windows XP Professional workstation named Certkiller -WS001. Mia Hamm is working on Certkiller -WS001. Mia Hamm complains that when she change her desktop theme, it does not stay there when she logs off and again later logs on.
What should you tell Mia Hamm?

A. On Certkiller -WS001 is a Group Policy object (GPO) that stops the desktop theme from change on the computer.
B. Certkiller -WS001 is configured to use a roaming profile
C. Certkiller -WS001 is configured to use a mandatory profile
D. On Certkiller -WS001 is a Group Policy object (GPO) that stops the desktop configuration settings from being preserved.

Answer: C

Explanation: A mandatory profile does allow desktop changes which will revert back when the user logs off.
Incorrect answer:
A: If this was applied, then the user would not have been able to change the desktop theme in the first place.
B: A roaming profile will prevent the user to make changes unless it is also a mandatory profile.
D: If this was applied, then the user would not have been able to change the desktop theme in the first place.

QUESTION 130:

HOTSPOT
You work as a desktop technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Rory Allen works in the Development department. Rory Allen works on a client computer named Certkiller -WS002. Rory Allen wants to configure the Quick Launch toolbar in the Taskbar. Rory Allen already has the open the Quick Launch toolbar, which has the following menu as in the exhibit.
Which of the following items should Rory Allen use? (To answer, click on the appropriate item in the exhibit.)

Answer:

Explanation:
Rory Allen should use the Open Folder menu. This menu will allow him to add a short cut to the Quick Launch toolbar.
Incorrect Options:
The Toolbar menu shows or hides various toolbars.
The Properties menu displays a dialog box to modify Taskbar and Start Menu properties.
The Task Manager views the running applications and information about current resource usage and performance.
The Cascade and Tile option changes the way windows are displayed.
The Show Desktop option hides the application windows.
The Lock the Taskbar option prevents the taskbar from being moved.

QUESTION 131:

You work as the desktop administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com makes a Windows XP Professional computer, named Certkiller -WS030, available so that clients and Certkiller .com staff can access Certkiller .com's intranet and Web-based e-mail. Clients and staff who make use of Certkiller -WS030 log on with the same user account.
A user asks you to enable some accessibility features on Certkiller -WS030. You connect to Certkiller -WS030 from your Windows XP Professional computer and run the Accessibility Wizard to enable these features.
The following day, the user reports that the service is no longer available. When you examine the overnight logs, you notice that a help desk technician has disabled the visual accessibility setting on Certkiller -WS030 at the request of another user.
You have to enable the visual accessibility features for the user while making sure that the standard interface is available for all other users
What should you do?

A. Make use of the Accessibility Wizard to set the idle timeout value to five minutes and then checking the Automatic reset box.
B. Clear the "Apply all settings for new users" check box on the General tab in the Accessibility options.
C. Configure Certkiller -WS030 to log on automatically with the local administrator account.

D. Create a local account for each user on Certkiller -WS030.

Answer: A

Explanation: Checking the checkbox for Automatic reset will turn off the accessibility feature if the computer is idle for more than five minutes.
Incorrect Answers:
B: The "apply all settings" switch will turn on accessibility options for all users by default.
C: This is an option that you definitely do not want to take.
D: Creating a local account will only take time and will not do anything for accessibility.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 494
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 185

QUESTION 132:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Development department. A Certkiller .com user named Kara Lang in the Development department uses a Windows XP Professional computer named Certkiller -WS006. The manager named Andy Reid has asked you to assist in a problem. Kara Lang has lost her mouse pointer. You also need to make the pointer more visible and easy to find.
Which of the following changes should you make? (Select three)

A. In the Accessibility Control Panel utility, click the Pointer Option tab and enable Display pointer trails.
B. In the Mouse Control Panel utility, click the Pointer tab and change the scheme to Magnified.
C. In the Mouse Control Panel utility, click the Pointer tab and enable Display pointer trails.
D. In the Accessibility Control Panel utility, click the Pointer tab and enable the Magnify pointer.
E. In the Mouse Control Panel utility, click the Pointer tab and enable Show location of pointer when you press the CTRL key.

Answer: B, C, E

Explanation: The Display pointer trails will displays a trail where the mouse moved around. The Show location of pointer when you press the CTRL key will zoom in on where the mouse pointer is.
Incorrect answer:

A: You cannot use the Accessibility Control Panel utility to enable Display pointer trails.
D: You cannot use the Accessibility Control Panel utility, click the Pointer tab and enable the Magnify pointer.

QUESTION 133:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains five Windows 2000 Server computers, 250 Windows XP Professional computers and 500 Windows XP Home computers.
Certkiller .com consists of a Desktop support team which you are part of.
Certkiller .com consists of a Sales department. A Certkiller .com manager named Rory Allen wants you to configures the computers to access there sales results and to access there e-mail. Rory Allen would like users to leave there applications running while other users can logged on. You want to use fast user switching.
Which settings can support fast user switching? (Select two)

A. Windows XP Professional that is configured as a domain member.
B. Windows XP Home that is configured as a domain member.
C. Windows XP Professional that is configured as a workgroup member. The Welcome Screen is enabled.
D. Windows XP Home that is configured as a workgroup member. The Welcome Screen is enabled.
E. Windows XP Professional that is configured as a workgroup member. Classic Logon is enabled.

Answer: C, D

Explanation: Windows XP Professional and Windows XP Home can be configured to support fast user switching. However it should be configured as a workgroups and the Welcome Screen must be enabled.
Incorrect answer:
A: You cannot enable fast user switching on a domain member.
B: You cannot configure Windows XP Home as a domain member.
E: You cannot use fast user switching with Classic Logon.

QUESTION 134:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Development department and a Sales department. The Development department does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com. One of the Certkiller .com customers, managers 10

Windows XP Professional computers. The computers are specified to automatically log on the main users username and password. The manager wants a second user to log on as soon as the computer boots.
What should you do to allow a second user to log on quickly?

A. Change the settings in the Local Security Policy.
B. Disable the Welcome Screen.
C. For the second users you should create a user account.
D. Enable Fast User Switching.

Answer: C

Explanation: When you create a user account, then the list of users will be displayed on the Welcome Screen. The user then can select his name.
Incorrect answer:
A: The Local Security Policy is used to modify configuration settings.
B: The Welcome Screen will have the new users named. You cannot disable the Welcome Screen.
D: You do not need to enable Fast User Switching. It is enabled by default.

QUESTION 135:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has contact you. She is going to travel to France and stay there for a few months. Ally Wagner wants to know how the changing to French in the Standard and Formats area of the Regional and Language Options will affect the computer.
Which of the following items will be affected in the change? (Select two)

A. The input language
B. The format that is used to display currency.
C. The time zone.
D. The format that is used to display the date.

Answer: B, D

Explanation: The date, time, number and currency values will change.
Incorrect answer:
A: To change the language you must change the Language tab.
C: To change the time zone you need to use the Date and Time Control Panel utility.

QUESTION 136:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of.
Certkiller .com consists of a Sales department. A Certkiller .com Sales Representative named Dean Austin is going to travel from his office in New York to Japan. Dean Austin needs to create documents in English and Japanese. You were asked to configure the Regional and Language Options on Dean Austin's computer so that he can switch easily between the two languages.
What should Dean Austin do?

A. Turn off the advanced text services in the Text Services and Input Language.
B. Specify the "Install files for complex scrip and right to left languages (including Thai)" check box, in the Language option. Add Japanese as an input language in the Text Services and Input Language.
C. Specify the "Install files for East Asian languages" check box, in the Language option. Add Japanese as an input language in the Text Services and Input Language.
D. Specify Japanese as the language for non-Unicode programs, in the Advance options. Add the Japanese keyboard/IME layout, in the Language options.

Answer: C

Explanation: To switch between the two languages and to create documents you must select the Install files for East Asian languages check box. You also need to add Japanese as the input language.
Incorrect answer:
A: You must not turn off the advanced text services in the Text Services and Input Language. To write Japanese you need to install files for East Asian languages. If the language bar is removed than you cannot switch between languages easily.
B: You cannot choose the Install files for complex scrip and right to left languages (including Thai)" check box. To make Japanese a valid input language, you need to install files for East Asian languages.
D: Adding the Japanese keyboard/IME layout will not allow fast switching between languages.

QUESTION 137:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Development department and a Sales department. The Development department develops software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team

which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Clive Wilson has a computer that belongs to a workgroup at Acme.com. Clive Wilson logs on to his computer with a local Administrator account. Clive Wilson needs to set up his computer for two Japanese visitors. He then configured the computer and plans to create a local user account for each of the visitors. Clive Wilson needs to ensure that the settings that were configured will be available for the visitors.
What should he do?

A. Update the Default User profile in the Advance tab of Regional and Language Options.
B. He should copy his user account to create each of the accounts for the visitors.
C. He should copy his user profile to the All User profile, with the User Profiles dialog box of the Systems applet.
D. Configure the All User profile with the Registry Editor.

Answer: A

Explanation: To switch between the two languages and to create documents you must select the Advance tab of Regional and Language Options. When the eastern users logs on to the local accounts, the Default User profile is used as the initial profile.
Incorrect answer:
B: He should not copy his user account for the eastern visitors. This will not ensure that the settings are configures for each user.
C: Doing this will result in other settings than the language and the regional settings.
D: He should not use the Registry Editor. It is used to make changes that you cannot make be using any other utility.

QUESTION 138:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Mia Hamm has contact you. She is going travel to Spain on a business trip. Mia Hamm wants the correct time displayed on her computer. Mia Hamm also wants the local news and weather in Spain. Mia Hamm does not want her Windows menu, text, numbers or currency data to change.
Which of the following controls and options should Mia Hamm use?

A. Regional and Language Option Control Panel, Languages, Detail, Default Input Language.
B. Date and Time Control Panel, Time Zone

C. Regional and Language Option Control Panel, Regional Options, Standards and Formats drop-down list
D. Regional and Language Option Control Panel, Regional Options, Location drop-down list

Answer: B, D

Explanation: Mia Hamm should change the time zone to have the correct time in Spain. To get the news and weather in Spain, she needs to change the Location drop-down list.
Incorrect answer:
A: If she changes the Regional and Language Option Control Panel, Languages, Detail, Default Input Language, it will change the keyboard strokes of the characters.
C: To change this will cause the date, time currency to change.

QUESTION 139:

You work as a desktop technician 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 2000 Server.
Certkiller .com consists of a Sales department. A Certkiller .com user named Kara Lang is working in the Sales department. She works as a sales representative. Kara Lang often needs to correspond with the German clients. Kara Lang wants to enter German characters when sending her e-mail to the German clients. She also wants her user interface to be English.
What should Kara Lang do on her computer? (Select two)

A. Set the user interface language to German.
B. Install Multilanguage User Interface (MUI) for Windows XP Professional.
C. Display the Language toolbar on the taskbar.
D. Add German as the input language.

Answer: C, D

Explanation: Kara Lang needs to toggle between English and German. It is better to display the Language toolbar in the Taskbar.
Incorrect answer:
A: Kara Lang wants the interface to be in English.
B: You do not use the Multilanguage User Interface (MUI) for Windows XP Professional to configure multiple input languages.

QUESTION 140:

HOTSPOT
You work as a desktop technician 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 2000 Server. Certkiller .com has its headquarters in London and a branch office in Tokyo. Users in both of these offices are frequently required to create documents in both English and Japanese
You have recently installed Windows XP Professional on a desktop computer for a user named Amy Wilson. You also installed East Asian languages collection and added Japanese as an input language. Amy Wilson needs to create documents in Japanese, but she does not have a keyboard that supports Japanese.
You tell Amy Wilson to use the On-Screen Keyboard feature of Windows XP Professional to create documents in Japanese. You also tell Amy Wilson that she must first enable support for Japanese before she can create any documents.
What menu should Amy Wilson access to achieve this goal?
To answer, click the appropriate menu on the following exhibit:

Answer:

Explanation:
Amy Wilson should access the Keyboard menu, and then select the "106 keys" option. This option makes additional characters that are needed for Japanese, available.
Incorrect Answers:
The File menu is used to close the On-Screen Keyboard, or to remove the On-Screen Keyboard from the Utility Manager.
The Settings menu is used to set the typing mode to click, hover, or scan. It is also used to change the font and font size.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 182

QUESTION 141:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A Certkiller .com user named Amy Walsh uses a Windows XP Professional client

computer named Certkiller -WS213. Amy Walsh works in the Sales and needs multiple languages support on Certkiller -WS213. She needs to converse with their client in Korea. You need to enable Korean language support.
Which Regional and Language Options applet should you use?

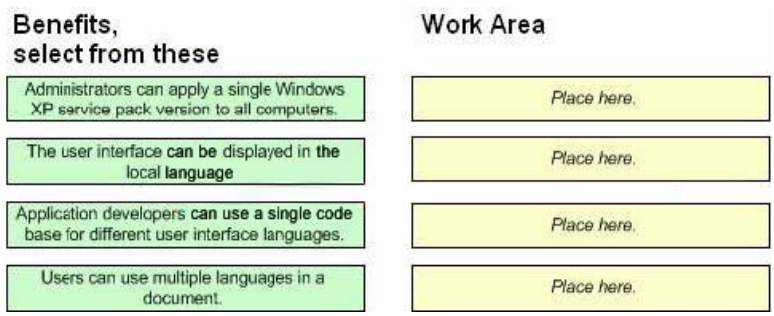
A. On the section of the Regional Options tab, use the Standards and formats.
B. On the section of the Language tab, use the Supplemental language support.
C. On the section of the Language tab, use the Text services and input languages.
D. On the section of the Advance tab, use the Code page conversion tables.

Answer: B

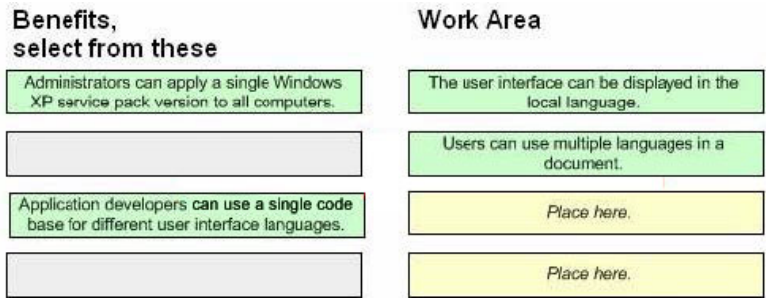
Explanation: You can use the Supplemental language support to install additional languages. You should select East Asian, because Korean is included in East Asian.
Incorrect answer:
A: You should not use the Standards and formats. You should use the Supplemental language support to install additional languages. The Standards and formats are used to define the format.
C: If you want to install a second language, you can use the Text services and input languages.
D: The Code page conversion tables is used to enabled a code page if a language-specific application you are using does not support Unicode.

QUESTION 142:

DRAG DROP
You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has offices in different countries. Certkiller .com's main office is in London and their branch offices in Paris, Berlin, Milan, Madrid, Stockholm, Warsaw, Minsk, and Athens.
Certkiller .com has asked you to plan the rollout of Windows XP Professional for the whole of Certkiller .com. You gather information about the different language versions of Windows XP Professional, and decide to install the Multilingual User Interface Pack (MUI Pack) on all the Certkiller .com client computers.
What advantages are only available if you install the MUI Pack to all client computers?
To answer, choose the appropriate option from the list on the right and place it in the Work Area on the left.



Answer:



Explanation:
Users can use multiple languages in a single document and the user interface will be displayed in the local language.
Incorrect Answers:
Only if the MUI Pack is installed at all locations the administrator will be able to apply a single Windows XP service pack version to all computers. However, if different versions of Windows XP are used, the administrator must apply the correct service pack for each version.
You must install the appropriate user interface language for each computer. Application developers can then use a single code base for different user interface languages.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 51

QUESTION 143:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have recently installed Remote Installation Services (RIS) on a Windows 2000 server named Certkiller -SR005. You have also created images that support four different language versions of Windows XP Professional.
You would like the Certkiller .com technicians, who use RIS to install Windows XP Professional on client computers, to be prompted by the Client Installation Wizard to choose the language version for each computer.
What file must you update to have the Client Installation Wizard present a list of the available languages?

A. Welcome.osc

B. Install.osc
C. Login.osc
D. Choice.osc

Answer: A

Explanation: Files with the .osc extension are Operating System Chooser files.
When you want a user to be able to select from a list of available languages, you should include the list of languages in Welcome.osc.
Incorrect Answers:
B: This file defines the content of the summary screen that is displayed before the actual installation begins.
C: This file presents logon screen to the user.
D: This file presents a screen that allows the user to choose setup options.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 180

QUESTION 144:

You work as the desktop administrator 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 Tokyo.
You have recently installed Windows XP Professional on a portable computer for a user named Mia Hamm. Mia Hamm frequently travels between the Chicago and Tokyo offices, and has to create documents in both English and Japanese.
You need to configure the Regional and Language Options and Mia Hamm's computer so that she is able to easily switch between languages, and also create documents in the selected language immediately
What should you do?

A. Select the "Install files for East Asian languages" check box in the Language Options, and then add Japanese as an input language.
B. Select the "Install files for complex script and right-to-left languages (including Thai)" check box in the Language Options.
C. Configure the Language bar to show additional Language bar icons in the Language Options.
D. Select Japanese as the Language for non-Unicode programs, and then add the Japanese keyboard/IME layout in the Language Options.

Answer: C

Explanation: Configuring the language bar with the Japanese language will add the necessary items to be able to switch between languages.
Incorrect Answers:
A, B: Installing the files for complex script or East Asian languages will not configure

the computer for switching between languages.
D: This option will not allow fast switching between languages.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 180

QUESTION 145:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Dean Austin has installed Windows XP Professional on his computer. With the Network Identification Wizard, Dean Austin used the default settings and defined a password for his local user account. He then joins their company's Active Directory domain. He then uses the adminpak.msi to install the server administration tools on his computer. Dean Austin then noticed that no account is defined as a recovery agent for the Encrypting File System (EFS). Dean Austin wants the local Administrative account as a recovery agent.
What utility should Dean Austin do?

A. "Local Users and Groups" in the Computer Management
B. Active Directory Users and Computers
C. Local Security Policy
D. "Users and Passwords" in the Control Panel

Answer: C

Explanation: Dean Austin must use the Local Security Policy. It will allow him to define a recover agent. He wants to add the local Administrative account, and then he has to create a recover agent certificate for the account before he defines the account as a recover agent.
Incorrect Answers:
A: The Local Users and Groups" in the Computer Management utility is used to create delete and manage user and groups accounts.
B: The Active Directory Users and Computers utility is used to define an Active Directory user account as an EFS recovery agent. It can be then used in a domain or organizational unit in the GPO for the domain or OU.
D: The "Users and Passwords" in the Control Panel utility is use to create, delete and manage user and group accounts in the local SAM database.

QUESTION 146:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department. A Certkiller .com customer named Ally Wagner has contact you. She needs to change her password. She than fax the password policy of her computer for you as shown in the exhibit:

Policy	Security Setting
Enforce password history	0 passwords remembered
Maximum password age	0
Minimum password age	0 days
Minimum password length	7 characters
Password must meet complexity requirements	Enabled
Store passwords using reversible encryption	Disabled

Which passwords are valid? (Select two)

A. TE5 CK1 N8
B. aWagner_02
C. 1234567
D. 8isenough

Answer: C

Explanation: For password complexity there should be at least three types of characters which is: lower case characters, numerical, and symbols. There is also a length requirement.

QUESTION 147:

You work as a desktop technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of a Desktop support team which you are part of. CertKiller.com consists of a Sale department which is working 24/7. You logged in as a local administrator on a computer named Certkiller -WS008 to create a new user account. You only want administrators to change the password for the account. You cannot accomplish your task, because the check box User cannot change password in not there. You need to enable the option.
What should you do?

A. Complete the creating of the account and change the password properties.
B. Enable the account
C. Clear the check box "User must change password at next logon"
D. Clear the check box "Password never expires"

Answer: C

Explanation: The User must change password at next logon check box is activated by default. If you clear this check box the following options will be available: User cannot change password, and Password never expires.
Incorrect Answers:
A: You can change the password properties even when the account is not finished.
B: The account is enabled when the account is created.
D: To clear the check box "Password never expires", you have to clear the check box "User must change password at next logon".

QUESTION 148:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Andy Reid has a Windows XP Professional computer. Andy Reid uses his local user account and he does not have administrative privileges. Andy Reid then connects to an Internet Service Provider (ISP) to enable access to Internet-based resources, which he needs to do his work. He now wants to define and store the user name and password that is needed to access the resources.
Which utility should Andy Reid use?

A. The "User Accounts" applet which resides in the Control Panel.
B. The "Phone and Modem Options" applet which resides in the Control Panel.
C. The Internet's Properties dialog box
D. The dial-up connection's Properties dialog box.

Answer: A

Explanation: The User Accounts applet defines the required user names and passwords.
Incorrect Answers:
B: The "Phone and Modem Options" applet define a dialog location and to manage the properties of the modem.
C: The Internet's Properties dialog box is used to define digital identifiers to be used with the e-mail address.
D: The dial-up connection's Properties dialog box can be used for support for Internet Connection Sharing and the Internet Connection Firewall.

QUESTION 149:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has contact you. Ally Wagner has a Windows XP Professional computer and wants to allow three employees to share his computer. She wants to use the Add New User wizard to create user accounts for the three employees. Ally Wagner wants to know where the new accounts will go if she accepts the default settings in the wizard.
What should you tell her?

A. Guest
B. Users
C. Administrators
D. Power Users

Answer: C

Explanation: By default, the new user accounts will be added to the Administrators group. The Add New User wizard will prompts for a Computer Administrator or a Limited account.
Incorrect Answers:
A: The new accounts will not be added to the Guest group. The Guest group does not have any user accounts.
B: The new account will not go the Users group by default. It will be added to the Administrators group.
D: The new account will not go the Power Users group by default. It will be added to the Administrators group.

QUESTION 150:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com user named Andy Booth has contact you. Andy Booth has a Windows 98 computer which was upgraded to Windows XP Professional. The computer of Andy Booth is a member of a workgroup. Andy Booth said that his computer cannot run a legacy application. The application is critical to his work. If he runs the legacy application, he receives an Access Denied error. Andy Booth then access the computer with Remote Desktop and see that he has logged on with a local user

account, which is configured as a Limited User. With the least amount of permissions you must allow him to access the legacy application.
What should you do?

A. Add the account to the Administrators group
B. Add Andy Booth to the Power Users group.
C. Change the account to a Computer Administrator account
D. Add Andy Booth to the Authenticated Users group

Answer: B

Explanation: To run any legacy application, needs more permissions than the certified Windows XP Professional applications. You have to add the user to the Power Users group.
Incorrect Answers:
A: Add the account to the Administrators group will give Andy Booth too much permission than he needs.
C: Change the account to a Computer Administrator account will give Andy Booth too much permission than he needs.
D: The Authenticated Users group contains all users that have logged on using a valid account.

QUESTION 151:

You work as a helpdesk technician 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 2000 Server and the client computers run Windows XP Professional.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Clive Wilson has a Windows XP Professional computer. Clive Wilson wants five other employees in his department to share the computer with him. Clive Wilson did use the Users and Groups utility to create new accounts for them. The user accounts is specify to run a logon script to map drives to a Windows 98 computer and. The name of the logon script is in the Logon script field. Clive Wilson needs to know which folder he would use to place the script.
What should you tell him which folder to use?

A. <systemroot>\system32\repl\import\scripts
B. <systemroot>\sysvol\sysvol\scripts
C. <systemdrive>\documents and settings\<username>
D. <systemroot>\system32\netlogon

Answer: A

Explanation: The <systemroot> \system32\repl\import\scripts is the default location for logon scripts. Clive Wilson has to create the folders himself.
Incorrect Answers:
B: The <systemroot>\sysvol\sysvol\scripts is not created on a Windows XP Professional computer. Sysvol is created on a domain controller.
C: The <systemdrive>\documents and settings\<username> is the place where the user's profiles is stored.
D: The <systemroot>\system32\netlogon is not created on a Windows XP Professional computer. On domain controllers that run Active Directory, this folder, <systemroot>\sysvol\sysvol\<domain-name>\scripts is shared as NETLOGON.

QUESTION 152:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.
A Certkiller .com user named Amy Walsh uses a Windows XP Professional client computer named Certkiller -WS333. Amy Walsh' computer has a boot failure.
Amy Walsh wants to know under which circumstances can the Last Known Good Configuration help her from recovering from the problem.
Under what circumstances can the Last Known Good Configuration help her?
(Select two)

A. A virus infection in the boot sector. The system will not start.
B. An incorrectly configures monitor. After rebooting the system' screen will stay blank.
C. The accidental deletion of the files of the operating system. A STOP error will be displayed when the Windows XP Professional start to boot.
D. The installation of an incorrect device driver of a network adapter. The user cannot log on to the domain neither using a local account.

Answer: B, D

Explanation: You can revert to the previous device driver with the Last Known Good Configuration. You can also use the Last Known Good Configuration to revert back to when the monitor worked properly.
Incorrect Answers:
A: You cannot use the Last Known Good Configuration to restore the boot sector.
C: You cannot use the Last Known Good Configuration to restore deleted files.

QUESTION 153:

DRAG DROP
You work as a desktop technician 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 2000 Server.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Andy Reid has contact you. Andy Reid has a problem with the booting of his computer. Andy Reid said that he tried to start in Safe mode, but was not successful. You then tell him to start with the Last Known Good Configuration. He then report that it did not work. You then suspect that he has a problem with the driver or the service. Andy Reid does not have the Recovery Console installed on his computer.
From the list on the right you should list the steps to determine the problem.

Steps, Select from these	Steps, place here
Review ntbtlog txt.	*Place first step here*
Logon as Administrator.	*Place second step, if any, here*
Boot the computer and enable boot logging.	*Place third step, if any, here*
Install the Recovery Console.	*Place fourth step, if any, here*
Launch the Recovery Console.	*Place fifth step, if any, here*
Boot from the installation CD-ROM.	*Place sixth step, if any, here*

Answer:

Steps, Select from these	Steps, place here
	Boot the computer and enable boot logging.
	Boot from the installation CD-ROM.
	Launch the Recovery Console.
Install the Recovery Console.	Logon as Administrator.
	Review ntbtlog.txt.
	Place sixth step, if any, here

Explanation:
Andy Reid must first boot the computer with boot logging and create a log named ntbtlog.txt. He must be able to read the file because he needs to boot using the Recover Console. Andy Reid needs to insert the installation CD-ROM and boot from it. He needs to log on as the administrator and review the ntbtlog.txt and find out which driver or service is causing the problem.
Incorrect
Answer:
If the computer fails, then he cannot use the Recover Console.

QUESTION 154:

You work as a desktop technician 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 2000 Server.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has contact you. Ally Wagner has a problem with the booting of her computer. The computer has a basic disk with a single primary partition. Ally Wagner has a suspicion that the Windows XP Professional's kernel file (ntoskrnl.exe) is corrupt.
What must Ally Wagner use to replace the file?

A. Automatic System Recovery
B. Safe Mode
C. Last Known Good Configuration
D. Recovery Console

Answer: D

Explanation: The Recovery Console is used to replace system kernel files.
Incorrect Answers:
A: Ally Wagner should only use the Automatic System Recovery when she does not or cannot find the problem.
B: Safe Mode will not work because the system's kernel file is corrupt.
C: Ally Wagner not restore the computer with the Last Known Good Configuration.

QUESTION 155:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department. A Certkiller .com customer named Ally Wagner has contact you. Ally Wagner's account has been locked out. Ally Wagner needs to log on to the domain. During the investigation you notice that the Account lockout is control by a Group Policy object (GPO) as shown in the exhibit:

Policy	Security Setting
Account lockout duration	0 minutes
Account lockout threshold	3 invalid logon attempts
Reset account lockout counter after	30 minutes

Ally Wagner wants to know when the account will be unlocked.

A. After 30 minutes
B. By an administrator
C. After the computer restarts
D. After 24 hours

Answer: B

Explanation: If the account duration is set at 0, then only the administrator can unlock the account.
Incorrect Answers:
A: The reset account lockout counter after determines the time after a bad logon attempt, the account will be reset to 0.
C: The account lockout status is not affected by the restart of the computer.
D: The lockout account is not reset after 24 hours.

QUESTION 156:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A Certkiller .com Marketing user named
Amy Walsh uses a client computer named Certkiller -WS003.
Certkiller -WS003 runs on Windows 98. You then upgrade Certkiller -WS003 to Windows XP Professional. After the upgrade Amy Walsh said that three programs that started on Windows 98 no longer starts. It used to start automatically by default. Amy Walsh needs the three programs to start automatically.
What utility should you use?

A. System Configuration Utility
B. User State Migration Tool
C. Computer Management.
D. Files and Settings Transfer Wizard

Answer: A

Explanation: The System Configuration Utility removes files with the following extensions: .ink and .exe. It will then store the startup folders in a folder named Disabled startup. To restore the content of this folder you should click the Restore Startup Programs.
Incorrect Answers:
B: The User State Migration Tool is used to copy files and configuration settings from computers running pre Windows XP versions.
C: The Computer Management is used to manage system-wide settings rather then individual user settings.
D: The Files and Settings Transfer Wizard is used to copy files and configuration settings from computers running pre Windows XP versions.

QUESTION 157:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory forest that contains two domains

named us. Certkiller .com and uk. Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Mia Hamm has contact you. She said that when she logs on to the domain, she receives an error. During the investigation you logged on with your account into the domain and troubleshoot the problem.
What should Mia Hamm do? (Select two)

A. Make sure that the CAPS LOCK key is down
B. Use the Hint button at the logon screen to display a password hint
C. Insert the Password Reset Disk to allow her to change her password.
D. Click the Options button at the logon screen and make sure that the correct domain appears on the drop-down list.

Answer: A, D

Explanation: The problem can be that the user typed the wrong password or has logged onto the wrong domain. one of the common mistakes is that the CAPS LOCK button is down.
Incorrect Answers:
B: For domain users, the Hint button is not available.
C: The domain users cannot create or use a Password Reset Disk.

QUESTION 158:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Dean Austin has contact you. Dean Austin is using a Windows XP Home Edition computer. He has a company with a single Active Directory and the domain controllers are running Windows Server 2003. Dean Austin has a local user account which is a member of the Administrators group and the Power Users group. He said that he cannot join the domain.
What could be the problem with the computer?

A. Dean Austin logged on as a member of the Power Users group.
B. The account in the domain was not created by a domain administrator.
C. The computer is running Windows XP Home Edition.
D. The domain-based user account has not the right to join the domain.

Answer: C

Explanation: Dean Austin cannot join the domain because his computer is running Windows XP Home Edition. Windows XP Home Edition cannot belong to a domain.
Incorrect Answers:
A: Logging on as the Power Users group is not the problem. If the computer was running Windows XP Professional he would have been able to log onto the domain.
B: It was that a domain administrator has created the account before he joined the domain.
D: Each domain-based user has the right to join the domain. so that is not the problem.

QUESTION 159:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has contact you. Ally Wagner said that when she runs certain applications her computer is responding very slowly. During the interrogation you find out that when performance in poor, the hard disk is being accessed repeatedly.
What could be the problem with the computer?

A. The computer has not enough Random Access Memory (RAM).
B. The processor is slow of the computer.
C. The computer has not enough disk space.
D. The virtual memory paging file is too big.

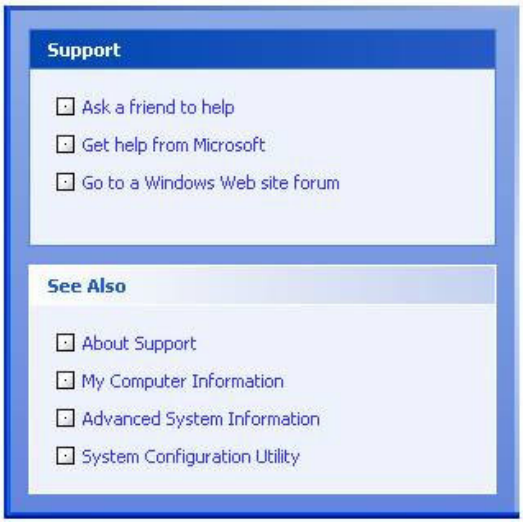
Answer: A

Explanation: The swapping of data on and off the disk use a virtual memory paging file. This happens when the computer is low on RAM. This also let the computer performs slowly.
Incorrect Answers:
B: Disk thrashing is not a warning sign of a processor bottleneck.
C: A lack in disk space will result in errors.
D: Virtual memory paging file does not cause disk thrashing.

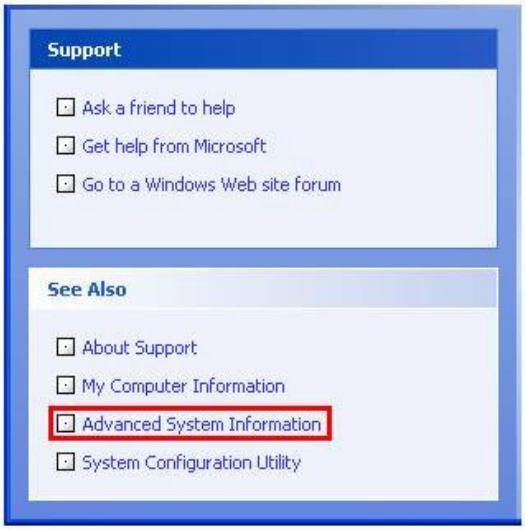
QUESTION 160:

HOTSPOT
You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.
Certkiller .com consists of a Marketing department. A Certkiller .com user named

Amy Wilson is a member of the Marketing department. Amy Wilson uses a Windows XP Professional client computer named Certkiller -WS010. Amy Wilson is complaining that Certkiller -WS010 is performing very slowly. You need to get information of the hardware configuration of Certkiller -WS010. You then launch the Help and Support.
Select the option to view the information of Certkiller -WS010.



Answer:



Explanation:
If you need to information of another computer, you should use the Advance System Information. You also need to identify the computer.

QUESTION 161:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on and software where the Sales department

sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
The Research department has contact you to report that he did receive a "out of memory" error when he wants to test some of the new applications that was developed. From the Help and Support Center you then open the Performance console.
Which of the System Monitor counters is included by default in the Performance counters? (Select three)

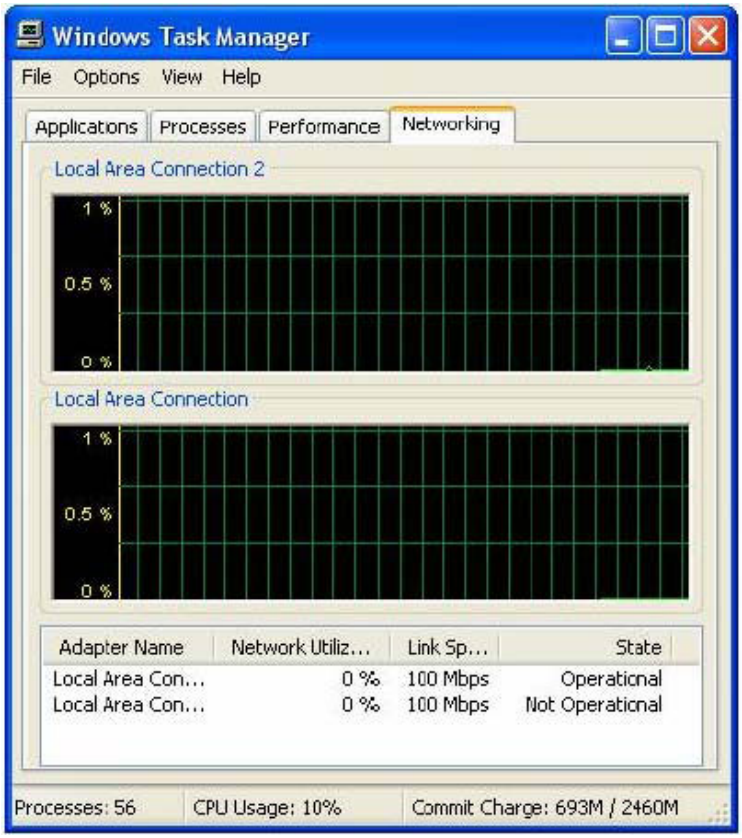
A. Processor\%Processor Time
B. PhysicalDisk\%Disk Time
C. PhysicalDisk\Average Disk Queue Length
D. Memory\Page Faults/sec
E. Memory\Pages/sec
F. Memory\Available Bytes

Answer: A, C, E

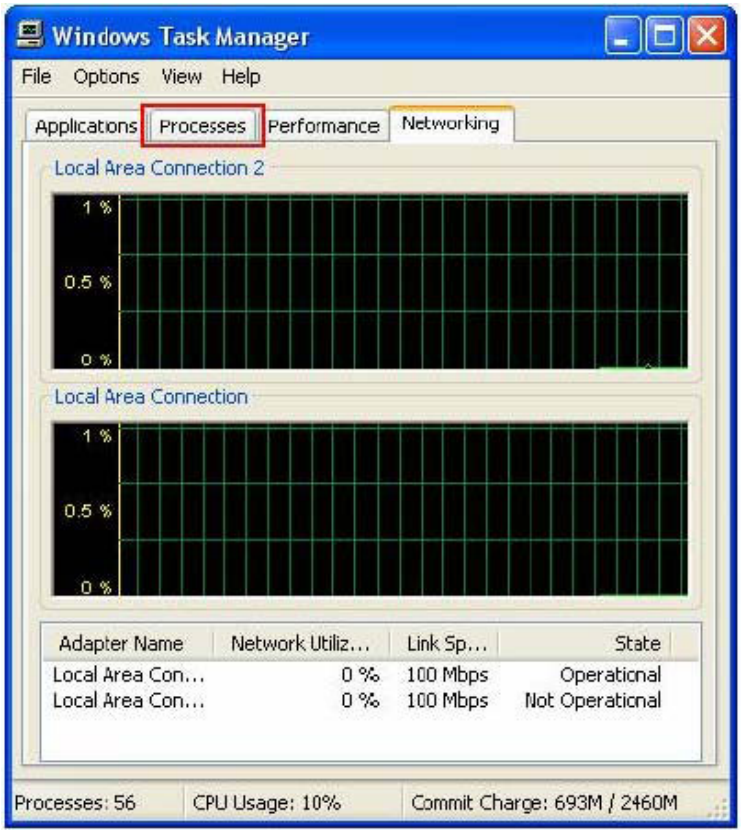
Explanation: The Processor\%Processor Time determines the percentage of time that the processors are running threads. The PhysicalDisk\Average Disk Queue Length determines the number of input and output requests not yet done. The Memory\Pages/sec determines the rate at which pages of data are written or read from the page file.
Incorrect Answers:
B: The PhysicalDisk\%Disk Time determines the percentage of disk time that a disk is actively servicing input and output request.
D: The Memory\Page Faults/sec determines the rate at which page faults are occurring.
F: The Memory\Available Bytes determines the amount of RAM that is not presently reserved for processes.

QUESTION 162:

HOTSPOT
You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has contact you. She reports that her computer has slowed near to a halt. During her explanation, you determine that an application id is causing the bottleneck.
What tab should Ally Wagner select to locate the problem? To answer, select the tab that is used to see how the applications are running.


Windows Task Manager
File Options View Help
Applications Processes Performance Networking
Local Area Connection 2
1 %
0.5 %
0 %
Local Area Connection
1 %
0.5 %
0 %
Adapter Name Network Utiliz... Link Sp... State
Local Area Con... 0 % 100 Mbps Operational
Local Area Con... 0 % 100 Mbps Not Operational
Processes: 56 CPU Usage: 10% Commit Charge: 693M / 2460M

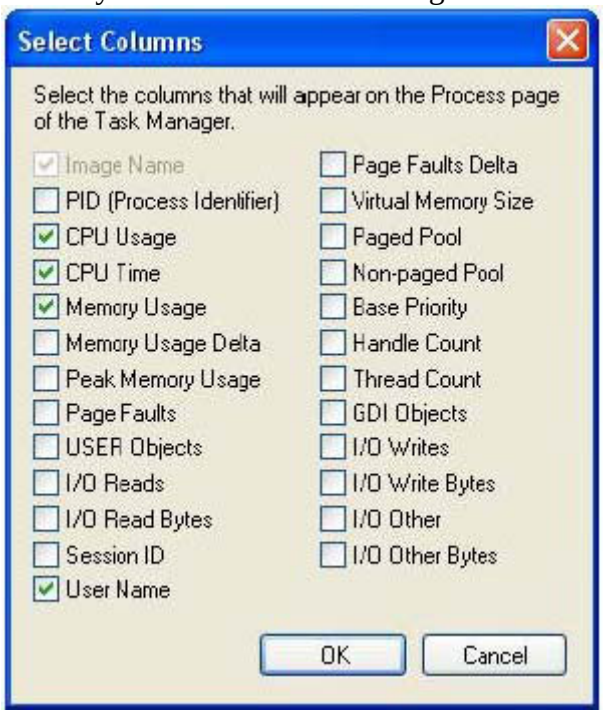
Answer:


Windows Task Manager
File Options View Help
Applications Processes Performance Networking
Local Area Connection 2
1 %
0.5 %
0 %
Local Area Connection
1 %
0.5 %
0 %
Adapter Name Network Utiliz... Link Sp... State
Local Area Con... 0 % 100 Mbps Operational
Local Area Con... 0 % 100 Mbps Not Operational
Processes: 56 CPU Usage: 10% Commit Charge: 693M / 2460M

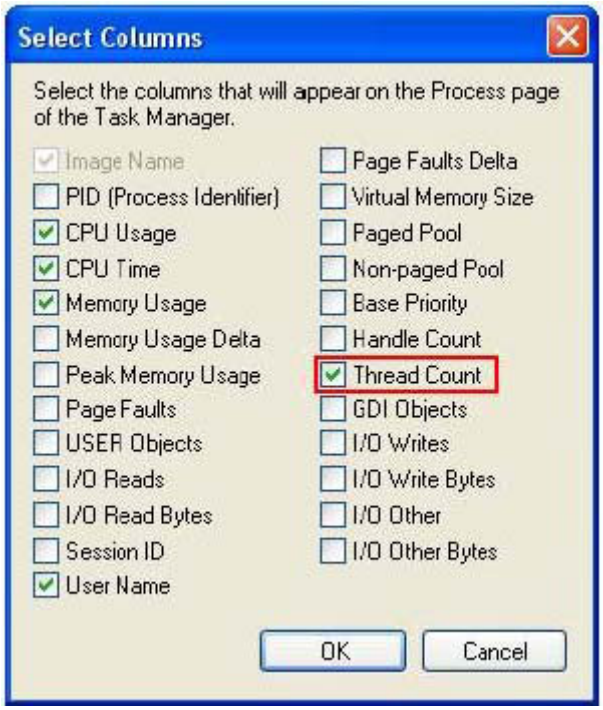
Explanation:
You should click the Process tab. It will display each process and its resource utilization.
Incorrect Options:
The application tab displays the applications but not the resource utilization. The Performance tab gives a general view of resources utilization, but does not break it down. The Users tab sows each user that is logged on.

QUESTION 163:

HOTSPOT
You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional.
Certkiller .com consists of a Desktop support team which you are part of. CertKiller.com consists of a Research department. A Certkiller .com user named Andy Reid is a member of the Research department. Andy Reid wants to install a second processor to his computer named Certkiller -WS011, which is running Windows XP Professional. Andy Reid wants to perk up the performance of the application that he is using. You open the Select Column dialog box. Which column should you add to the Task Manager's Processes tab to assist you in the analysis?



Answer:



Explanation:
The Thread Count will determine if the application uses multiple threads. If the application runs two threads, you can install a second processor, this will improve the performance.
Incorrect Option:
The Handle count cannot be used to improve the performance. A handle is created for each resource which is accessed by a process.

QUESTION 164:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of.
Certkiller .com consists of a Marketing department. A Certkiller .com user named Mia Hamm who works in the Marketing department has contact you. Mia Hamm is complaining that her computer named Certkiller -WS013 is performing slowly.
During the investigation you notice that the single processor is causing the problem.
You need to find out if you will improve the performance by replacing the single processor with a faster one or to install a second processor.
Where will you find this kind of information?

A. In the Columns view of Thread Count, this resides in the Task Manager on the Processes tab.
B. In System Monitor, in the histogram view's Processor[_Total]\% Processor Time value
C. The report of Thread[_Total]\Context Switches/sec in the Process viewer.

D. In perfmon.msc, %Processor Time values for the System process

Answer: A

Explanation: The Thread Count will determine if you have a single or a multiple thread. For a single thread you will need a faster processor. For multiple threads you need more than one processor.
Incorrect Answers:
B: In System Monitor, in the histogram view, you will get a view if a single or multiple processors are monopolizing the processor.
C: The Process viewer result shows the processor time as 100% because idle time is included with user privileges mode to total 100%.
D: This is a command line version of System Monitor.

QUESTION 165:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Kara Lang has contact you. Kara Lang has a Windows XP Professional computer. She is complaining that her accounting application takes longer to process a series of calculations, which usually does not take long. Kara Lang wants to determine the percentage of processor time used by each thread that the accounting application creates.
Which utility is used to find out the percentage of processor time used by each thread?

A. Task Manager
B. System Information
C. Performance Options in the System applet
D. System Monitor

Answer: D

Explanation: Kara Lang has to use the System Monitor. She should then select the Thread object from the Add Counters dialog box.
Incorrect Answers:
A: The Task Manager can be used to determine the number of threads associated with each process and the processor utilization for each thread.
B: The System Information is used to find out the processor utilization for a thread.
C: The Performance Options in the System applet is used to find out the processor utilization for a thread.

QUESTION 166:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of.
Certkiller .com consists of a Finance department. A Certkiller .com user named Mia Hammwho works in the Finance department has contact you. Mia Hamm is complaining that her computer named Certkiller -WS020 performance the gradually becomes slower as the day progresses. According to Mia Hamm the problem started when she upgraded an application to a newer version. You then connect to her computer and launch the Performance console
Which of the following counters can determine whether the performance problem can be solved by adding more memory? (Select two)

A. Paging File\%Usage Peak
B. Memory\Available Bytes
C. Memory\Page Faults/sec
D. Memory\Pages/sec

Answer: B, D

Explanation: To see if a bottleneck is causing the performance problem, you need to run the Memory\Available Bytes and the Memory\Pages/sec. The Memory\Available Bytes will indicate if you need more RAM. To check how extensively the paging file is being accessed, you should run the Memory\Pages/sec counter.
Incorrect Answers:
A: The Paging File\%Usage Peak will indicate the percentage of usage at the peak of the paging file.
C: The Memory\Pages/sec determines the rate at which pages of data are written or read from the page file.

QUESTION 167:

You work as a desktop technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com has its headquarters in Chicago and a branch office in Dallas.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com user named Ally Wagner works in the Dallas branch office. She has contact you. Ally Wagner is work on a client computer named Certkiller -WS031 which is running Windows XP Professional. Ally Wagner said that she cannot connect to the network. The Dallas office uses manual IP configuration in the

192.168.10.0 subnet. You then tell Ally Wagner to run the ipconfig. Ally Wagner then report that the network adapter's IP address result is set to 0.0.0.0.
What should Ally Wagner do to correct the problem? (Select two)

A. Ally Wagner should change the subnet mask.
B. Change Certkiller -WS031's address to a different value in the 192.168.10.0 subnet.
C. Ally Wagner should configure the default gateway.
D. See if the cable is properly connected to the network adapter.

Answer: B, D

Explanation: If the report states that the IP address is 0.0.0.0, then the network adapter card is not connected or the address is used by another computer.
Incorrect Answers:
A: A subnet that is not configured correctly will not show an IP address of 0.0.0.0.
C: You use a default gateway to connect to the network outside the local network. The default gateway is not the problem..

QUESTION 168:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Mia Hamm has contact you. Mia Hamm works for a company named Acme.com. Mia Hamm needs to configure TCP/IP. Acme.com uses a Dynamic Host Configuration Protocol (DHCP) server which is used to assign IP addresses. Mia Hamm wants to know when the network adapter's Alternative IP Configuration comes into play.
What should you tell her?

A. When the DHCP server cannot be contacted.
B. When the default gateway cannot be contacted.
C. On a dial-up connection.
D. If a host in the network has the same IP address.

Answer: A

Explanation: The Alternative IP Configuration is used when the DHCP server cannot be reached.
Incorrect Answers:
B: If the gateway cannot be reached, then the other gateway will be tried.
C: A dial-up connection does not use the Alternative IP Configuration for the network adapter.

D: Duplicate IP addresses will result in a error. The Alternative IP Configuration is not used.

QUESTION 169:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A user, named Andy Reid, reports that he is unable to access a share that a colleague has configured on a computer named Certkiller -WS020. Andy Reid is currently logged on to a Windows XP Professional computer named Certkiller -WS025. These two computers are located on the same network segment and belong to the same Active Directory domain.
You confirm that the share is correctly configured on Certkiller -WS020 and that the Everyone group has Read access for the share. You then run ipconfig and determine that the IP address on Certkiller -WS025 is 169.254.10.28 with a subnet mask 255.255.0.0
What is the most likely reason for Andy Reid being unable to access the share?

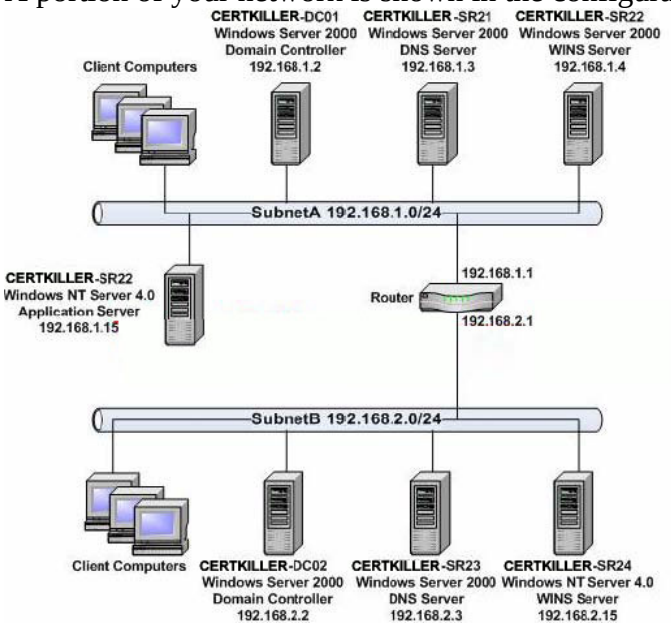
A. The subnet mask is incorrectly configured on Certkiller -WS025.
B. The user is logged on with a domain account instead of a local account.
C. A DHCP server is not available.
D. The default gateway is incorrectly configured on Certkiller -WS020.

Answer: C

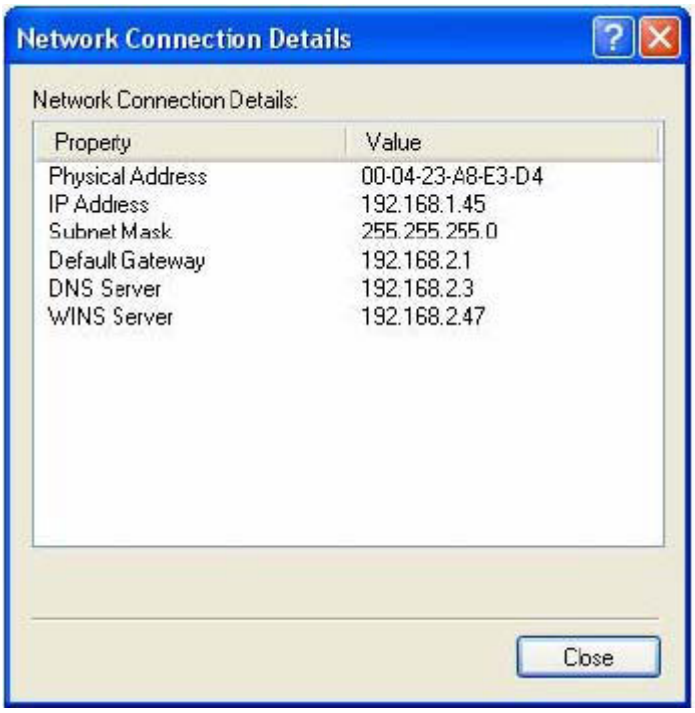
Explanation: When a Windows XP Professional computer is configured to obtain an IP address automatically and a DHCP server is not available, the computer selects an IP address from the network identifier 169.254.0.0/16, makes sure that no other computer is using it, and then configures the computer to use the address with the subnet mask 255.255.0.0. The feature that allows a computer to assign itself an IP address is called Automatic Private IP Addressing (APIPA). Therefore A is incorrect.
Incorrect Answers:
B: It is unlikely that Andy Reid cannot access the share because he is logged on to the network with a domain account, since the Everyone group has read access for the share.
D: This is possible, but it is more likely that a DHCP server is not available. Certkiller -WS020 would not need to use the default gateway to communicate with Certkiller -WS025 if the IP address for Certkiller -WS025 was a valid address for the segment.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 324

QUESTION 170:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Half the client computers run Windows 2000 Professional, and the rest run Windows XP Professional. All computers have manually configured IP addresses.
A portion of your network is shown in the configuration exhibit.



You have received instruction from the CIO to install a new Windows XP Professional computer on SubnetB.
A Certkiller .com user named Kara Lang is a member of the Research and Development department. One morning Kara Lang complains that she cannot access an application hosted on Certkiller -SR24. She is presented the "Network path not found" error message, whenever she tries to access the application.
During routine monitoring you discover that she can access resources on other servers located on both subnets.
You view the configuration of her network connection, as shown in the Network Connection Details exhibit.



What should you do to ensure that Kara Lang can access the application on Certkiller -SR24?

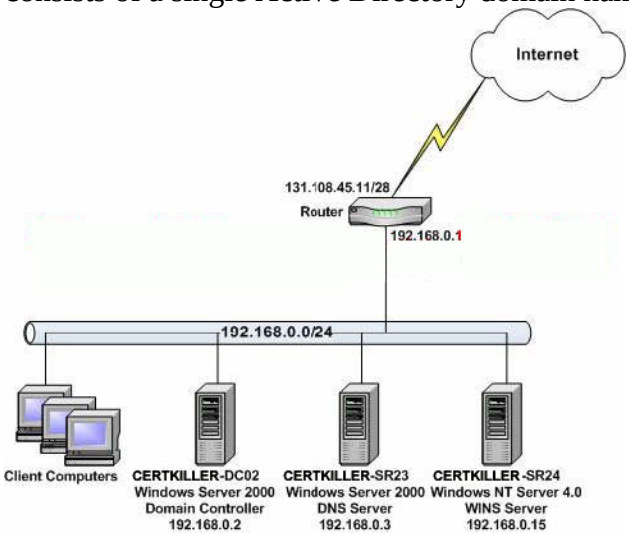
A. Specify the computer to use the address of the DNS server on SubnetA.
B. Specify the computer to use the address of the WINS server on SubnetA.
C. Specify the computer to use DHCP to automatically receive its TCP/IP configuration.
D. Specify the computer to use an IP address from SubnetA as an alternate configuration.

Answer: B.

Explanation: The application server is a Window NT machine so it will use a NetBIOS name. NetBIOS names are resolved with WINS servers. The Windows NT machine should register with the WINS server on Subnet
A. But the IP
Configuration exhibit shows that the WINS server entry is incorrect. It should be 192.168.1.4, not 192.168.2.47.
Incorrect Answers:
A: DNS is not used for NetBIOS names.
C: All computers have static IP addresses.
D: Alternative IP configuration is used for portable computer. This setting does not apply in this situation.
Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 4, Lessons 1 & 2

QUESTION 171:

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



All client computers are installed with Windows XP Professional. The majority of the client computers use DHCP for their TCP/IP configuration.
All client computers finance department requires manually assigned IP addresses to access a Web-based application on the Internet.
A Certkiller .com user named Andy Reid is a member of the Finance department.
One morning Andy Reid complains that he cannot access any Internet resource from his computer. No other users in the finance department are reporting any connectivity problems.
To troubleshoot this issue you run the Netstat -r command on Andy Reid's computer and receive the following log entries.
Active Routes:
Network
Destination Netmask Gateway Interface Metric
0.0.0.0 0.0.0.0 172.30.23.57 174.30.23.57 1
127.0.0.0 255.0.0.0 127.0.0.1 127.0.0.1 1
172.30.23.0 255.255.255.0 172.30.23.1 172.30.23.57 1
172.30.23.57 255.255.255.255 127.0.0.1 127.0.0.1 1
127.30.255.255 255.255.255.255 172.30.23.57 127.30.23.57 1
244.0.0.0 240.0.0.0 127.30.23.57 127.30.23.57 1
255.255.255.255 255.255.255.255 127.30.23.57 127.30.23.57 1
Default Gateway: 172.30.23.57
What should you do to configure Andy Reid's computer to have Internet access?

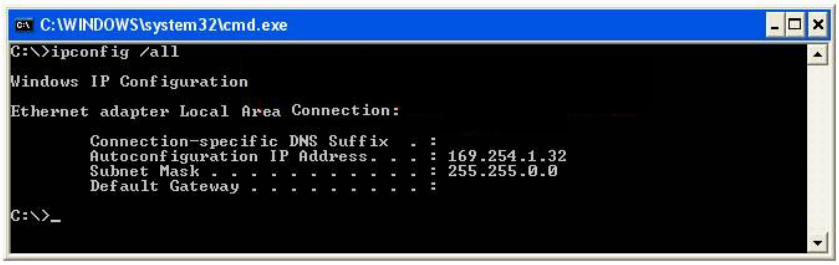
A. Specify the subnet mask to be 255.0.0.0.
B. Specify the subnet mask to be 255.255.255.240.
C. Specify the default gateway parameter to have the IP address 172.30.23.1.
D. Specify the default gateway parameter to have the IP address 131.107.47.49.

Answer: C.

Explanation: The default gateway should be set to the internal interface of the router. This is 172.30.23.1.
Incorrect
Answer:
A: The network uses a 24 bit subnet mask which is 255.255.255.0.
B: The network uses a 24 bit subnet mask which is 255.255.255.0.
D: This is the external address of the router. The default gateway should be set to the internal interface of the router.
Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 4, Lessons 1 & 2

QUESTION 172:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All computers run Windows XP Professional. TCP/IP settings are manually configured on all computers.
A Certkiller .com user named Andy Booth is a member of the Research and Development department. One morning Andy Booth complains that he is unable to connect to the network. All other users can connect to the network. The Ipconfig.exe command displays the following output on Andy Booth's computer:



What should you do to ensure that Andy Booth can connect to the network?

A. Run the Netstat -n command on Andy Booth's computer.
B. Run the Netdiag /test:ipconfig /fix command on Andy Booth's computer.
C. Manually configure Andy Booth's computer so that is has an appropriate IP address and subnet mask.
D. Disable Automatic Private IP Addressing (APIPA) on Andy Booth's computer.

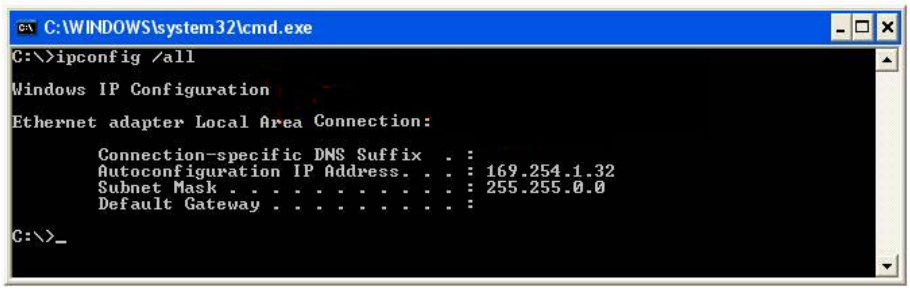
Answer: C

Explanation:
Andy Booth's computer has an APIPA address, an IP address in the 169.254.0.1 through 169.254.255.254 range with a subnet mask of 255.255.0.0. APIPA self-configuration is used by DHCP clients when a DHCP server is unreachable. In this scenario no DCHP server is in use and all clients are supposed to have static IP configuration. We must manually configure the computer with a static IP configuration.

Incorrect Answers
A: The Netstat -n command identifies computers using IP addresses instead of names. This would not be useful in this scenario.
B: Netdiag is a command-line diagnostic tool that you can use to test network connectivity. However, we already know from the output of the IPCONFIG command that the computer has an incorrect IP configuration. Netdiag would not be able to reveal any interesting information.
D: Disabling APIPA would prevent the computer from getting an APIPA address. It would still not be properly configured since it still would be a DCHP client. It would have no IP configuration.
Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 4, Lessons 1 & 2
Microsoft Knowledge Base Article - Q321708, HOW TO: Use the Network Diagnostics Tool (Netdiag.exe) in Windows 2000

QUESTION 173:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All Certkiller .com users have Windows XP Professional computers that make use of DHCP for their TCP/IP configuration.
Amy Walsh is a new employee in the Marketing department. You have set up a new client computer named Certkiller -WS123 for Amy Walsh. However, Amy Walsh complains that she is unable to access network resources. You confirm that no other users are reporting this problem.
When you run ipconfig on Certkiller -WS123, you receive the output as shown in the Ipconfig exhibit.
Ipconfig Exhibit:



You must ensure that that Certkiller -WS123 is able to connect to the network.
What must you do?

A. Add the IP address of the DHCP server to the HOSTS file.
B. Run the nbtstat -RR command on Certkiller -WS123.
C. Run the ipconfig /renew command on Certkiller -WS123.
D. Run the netstat -e command on Certkiller -WS123.

Answer: C

Explanation: Amy Walsh's computer defaults to the APIPA option because it cannot find a DHCP server. This can be avoided by assigning static IP address, which means that the computer would not automatically be assigned a dynamic IP address from the DHCP server. You must the run the ipconfig /renew command to obtain a new address through the DHCP server and correct the problem.
Incorrect Answers:
A: This will resolve server's name to its IP address, but will not correct the address issue.
B: This option will refresh the NetBIOS names that are registered with Amy Walsh's computer, but will not correct the addressing problem.
D: This option will give you the Interface statistics of bytes received, but will not correct the IP address problem.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 422
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 325

QUESTION 174:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains a Dynamic Domain Name System (DDNS) server named Certkiller -SR04 and a File Server named Certkiller -SR05. Certkiller -SR04 uses the IP address 192.168.2.163/27 and Certkiller -SR05 uses the IP address 192.168.2.165/27.
Your Windows XP Professional client computer is named Certkiller -WS013. Certkiller -WS013 is configured with the IP address 192.168.2.159/27 and a gateway address of 192.168.2.129/27. You are unable to connect to a Certkiller -SR05. You need to access files on Certkiller -SR05.
What should you do?

A. Change the IP address on Certkiller -SR04 to 192.168.2.165.
B. Change the IP address on Certkiller -WS013 to 192.168.2.158.
C. Change the IP address on Certkiller -SR05 to 192.168.2.129.
D. Change the gateway address on Certkiller -WS013 to 192.168.2.163.

Answer: B

Explanation: The IP address on Certkiller -WS013 should be changed to fit into the 192.168.2.128/27 network space. The Certkiller .com network is using a CIDR address space based on the class C IP address range. The default subnet mask for class C addresses in 24 bits long (255.255.255.0) but Certkiller .com has extended it to 27 bits (255.255.255.224) by borrowing 3 bits from the host name addresses (128+64+32=224). The value of the least significant bit is 32. Therefore the valid IP address ranges for hosts are 192.168.2.33-62; 192.168.2.65-94; 192.168.2.97-126;

192.168.2.129-158; etc. Certkiller -SR04 and CERTKILLER-SR05 are in the 192.168.2.129-158 address range while Certkiller -013 is configured with the broadcast address for the 192.168.2.128/27 network. You should therefore change the IP address on Certkiller -WS013 to 192.168.2.158.
Incorrect Answers:
A, C: Certkiller -013 is configured with the broadcast address for the 192.168.2.128/27 network. You should therefore change the IP address of Certkiller -WS013, not the IP address of the DDNS server or the File Server.
D: Certkiller -013 is configured with the broadcast address for the 192.168.2.128/27 network. You should therefore change the IP address of Certkiller -WS013, not the gateway address.
Reference
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 326

QUESTION 175:

You work as a desktop 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. All computers on the Certkiller .com network, excluding the domain controllers, are configured to acquire automatic TCP/IP settings from a DHCP server named Certkiller -SR12.
The Certkiller .com network contains a file server, named Certkiller -SR23, which contains Certkiller .com users' home directories. One day, Certkiller -SR23's power supply unit fails. You need to bring it back online as soon as possible.
You swap the failed power supply for a new one, and restart Certkiller -SR23.
Later in the day, various Certkiller .com users complain that they are unable to access their files on Certkiller -SR23.
You need to ensure that if Certkiller -SR23 fails in the future, Certkiller .com users will be able to access their files once Certkiller -SR23 is brought back online.
What should you do?

A. You should configure Certkiller -SR23 with a static IP address.
B. You should ping Certkiller -SR23 from your computer.
C. You should run the ipconfig /all command on Certkiller -SR23
D. You should advise all Certkiller .com users to restart their computers.

Answer: A

Explanation:
Because file servers host resources that users require to do their job duties, it is important that they can access these resources regardless of different unforeseen events, for example, an unexpected change of IP address. It is therefore strongly recommended that servers be assigned a static IP address.

Incorrect Answers:
B, C: The ping command can be used to confirm physical connectivity between computers and the ipconfig /all command will display general information about TCP/IP settings. The use of these commands will produce helpful troubleshooting information, but it will not prevent the problem from occurring again.
D: This option will immediately fix the connectivity problem because the DNS cache on the client computers will be flushed. It would not, however, prevent the problem from occurring again.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 414

QUESTION 176:

You work as a 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 three Windows 2000 Server computers and 50 Windows XP Professional client computers. The Certkiller .com network is not connected to the Internet.
A user named Andy Booth works in the Marketing department. Andy Booth often travels to customer sites. When in the office, Andy Booth uses a desktop computer named Certkiller -WS003 and uses a laptop named Certkiller -WS003 when he visits customers. Andy Booth requires an e-mail account to communicate with Certkiller .com customers. You purchase a cable modem for Certkiller -WS003 and connect Certkiller -WS003 to the Internet via an ISP.
Andy Booth wants to be able to access his e-mail when he is at customer sites. You establish a remote desktop connection from Andy Booth's laptop computer Certkiller -WS003. You are, however, concerned about security because service pack 2 is not installed on Certkiller -WS003. You are also concerned that Andy Booth will leave Certkiller -WS003 running while he is not at the office.
You want ensure that unauthorized users are not able to access Certkiller -WS003 over the Internet.
What should you do?

A. On Certkiller -WS003, enable Allow Remote Assistance information to be sent to this computer.
B. On Certkiller -WS003, enable Allow this computer to be controlled remotely.
C. On Certkiller -WS003, disable Allow users to connect to remotely to this computer.
D. On Certkiller -WS003, enable Internet Connection Firewall (ICF) and open TCP port 3389.

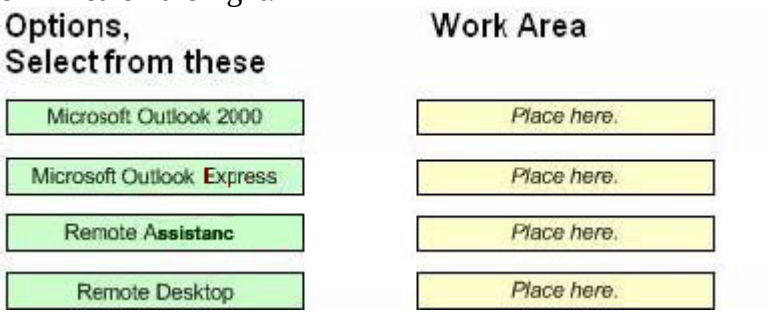
Answer: D

Explanation: ICF provides packet-filtering functionality that can protect your computer from unauthorized access through a network connection. When ICF is enabled on a computer, certain types of access can be allowed through the firewall

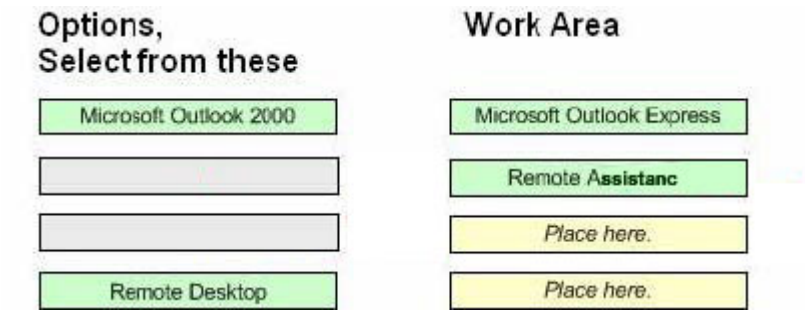
by opening the required TCP ports. TCP port 3389 is the port associated with remote desktop connections.
Incorrect Answers:
A: Although the Remote Assistance feature uses the same technology as the Remote Desktop feature, it does not provide the same type of access.
B: This option is available on the Remote Assistance Settings page, ad is enabled by default.
C: This option should be enabled so that you can connect to your computer and establish a remote desktop connection from your laptop computer to your home.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 665
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 696

QUESTION 177:

DRAG DROP
You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You are currently using a Windows XP Professional computer.
You have enabled both Internet Connection Sharing (ICS) and the Internet Connection Firewall (ICF) for a dial-up networking connection defined on your computer, and you have not changed the default configuration settings for ICF.
What Clients and Network Services can you utilize on ICS client computers located the same LAN as the ICF computer, without altering your normal operating procedures?
Answer by placing the correct options from the left in the space provided in the Work Area on the right.



Answer:



Explanation:
You can use Outlook Express and Remote Assistance with the default ICF settings without modifying your normal operating procedures. By default, ICF allows network traffic from external sources through a connection only when a request for that source originated from the ICF computer or an ICS client computer.
Outlook Express is an e-mail and news client service that contact servers to request that messages be down loaded. ICF will allow responses to those requests to be returned to computers on the internal network because the requests originate from the client.
Remote Assistance is a Windows XP feature that allows you to request assistance from a user who is working on another computer. ICF will allow responses to those requests to be returned to computers on the internal network because the requests originate from the client.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 517

QUESTION 178:

You work as the help desk technician at Certkiller .com. Certkiller .com is a large Internet Service Provider (ISP) that is situated in Chicago.
Mia Hamm is a Certkiller .com client who connects to the Internet via a cable modem connected to her Windows XP Professional PC. One day, Mia Hamm calls you to ask for assistance. Mia Hamm explains that she attempted to pay her ISP account via the internet, but could not access Certkiller .com's secure Web site. You try to ping Mia Hamm's computer, but the request times out.
You ask Mia Hamm to check the Internet Connection Firewall (ICF) settings on her computer. Mia Hamm informs that ICF has been enabled with the default settings.
You need to successfully ping Mia Hamm's computer, before you can start to resolve the problem.
What should you do?

A. You should instruct Mia Hamm to enable "Allow incoming echo request" on the ICMP tab in Advanced Settings of her Internet connection's Properties.
B. You should instruct Mia Hamm to click "Restore Defaults" on the Security Logging tab in Advanced Settings of her Internet connection's Properties.
C. You should instruct Mia Hamm to enable "Allow other network users to control or disable the shared Internet connection" on the Advanced tab of her Internet connection's Properties.

D. You should instruct Mia Hamm to enable "Web Server (HTTP)" on the Services tab in Advanced Settings of her Internet connection's Properties.

Answer: A

Explanation: ICF is a packet filter that monitors traffic originating from other computers on your LAN, and allows incoming traffic only in response to those requests. Since ICF is configured with the default settings, all unwanted incoming traffic is dropped. This includes all ICMP traffic, such as the ping command. If you want to successfully ping Mia Hamm's computer, you should tell her to enable "Allow incoming echo request" on the ICMP tab in Advanced Settings of her Internet connection's Properties. This will allow you to receive a normal response from Mia Hamm's computer.
Incorrect Answers:
B: This option deals only with logging, and do not affect any other ICF settings.
C: This option controls the ability to manipulate the ICS settings on Mia Hamm's computer from other computers on her home LAN.
D: If Mia Hamm uses this option, external users will be allowed to access a Web server on her computer or on another computer on her home LAN.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pp. 573-575

QUESTION 179:

You work as the help desk technician 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 2000 Server and all client computers run Windows XP Professional.
Dean Austin works in the Finance department at Certkiller .com. Dean Austin often works from home, and has been assigned a Windows XP Professional laptop computer named Certkiller -WS023.
On this particular day, Dean Austin informs you that he worked from home the day before. Dean Austin says that he created a new dial-up connection from Certkiller -WS023, after logging on with his domain user account. When Dean Austin attempted to enable Internet Connection Firewall (ICF), he found that he was unable to.
You need to make sure that Dean Austin has the ability to enable ICF for the new dial-up connection that he wants to create.
What should you do?

A. You should enable "Allow other network users to control or disable the shared Internet connection" on the Advanced tab of Dean Austin's Internet connection's Properties.
B. You should enable "Web Server (HTTP)" on the Services tab in Advanced Settings of

Dean Austin's Internet connection's Properties.
C. You should instruct Dean Austin to make use of his local user account when dialing in to the corporate network.
D. You should disable the local "Prohibit use of Internet Connection Firewall on your DNS domain network" policy on Certkiller -WS023.

Answer: D

Explanation: Dean Austin's ability to enable ICF can be controlled by the local "Prohibit use of Internet Connection Firewall on your DNS domain network" policy that can be accessed via the following the path:
Computer Configuration/Administrative Templates/Network/Network Connections
The ICF option found on the Advanced tab of the connection's
Properties sheet will become unavailable if this policy is enabled. It seems that this policy has, in fact, somehow been enabled on Certkiller -WS023. You should therefore disable this policy to allow Dean Austin to enable ICF for the new dial-up connection that he wants to create.
Incorrect Answers:
A: Using this option will allow users on home or small office networks to control ICS on the host computer.
B, C: If Dean Austin does this, he will be unable to access resources on the corporate LAN.

QUESTION 180:

You work as the help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All computers run Windows XP Professional.
You have been instructed by the CIO to assists the help desk technician. A Certkiller .com employee named Andy Booth works in the Development department. Andy Booth is equipped with a Windows XP Professional portable computer and he connects to the company network by dialing in to a company remote access server and logging on to the company Active Directory domain. Andy Booth's user account is a member of the local Administrators group on his computer.
Andy Booth complains that he cannot enable the Internet Connection Firewall on a new dial-up connection that he created. In the past, he enabled the Internet Connection Firewall on other dial-up connections that he created.
What should you do to ensure that Andy Booth can enable the Internet Connection Firewall on new dial-up connections that he creates?

A. Remove Andy Booth's user account from the local Administrator group.0
Add his user account to the local Power Users group.
B. Ask a domain administrator to remove the Prohibit use of Internet Connection Firewall on your DNS domain group policy in the domain.
Instruct Andy Booth to connect to the company network and to log on to the domain.
C. Instruct Andy Booth to disable Internet Connection Sharing (ICS) Discovery and

Control on his computer.
Instruct Andy Booth to delete and re-create the new dial-up connection.
D. Instruct Andy Booth to delete and re-create the new dial-up connection.
Instruct Andy Booth to share the new dial-up connection by using Internet Connection Sharing (ICS).

Answer: B

Explanation: A group policy is preventing Andy Booth from using Internet Connection Firewall (ICF) on connections to a branch office. This group policy might not apply to all Andy Booth's remote connections. Andy Booth must ask a domain administrator to disable this group policy. The Prohibit use of internet connection firewall on your DNS domain setting determines whether users can enable the Internet Connection Firewall (ICF) feature on a connection, and if the ICF service can run on a computer. This setting is location aware. It only applies when a computer is connected to the same DNS domain network it was connected to when the setting was refreshed on that computer. If a computer is connected to a DNS domain network other than the one it was connected to when the setting was refreshed, this setting does not apply. This is designed to protect the integrity of corporate networks but it does not prevent users with laptops, for example, from taking their computers home and using these features on their own networks.
Incorrect Answers:
A: The Power Users group has less rights and permissions compared to the Local Administrators group. You must be an administrator for the system in order to enable and manipulate ICF.
C: Recreating a new dial-up connection will not resolve the problem. A network policy blocks configuration of ICF.
D: Recreating a new dial-up connection will not resolve the problem. A network policy blocks configuration of ICF.
Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 6, Lesson 3 & Chapter 17, Lesson 3

QUESTION 181:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.
A Certkiller .com customer named Amy Walsh uses a Windows XP Professional client computer. She has reported that she cannot access an intranet Web server in a different subnet. She said that that she ping the IP address of the web server and received a response. If she pings the host named of the serve, she receives an Unknown Host error. Amy Walsh said that no other user has this kind of problem. You then ping the server by host named and receive a positive response. You have a suspicion that it is the network adapter.

What could be the problem with the network adapter?

A. The network adapter is specified to obtain an IP address automatically and is unable to contact the DHCP server.
B. The default gateway is configured wrong.
C. The DNS server information is configured wrong.
D. The subnet mask is configured wrong.

Answer: C

Explanation: If the user can ping the IP address and not the host named, then the problem is the failure to contact a DNS server. It is then that the network adapter is configures the wrong DNS server address.
Incorrect Answers:
A: If the cannot contact the DHCP server then he would not have access the Web server by pinging the IP address or the host name.
B: If the default gateway was wrong, the user could contact the server in the same subnet but not a different subnet.
D: If the subnet mask was wrong, the he would not have been able to ping the IP address or host name.

QUESTION 182:

You work as a helpdesk technician 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 2000 Server and the client computers run Windows XP Professional.
Certkiller .com consists of a Research department and a Sales department. The Research department does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Clive Wilson has a Windows XP Professional computer. He did contact you to report that he cannot connect to a Web site, which he used before, about a week ago. During the questioning you suspect that the cache on the Windows XP computer contains outdated information for the Web site. You need him to flush the name cache on the computer.
Which utility should he run?

A. netstat
B. nslookup
C. ipconfig
D. nbtstat

Answer: C

Explanation: The computer is trying to access a Web site and his system is trying to resolve a host name. He should use the ipconfig /flushdns to clear the host name and run the ipconfig /displaydns to view the content of the cache.
Incorrect Answers:
A: The netstat is used to display information about existing TCP/IP connections and sessions.
B: The nslookup is use to issue queries to a DNS server.
D: The nbtstat (nbtstat -R) is used to clear and reload the NetBIOS name cache on a computer.

QUESTION 183:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.
Certkiller .com consists of three subnets named SubnetA, SubnetB and SubnetC. A Certkiller .com user named Amy Walsh uses a Windows XP Professional client computer named Certkiller -WS333, which reside in Subnet
A. One morning she
reports that she cannot connect to the application servers on either SubnetB or SubnetC. You computer is also situated in SubnetA and can connect to the application servers. You then asked Amy Walsh to ping the application servers, which was successful.
What could be the cause of the problem? (Select two)

A. Amy Walsh's LMHosts files has been deleted or changed.
B. The network card is not configured to access the correct WINS server.
C. Amy Walsh's Hosts file has been deleted or changed.
D. Amy Walsh's network adapter is specified to access the correct DNS server.

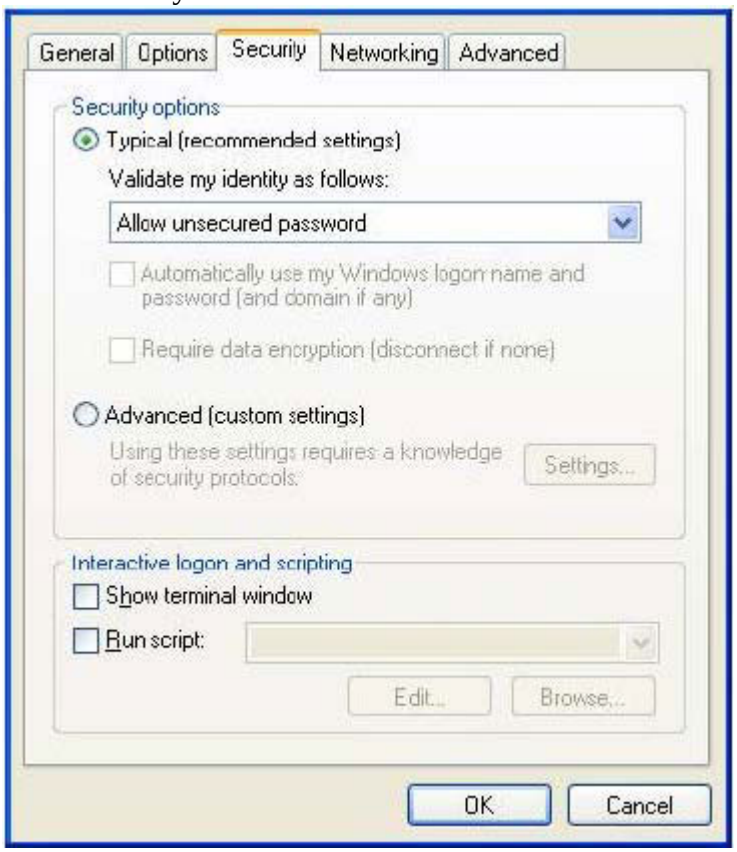
Answer: A, B

Explanation: The application servers can be pinged but not reached. This indicates that there is a named resolution problem. .
Incorrect Answers:
C: Hosts files are used for name resolution, not for NetBIOS named resolution.
D: The DNS server is used for name resolution, not for NetBIOS named resolution.

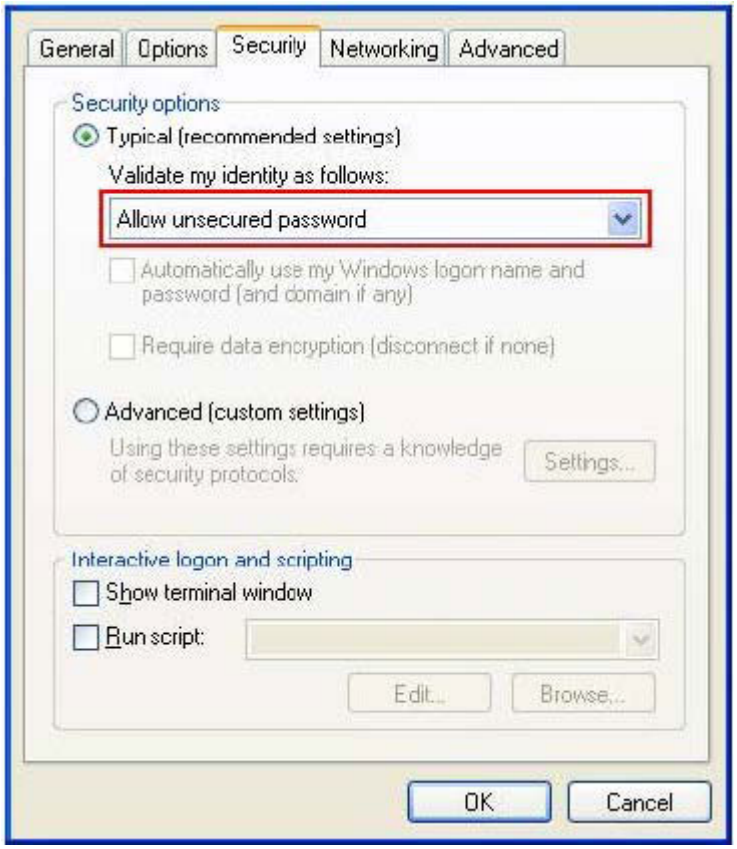
QUESTION 184:

HOTSPOT
You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.

A Certkiller .com user named Andy Reid uses a Windows XP Professional laptop computer named Certkiller -WS001. Andy Reid is trying to connect to a Windows 2000 Server which is configured with Routing and Remote Access Service (RRAS). Certkiller -WS001 has a built-in modem. The RRAS configuration does not allow unauthenticated access. You use the New Connection Wizard to create a new dial-up connection. The New Connection Wizard then asked for name of the connection and the number to call. You need to complete the rest of the settings. What should you click?



Answer:



Explanation:
If you want to create a new dial-up connection, you should run the New Connection Wizard. The server want to authenticate, so you need to set the Validate my identity field to "Require secured password"

QUESTION 185:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional of Windows 98.
A new Sales department employee, named Rory Allen, makes use of his personal Windows XP Professional laptop computer for work. Rory Allen will be connecting to the Certkiller .com network via a dial-up connection.
Rory Allen is used to connecting to a Windows 2000 Server network at his previous job, and is having a problem accessing the Certkiller .com network via Windows NT 4.0 Remote Access Server.
Which statement is TRUE for this situation?

A. You must change the Advanced Security Settings to allow MS-CHAP.
B. You have to uninstall QoS Packet Scheduler.
C. You should disable "Negotiate multi-link for single link connections".
D. You do not have to change anything.

Answer: D

Explanation: You can make use of the same settings on a Windows XP laptop computer to dial into a Windows NT server and a Windows 2000 server.
Incorrect Answers:
A: The Challenge Handshake Protocol (CHAP) is already in use.
B: The QoS Packet Scheduler has nothing to do with RAS.
C: A laptop is not capable of multi-linking.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 498

QUESTION 186:

You work as a helpdesk technician 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 2000 Server.
Certkiller .com consists of a Development department and a Sales department. The Development department does research on software and the Sales department sells the applications, software and computers. Certkiller .com also has a help desk team which helps the customers which has problems with there software or computers that was bought at Certkiller .com.
A Certkiller .com customer named Andy Booth has a laptop and a desktop computer that is running Windows XP Professional. When Andy Booth is traveling, he uses his laptop to access the desktop computer. The desktop computer in their company is permanently connected to the Internet. The desktop computer also is configured with an IP address. Andy Booth wants the communication between the laptop and the desktop computer to be secure. He wants to setup the desktop computer as a virtual private network (VPN). Andy Booth needs to provide VPN support.
What should he do?

A. Enable Routing and Remote Access
B. Install Point-to-Point Protocol (PPTP)
C. Use the New Connection Wizard
D. Configure Internet Protocol Security (IPSec) filters

Answer: C

Explanation: The New Connection Wizard can be used to create an incoming connection on the desktop computer.
Incorrect Answers:
A: In Windows XP Professional, you should not use the Routing and Remote Access to manage the VPN Protocols.
B: There is no need to install the PPTP. Windows XP Professional has the PPTP by default.

D: IPSec filters are not needed. You do not enable VPN support by configuring IPSec filters.

QUESTION 187:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional. Certkiller .com employs legacy servers in their infrastructure.
A new user named Rory Allen wants to know how to connect to Certkiller .com's Windows NT 4.0 Remote Access Server. Rory Allen informs you that he connected to a Windows 2000 Server from his laptop computer via a dial-up connection at his previous company.
What setting is disabled by default when the user attempts to connect to the Internet using dial-up networking?

A. Client for Microsoft Networks
B. Allow unsecured password
C. Enable Software Compression
D. QoS Packet Scheduler

Answer: A

Explanation: In Windows XP Professional, the following clients services, and protocols are installed by default:
1. Clients: Client for Microsoft Networks
2. Services: File and Print Sharing For Microsoft Networks
3. Protocols: TCP/IP, with automatic addressing enabled.
Any other clients, services, and protocols must be installed separately.
Incorrect Answers:
B, C, D: Allow unsecured password, Enable Software Compression, and QoS Packet Scheduler is enabled by default.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 317

QUESTION 188:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com hires a sales consultant named Andy Booth on a contract basis. Andy Booth has signed a six month contract, and will be connecting to the corporate LAN

via a dial-up connection from a Windows XP Professional laptop computer.
A new Certkiller .com security policy requires that only the strongest possible encryption be used, and that smart cards are used by all contract employees for authentication over a dial-up connection.
You need to ensure that Andy Booth can create a dial-up connection that meets these requirements. Andy Booth creates a dial-up connection and requires help configuring encryption and authentication.
What should you tell Andy Booth to do? (Choose all that apply)

A. You should instruct Andy Booth to select "Use smart card" from the "Validate my identity as follows:" drop-down list.
B. You should instruct Andy Booth to select "Maximum strength encryption (disconnect if server declines)".
C. You should instruct Andy Booth to enable "Use Extensible Authentication Protocol (EAP)".
D. You should instruct Andy Booth to enable "Use a certificate on this computer".
E. You should instruct Andy Booth to select "Require data encryption (disconnect if none)".

Answer: B, C

Explanation: To make sure that Andy Booth's dial-up connection meets the requirements, you should instruct him to enable Advanced (custom settings) and click Settings to open the Advanced Security Settings page. You must then tell Andy Booth to enable "Use Extensible Authentication Protocol (EAP)" and select "Smart Card or other Certificate (encryption enabled)" from the drop-down list. Since this option provides two options, you should instruct Andy Booth to click Properties and enable the "Use my smart card" option on the Smart Card or other Certificate Properties page. To ensure that only the strongest data encryption supported by the Andy Booth's computer is used, he should select "Maximum strength encryption (disconnect if server declines)" from the
Data encryption: drop-down list on the Advanced Security Settings page.
Incorrect Answers:
A: This may not provide the strongest data encryption supported by Andy Booth's computer
D: If Andy Booth enables this option, then he will not be able to use smart card authentication.
E: MS-CHAP v2 authentication protocol does not rely on smart cards.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 335

QUESTION 189:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com has just hired a new application developer named Mia Hamm. Mia Hamm has been assigned to the Research and Development department. Mia Hamm requires access to various Web applications that are stored in the dev folder on a file server named Certkiller -SR24. One morning, she calls to say that while she was checking out various settings, she clicked on File and then Open. She then used the standard company portal address as a URL, and also checked the "Open as Web Folder" option as shown in the File Open exhibit.
File Open Exhibit:

What is the result of enabling this feature?

A. It will implement Web folders that are useful for WebDAV and Enterprise servers only.
B. If the Web server has been correctly configured, then the user will be able to access network resources as if she were using Windows Explorer.
C. This will allow the user to copy all available public folders onto Certkiller -SR24 and view them offline.
D. The computer will display a blank screen, or the computer will present a dialog box asking if you want to view the default view.

Answer: B

Explanation: Application services such as Share Point Portal Server, Microsoft Exchange, WebDAV, and Front Page Server can create Web folders so that network and file resources can be viewed through Internet Explorer as if though the user were using Windows Explorer.
Incorrect Answers:
A: As noted in the explanation, Web folders can be used by various applications.
C: This configuration will not allow the user to copy the Web pages onto Certkiller -SR24 and then view them offline because she is viewing files.
D: This will happen if the URL pointed to a server that did not support Web Folders.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 522

QUESTION 190:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A user, named Dean Austin, reports that he is unable to connect to a Web site that he connected to a few days ago. You believe that the name cache on Dean Austin's computer contains outdated information for the Web site.
You have to flush the name cache on Dean Austin's computer.
What should you do to accomplish this goal?

A. Run the nslookup command.
B. Run the ipconfig /flushdns command.
C. Run the nbtstat command.
D. Run the netstat command.

Answer: B

Explanation: Since Dean Austin is trying to access a web site, his computer is attempting to resolve a host name. The ipconfig /flushdns command line utility is used to clear the host name cache on a computer.
Incorrect Answers:
A: This utility is used to issue queries to a DNS server.
C: This utility deals with the NetBIOS
D: The netstat utility is used to display information about existing TCP/IP connections and sessions.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 423

QUESTION 191:

You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com customer named Ally Wagner has a Windows XP Professional computer with Service Pack 2. She has contact you to assist her with Internet Explorer. Their company is connected to another company which is doing their shipping reports. Some times Ally Wagner needs to access the files of the reports. When Ally Wagner accesses the ActiveX tool, it is blocked until she approves it at the Information Bar prompt. She wants to run the tool without having to respond to the Information Bar prompt.
What should you do?

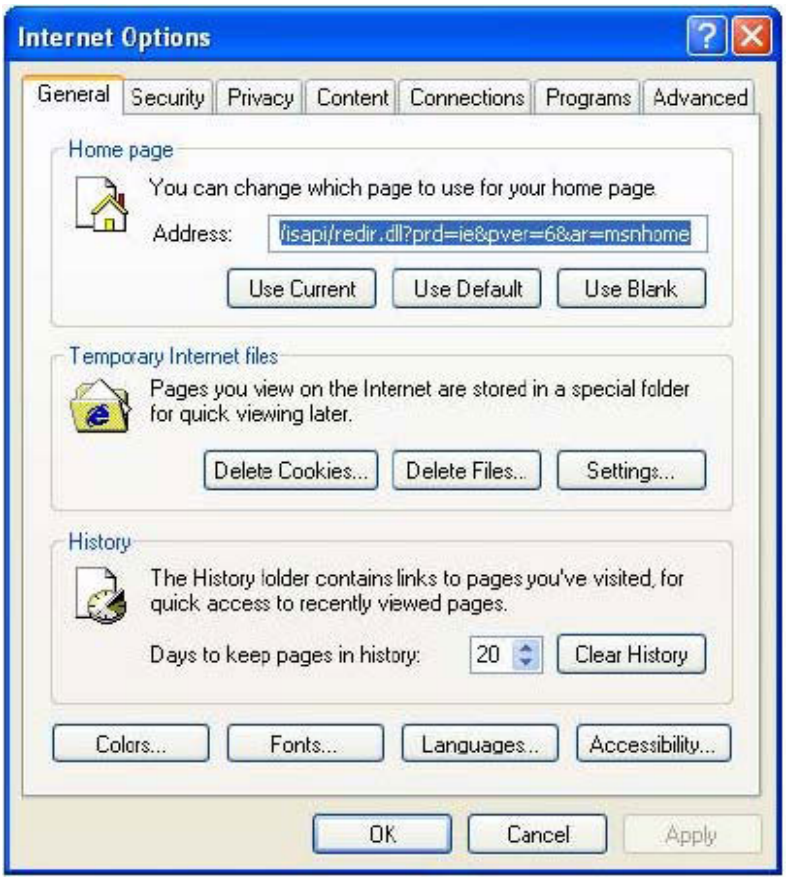
A. Click the Download when prompt
B. Activate the Information Bar and click on Download
C. Specify the Download signed ActiveX controls Security settings for the Internet zone to Enable.
D. Add the Web site to the Trusted Sites zone.

Answer: D

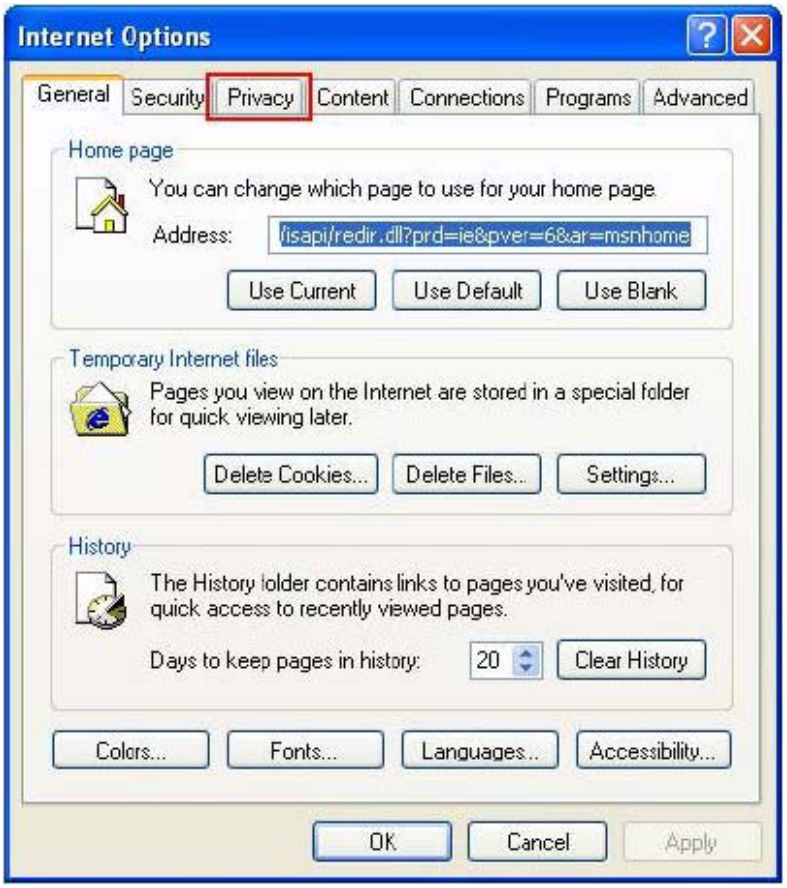
Explanation: By adding the Web site to the Trusted Sites zone, she will access the zone with ActiveX without prompting.
Incorrect Answers:
A: This will only allow her to access the site for that time. If she wants to access the site again, she will be prompt.
B: This will only allow her to access the site for that time. If she wants to access the site again, she will be prompt.
C: If she does this, it will maybe allow potentially unsafe ActiveX content.

QUESTION 192:

HOTSPOT
You work as a desktop support technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com customer named Clive Wilson has a Windows XP Professional computer with Service Pack 2. Clive Wilson is using the Internet Explorer to access Web sites. Clive Wilson does not want cookies that have personal information on his computer unless the Web server prompts him for his permission to store the information.
What tab should he use? To answer, click on the appropriate items in the exhibit.


Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Home page
You can change which page to use for your home page.
Address:
/isapi/redir.dll?prd=ie&pver=6&ar=msnhome
Use Current
Use Default
Use Blank
Temporary Internet files
Pages you view on the Internet are stored in a special folder for quick viewing later.
Delete Cookies...
Delete Files...
Settings...
History
The History folder contains links to pages you've visited, for quick access to recently viewed pages.
Days to keep pages in history:
20
Clear History
Colors...
Fonts...
Languages...
Accessibility...
OK
Cancel
Apply

Answer:

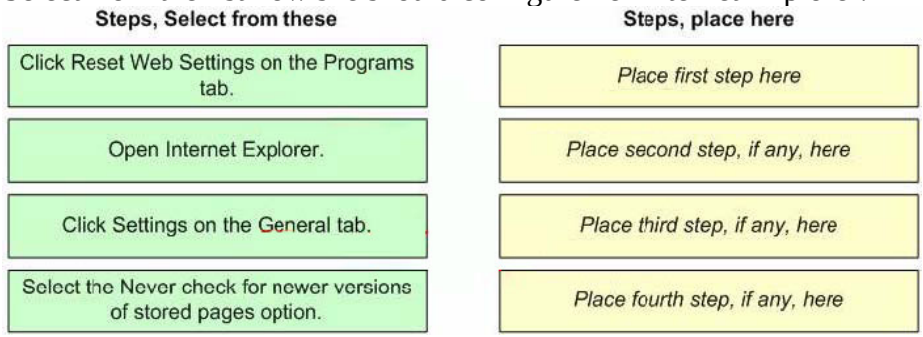


Explanation:
The Privacy tab can be used to set a general policy or to set policies for specific Web sites.
Incorrect Options:
The Security tab can be used to define security settings for the Web content zone. It can also be used to add sites to each zone.
The Content tab is used to manage Content Advisor settings and certificates.
The Connection tab is used to manage settings for dial-up networking and virtual private network connections.
The Program tab is used to define the program to use for Internet services which consists of e-mail, newsgroup access, calendars, etc.
The Advance tab is used to define settings related to accessibility, Web browsing etc.

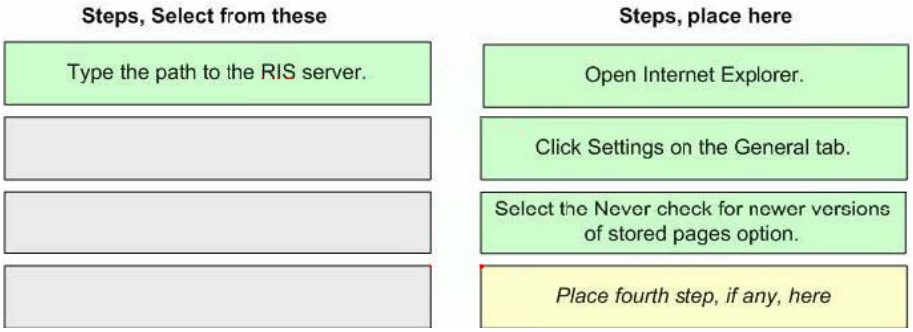
QUESTION 193:

DRAG DROP
You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Mia Hamm has contact you to assist her in

optimizing her Web browsing if she connects to a slow connection. Mia Hamm wants the pages that she visited to be cached. She also wants her browser to check Web site that that she already has visited for update. She wants to manually handle the requests of the Web site she already visited.
Select from the list how she should configure her Internet Explorer.



Answer:



Explanation:
Mia Hamm should open the Internet Option and click the settings on the General tab and select the never check for newer versions of stored pages.
Incorrect Options:
The Program tab will allow you to configure the default applications that are used for different Internet services.

QUESTION 194:

You work as the help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.
The Certkiller .com network contains a file server, named Certkiller -SR05, which stores the CK_Policies shared folder that contains several Microsoft Word documents.
You have been instructed to review the HelpDesk.doc, which is located in CK_Policies from your Windows XP Professional laptop computer.
You need to open and view HelpDesk.doc via Internet Explorer.
What must you do?

A. Type http/ Certkiller -SR05/CK_Policies/HelpDesk.doc in the Address bar in Internet Explorer.
B. Type file:/ Certkiller -SR05/CK_Policies/HelpDesk.doc in the Address bar in Internet Explorer.

C. Select Open from the File menu in Internet Explorer, browse to HelpDesk.doc and enable Open as Web Folder.
D. Type Certkiller -SR05/CK_Policies/HelpDesk.doc in the Address bar in Internet Explorer.

Answer: B

Explanation: You should type a Uniform Resource Locator (URL) in the Address bar to access a resource via Internet Explorer. A properly formatted URL first specifies a protocol identifier (such as http, ftp or file), followed by a colon or two forward slashes. You should then specify the name or IP address of server on which the resource resides, followed by one forward slash. If the resource that you are attempting to access resides in a shared folder, then you should type either the name of a Web server, or the name of a Server Message Block (SMB)-based share. SMB-based shares are implemented as regular file shares whereas Web shares are implemented as virtual folders on computers that are running Internet Information Services (IIS). If you need to access a specific file through Internet Explorer, you should also type the name of the file in the Address bar. In this scenario the file that you want to access is in an SMB-based share.
Incorrect Answers:
A: If CK_Policies were implemented as a Web share with an alias of CK_Policies, then typing http/ Certkiller -SR05/CK_Policies/HelpDesk.doc would be correct.
C: This option would be correct if the file that you want to access resides in a Web share.
D: Since there is no protocol identifier specified, http is assumed. This option now becomes the equivalent of option A.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 521-522

QUESTION 195:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Sales department. A Certkiller .com user named Kara Lang is a member of the Sales department. You have received instruction from the CIO to connect to Kara Lang computer with the Remote Desktop and print the content of critical files to a Universal Serial Bus (USB) printer. The printer is connected to your computer.
What is the minimum requirement to do this job? (Select two)

A. You need to be a member on the Power users group on Kara Lang's computer.
B. You need to be a member on the Remote Desktop Users group on Kara Lang's computer.
C. Kara Lang's computer should have a copy of the print driver of the printer that you are

using.
D. You should connect the printer to a serial or parallel port in its place of a USB port.

Answer: B, C

Explanation: Remote Desktop Users group or Administrators group can connect to a computer using Remote Desktop. You should ad the user to the Remote Desktop Users group for the minimum permissions required.
Incorrect Answers:
A: The Power Users group does not have the necessary permissions to connect using the Remote Desktop.
D: If you use an automatic printer redirection, you should use a USB port. For this to work, the remote computer should have a copy of the print driver.

QUESTION 196:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A user named Amy Walsh asks you to install Internet Information Server (IIS) on her Windows XP Professional laptop computer. Amy Walsh explains that she wants to allow certain clients access to market information files via their Web browsers. You are rather concerned about this because Amy Walsh often takes her laptop home. On these occasions she connects to the Internet through her local ISP, and then leaves the Internet connection open all day.
You want to secure Amy Walsh's Web server so that clients are only allowed to connect to the Web server via her laptop's Ethernet card.
What should you do?

A. Tell Amy Walsh that she can only use the laptop for dial-up access when at home, but that she can log on to the entire domain when she is at work.
B. Allow the Web server to only listen for a specified IP address that is used internally when Amy Walsh is connected to the corporate network, and also disable socket spooling.
C. Do not do anything because when you make use of Windows XP Professional in conjunction with IIS, IIS is secured automatically if the default installation procedure is used.
D. Instruct Amy Walsh to set file permission with passwords so that only specific client user accounts can access the Web sharing files.

Answer: B

Explanation: Socket spooling should be disabled so that the Web server does not check for all addresses, but instead listens to the specified one. This procedure also allows the W3SVC to be accessed through a specified IP address only.

Incorrect Answers:
A: This does not solve the problem because the Web server is not being secured.
C: IIS is not automatically secured through the default installation, it must be configured manually.
D: Setting up file permissions takes too much time and requires password authentication.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 661-663

QUESTION 197:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98. The Certkiller .com network is connected to the Internet via a T1 line.
A help desk technician named Andy Reid hosts a Web site that is accessed by other help desk technicians. Andy Reid works from home and is connected to the Internet via a cable modem that is always on. He has assigned a static IP address from your ISP (Internet Service Provider).
Andy Reid wishes to control his home computer from his office by using remote desktop. He wants to prevent any other Internet traffic from reaching the home computer. Andy Reid verifies that his company's Internet firewall permits remote desktop connection traffic.
Which two actions should he take?

A. On his office computer, enable the Internet connection firewall.
B. On his home computer, enable the Internet connection firewall and enable the Remote Desktop Option in the Internet connection firewall services.
C. On his home computer, enable the web Server (HTTP) option in the Internet connection firewall service.
D. On his home computer, select the Internet connection Sharing Advanced tab. Select establish a dial-up connection whenever a computer on my network attempts to access the Internet check box.

Answer: B

Explanation: Enable the Internet Connection Firewall. This can be configured to block all ports except the ports used by Remote Desktop. This will block all Internet traffic except Remote Desktop traffic.
Incorrect Answers:
A: The office is protected by a firewall so he does not need to enable it on our computer.
C: We want to block this port as stated in the question. All Internet traffic (except Remote Desktop) should be blocked.
D: The computer has a permanent Internet connection so a dial up connection is not needed.

Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 6, Lesson 3 & Chapter 10, Lesson 3

QUESTION 198:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com consists of a Desktop support team which you are part of. A Certkiller .com customer named Ally Wagner has sends for Remote Assistance request to help installing Microsoft Office 2003, because her installation did failed. Ally Wagner wants to know why the installation did failed. You then use the Remote Assistance invitation.
What should you do to solve her problem? (Select two)

A. Take control of the computer and open the Microsoft Office 2003 installation log files.
B. Take control of the computer and download the Microsoft Office 2003 installation log files.
C. Request to take control, if granted; open the Microsoft Office 2003 installation log files using Notepad.
D. Use the chat window to ask the user to send the Microsoft Office 2003 installation log files.

Answer: C, D

Explanation: In Remote Assistance a chat session will open between the user and the technician. The user then can send the files what the technician wants to solve his problem. The technician can only take control of the computer if the user gives his consent.
Incorrect Answers:
A, B: You cannot take control of a user's computer with out his consent.

QUESTION 199:

You work as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.
A Certkiller .com employee, named Andy Booth, occasionally works from home on his Windows XP computer. When Andy Booth does work from home, he normally dials in to an ISP and establishes a VPN connection to the corporate LAN.
Earlier today Andy Booth called you to report that he is unable to access certain resources on the network. You instruct Andy Booth to send you a Remote Assistance invitation. Immediately after sending you the invitation, Andy Booth disconnects from the ISP and calls you for further instructions. You accept the invitation, but find that you are unable to connect to Andy Booth's computer.

You need to establish a Remote Assistance connection to Andy Booth's computer. What should you do to achieve this goal?

A. Instruct Andy Booth to dial in directly to the corporate LAN and resubmit the invitation.
B. Instruct Andy Booth to resubmit the invitation and to stay online.
C. Instruct Andy Booth to resubmit the invitation as an e-mail attachment.
D. Ping Andy Booth's computer.

Answer: B

Explanation: The Remote Assistance feature in Windows XP can be used to provide support for users at remote locations whose computers are running Windows XP Professional. A user can send an invitation via MSN Messenger, as an e-mail attachment or in a file to initiate a Remote Assistance session. A connection to the remote computer will automatically be established when the invitation is accepted. Because Andy Booth has disconnected from the Internet, you are prevented from establishing that connection.
Incorrect Answers:
A: Instructing Andy Booth to dial indirectly to the corporate LAN is unnecessary since there is nothing wrong with the connection itself.
C: Since you have successfully received the invitation via MSN Messenger, it is unnecessary to make use of e-mail as an alternative method of resubmitting the invitation.
D: The ping command can be utilized to confirm a physical connection to Andy Booth's computer, but it will not allow you to establish a Remote Assistance connection.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 659

QUESTION 200:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Dean Austin and Andy Booth have recently joined Certkiller .com and will both be working on a new project from different departments. The Certkiller .com domain contains a Novell Server named Certkiller -SR06, through which Dean Austin and Andy Booth's e-mail and collaboration requirements are routed. The Certkiller .com network also includes a Windows 2000 Server that stores all files. Internet access passes through a hardware firewall that allows http, ssh and https traffic.
You have just completed the migration of Certkiller .com's desktop computers from Window 95 to Windows XP Professional.
Certkiller .com wants you to enable the Remote Assistance feature for collaborative purposes. You discover that even though all the Windows 2000 Server and Windows

XP Professional machines reside in the same domain, Remote Assistance will not work.
You must ensure that Dean Austin and Andy Booth can work with each other via the Remote Assistance function
What must you do?

A. You must reconfigure the hardware firewall so that windows messenger can contact the messenger service to send the request for Remote Assistance.
B. You must instruct Dean Austin and Andy Booth to configure Outlook or Outlook Express as the default e-mail first, and then they can use Outlook to send requests for Remote Assistance to each other.
C. You must instruct Dean Austin and Andy Booth to attach a Remote Assistance Request to a file and then send it whenever they need to make a request for Remote Assistance. The file extension for the request has to be .msrincident.
D. You must give Dean Austin and Andy Booth administrative privileges to implement Remote Assistance.

Answer: C

Explanation: Dean Austin and Andy Booth will be able to collaborate across the network if the attach a Remote Assistance Request to a file and the send that file whenever they need to make a request for Remote Assistance.
Incorrect Answers:
A: Reconfiguring the hardware firewall will work in theory, but since it entails making a global security change throughout the organization just to achieve this one goal makes it impractical.
B: Dean Austin and Andy Booth are not able to choose a different e-mail client because this requires administrative level abilities that they do not currently have.
D: The question does not mention either of the two requiring administrative privileges; therefore giving it to them is not a good solution.
Reference:
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 687

QUESTION 201:

You work as a desktop technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
Certkiller .com requires you to support eight users stationed at one of Certkiller .com's remote offices, who work on Windows XP Professional client computers. This remote office has a firewall configured.
You must ensure that you can support these users with the Remote Assistance feature of Windows XP via an open port or ports on the firewall.

What port or ports have to be open?

A. UDP port 88 and TCP port 88.
B. UDP port 69.
C. TCP port 3389.
D. TCP port 3268

Answer: C

Explanation: When a user's computer is protected by a firewall, by an ICS computer, or by a Network Address Translation (NAT) device, you can support that user if the user uses Windows Messenger to initiate a remote assistance request and TCP port 3389 is open to allow Terminal Services traffic.
Incorrect Answers:
A: These two ports are used by Kerberos, which is the authentication mechanism used in Active Directory.
B: This port is used by the Trivial File Transfer Protocol (TFTP), but during Remote Assistance sessions the Windows Messenger is responsible for file transfers.
D: TCP port 3268 is the port to which global catalog queries and requests are directed.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 665
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 696

QUESTION 202:

You work as a desktop support technician 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 2000 Server and all client computers run either Windows XP Professional or Windows 98.
A user in the Finance department, named Dean Austin, works from his Windows XP Professional laptop computer when he visits customers. Dean Austin frequently contacts you to ask the same questions when he is visiting clients.
You decide to use Remote Assistance to minimize the time spent on answering Dean Austin's questions.
You need to ensure that Dean Austin's questions are answered as soon as possible.
What should you do?

A. After establishing a Remote Assistance connection, instruct Dean Austin to use the Whiteboard feature in MSN Messenger.
B. Place a text file that contains the answers to Dean Austin's most frequently asked questions in a shared folder on a file server.
C. Send Dean Austin a file that contains the answers to his most frequently asked questions as an e-mail attachment.

D. Send Dean Austin a file that contains the answers to his most frequently asked questions during Remote Assistance sessions.

Answer: D

Explanation: The Remote Assistance feature in Windows XP can be used to provide support for users at remote locations whose computers are running Windows XP Professional. A user can send an invitation via MSN Messenger, as an e-mail attachment or in a file to initiate a Remote Assistance session. A connection to the remote computer will automatically be established when the invitation is accepted. You can create a text file that contains the answers to Dean Austin's most frequently asked questions, and then send it to him during Remote Assistance sessions when he asks similar questions. This would minimize the time you spend supporting Dean Austin.
Incorrect Answers:
A: The Whiteboard feature in MSN Messenger would not minimize the time you spend answering Dean Austin's technical support calls.
B: The question states that Dean Austin's questions must be answered as soon as possible. This option involves connecting to the corporate LAN, and then browsing to the shared folder that contains the files.
C: This is also a possibility, but because the scenario does not say whether Dean Austin has e-mail access when he is not in the office, you might not be able to send the file to him as an e-mail attachment.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 665

QUESTION 203:

You work as a help desk technician 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 2000 Server and all client computers run Windows XP Professional.
Mia Hamm is a user in the Finance department that works from a Windows XP Professional laptop computer named Certkiller -WS001 when she visits customers. Mia Hamm calls you to ask for assistance with certain configuration settings that she would like to modify on Certkiller -WS001. Mia Hamm sends you a Remote Assistance invitation, which you accept.
You find that while you can view Mia Hamm's desktop, you are unable to take control of Certkiller -WS001.
You need to ensure that you are able to take control of Certkiller -WS001.
What should you do?

A. You should tell Mia Hamm to enable "Allow this computer to be controlled remotely" on the Remote tab of System Properties in Control Panel.
B. You should tell Mia Hamm to submit the invitation again, and then accept it again.

C. You should enable the "Solicited Remote Assistance" policy on your desktop computer.
D. You should tell Mia Hamm to make sure that the World Wide Web Publishing service is running on Certkiller -WS001.

Answer: A

Explanation: The Remote Assistance feature in Windows XP can be used to provide support for users at remote locations whose computers are running Windows XP Professional. A user can send an invitation via MSN Messenger, as an e-mail attachment or in a file to initiate a Remote Assistance session.
Incorrect Answers:
B: Establishing a Remote Assistance connection is not the problem, it is taking control of Mia Hamm's computer that needs to be resolved. This option will resolve the issue.
C: This option is not installed on Windows XP Professional computers by default.
D: This policy controls the ability of a user to send Remote assistance invitations. Therefore, it does not matter if it is configured on your computer or not because you are receiving the invitation.
Reference:
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 665-667

QUESTION 204:

You work as a help desk technician 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 2000 Server and all client computers run Windows XP Professional.
A Certkiller .com user named Amy Wilson is a member of the Research department. Amy Wilson works from home reports a problem on her Windows XP Professional computer. To help Amy Wilson she needs to send you a Remote Assistance invitation and then disconnect from the ISP. After you have received the invitation you instruct Amy Wilson reconnect to her ISP. After you accept the invitation, you cannot connect to Amy Wilson's computer.
What should you do to establish a Remote Assistance connection with Kara Lang's computer?

A. Run the Ipconfig/flushdns command on your computer, and reaccept the invitation.
B. Run the Remote Desktop Connection application on your computer to establish a connection to Amy Wilson's computer.
C. Instruct Amy Wilson to disable the Internet Connection Firewall on her computer. From your computer, reaccept the invitation.
D. Instruct Amy Wilson to send a new Remote Assistance invitation and remain connected to her ISP. From your computer, accept the new invitation.

Answer: D

Explanation: In this scenario Amy Wilson needs to remain connected to her ISP so that we can connect to her computer via the Internet. We should therefore instruct Amy Wilson to send a new Remote Assistance invitation and remain connected to her ISP. We can then accept the new invitation and connect to her computer from our computer.
Incorrect Answers:
A: The Ipconfig/flushdns command is used to remove all IP configuration entries from the cache. This is useful when we encounter name resolution problems that result from the server being restarted after we have accessed the server. This however is not the case in this scenario. The problem in this scenario is that we have cannot connect to Amy Wilson's computer as she has disconnected from her ISP.
B: We cannot run the Remote Desktop Connection application on our computer to establish a connection to Amy Wilson's computer as she is not connected to the Internet; she has disconnected from the ISP.
C: A firewall is not preventing us from accessing Amy Wilson's computer. We have no connection to her computer as she has disconnected from the ISP.
Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 6, Lesson 3 & Chapter 10, Lesson 3

QUESTION 205:

You work as a help desk technician 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 2000 Server and all client computers run Windows XP Professional.
Certkiller .com consists of quite a few help desk technicians belong to the HDT group which you are part of. They use Remote Assistance to remotely control user sessions to provide online support and training to users. The users currently submit Remote Assistance invitations to the help desk technicians by using Windows Messenger.
You have received instruction from the CIO to reduce the time required for help desk technicians to respond to Remote Assistance requests. To do this, you want to configure the computers to allow help desk technicians to establish a Remote Assistance session with a computer without requiring an invitation from a user.
What should you do?

A. In the Default Domain Policy, set the Remote Assistance - Solicited Remote Assistance policy setting to Disabled.
B. In the Default Domain Policy, set the Remote Assistance - Offer Remote Assistance policy setting to Enabled and add the HDT group to the Helpers list.
C. In each computer's Local Security Policy, grant the HDT group the Allow logon through Terminal Services user right.
D. In the System properties for each computer, select the Allow users to connect remotely to this computer option, and add the HDT group to the list of allowed users.

Answer: B

Explanation: Remote Assistance is a technology in Windows XP which enables Windows XP users to help each other over the Internet. The Remote Assistance tool can be configured to enable an expert user to initiate a Remote Assistance session by using the Offer Remote Assistance feature. This feature requires the computer of the expert user as well as the computer of the novice user (that the expert user is going to help) to be members of the same domain, or members of trusted domains.
Incorrect Answers
A: Experts using Offer Remote Assistance will not be able to connect to Novice computer when Solicited Remote Assistance is disabled on the Novice computer.
C: Terminal services is not required for Remote Assistance.
D: The Remote Assistance feature does not require the Allow users to connect remotely to this computer option.
Reference:
Rick Wallace, MCSE (Exam 70-270) Microsoft XP Professional Training Kit, Microsoft Press, Redmond, 2002, Chapter 6, Lesson 3 & Chapter 10, Lesson 3
Microsoft Knowledge Base Article - Q301527, HOW TO: Configure a Computer to Receive Remote Assistance Offers in Windows XP
Microsoft Knowledge Base Article - Q300546, Overview of Remote Assistance in Windows XP

QUESTION 206:

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)

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

Answer: B, C, D, E

Explanation:
According to Microsoft KB, if you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:
* Change the default location of the setup files.

* Store system files in a folder other than the default folder (Windows).
* Copy the installation files from the CD to the hard disk.
* Select the partition on which to install Windows XP Professional.
Unless you're an advanced user, you should use the default settings.

QUESTION 207:

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?

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

Answer: A

Explanation:
According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:
* Change the default location of the setup files.
* Store system files in a folder other than the default folder (Windows).
* Copy the installation files from the CD to the hard disk.
* Select the partition on which to install Windows XP Professional.
Unless you're an advanced user, you should use the default settings.

QUESTION 208:

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?

A. Choose the Advanced Options of the Setup Wizard
B. Choose the Custom Options of the Setup Wizard

C. Choose the COPY Options of Setup wizard
D. Prepare a customized setup.sif file manually
E. Prepare a customized winnt.ini file manually

Answer: A

Explanation:
According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:
* Change the default location of the setup files.
* Store system files in a folder other than the default folder (\Windows).
* Copy the installation files from the CD to the hard disk.
* Select the partition on which to install Windows XP Professional.
Unless you're an advanced user, you should use the default settings

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QUESTION 209:

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?

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

Answer: C

Explanation:
According to Microsoft KB: The Windows XP Setup Wizard helps you gather information about you and your computer. Although much of this installation process is automatic, you might need to provide information or select settings on the following pages, depending on the current configuration of your computer:
* Licensing Agreement. If you agree with the terms and want to continue the setup process, select I accept this agreement.
* Select Special Options. Customize the Windows XP installation, language, and accessibility settings for new installations. You can set up Windows XP to use multiple languages and regional settings.
* Select a File System. Windows XP Professional can automatically convert partitions on your hard disk to NTFS, the recommended file system for Windows XP Professional, or

you can choose to keep your existing file systems. If you're upgrading, the wizard uses your current file system.
* Regional Settings. Change the system and user locale settings for different regions and languages.
* Personalize Your Software. Type the full name of the person to whom this copy of Windows XP Professional is licensed and, optionally, the organization.
* Computer Name and Administrator Password. Type a unique computer name that differs from other computer, workgroup, or domain names on your network. The wizard suggests a computer name, but you can change the name.

QUESTION 210:

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?

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

Answer: A

Explanation:
According to Microsoft KB:
The Windows XP Setup Wizard automatically checks your hardware and software and reports any potential conflicts. To ensure a successful installation, however, you should determine whether your computer hardware is compatible with Windows XP Professional before you start the wizard.
You can view the Hardware Compatibility List (HCL. at the Microsoft Web site:
http://www.microsoft.com/hcl/
Important: Windows XP Professional supports only those devices listed in the HCL. If your hardware isn't listed, contact the hardware manufacturer and request a Windows XP Professional driver for the component. To ensure that programs using 16-bit drivers function properly afterwards, request 32-bit drivers from the software vendor.

QUESTION 211:

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)

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

Answer: A, 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 212:

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?

A. F5
B. F6
C. F7
D. F2 client computers

E. F10

Answer: A

Explanation:
According to the Microsoft KB:
During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them:
Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL) selection.
F6 - To install third-party SCSI and host controller drivers.
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI).
When the "Welcome to Setup" screen is displayed, the following function keys can be used:
F2 - To automatically start the Automated System Recovery (ASR. process.
NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.
F10 - To bypass the menu screens and to load the Recovery Console

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QUESTION 213:

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?

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

Answer: D

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

F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL. selection
F6 - To install third-party SCSI and host controller drivers
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI).
When the "Welcome to Setup" screen is displayed, the following function keys can be used:
F2 - To automatically start the Automated System Recovery (ASR) process.
NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.
F10 - To bypass the menu screens and to load the Recovery Console

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QUESTION 214:

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)

A. UnattendedInstall
B. MSDosInitiated
C. AutoPartition
D. ManualPartition
E. ASR

Answer: D, E

Explanation:
According to Microsoft KB:
Add a [Data] section with the following entries to the unattended answer file:
UnattendedInstall=Yes - Value must be set to "yes"
MSDosInitiated=No - Value must be set to "no" or Setup stops during the graphical portion of Setup
AutoPartition=1 - If the value is set to 1, the installation partition is automatically selected. If the value is set to 0 (zero., you are prompted for the installation partition during the text portion of Setup.

QUESTION 215:

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)

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

Answer: A, B, C, E

Explanation:
According to Microsoft KB:
After you start the Windows XP Setup Wizard, one of the first decisions you have to make is whether to upgrade your current operating system or to perform an entirely new installation. During the setup process, you must choose between upgrading or installing a new copy of Windows (a "clean install". During an upgrade, the Windows XP Setup Wizard replaces existing Windows files but preserves your existing settings and applications. Some applications might not be compatible with Windows XP Professional and therefore might not function properly after an upgrade. You can upgrade to Windows XP Professional from the following operating systems:
* Windows 98 (all versions).
* Windows Millennium Edition
* Windows NT 4.0 Workstation (Service Pack 6 and later).
* Windows 2000 Professional (including service packs).
* Windows XP Home Edition

QUESTION 216:

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?

A. On Andy Reid's computer, run Setup from a Windows 98 installation CD-ROM.
B. Restart Andy Reid's computer by using the Windows XP Professional CD-ROM. Run the Recovery Console.
C. On Andy Reid's computer, run System Restore.
D. 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 217:

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?

A. Type the product key for Certkiller .com's Windows XP Professional volume license.
B. Type the serial number that appears in the System Properties dialog box of another Windows XP Professional computer in the branch office.
C. Type the retail product that appears on the back of the Windows XP Professional CD-ROM case.
D. Restart the computer and press the F5 key during Setup.

Answer: C

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

QUESTION 218:

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)?

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

Answer: B

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

QUESTION 219:

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?

A. F8
B. F4
C. F6
D. F5
E. 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 220:

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?

A. View the Hardware Compatibility List from Microsoft
B. Download the Hardware Compatibility List from the Microsoft FTP site
C. Manually edit the ini file
D. Manually edit the dll file
E. Contact the hardware manufacturer

Answer: E

Explanation:
According to Microsoft KB:
The Windows XP Setup Wizard automatically checks your hardware and software and reports any potential conflicts. To ensure a successful installation, however, you should determine whether your computer hardware is compatible with Windows XP Professional before you start the wizard.
You can view the Hardware Compatibility List (HCL) at the Microsoft Web site:
http://www.microsoft.com/hcl/
Important: Windows XP Professional supports only those devices listed in the HCL. If your hardware isn't listed, contact the hardware manufacturer and request a Windows XP Professional driver for the component. To ensure that programs using 16-bit drivers function properly afterwards, request 32-bit drivers from the software vendor.

QUESTION 221:

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?

A. WIN_NT.~BT

B. $WIN_NT $WIN_NTS $WIN_NT*. the i386 directory

Answer: A

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

QUESTION 222:

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?

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

Answer: C

Explanation:
According to the Microsoft KB:
When you install Windows on a new computer, or on a computer containing the latest SCSI or IDE controller technology, it may be necessary to use an OEM device driver to support the new mass storage controller in order to continue with the installation.

Windows Setup may stop with one of the following messages if the controller is not properly detected.

QUESTION 223:

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?

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

Answer: E

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

QUESTION 224:

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?

A. Disable the SCSI BIOS, press F8 and retry.
B. Download the latest driver from Microsoft and retry installation.

C. Download the latest XP patch from Microsoft.
D. Replace the driver located in the temporary installation folder (WIN_NT.~BT) with the new OEM driver, and restart the installation.

Answer: D

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

QUESTION 225:

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?

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

Answer: D

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 226:

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?

A. You did not boot from floppy to start installation.
B. You did not disable the SCSI BIOS.
C. You did not download the latest driver from Microsoft.
D. You did not the latest XP patch from Microsoft.
E. The native driver that comes with XP has been used.

Answer: E

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

OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

QUESTION 227:

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?

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

Answer: A

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

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QUESTION 228:

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)

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

Answer: B, C, D, E

Explanation:
According to Microsoft KB:
The Safe-mode boot modes and corresponding switches include:
Mode: Safe Mode
Switch: /SAFEBOOT:MINIMAL /SOS /BOOTLOG /NOGUIBOOT
Mode: Safe Mode with Networking
Switch: /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
Mode: Safe Mode with Command Prompt
Switch: /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
Mode: Enable Boot Logging
Switch: /BOOTLOG
Mode: Enable VGA Mode
Switch: /BASEVIDEO
Mode: Directory Services Restore Mode (Domain Controllers Only.
Switch: /SAFEBOOT:DSREPAIR /SOS
Mode: Debugging Mode
Switch: /DEBUG

QUESTION 229:

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)

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

Answer: A, C, D, E

Explanation: According to Microsoft KB: The Safe-mode boot modes and corresponding switches include:
Mode: Safe Mode
Switch: /SAFEBOOT:MINIMAL /SOS /BOOTLOG /NOGUIBOOT
Mode: Safe Mode with Networking

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

QUESTION 230:

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?

A. Bootlog
B. Syslog
C. GUI boot
D. debug mode
E. 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 231:

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.?

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

Answer: C

Explanation:
According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them:
Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL) selection
F6 - To install third-party SCSI and host controller drivers
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI)
When the "Welcome to Setup" screen is displayed, the following function keys can be used:
F2 - To automatically start the Automated System Recovery (ASR) process.
NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.
F10 - To bypass the menu screens and to load the Recovery Console

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QUESTION 232:

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?

A. Automated System Recovery
B. Automatic Software Recovery
C. Automated Software Recovery
D. 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 233:

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?

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

Answer: E

Explanation:
According to the Microsoft KB:
During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them:
Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL. selection
F6 - To install third-party SCSI and host controller drivers
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI.
When the "Welcome to Setup" screen is displayed, the following function keys can be used:
F2 - To automatically start the Automated System Recovery (ASR. process.

NOTE: With a Beta 2 version, you must use the F5 key when prompted for ASR.
F10 - To bypass the menu screens and to load the Recovery Console

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QUESTION 234:

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:
"UNEXPECTED_KERNEL_MODE_TRAP"
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?

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

Answer: C

Explanation:
You may receive the following error message while running Windows: STOP 0x0000007F (UNEXPECTED_KERNEL_MODE_TRAP). 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 235:

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?

A. Make use of ASR for recovery.
B. Make use of RIS to re-apply the image.
C. Make use of ASR to re-apply the ghost image.
D. Make use of the ERD to repair the system.
E. 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 236:

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?

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

Answer: A

Explanation:
According to the Microsoft KB:
During an ASR backup operation, a copy of the Asr.sif and 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 237:

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?

A. Register Windows XP Home Edition with Microsoft and complete the installation process.
B. Select the No, remind me every few days option button in the Windows Product Activation Wizard. Log on as an administrator when the installation process is complete. Run the Activate Windows Wizard and select the Yes, I want to telephone a customer service representative to activate Windows option button.
C. Complete the installation of Windows XP Home Edition. Log on as an administrator and enter the product key in the registry.
D. Restart the installation of Windows XP Home Edition. Run Dynamic Update when you are prompted.

Answer: B

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 238:

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?

A. Instruct Mia Hamm to run the Upgrade Advisor and then restart the installation of Windows XP Professional.
B. Instruct Mia Hamm to upgrade her computer to Windows XP Home Edition first, and then upgrade to Windows XP Professional.
C. Instruct Mia Hamm to uninstall Microsoft Office 2000 from her computer and then restart the installation of Windows XP Professional.
D. 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 239:

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?

A. From Add/Remove Programs, choose to uninstall XP.
B. Rebuild from the ISO image on the CD.
C. Configure Control Panel > System applet > Advanced tab > Startup and Recovery.
D. Configure Control Panel > System applet > Advanced tab > Install and Uninstall.
E. 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 240:

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?

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

Answer: E

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

QUESTION 241:

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?

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

Answer: A

Explanation:
According to Microsoft KB:

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

QUESTION 242:

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)

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

Answer: A, B

Explanation:
According to the Microsoft KB:
The following steps can create an ASR floppy disk from an ASR backup operation:
Format a 1.44 megabyte (MB. floppy disk and insert the disk into the floppy disk drive of the computer.
In System Tools, start the Backup program. When the Backup and Restore Wizard is displayed, click Next.
Click Restore Files and Settings, and then click Next.
In the What to Restore dialog box, select the media that contains the ASR backup. Ensure that the media is inserted.
Expand the Automated System Recovery Backup Set that corresponds to the ASR floppy disk that you want to create.
Expand the second instance of the drive letter that contains the system files. Expand the Windows_folder/Repair folder.
Click the following files from this repair folder: Asr.sif and 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 243:

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?

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

Answer: B

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 244:

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?

A. Start the computer with an MS-DOS boot disk to replace the file.
B. Perform a parallel installation of Windows.

C. Run System File Checker.
D. Run ntdsutil.
E. Run recovery console.

Answer: A

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

QUESTION 245:

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?

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

Answer: B

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

QUESTION 246:

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?

A. Prepare an answer file
B. Prepare a script with a .cmd extension
C. Configure the installation via task scheduler
D. Enable wsh

Answer: A

Explanation:
According to Microsoft KB:
You can customize the installation of Windows XP Professional. By using unattended Setup mode, you can preset information so that you don't have to manually enter it during the setup process.
By using an answer file, network administrators and experienced users can perform a new installation in unattended Setup mode. In unattended Setup mode, no user intervention is required during the setup process, because the answer file contains all of the information that the Windows XP Setup Wizard requires, including acceptance of the license agreement, computer name, and network adapter. Answer files can help you quickly install Windows XP Professional on more than one computer. A sample answer file, Unattend.txt, is included in the i386 folder on the Windows XP Professional CD. By using the file as a template, you can create your own answer file to customize the setup process.

QUESTION 247:

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?

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

D. Change the name of the answer file to Winnt.sif.

Answer: D

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 248:

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.
B. The CD ROM drive must adhere to the El-Torito non-emulation specification.
C. An unattended answer file must be prepared.
D. An unattended answer file must be renamed to Winnt.sif.
E. An unattended answer file must be scanned for virus.

Answer: A, B, C, D

Explanation:
According to Microsoft KB:
In Windows 2000 and later, an unattended installation from a CD-ROM can be performed. To perform an unattended installation from a CD-ROM, the following conditions must be met:
The computer must support booting from a CD-ROM, and must adhere to the El-Torito non-emulation specification.
The unattended answer file must be renamed to Winnt.sif and copied to a floppy disk so Setup can access it.
The answer file must contain a valid [Data] section. This is explained later in this article.

QUESTION 249:

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?

A. Custom upgrade.
B. Advanced upgrade.
C. Direct upgrade.
D. 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 250:

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?

A. Windows 98
B. Windows 98 SE
C. Windows 98 with SP1
D. Windows 98 with patches
E. 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 251:

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)

A. Windows NT 3.50
B. Windows NT 3.51 with SP4
C. Windows NT 4.0
D. Windows NT 4.0 with SP6
E. 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 252:

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?

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

Answer: A

Explanation: According to Microsoft KB:
Before you install Windows XP Professional, make sure your computer meets the following minimum hardware requirements:
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 253:

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?

A. Upgrade Windows NT 4.0 to SP4 before starting the Windows XP installation
B. Upgrade Windows NT 4.0 to SP3 before starting the Windows XP installation
C. Upgrade Windows NT 4.0 to hotfix 4 before starting the Windows XP installation
D. 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 254:

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?

A. Format the floppy.
B. Fix the ASR floppy's bad sectors.
C. Scan the ASR floppy for virus.
D. Enable ASR in the registry.
E. Install the Ntbackup program from the Valueadd folder on the Windows XP Home Edition CD-ROM.

Answer: E

Explanation:
According to the Microsoft KB:
This behavior can occur because ASR is not supported in Windows XP Home Edition. However, Windows XP Home Edition users can access the ASR Wizard if they install the Ntbackup program from the Valueadd folder on the Windows XP Home Edition CD-ROM.

QUESTION 255:

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?

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

Answer: A

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

QUESTION 256:

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.
B. The disk quota feature in Windows XP Professional is independent of folder location.
C. The disk quota feature in Windows XP Professional is not changed when file ownership is taken.
D. The disk quota feature in Windows XP Professional is not possible with FAT32.
E. 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 257:

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?

A. Take control over the media, and grant her Read and execute permission.
B. Format the media, and grant her Read and execute permission.
C. Change the media to dynamic state, and grant her Read and execute permission.
D. Change the media to static state, and grant her Read and execute permission.
E. None of the above.

Answer: E

Explanation: NTFS is not possible on removable media.

QUESTION 258:

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)

A. 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.
B. 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.
C. 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.
D. Modify the share permissions so that only the Sales group has the Read permission and no other users or groups are listed in the share permissions dialog box.

Answer: C, D

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 259:

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?

A. Ask an administrator to create a domain global group names Sales. Instruct Rory Allen to assign permissions to the Sales group.
B. 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.
C. 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.
D. 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 260:

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?

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

Answer: A

Explanation:
EFS 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

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QUESTION 261:

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?

A. Encrypt the confidential files by enabling the encryption attribute for each file.
B. Store the files in a compressed folder.
C. Place the files in a shared folder located on a company file saver. Instruct Andy Booth to make the shared folder available offline.
D. 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 262:

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?

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

Answer: A

Explanation:
EFS 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

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QUESTION 263:

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?

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

Answer: B

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 264:

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?

A. Instruct Dean Austin to modify the share permissions on SalesDocs so that the Everyone group has both the Read and Write permissions.
B. Instruct Dean Austin to modify the NTFS permissions on Sales so that the appropriate domain user groups have both the Read and Write permissions.
C. Ask an administrator to make Dean Austin a member of the local Administrators group on his computer.
D. 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 265:

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?

A. Copy the files to the Shared Documents folder on Certkiller -WS002.
B. Share the folder by using the default share permissions.
C. Copy the files to the My Documents folder on Certkiller -WS002.
D. 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 266:

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?

A. Instruct the user to open the Recycle Bin on his client computer and restore the file.
B. Instruct the user to open \\ Certkiller -SR01\SalesDocs in Windows Explorer and

select Undo on the Edit menu.
C. Ask an administrator to restore the file from a recent backup tape.
D. Ask an administrator to open the Recycle Bin on 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 267:

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?

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

Answer: A

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 268:

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?

A. To select Run from the Start menu, type \\ Certkiller 01\SalesDocs, and click OK.
B. To map a network drive to \\ Certkiller 01\SalesDocs.
C. To ask an administrator to modify the logon script for the domain so that drive S is mapped to \\ Certkiller 01\SalesDocs.
D. 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 269:

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?

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

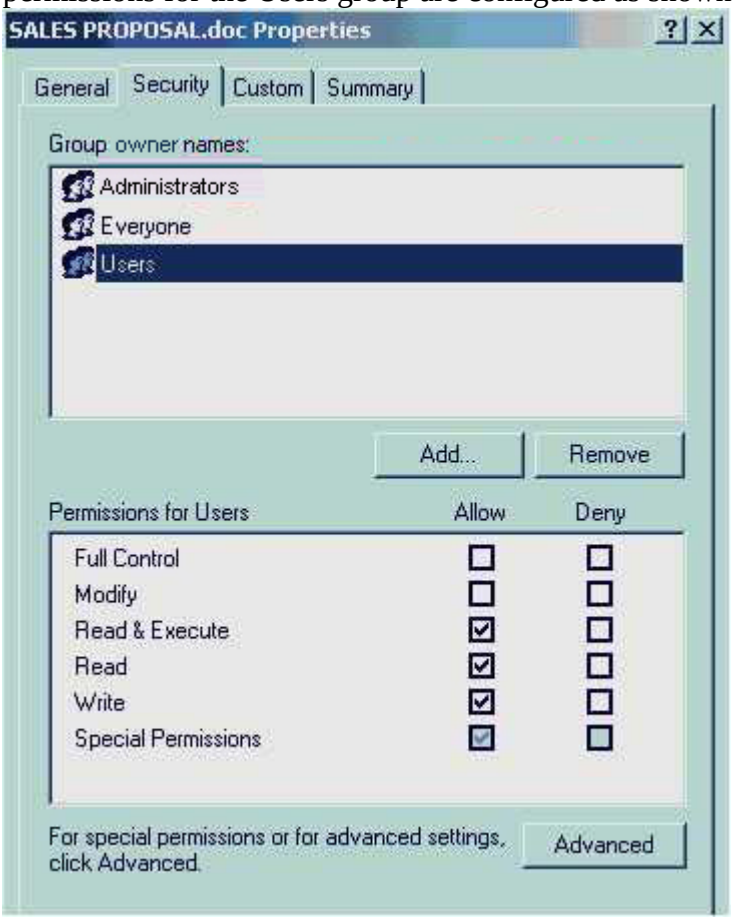
Answer: B

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.

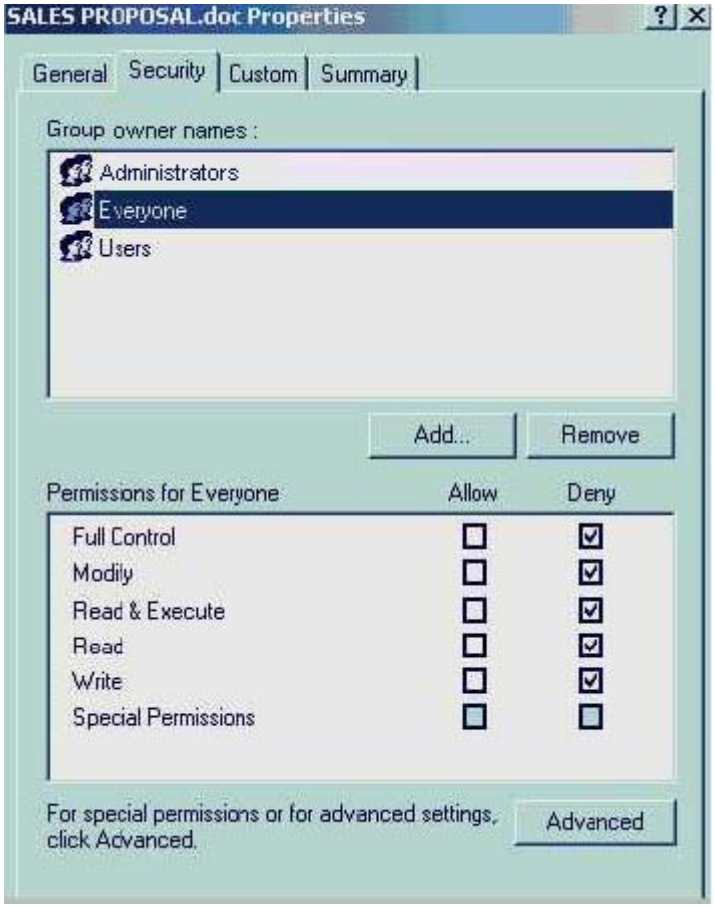
QUESTION 270:

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?

A. Ask an administrator to remove the Users group from the file's ACL.
B. Ask an administrator to remove the Everyone group from the file's ACL.
C. Ask an administrator to restore a copy of the file from a backup tape.
D. 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 271:

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?

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

Answer: A

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

QUESTION 272:

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?

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

Answer: E

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

QUESTION 273:

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?

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

Answer: C

Explanation: According to Microsoft KB: New features of the NTFS 3.0/3.1 file system include:
Disk quotas. Administrators can limit the amount of disk space users can consume on a per-volume basis. The three quota levels are: Off, Tracking, and Enforced.
Encryption. The NTFS file system can automatically encrypt and decrypt file data as it is read and written to the disk.
Reparse points. Programs can trap open operations against objects in the file system and run their own code before returning file data. This feature can be used to extend file system features such as mount points, which you can use to redirect data read and written from a folder to another volume or physical disk.
Sparse files. This feature allows programs to create very large files, but to consume disk space only as needed.
USN Journal. This feature provides a persistent log of all changes made to files on the volume. This feature is one of the reasons that Windows XP and Windows 2000 domain controller must use an NTFS partition as the system volume.

QUESTION 274:

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?

A. Instruct Mia Hamm to log on and move the Confidential folder to the My Documents folder. Then make the My Documents folder private.
B. Instruct Mia Hamm to modify the Confidential folder's properties so that the Compression attribute is enabled.
C. 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.
D. 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 275:

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?

A. Instruct Ally Wagner to install the Windows XP-compatible printer driver that was supplied with the printer.
B. Instruct Ally Wagner to modify the printer's properties in Windows so that the print mode is set to Raw.
C. Remotely stop and restart the Print Spooler service on Ally Wagner's computer.
D. 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 276:

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?

A. Instruct Rory Allen to press F5 on his keyboard.
B. Instruct Rory Allen to clear the Use printer offline command on the Printer menu on the print queue.
C. Remotely start the Print Spooler service on Rory Allen's computer.
D. 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 277:

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?

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

window.

Answer: A

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 278:

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?

A. To install a generic printer driver.
B. To run the Add Hardware Wizard and allow Windows to automatically detect the printer.
C. To visit the printer manufacturer's Web site to download the correct printer drivers. Then, connect to the printer.
D. 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 279:

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?

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

Answer: 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 280:

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?

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

Answer: A

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

QUESTION 281:

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?

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

Answer: A

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

QUESTION 282:

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?

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

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers:
Point two or more printers to the same print device-that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device.
Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION 283:

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?

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

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers:
Point two or more printers to the same print device-that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device.
Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION 284:

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?

A. Configure the time the printer is available to the accounting users
B. Configure the time the printer is available to users other than the accounting users

C. Configure the printer priority of the accounting users
D. Configure the printer priority of the users other than the accounting users

Answer: A

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

QUESTION 285:

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?

A. Configure the exception list on Certkiller -SR01 for offline files on Rory Allen's computer.
B. Disable offline files for Rory Allen's computer.
C. 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 286:

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?

A. Ask an administrator to add Andy Booth's user account to the ACL for his files and folders.
B. Select the Notify me and begin working offline check box for offline files on Andy Booth's client computer.
C. On Certkiller -SR01, increase the amount of disk space available for offline files.
D. Ask an administrator to ensure that the Everyone group has the Full Control share permission for shared resources on 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 287:

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?

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

Answer: A

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

QUESTION 288:

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?

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

Answer: B

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

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QUESTION 289:

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).

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

Answer: A, B, C, E

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

QUESTION 290:

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)

A. simple volume
B. spanned volume
C. mirrored volume
D. striped volume
E. 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 291:

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)

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

Answer: C, D, E

Explanation: According to Microsoft KB: Upgrading a disk to dynamic storage will render the entire disk unreadable to operating systems 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 292:

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?

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

Answer: A

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

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QUESTION 293:

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?

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

Answer: A

Explanation: In fact, the appropriate line is HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager. According to Microsoft KB: For information about how to edit the registry, view the "Changing Keys and Values" Help topic in Registry Editor (Regedit.exe. or the "Add and Delete Information in the Registry" and "Edit Registry Data" Help topics in Regedt32.exe. Note that you should back up the

registry before you edit it. If you are running Windows NT or Windows 2000, you should also update your Emergency Repair Disk (ERD).

QUESTION 294:

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?

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

Answer: B

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

QUESTION 295:

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).

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

Answer: B, C, D, E

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

QUESTION 296:

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?

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

Answer: B

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

QUESTION 297:

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)

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

Answer: A, 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 298:

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)

A. replace operating system files
B. rename operating system files
C. disable services from starting
D. repair the MBR
E. Change NTFS partition to FAT32

Answer: E

Explanation: According to the Microsoft KB: When you use the Windows Recovery Console, you can obtain limited access to NTFS, FAT, and FAT32 volumes without

starting the Windows graphical interface. In the Windows Recovery Console you can:
Use, copy, rename or replace operating system files and folders.
Enable or disable services or devices from starting when you next start your computer.
Repair the file system boot sector or the Master Boot Record (MBR).
Create and format partitions on drives.

QUESTION 299:

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?

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

Answer: D

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

QUESTION 300:

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?

A. Restart the computer. Then, reselect the files that need to be written to the CD-RW by issuing the send to Command.
B. Double-click the CD-RW drive in My computer and remove the file that the user does

not want written the CD.
C. Delete the file from the C:\WINDOWS\Temp folder.
D. Delete the file from the My Recent Documents list.

Answer: B

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 301:

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?

A. CD-RW
B. 366 PII
C. 5GB hard drive
D. NTFS partition
E. tape drive

Answer: E

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

QUESTION 302:

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?

A. Instruct Rory Allen to log on as the local administrator, and then place the CD-RW disc in the CD-RW device.
B. Instruct Rory Allen to share the CD-RW device, and then place the CD-RW disc in the CD-RW device.
C. Instruct Rory Allen to use My Computer to select the option to write the data to the CD-RW disc.
D. 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 303:

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?

A. Ask an administrator to use Group Policy to allow local users the ability to use removable media.
B. Configure the BIOS to allow APM support.

C. Instruct Andy Booth to restart Certkiller -WS101.
D. 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 304:

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 305:

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

Answer: A

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 306:

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?

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

Answer: C

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 307:

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?

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

Answer: A

Explanation: According to Microsoft KB:
You can use Driver Verifier by adding a registry entry and then restarting your computer.
You do not need to make any other changes to begin analyzing drivers in the system.
NOTE: You can enable Driver Verifier on both retail and checked versions of Windows

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QUESTION 308:

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?

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

Answer: A

Explanation: Windows 2000/XP saves scheduled tasks in the Scheduled Tasks

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

QUESTION 309:

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?

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

Answer: C

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

QUESTION 310:

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?

A. Always On
B. Home Office/Desk
C. Max Battery

D. Portable/Laptop
E. Presentation

Answer: E

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

QUESTION 311:

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?

A. Configure the power button on each computer to enable hibernation.
B. Configure the computers to enable standby mode when the lid is closed.
C. Configure the computers to use the Presentation power scheme.
D. Configure the computers to use the Max Battery power scheme.

Answer: B

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 312:

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?

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

Answer: A

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

QUESTION 313:

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?

A. Instruct Rory Allen to replace the USB hard disk's USB cable with a shorter USB cable.

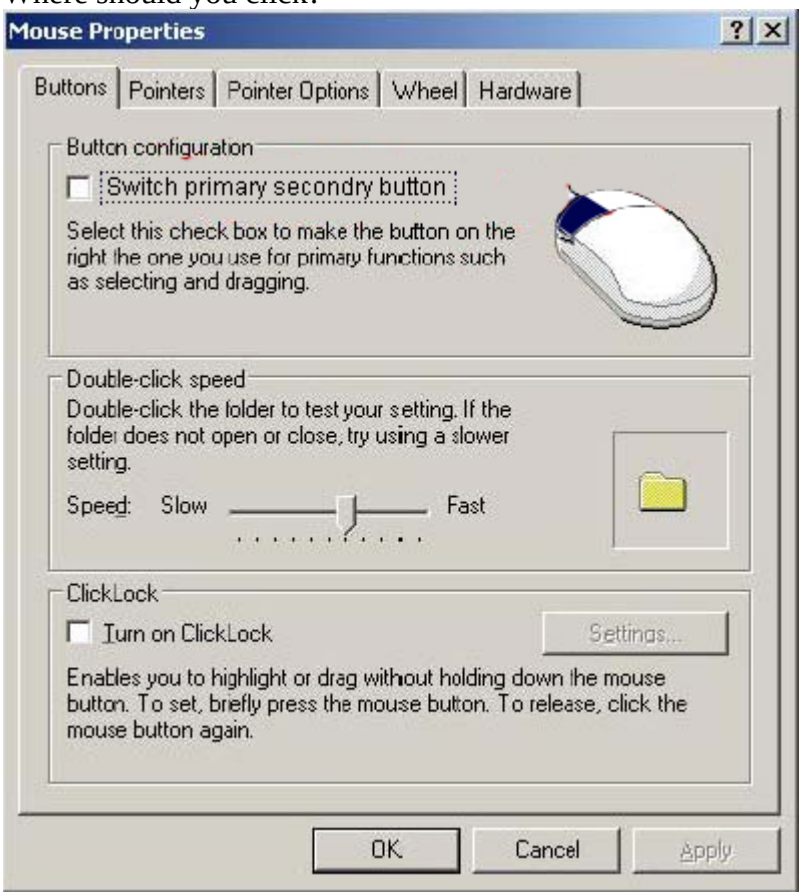
B. Assign an IRQ to the USB hub in the computer's system BIOS.
C. Instruct Rory Allen to replace the portable computer's bus-powered USB hub with a self-powered USB hub.
D. Disable all USB power management features for the USB root hub.

Answer: C

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 314:

HOTSPOT
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 315:

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?

A. In the System Properties dialog box on Clive Wilson's computer, configure the Driver Signing Options to ignore unsigned driver software.
B. Run the verify off command a Rory Allen's computer.
C. On Clive Wilson's computer, install a signed printer driver from the manufacturer.
D. 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 316:

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?

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

Answer: A

Explanation: According to Microsoft KB: To disable the Prefetcher component, use Registry Editor (Regedit.exe. to locate the EnablePrefetcher value under the following key in the registry:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session 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 317:

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?

A. driver signing
B. encryption

C. DrAT
D. digital signature
E. this is not possible

Answer: A

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

QUESTION 318:

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?

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

Answer: A

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

QUESTION 319:

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?

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

Answer: A

Explanation: According to Microsoft KB:
You can use Driver Verifier by adding a registry entry and then restarting your computer.
You do not need to make any other changes to begin analyzing drivers in the system.
NOTE: You can enable Driver Verifier on both retail and checked versions of Windows

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QUESTION 320:

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?

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

Answer: A

Explanation: According to Microsoft KB: The Driver.cab cabinet file in Windows 2000 contains all of the drivers for Windows 2000. The advantages of compressing all of the drivers into one large file include:
When you install a new device (PCMCIA card, USB keyboard, Printer, etc. on your computer, you do not need the Windows 2000 CD-ROM or a network connection.
The amount of space is reduced significantly on hard disks that use large cluster sizes.The more efficient 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

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QUESTION 321:

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?

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

Answer: A

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

QUESTION 322:

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?

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

Answer: E

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

QUESTION 323:

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.

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

Answer: A

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

QUESTION 324:

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)

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

Answer: D, E

Explanation: According to Microsoft KB: The Driver Status property page gives you an image of the current status of Driver Verifier. You can see what drivers the verifier detects. The status can be one of the following:
Loaded: The driver is currently loaded and verified.
Unloaded: The driver is not currently loaded but it was loaded at least once since you restarted the computer.
Never Loaded: The driver was never loaded. This status can indicate that the driver's image file is corrupted or that you specified a driver name that is missing from the system.
You can click the list header to sort the list by driver names or status. In the upper-right area of the dialog box, you can view the current types of the verification that are in effect. The status of the drivers is updated automatically if you do not switch to manual refresh mode. You can modify the refresh rate using the radio buttons in the lower-left area of the dialog box. You can also force an update of the status by clicking Update Now.

QUESTION 325:

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?

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

Answer: E

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

QUESTION 326:

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?

A. Restart the computer by using the Last Known Good Configuration option.
B. Run the verify off command.
Restart the computer.
C. Instruct Amy Walsh to use System Restore.
D. 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 327:

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?

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

Answer: A

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 328:

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?

A. Instruct Rory Allen to restart the computer by suing the Last Known Good Configuration option.
B. Run the verify off command. Restart the computer.
C. Instruct Rory Allen to use System Restore.
D. 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 329:

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?

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

Answer: C

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 330:

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?

A. 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.
B. 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 331:

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?

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

Answer: C

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.

QUESTION 332:

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?

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

Answer: D

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 333:

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?

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

Answer: A

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

QUESTION 334:

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?

A. Ally Wagner does not have permissions to change the Desktop Settings.
B. The mouse needs to be replaced.
C. Ally Wagner has set the mouse for left-handed persons.
D. 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 335:

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?

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

Answer: A

Explanation:

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

QUESTION 336:

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?

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

Answer: A

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

QUESTION 337:

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?

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

C. Use Regional and Language Options in Control Panel to apply the French (France) standards and formats.
D. Use Regional and Language Options in Control Panel to set French (France) as the language for non-Unicode programs.

Answer: C

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 338:

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?

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

Answer: C

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 339:

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?

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

Answer: A

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

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QUESTION 340:

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?

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

Answer: C

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 341:

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?

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

Answer: C

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.
C: Identify end-user issues caused by network security policies such as Resultant Set of

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QUESTION 342:

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?

A. Instruct Mia Hamm to audit only successful file access to the sales files on Certkiller -SR01.
B. Instruct Mia Hamm to create a file for the security log on Certkiller -SR01.
C. Ask an administrator to enable auditing on Certkiller -SR01.
D. 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 343:

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?

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

Answer: D

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 344:

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?

A. Instruct Andy Booth to delete the former user's local user account.
B. Instruct Andy Booth to delete the former user's folder in C:\Documents and Settings.
C. Instruct Andy Booth to rename the built-in Administrator account to have his name.
D. 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 345:

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?

A. Instruct Amy Walsh to clear the Use Fast User Switching check box in User Accounts in Control Panel.
B. Instruct Amy Walsh to clear the Use the Welcome screen check box in User Accounts in Control Panel.

C. Instruct Amy Walsh to enable the Interactive logon: Do not display last user name security option policy in the local Group Policy object (GPO).
D. 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 346:

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?

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

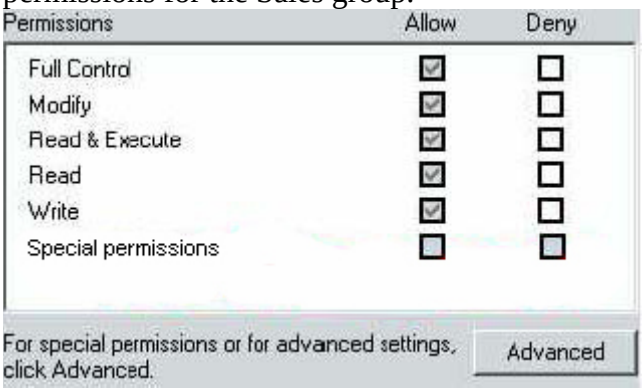
Answer: B

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

QUESTION 347:

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?

A. Instruct Amy Wilson to click the Advanced button and disable permissions inheritance.
B. Instruct Amy Wilson to modify the share permissions so that the Sales group has only Full Control permission.
C. Instruct Amy Wilson to select the Deny Check box next to Full Control in the permissions dialog box.
D. 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 348:

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?

A. Instruct Clive Wilson to restart his computer in Safe Mode before logging on to his computer.
B. Instruct Clive Wilson to restart his computer in Safe Mode with Networking before logging on to his computer.
C. Instruct Clive Wilson to select the domain name of the company from the Log on to field before logging on to his computer.
D. 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 349:

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?

A. Instruct Rory Allen to copy Ntldr system file to the root of the system root partition.
B. Instruct Rory Allen to copy the Ntdetect.com system file to the root of the system partition.
C. Instruct Rory Allen to run the bootcfg /rebuild command.
D. 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 350:

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)

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

Answer: D, E

Explanation:
To start the Windows Recovery Console, use any of the following methods:
Start your computer with the Windows Setup floppy disks, or with the Windows CD-ROM. At the "Welcome to Setup" screen, press F10, or press R to repair, and then press C to start the Windows Recovery Console.
Add the Windows Recovery Console to the Windows Startup folder by using Winnt32.exe with the /cmdcons switch. This procedure requires approximately 7 MB of hard disk space on your system partition to hold the Cmdcons folder and files.

QUESTION 351:

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?

A. root folder
B. %SystemRoot% folder

C. subfolders of the Windows installation
D. Cmdcons folder
E. 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 352:

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?

A. Diskpart
B. Diskrf
C. Asf
D. Enable -d
E. Expand -dr

Answer: A

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

be used in place of the drive variable. The variable size is the size, in megabytes, of a new partition.

QUESTION 353:

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?

A. Diskman -r
B. Copy /er
C. Enable /ex
D. Expand
E. 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 354:

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?

A. To log on as an administrator and change the workgroup name to the name of the domain in System in Control Panel.
B. To run the Network Setup Wizard.

C. To clear the Use the Welcome Screen check box in User Accounts in Control Panel.
D. 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 355:

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?

A. Create a computer account during the setup process and join the domain assuming you have the privileges
B. Create a computer account during the setup process and join the domain assuming you run a network install
C. Create a computer account during the setup process and join the domain assuming you run a 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 356:

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?

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

Answer: A

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

QUESTION 357:

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?

A. Instruct Clive Wilson to run System Monitor to see if the % Processor Time counter consistently exceeds 80.
B. Instruct Clive Wilson to run System Monitor to see if the Memory/Page Faults/sec counter consistently exceeds 50.
C. Instruct Clive Wilson to run Task Manager to see if any processes are continually consuming memory.
D. 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 358:

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?

A. Configure the Monitor properties to adjust the screen refresh rate to a lower value, in the Display Properties dialog box on each client computer.
B. 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.
C. Configure App2 to run in a separate memory space, in the shortcut setting for App2 on each client computer.
D. 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 359:

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?

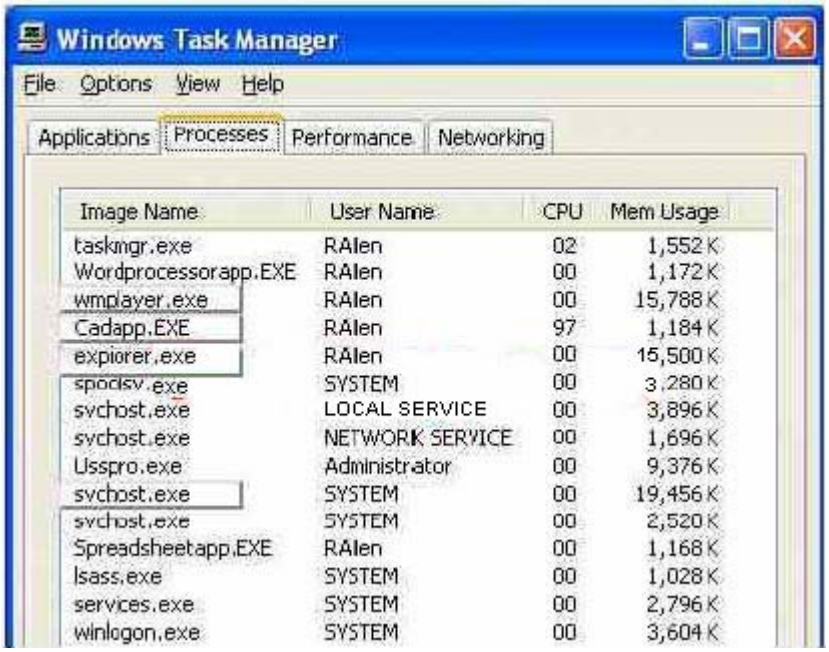
A. Instruct Mia Hamm to use System in Control Panel and select the Adjust for best appearance option button in the Performance Options dialog box.
B. Instruct Mia Hamm to use System in Control Panel and select the Adjust for Best performance option button in the Performance Options dialog box.
C. Instruct 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.
D. 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 360:

HOTSPOT
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.



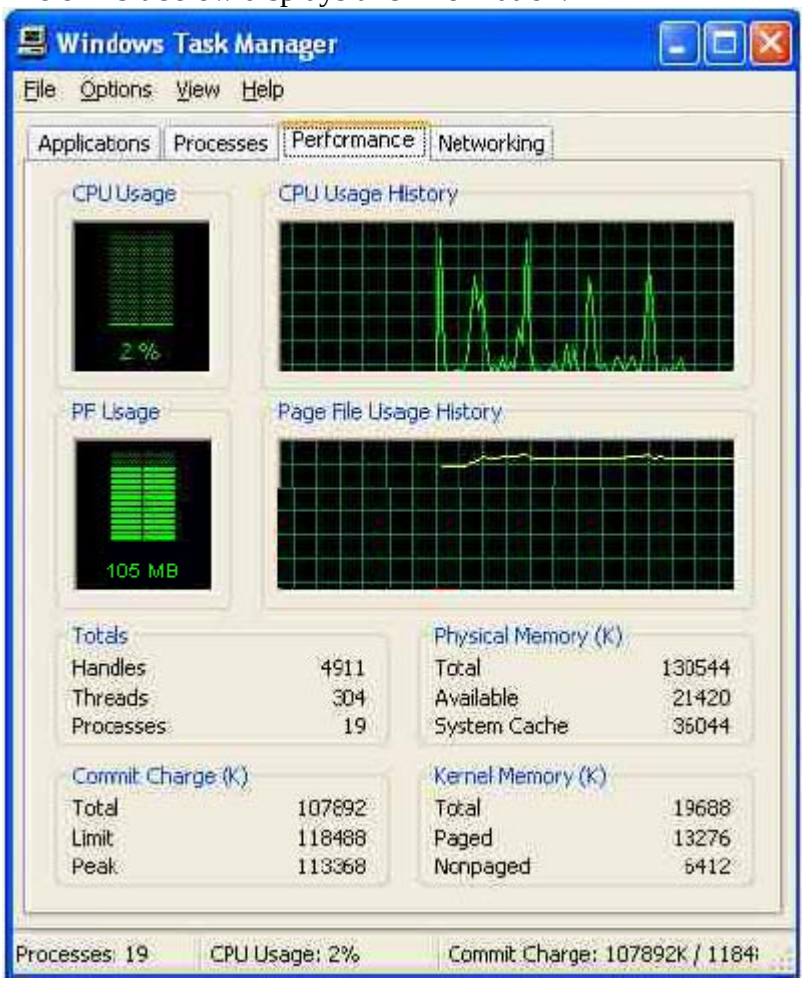
Answer:

Explanation:
Cadapp.EXE

QUESTION 361:

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?

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

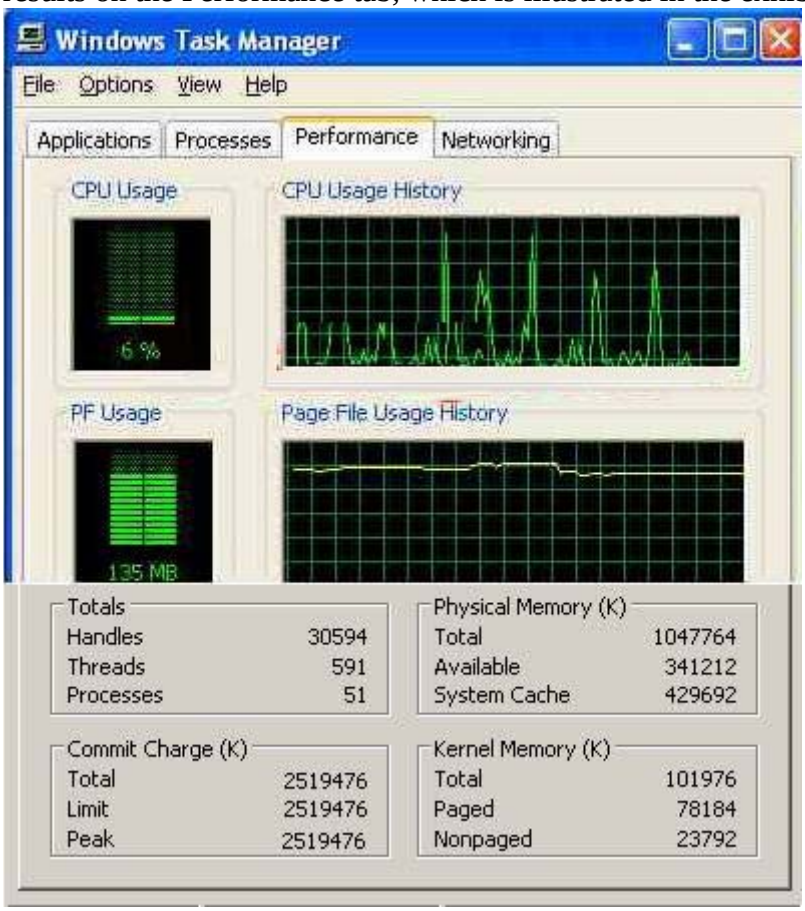
Answer: D

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

QUESTION 362:

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?

A. The total value for Threads.
B. The total value for Kernel Memory.
C. The total value for Commit Charge.
D. The percentage for CPU Usage.

Answer: C

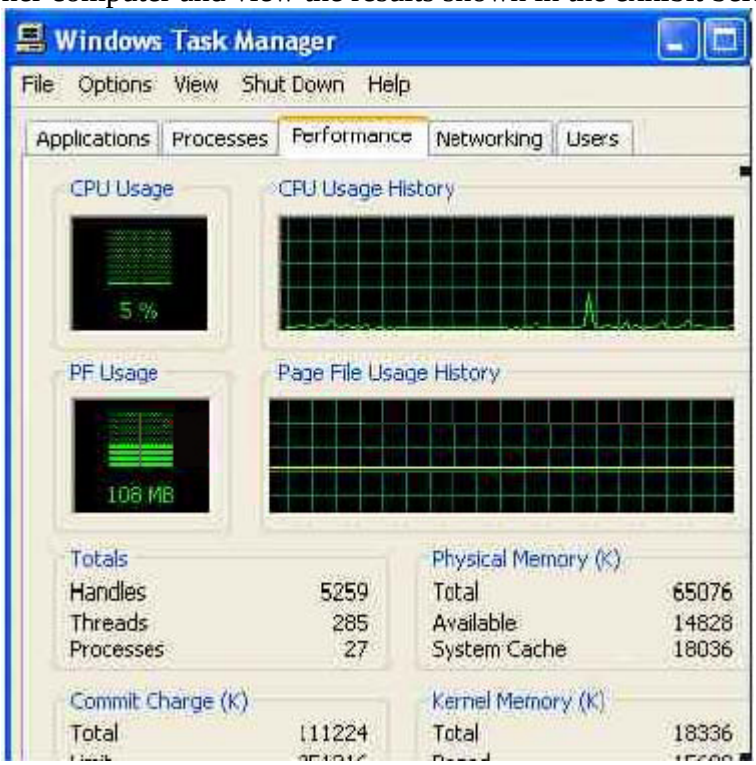
Explanation:
Per Microsoft
http://www.microsoft.com/resources/documentation/windowsnt/4/workstation/reskit/en-us/03tools.mspx?mfr=tru
Total Threads

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)

Commit Charge: Total	Size of virtual memory in use by all processes, in kilobytes.	Memory: Committed Bytes
Commit Charge: Limit	Amount of virtual memory, in kilobytes, that can be committed to all processes without enlarging the paging file.	Memory: Commit Limit
Commit Charge: Peak	The maximum amount of virtual memory used in the session, in kilobytes. The commit peak can exceed the commit limit if virtual memory is expanded.	

QUESTION 363:

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?

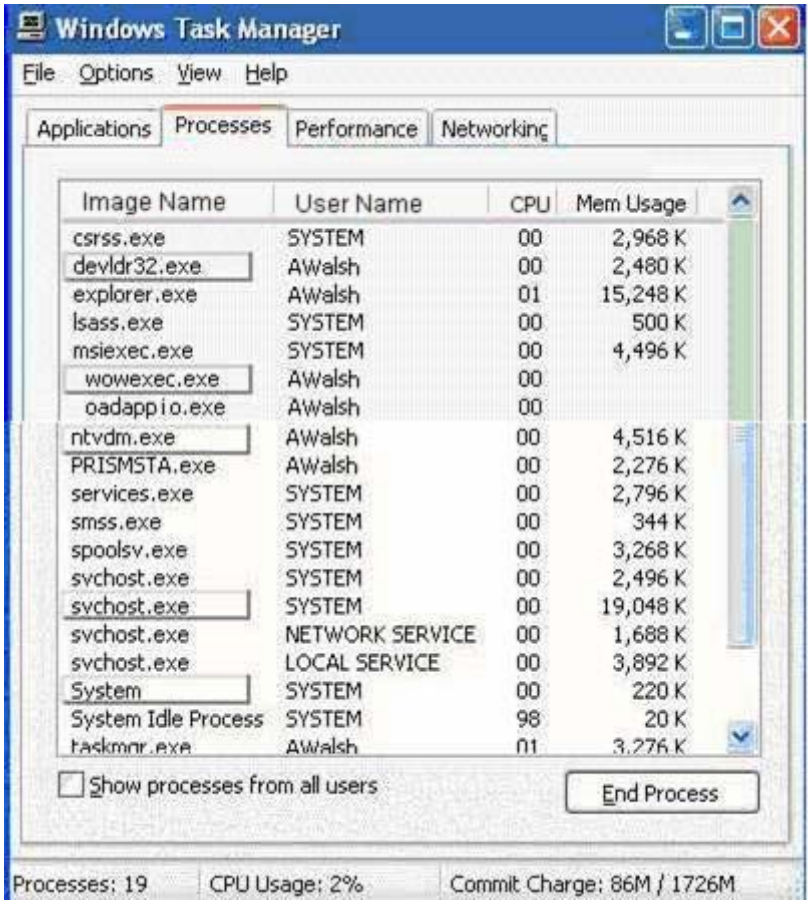
A. Install a faster hard disk.
B. Add more RAM.
C. Install a faster processor.
D. Increase the size of the paging file.

Answer: B

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 364:

HOTSPOT
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 365:

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?

A. 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.
B. 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.
C. On Dean Austin's computer, run Disk Defragmenter and analyze the computer to see if there is a high percentage of file fragmentation.
D. 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 366:

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?

A. Ask an administrator to repair the network DHCP server.
B. Instruct the user to right-click the network connection icon and select Repair from the shortcut menu.
C. Instruct the user to run the ipconfig / all command from a command prompt window.
D. Ask an administrator to authorize the network DHCP server in Active Directory.

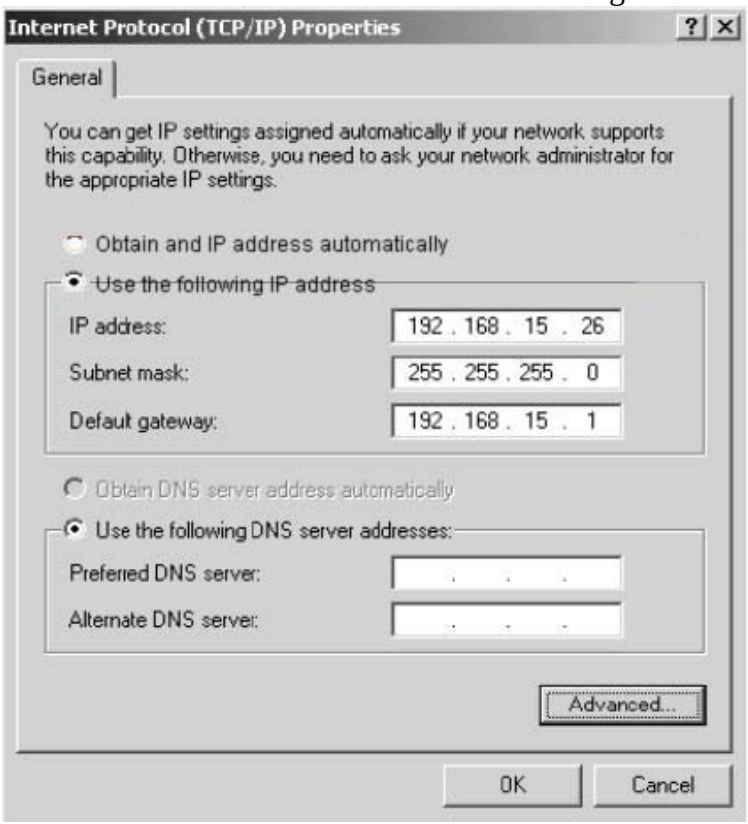
Answer: B

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 367:

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?

A. Configure the computer to use the correct IP addresses of the DNS servers on the network.
B. Configure the computer to obtain an IP address automatically.
C. Instruct Mia Hamm to run the ipconfig /registerdns command.

D. 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 368:

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.

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

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

A. Class A
B. Class B
C. Class C
D. Class D

Answer: C

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

QUESTION 369:

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.

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

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

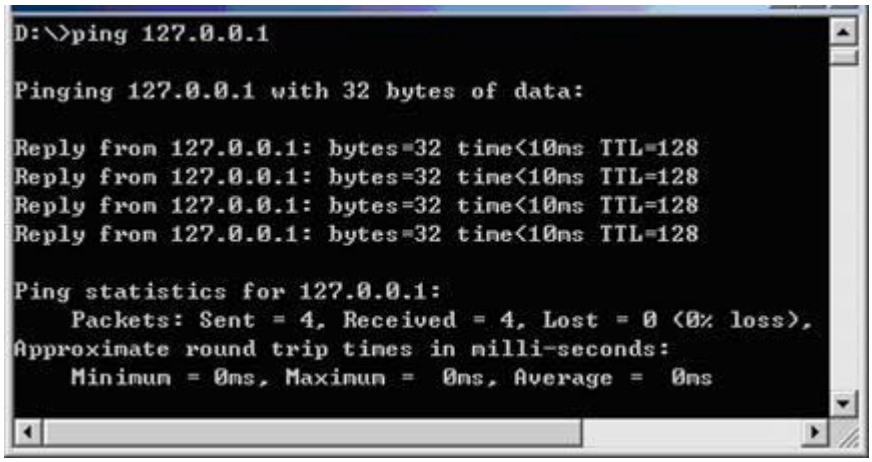
A. Class A
B. Class B
C. Class C
D. Class D

Answer: C

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

QUESTION 370:

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?

A. That your NIC is functioning.
B. That your IP stack is functioning.
C. That you have two NICs.
D. 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 371:

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.

```
D:\>ping 127.0.0.1

Pinging 127.0.0.1 with 32 bytes of data:

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

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

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

A. Ping another host on the same subnet
B. Reinstall tcp/ip
C. Check the nic
D. Ping the microsoft web site

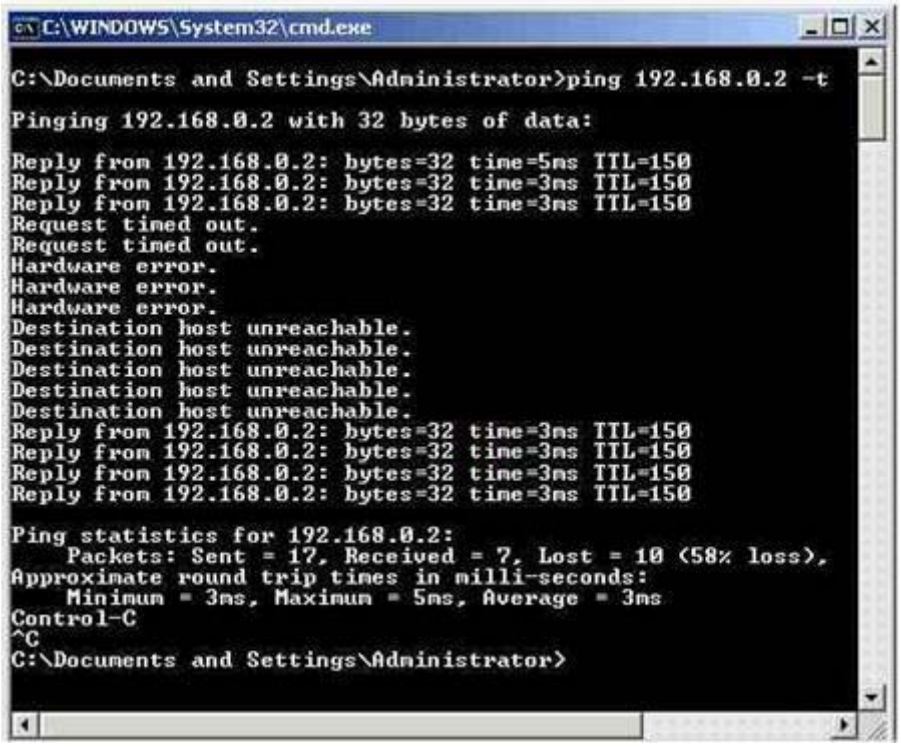
Answer: A

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

QUESTION 372:

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.
B. Instruct Amy Walsh to right-click the network connection icon and select Repair from the shortcut menu.
C. Install a new network adapter in Amy Walsh's computer
D. 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.

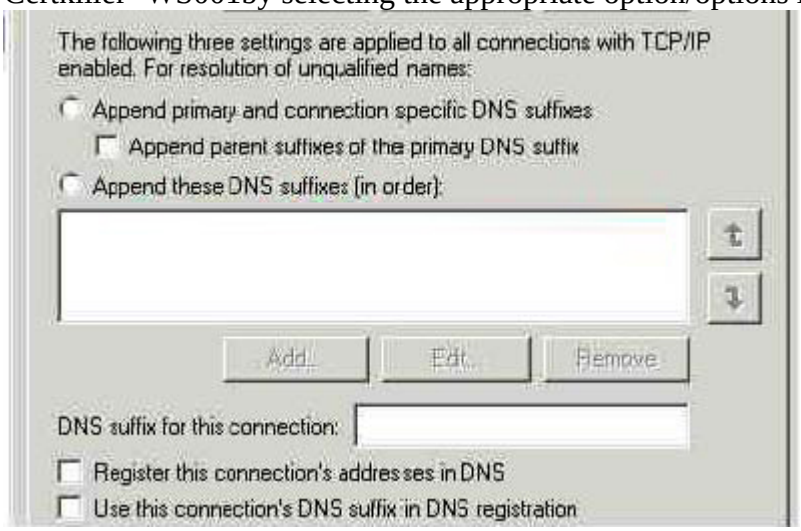
To use the ping command, follow these steps:

1.	Ping the loopback address to verify that TCP/IP is installed and correctly configured on the local computer. To do this, type the following command: **ping 127.0.0.1** If the loopback test fails, the IP stack is not responding. This problem may occur if any one or more of the following conditions is true: • The TCP drivers are corrupted. • The network adapter is not working. • Another service is interfering with IP.
2.	Ping the IP address of the local computer to verify that the computer was correctly added to the network. If the routing table is correct, this procedure just forwards the packet to the loopback address of 127.0.0.1. To do this, type the following command: **ping *IP address of local host*** If the loopback test succeeds but you cannot ping the local IP address, there may be an issue with the routing table or with the network adapter driver.
3.	Ping the IP address of the default gateway to verify that the default gateway is working and that you can communicate with a local host on the local network. To do this, type the following command: **ping *IP address of default gateway*** If the ping fails, you may have an issue with the network adapter, the router or gateway device, the cabling, or other connectivity hardware.
4.	Ping the IP address of a remote host to verify that you can communicate through a router. To do this, type the following command: **ping *IP address of remote host*** If the ping fails, the remote host may not be responding, or there may be a problem with the network hardware between computers. To rule out an unresponsive remote host, use Ping again to a different remote host.
5.	Ping the host name of a remote host to verify that you can resolve a remote host name. To do this, type the following command: **ping *Host name of remote host*** Ping uses name resolution to resolve a computer name into an IP address. Therefore, if you successfully ping an IP address but you cannot ping a computer name, there is a problem with host name resolution, not with network connectivity. Verify that DNS server addresses are configured for the computer, either manually in the properties of TCP/IP, or by automatic assignment. If DNS server addresses are listed when you type the **ipconfig /all** command, try to ping the server addresses to make sure that they are accessible.

QUESTION 373:

HOTSPOT
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 374:

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?

A. Ask the network administrator to rectify the DHCP server configuration.
B. Ask the network administrator to rectify the DNS server configuration.
C. Ask the network administrator to rectify the WINS server configuration.
D. Ask the network administrator to rectify the domain controller configuration.

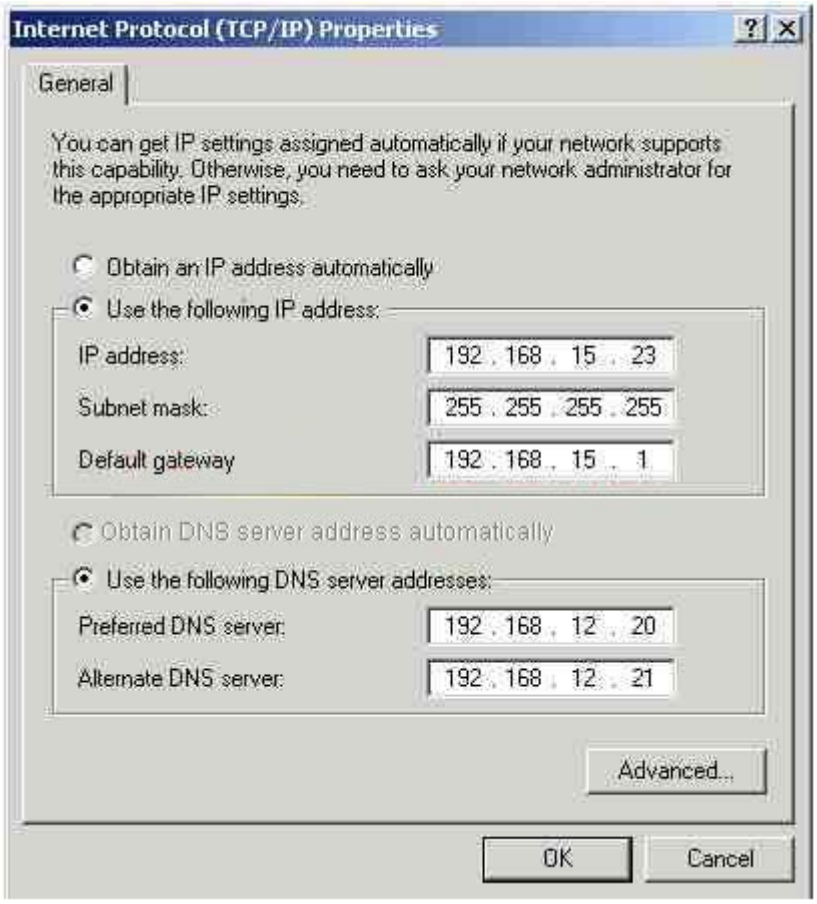
Answer: B

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 375:

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?

A. Configure the computer to use the correct IP address.
B. Configure the computer to use the correct subnet mask.
C. Configure the computer to use the correct default gateway.
D. Configure the computer to use the correct DNS server addresses.

Answer: B

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 376:

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?

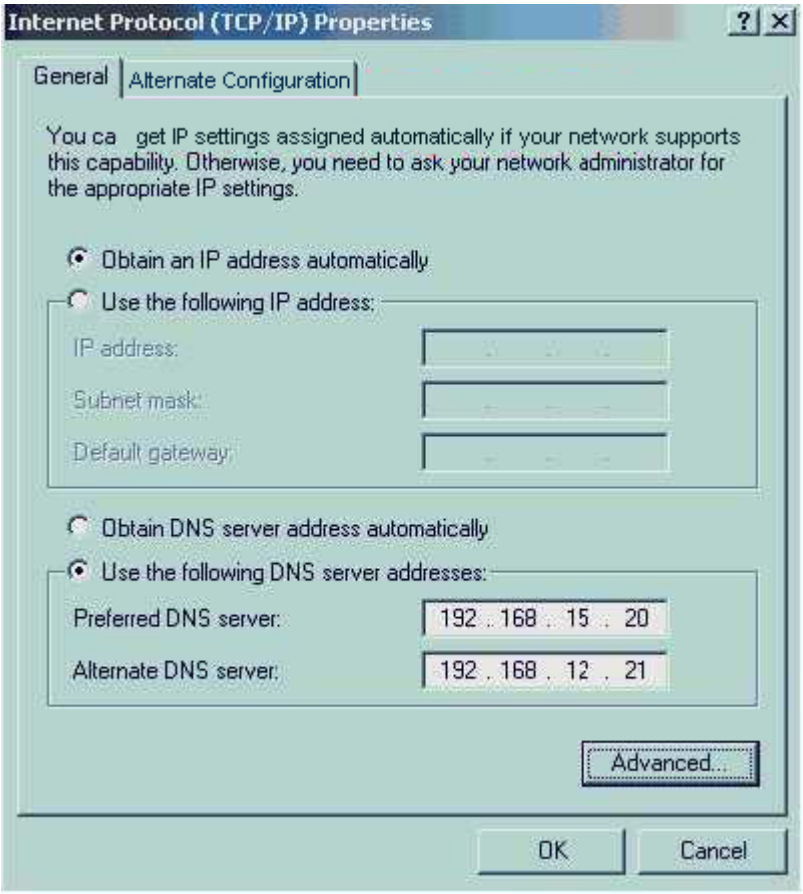
A. Configure the TCP/IP properties of the new computer to disable the use of an automatic private IP address.
B. Configure the TCP/IP properties of the new computer to use the correct IP address for the default gateway and DNS server.
C. Verify with your network administrator that the DHCP server is running and online.
D. Type the domain name as www. 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 377:

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?

A. Ask an administrator to repair the DHCP server.
B. Configure Mia Hamm's computer to obtain DNS server addresses automatically.
C. Instruct Mia Hamm to run the ipconfig / renew command from a command prompt window.
D. Ask an administrator to authorize the DHCP server in Active Directory.

Answer: B

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 378:

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?

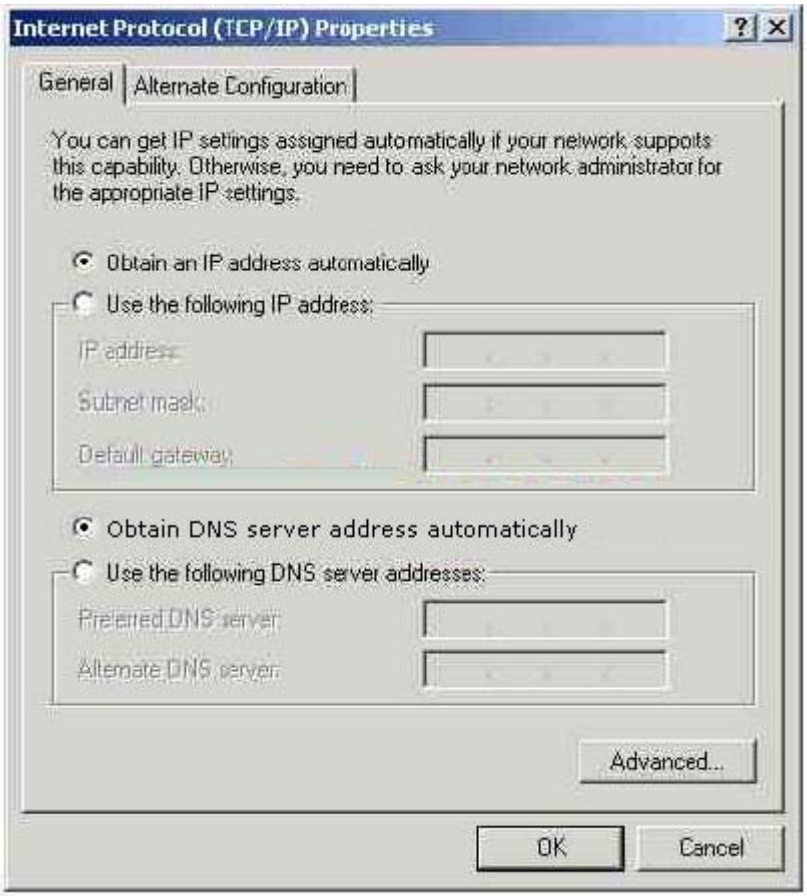
A. Instruct the user to run the ping loopback command.
B. Instruct the user to run the ipconfig / all command.
C. Ensure that the computer is configured to use a valid DNS server address.
D. Ensure that the computer is configured to have a valid Hosts file.

Answer: C

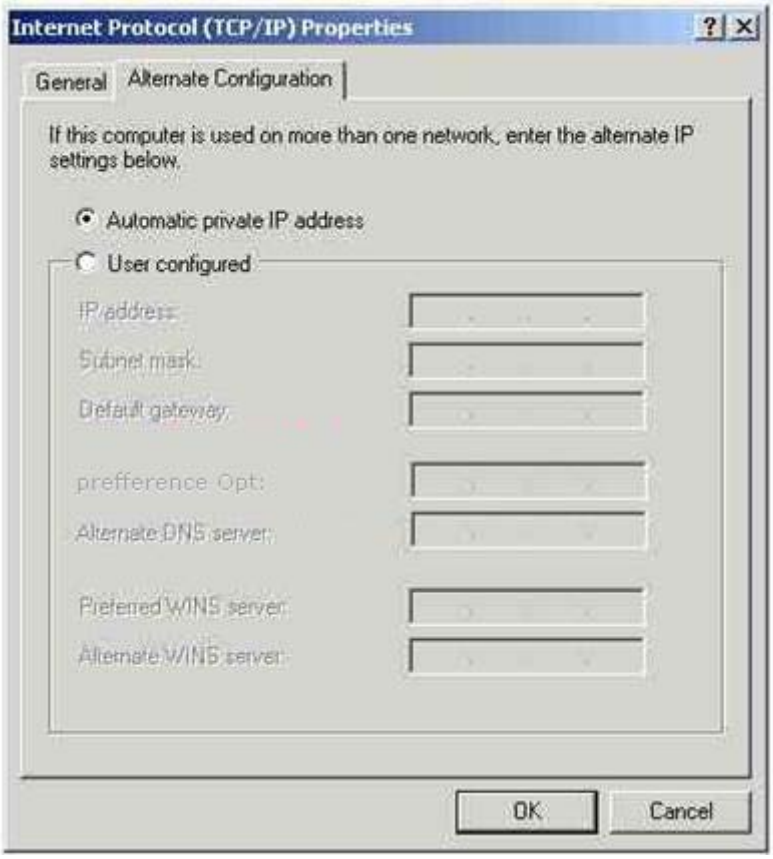
Explanation:
On a network without a WINS server you wont be able to connect to the domain or any other network resources if your DNS Server settings are not correct.

QUESTION 379:

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?

A. Instruct Andy Booth to configure the alternate configuration to use the IP address and other configuration settings provided by his ISP.
B. Instruct Andy Booth to configure the primary TCP/IP configuration to use the IP address and other configuration settings provided by his ISP.
C. Instruct Andy Booth to install a second network adapter in the computer, and use the new network adapter to connect to his home network.
D. 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 380:

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?

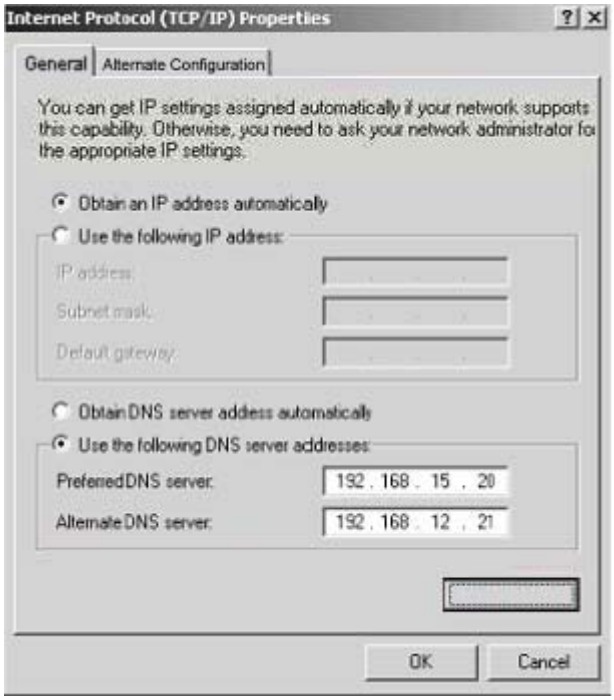
A. Ask an administrator to repair the network DHCP server.
B. Instruct Dean Austin to again right-click the network connection icon and select Repair from the shortcut menu.
C. Instruct Dean Austin to run the ipconfig / all command from a command prompt window.
D. Ask an administrator to authorize the network DHCP server in Active Directory.

Answer: A

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 381:

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?

A. Ask an administrator to repair the DHCP server.
B. Configure Mia Hamm's computer to obtain DNS server addresses automatically.
C. Instruct Mia Hamm to run the ipconfig /renew command from a command prompt window.
D. Ask an administrator to authorize the DHCP server in Active Directory.

Answer: B

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 382:

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?

A. ICF
B. ICS
C. ISA
D. 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 383:

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?

A. Run the Network Setup Wizard.
B. Run the Internet Connection Wizard
C. Run Control Panel - > Firewall Settings
D. Run Control Panel - > Filter Settings
E. Unplug the network cable

Answer: A

Explanation:
According to Microsoft KB:
To enable Internet Connection Firewall feature using the Network Setup Wizard:
Run the Network Setup Wizard. To access this wizard, point to Control Panel, double-click Network and Internet Connections, and then click Setup or change your home or small office network.

The Internet Connection Firewall is enabled when you choose a configuration in the wizard that indicates that your computer is connected directly to the Internet.

QUESTION 384:

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?

A. Ask an administrator to configure the firewall to allow DNS traffic.
B. Ask an administrator to configure the firewall to allow WINS traffic.
C. Ask an administrator to configure the firewall to allow HTTP traffic.
D. Ask an administrator to configure the network DNS server as a root server.
E. 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 385:

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?

A. Run the ipconfig / renew command on Andy Reid's computer.
B. Instruct Andy Reid to stop and start the World Wide Web Publishing Service on his computer.
C. Instruct Andy Reid to ensure that the Everyone group has the Full Control permission for the Inetpub folder on his compute.
D. Ask an administrator to disable Internet Connection Firewall (ICF) in the properties of the Local Area Connection on 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 386:

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.)

A. Ask an administrator to add Amy Walsh's user account to the local Power Users group

on the user's computer.
B. Ask an administrator to modify the Group Policy so that Amy Walsh can modify the configuration of ICF on his computer.
C. Instruct Amy Walsh to disable Internet Connection Sharing (ICS) Discovery and Control on his computer.
D. 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 387:

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?

A. DNS problem
B. DHCP problem
C. Active Directory problem
D. WINS problem

Answer: A

Explanation:
If things work only by IP address but not by names, this has to be a name resolution problem. The DNS database is indexed by name; therefore, each domain must have a name. As you add domains to the hierarchy, the name of the parent domain is appended to its child domain (called a subdomain. Consequently, a domain's name identifies its position in the hierarchy.

QUESTION 388:

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.
B. Ask an administrator to add a canonical (CNAME) resource record for loopback to the DNS server.
C. Configure the Hosts file on the computer to contain an entry for loopback that points to 127.0.0.1.
D. Run the ping 127.0.0.1 command on the computer.

Answer: A

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 389:

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?

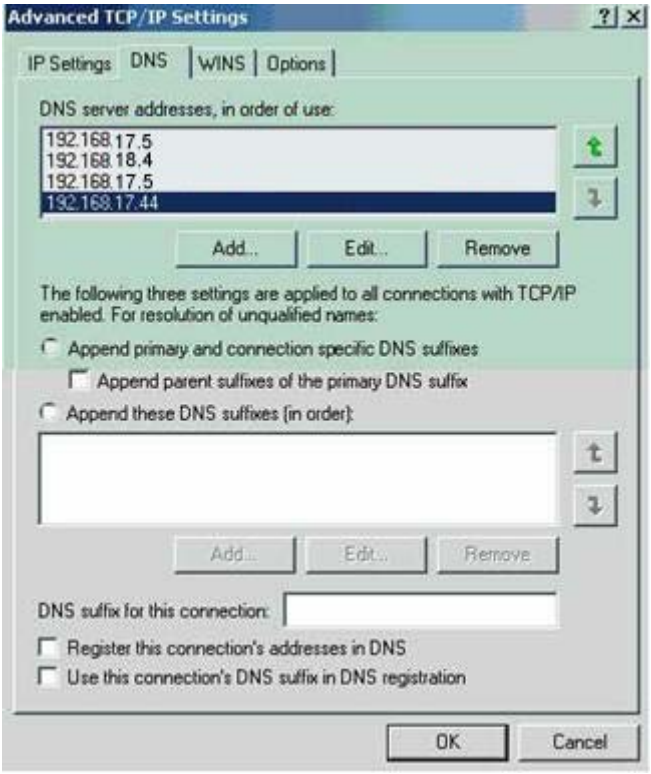
A. Configure the user's computer to use the correct IP addresses of the DNS servers on the network.
B. Edit the Hosts file on the user's computer and remove the entry for Certkiller -SR01.
C. Configure the user's computer to use the correct IP address of the default gateway for its local subnet.
D. Use the route command to add a static route from the subnet that contains the user's computer to the subnet that contains Certkiller -SR01.

Answer: B

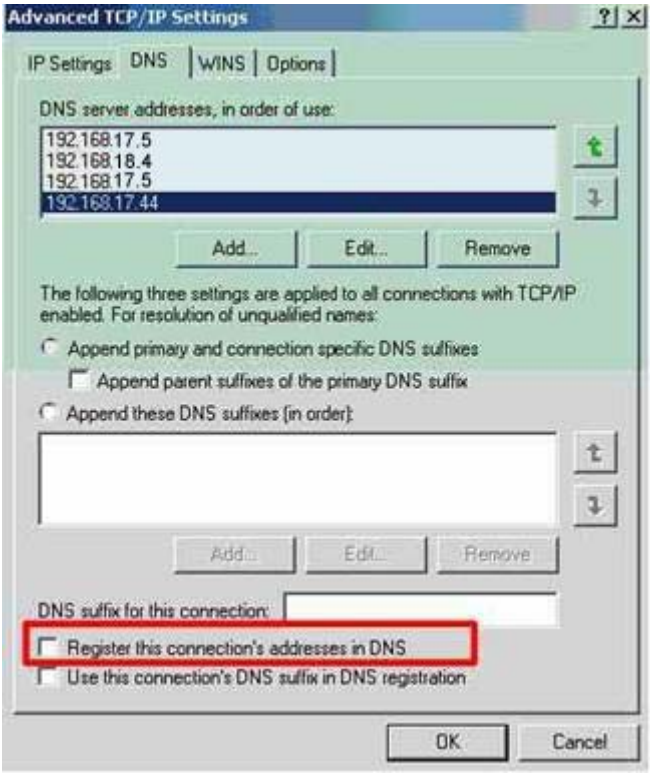
Explanation:
You have verified that there is no problem with the Certkiller -SR01 itself by connecting to it from your computer and you have verified that WINS works as intended by connecting to other network resources, by using their names, from the users computer. The only explanation now is a faulty entry in the host file that takes precedence over a WINS resolution.

QUESTION 390:

HOTSPOT
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 391:

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?

A. Configure each computer to use mode for NetBIOS name resolution.
B. Configure the Hosts file on each computer so that it does not have an entry for Certkiller -SR01.
C. Ask an administrator to add Certkiller -SR01 to the database of the network DNS server.
D. 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 392:

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?

A. Change the type of VPN to L2TP on the Networking tab of the VPN connection on the user's computer.
B. On the user's computer, select the Use pre-shared key for authentication check box in the IPSec setting of the VPN connection.
C. Instruct Mia Hamm to import a recent certificate revocation list (CRL) to her computer.
D. Ask an administrator to modify the firewall settings to allow L2TP connections.

Answer: A

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 393:

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?

A. Setup a new location value in modem properties
B. Ignore the request.

Answer: A

QUESTION 394:

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)

A. Create a new VPN connection that specifies the IP address of Certkiller -SR01.
B. Create a new dial-up connection with the phone number of Certkiller -SR01.
C. Configure the new VPN connection to use LocalISP to dial another connection first.
D. Configure the new VPN connection to use a new dial-up connection to dial Certkiller -SR01 first.
E. Configure the new dial-up connection to use dialing rules.
F. Configure the new dial-up connection to use a maximum modem speed of 57,600 bps.

Answer: A, 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 395:

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?

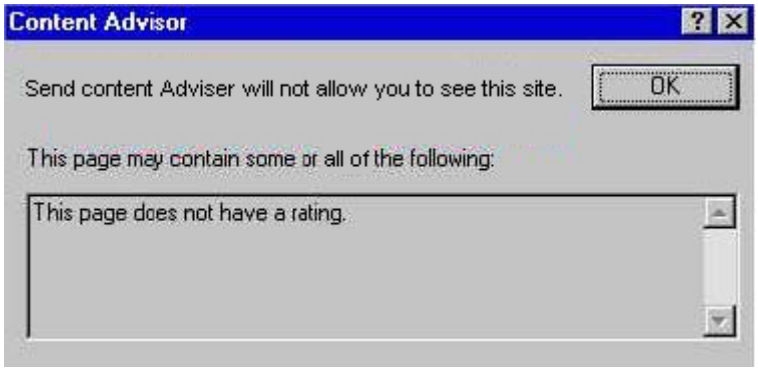
A. Instruct Clive Wilson to configure the Privacy setting to Medium in Inter Option in Control Panel.
B. Instruct Clive Wilson to configure the Privacy setting to Low in Inter Option in Control Panel.
C. Instruct Clive Wilson to add the URL of the Web site to the Trusted sites security zone in Inter Option in Control Panel.
D. 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 396:

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?

A. Instruct Mia Hamm to select the Users can see sites that have no rating check box in

Content Advisor.
B. Instruct Mia Hamm to add the Web site to the approved Web sites in Content Advisor.
C. Instruct Mia Hamm to change the security settings to high.
D. 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 397:

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?

A. Install the digital certificate for the Wide World Importers Web site into Internet Explorer.
B. Instruct the user to click the Clear SSL State button in Internet Options in Control Panel.
C. Set the security level for the Internet zone to Low.
D. Instruct the user to type https://www. 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 398:

HOTSPOT
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 399:

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?

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

Answer: A

Explanation:
According to Microsoft KB:
The following requirements must be met before you can use Remote Assistance:
Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.

Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION 400:

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?

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

Answer: A

Explanation:
According to Microsoft KB:
The following requirements must be met before you can use Remote Assistance:
Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.
Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION 401:

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)

A. Both computers must be using Windows Messenger
B. Both computers must be using any Messaging Application Programming Interface -compliant e-mail program developed by Microsoft or third party
C. Both computers must be using Outlook
D. Both computers must be using Outlook Express and nothing else for messaging
E. Both computers must have port 2311 enabled

Answer: A, C, D, E

Explanation:
According to Microsoft KB:
The following requirements must be met before you can use Remote Assistance:
Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.
Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION 402:

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?

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

Answer: A

Explanation:
According to Microsoft KB:
The following requirements must be met before you can use Remote Assistance:
Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express.
Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to

allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION 403:

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?

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

Answer: A

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

QUESTION 404:

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?

A. Instruct Kara Lang to send a new Remote Assistance invitation and remain connected to her ISP. At your computer, accept the new invitation.
B. Ask an administrator to add your domain user account to the Remote Desktop Users group.
C. Run Remote Desktop on your computer to establish a connection to Kara Lang's computer.
D. 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.