Exam: 070-271

Title : Supporting Users and Troubleshooting a MS Windows XP OS

Ver : 03.15.04

QUESTION NO: 1 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There is 600mb of encrypted data stored in a network share. You want to take them to a local computer, while maintaining the encryption status. Currently the local computer has 2 drives available: C: FAT32 4GB, D: NTFS 1GB The D drive is full. What should you do?
A. Convert the C drive to NTFS and then deploy EFS
B. Convert the D drive to FAT32 and then deploy EFS
C. Use EFS on the C drive straight
D. Convert the D drive to FAT32
Answer: A
Explanation: EFS allows users to encrypt NTFS files by using a strong public key-based cryptographic scheme that encrypts all files in a folder. Users with roaming profiles can use the same key with trusted remote systems. No administrative effort is needed to begin, and most operations are transparent. Backups and copies of encrypted files are also encrypted if they are in NTFS volumes. Files remain encrypted if you move or rename them, and encryption isn't defeated by temporary files created during editing and left unencrypted in the paging file or in a temporary file

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QUESTION NO: 2 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There is 400mb of encrypted data stored in a network share. You want to take them to a local computer, while maintaining the encryption status. Currently the local computer has 2 drives available: C: FAT32 3GB, D: NTFS 1GB **The local computer needs to be able to dual boot between Win98 SE and WinXP. On which drive should you enable EFS?**
A. C drive
B. C drive after converting to NTFS
C. D drive
D. D drive after converting to FAT32
Answer: C
Explanation: EFS allows users to encrypt NTFS files by using a strong public key-based cryptographic scheme that encrypts all files in a folder. Users with roaming profiles can use the same key with trusted remote systems. No administrative effort is needed to begin, and most operations are transparent. Backups and copies of encrypted files are also encrypted if they are in NTFS volumes. Files remain encrypted if you move or rename them, and encryption isn't defeated by temporary files created during editing and left unencrypted in the paging file or in a temporary file

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QUESTION NO: 3
You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. A user who mainly uses a portable computer complains that, after he came back from an appointment, the battery is out of power. What should you recommend him to do? A. enable Hibernation
B. enable Accessibility

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

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QUESTION NO: 4 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. A user who mainly uses a portable computer complains that, after he came back from an appointment, the battery is out of power. He had configured the portable computer to auto sleep in 5 minutes. What should you recommend him to do?
A. set the scheduled task to go idle later
B. set the scheduled task to go idle sooner
C. set the scheduled task to never go idle
D. disable auto sleep
Answer: A
Explanation: Windows 2000/XP saves scheduled tasks in the Scheduled Tasks folder, which is in Control Panel in My Computer. In addition, you can access Scheduled Tasks on another computer by browsing that computer's resources using My Network Places. This allows you to move tasks from one computer to another. For example, you can create task files for maintenance and then add them to a user's computer as needed. Use Task Scheduler to Run maintenance utilities at specific intervals. Run programs when less demand exists for computer resources. When it goes idle, it will not function as expected.

QUESTION NO: 5 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for Managers. They all need to use the network printer. The managers complain that the accounting employees always occupy the printer. They want to be able to print first. How many printers should you create to handle this situation?
A. one
B. two
C. as many as possible
D. as few as possible
Answer: B
Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-

priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers: Point two or more printers to the same print device-that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device. Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION NO: 6 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for Managers. They all need to use the network printer. The managers complain that the accounting employees always occupy the printer. They want to be able to print first. What priority value should be given to the managers?

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

Answer: B

Explanation: Setting priorities between printers makes it possible to set priorities between groups of documents that all print on the same print device. Multiple printers point to the same print device, which allows users to send critical documents to a high-priority printer and noncritical documents to a lower-priority printer. The critical documents always print first. Consider the following two methods to set priorities between printers: Point two or more printers to the same print device-that is, the same port. The port can be either a physical port on the print server or a port that points to a network-interface print device. Set a different priority for each printer that is connected to the print device, and then have different groups of users print to different printers, or have users send different types of documents to different printers.

QUESTION NO: 7 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for General users. They all need to use the network printer. The accounting staffs need to print the company's monthly reports. This is a task that is very time-consuming. What should you do?

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

Answer: A

Explanation: You can control print jobs by setting the notification, priority, and printing time. To perform these document management tasks, you must have the Manage Documents permission for the appropriate printer. You set the notification, priority, and printing time for a document on the General tab of the Properties dialog box for the

document. To open the Properties dialog box for one or more documents, first select the documents in the printer's window, click the Document menu, and then click Properties.

QUESTION NO: 8 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. There are two groups of users in your network, with one for Accounting Staffs and one for General users. They all need to use the network printer. When specifying the network printer to use using name, what format should be used?

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

Answer: A

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

QUESTION NO: 9 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You ping yourself and receive the following output:

```
D:\>ping 127.0.0.1

Pinging 127.0.0.1 with 32 bytes of data:

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

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

A. your NIC is functioning
B. your IP stack is functioning
C. you have two NICs
D. you have single NIC

Answer: B

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

QUESTION NO: 10 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. From the computer clientX you want to connect to a remote file server and fails. Your peer on the same subnet can connect successfully. You ping yourself and receive the following output:

```
D:\>ping 127.0.0.1

Pinging 127.0.0.1 with 32 bytes of data:

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

What should you do next?
A. ping another host on the same subnet
B. reinstall TCP/IP
C. check the NIC
D. ping the Microsoft web site
Answer: A
Explanation: Try pinging other computers on the same subnet first. Then, use the ping command with the IP address of the default gateway to verify that the default gateway is operational and that your computer can communicate with the local network.

QUESTION NO: 11 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. From the computer clientX you run ipconfig, and receive the following output:

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

What IP address class is it?
A. class A
B. class B
C. class C
D. class D
Answer: C
Explanation: The number of " 255 " in the subnet mask tells which class you belong to. Since there are 3 " 255 ", this is class C address.

QUESTION NO: 12 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. From the computer clientX you want to connect to a remote file server and fails by using the server's host name. Things work fine using IP address though. What problem could it be?
A. DNS problem
B. DHCP problem

C. Active Directory problem
D. WINS problem
Answer: A
Explanation: If things work only by IP address but not by names, this has to be a name resolution problem. The DNS database is indexed by name; therefore, each domain must have a name. As you add domains to the hierarchy, the name of the parent domain is appended to its child domain (called a subdomain.. Consequently, a domain's name identifies its position in the hierarchy.

QUESTION NO: 13 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured your WinXP computer to use ASR. What does ASR stand for?
A. Automated System Recovery
B. Automatic Software Recovery
C. Automated Software Recovery
D. Assymetric System Recovery
Answer: A
Explanation: ASR = Automated System Recovery. According to the Microsoft KB: The Automated System Recovery (ASR. feature enables users to create a set of floppy disks that can be used to automate the process of recovering a failed system.

QUESTION NO: 14 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured your WinXP computer to use ASR. A software program is installed, and after this the computer starts to behave strangely. What should you do?
A. Use ASR for recovery
B. Use RIS to re apply the image
C. Use ASR to re apply the ghost image
D. Use the ERD to repair the system
E. Use the Last Known Good Configuration when reboot
Answer: A
Explanation: ASR = Automated System Recovery. According to the Microsoft KB: The Automated System Recovery (ASR. feature enables users to create a set of floppy disks that can be used to automate the process of recovering a failed system.

QUESTION NO: 15 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured your WinXP computer to use ASR. Somehow a disk created by ASR is missing. What should you do?
A. Extract the appropriate files from the ASR backup set
B. Extract the appropriate files from the WinXP CD i386 folder
C. Extract the appropriate files from the WinXP CD support folder
D. Extract the appropriate files from the WinXP 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 NO: 16 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured your WinXP computer to use ASR. Somehow a disk created by ASR is missing. For recovery to proceed, which of the following files must be recovered (Choose 2.?

A. Asr.sif
B. 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, &quota:\". 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 NO: 17 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. A hardware driver is installed, and after this the computer starts to behave strangely. What should you do?

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

Answer: E

Explanation: ASR = Automated System Recovery. KEEP IN MIND that ASR is for recovery when a software program is installed, while the Last Known Good

Configuration is for recovery when a bad driver is installed. According to the Microsoft KB: The Automated System Recovery (ASR. feature enables users to create a set of floppy disks that can be used to automate the process of recovering a failed system.

QUESTION NO: 18 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured your WinXP Home Ed computer to run on a 256M 500MHZ PC. You use this PC to work at home and remotely control the servers in the company network. A software program is installed, and after this the computer starts to behave strangely. You try to run the ASR wizard and receive an error saying that the files for recovery diskette cannot be created. What should you do?
A. format the floppy
B. fix the ASR floppy's bad sectors
C. scan the ASR floppy for virus
D. enable ASR in the registry
E. install the Ntbackup program from the Value add 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 Value add folder on the Windows XP Home Edition CD-ROM.

QUESTION NO: 19 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on one of your newly purchased PC. During Setup, you want to perform HAL selection. What function key should you press?
A. F5
B. F6
C. F7
D. F2
E. F10
Answer: A
Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them: Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL. selection F6 - To install third-party SCSI and host controller drivers
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI. When the &quot 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 NO: 20 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on one of your newly purchased PC. During Setup, you want to run without ACPI. What function key should you press?

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

Answer: C

Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them: Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL. selection F6 - To install third-party SCSI and host controller drivers
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI. When the &quot 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 NO: 21 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You need to use the Driver Verifier on one desktop computer. What should you do?

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

Answer: A

Explanation: According to Microsoft KB: You can use Driver Verifier by adding a registry entry and then restarting your computer. You do not need to make any other changes to begin analyzing drivers in the system.
NOTE: You can enable Driver Verifier on both retail and checked versions of Windows

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QUESTION NO: 22 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on one of your newly purchased PC. During Setup, you want to run the ASR process. When should you do so?

A. At any time during the setup process

B. when you are prompted to press the F6 function key to install third-party small computer system interface and host controller drivers F7
C. when you are selecting the HAL
D. when you load the Recovery Console
E. when the &quot 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 &quota 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 NO: 23 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on a computer that uses SCSI as the primary interface. You update the SCSI BIOS and then boot from the CDROM to start installation. You receive an error message saying that Setup did not find any hard disk drives installed in your system. What will you need?
A. Boot up floppy
B. WinXP CD's support folder
C. OEM device driver
D. Microsoft Universal Driver disk
E. the latest XP patch
Answer: C
Explanation: According to the Microsoft KB: When you install Windows on a new computer, or on a computer containing the latest SCSI or IDE controller technology, it may be necessary to use an OEM device driver to support the new mass storage controller in order to continue with the installation. Windows Setup may stop with one of the following messages if the controller is not properly detected.

QUESTION NO: 24 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on a computer that uses SCSI as the primary interface. You update the SCSI BIOS and then boot from the CDROM to start installation. You receive an error message saying that Setup did not find any hard disk drives installed in your system. You check and find that the model of SCSI controller you use is supported by XP. You retry setup, and press F6 to use the new driver you just downloaded

from the Internet. The same error occurs. Why is that?
A. You did not boot from floppy to start installation
B. You did not disable the SCSI BIOS
C. You did not download the latest driver from Microsoft
D. You did not the latest XP patch from Microsoft
E. The native driver that comes with XP has been used
Answer: E
Explanation: According to the Microsoft KB: During text-mode Setup, Windows pauses briefly and prompts you to press F6. This is displayed in the status line, and allows you to use an OEM driver. This functionality for using an OEM driver is limited to installing a driver that is not natively supported or does not match one included with Windows. If you use a newer version of an OEM device driver with the same name or Plug and Play identifier as a device driver that is included with Windows, Setup ignores the new OEM driver and uses the one included with Windows. This results in the same error message as noted above. If you require an updated OEM driver to support an existing controller that is natively supported by Windows but is not detected during Setup, you must replace the driver contained on one of the four Windows Setup disks or located in the temporary installation folder (WIN_NT.~BT. with the new OEM driver. This allows Windows to use the updated OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

QUESTION NO: 25 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on a computer that uses SCSI as the primary interface. You update the SCSI BIOS and then boot from the CDROM to start installation. You receive an error message saying that Setup did not find any hard disk drives installed in your system. You check and find that the model of SCSI controller you use is supported by XP. You retry setup, and press F6 to use the new driver you just downloaded from the Internet. The same error occurs. What should you do?
A. Disable the SCSI BIOS, press F8 and retry
B. Download the latest driver from Microsoft and retry installation
C. Download the latest XP patch from Microsoft
D. replace the driver located in the temporary installation folder (WIN_NT.~BT. with the new OEM driver, and restart the installation
Answer: D
Explanation: According to the Microsoft KB: During text-mode Setup, Windows pauses briefly and prompts you to press F6. This is displayed in the status line, and allows you to use an OEM driver. This functionality for using an OEM driver is limited to installing a driver that is not natively supported or does not match one included with Windows. If you use a newer version of an OEM device driver with the same name or Plug and Play identifier as a device driver that is included with Windows, Setup ignores the new OEM driver and uses the one included with Windows. This results in the same error message as noted above. If you require an updated OEM driver to support an existing controller that is natively supported by Windows but is not detected during Setup, you must replace the driver contained on one of the four Windows Setup disks or located in the temporary

installation folder (WIN_NT.~BT. with the new OEM driver. This allows Windows to use the updated OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

QUESTION NO: 26 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on a computer that uses SCSI as the primary interface. You update the SCSI BIOS. You run winnt.exe to start the installation, and receive an error about Inaccessible_boot_device. You are asked to replace the native XP driver for the SCSI controller with the latest one. Where should you place the new driver?
A. WIN_NT.~BT
B. $WIN_NT $WIN_NTS $WIN_NT*. the i386 directory
Answer: A
Explanation: According to the Microsoft KB: During text-mode Setup, Windows pauses briefly and prompts you to press F6. This is displayed in the status line, and allows you to use an OEM driver. This functionality for using an OEM driver is limited to installing a driver that is not natively supported or does not match one included with Windows. If you use a newer version of an OEM device driver with the same name or Plug and Play identifier as a device driver that is included with Windows, Setup ignores the new OEM driver and uses the one included with Windows. This results in the same error message as noted above. If you require an updated OEM driver to support an existing controller that is natively supported by Windows but is not detected during Setup, you must replace the driver contained on one of the four Windows Setup disks or located in the temporary installation folder (WIN_NT.~BT. with the new OEM driver. This allows Windows to use the updated OEM driver during text-mode Setup, but you must copy the same updated OEM driver to the final Windows installation's System32Drivers folder before you continue into graphic-mode Setup.

QUESTION NO: 27 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are using speech recognition in WinXP for word processing. What function will be involved?
A. Voice Training Wizard
B. Sound Blaster Emulation
C. Volume Tuning Wizard
D. Voice Scripting Host
Answer: A
Explanation: According to the Microsoft KB: When you train the speech recognition engine, the speech recognizer uses the Voice Training Wizard to adapt to the sound of your voice, word pronunciation, accent, speaking manner, and even new or idiomatic words. If you train for as little as ten minutes, you can improve speech recognition capabilities. The system also adapts to your speech on an ongoing basis and recognition increases over time.

QUESTION NO: 28 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You suspect that your

WinXP computer is infected with a virus. You believe that the boot sector is badly infected. What command should you use in the Recovery Console?
A. fixboot
B. virusfix
C. healthchk
D. fdisk /mbr
Answer: A
Explanation: According to the Microsoft KB: When you use the Windows Recovery Console, you can obtain limited access to NTFS, FAT, and FAT32 volumes without starting the Windows graphical interface. In the Windows Recovery Console you can: Use, copy, rename or replace operating system files and folders. Enable or disable services or devices from starting when you next start your computer. Repair the file system boot sector or the Master Boot Record (MBR.. Create and format partitions on drives.

QUESTION NO: 29 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You install WinXP on one of your PCs. You boot into the recovery console. Which of the following activities cannot be performed under the console (Choose all that apply.?
A. replace operating system files
B. rename operating system files
C. disable services from starting
D. repair the MBR
E. Change NTFS partition to FAT32
Answer: E
Explanation: According to the Microsoft KB: When you use the Windows Recovery Console, you can obtain limited access to NTFS, FAT, and FAT32 volumes without starting the Windows graphical interface. In the Windows Recovery Console you can: Use, copy, rename or replace operating system files and folders. Enable or disable services or devices from starting when you next start your computer. Repair the file system boot sector or the Master Boot Record (MBR.. Create and format partitions on drives.

QUESTION NO: 30 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You install WinXP on one of your PCs. You use the Windows Disk Management snap-in tool to mark your primary partition as active. When you restart the PC, you receive an error saying that NTLDR is missing. Why is that?
A. the partition marked as active does not contain the Windows boot files
B. the partition marked as active has its MBR corrupted
C. the partition marked as active has its boot sector infected by a virus
D. the partition marked as active has its winnt directory hidden
Answer: A
Explanation: According to the Microsoft KB: When you use the Windows Disk Management snap-in tool to mark your primary partition as active, the computer may not start up if the partition marked as active does not contain the Windows boot files (or boot

files for another operating system.. NOTE: When this happens, you may receive the error message when you try to start the computer: NTLDR is missing

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QUESTION NO: 31 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You install WinXP on one of your PCs. You use the Windows Disk Management snap-in tool to mark your primary partition as active. When you restart the PC, you receive an error saying that NTLDR is missing. What should you do to fix the problem quickly if the Recovery Console has not been installed (choose all that apply.:
A. change the active partition by booting to a floppy disk and using disk utilities to manually change the active partition
B. reinstall WinXP
C. install another instance of XP on a separate directory and reconfigure the active partition
D. use ASR
E. use the ERD
Answer: A
Explanation: According to the Microsoft KB: To resolve this problem, perform one of the following: It may be possible to change the active partition by booting to a floppy disk and using disk utilities to manually change the active partition. -or- If enough free disk space is available, you can install Windows to a parallel directory. After the parallel installation is complete, you can use the Disk Management snap-in to change the active partition. The names commonly used for partitions containing the startup and operating system files are system and boot partitions, respectively. -or- If the partition that has been incorrectly marked as active is a FAT, FAT32, or NTFS partition, you may be able to correct the problem by using the Windows Recovery Console.

QUESTION NO: 32 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You want to configure the Recovery console to work with your WinXP installation. Which of the following are NOT the valid ways to proceed (Choose all that apply.?
A. Start your computer with the Windows Setup floppy disks. At the &quota 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 &quota 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 &quota Welcome to Setup" screen, press F10, or press R to repair, and then press C to start the Windows Recovery Console. Add the Windows

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

QUESTION NO: 33 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You configure the Recovery console to work with your WinXP installation. From the Recovery Console, Which of the following folders cannot be accessed?
A. root folder
B. %SystemRoot% folder
C. subfolders of the Windows installation
D. Cmdcons folder
E. None of the choices.
Answer: E
Explanation: According to the Microsoft KB: From the Windows Recovery Console you can only use the following folders: The root folder The%SystemRoot% folder and the subfolders of the Windows installation you are currently logged on to
The Cmdcons folder
Removable media drives such as CD-ROM drives
NOTE: If you try to obtain access to other folders, you receive an &quotAccess Denied" error message. Also, while you are using the Windows Recovery Console, you cannot copy a file from the local hard disk to a floppy disk. You can copy a file from a floppy disk or CD-ROM to a hard disk, and from one hard disk to another hard disk.

QUESTION NO: 34 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You configure the Recovery console to work with your WinXP installation. From the Recovery Console, you want to manage the partitions of your hard drive D. What command should you use (choose all that apply.:
A. Diskpart
B. Diskrf
C. Asf
D. Enable -d
E. Expand -dr
Answer: A
Explanation: According to the Microsoft KB: Diskpart manages partitions on hard disk volumes. The /add option creates a new partition; the /delete option deletes an existing partition. The variable device is the device name for a new partition (such as \device\harddisk0.. The variable drive is the drive letter for a partition that you are deleting (for example, D.; partition is the partition-based name for a partition that you are deleting, (forexample:\device\harddisk0\partition1. and can be used in place of the drive variable. The variable size is the size, in megabytes, of a new partition.

QUESTION NO: 35 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You configure the Recovery console to work with your WinXP installation. From the Recovery

Console, you want to retrieve the files inside a compressed file that resides on your hard drive. What command should you use (choose all that apply.:
A. Diskman -r
B. Copy /er
C. Enable /ex
D. Expand
E. Diskmin -e
Answer: D
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 NO: 36 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You have a newly purchased computer from a generic manufacturer. You are required to install XP onto the computer. Prior to installation, what should you do?
A. ensure your hardware components meet the minimum requirements.
B. ensure your hardware components are Intel certified
C. ensure your hardware components are brand new
D. determine whether you want to perform an upgrade or install a new copy
E. identify and plan for any advanced setup options
Answer: A
Explanation: According to Microsoft KB: When you set up Windows XP Professional, you have to provide information about how you want to install the operating system. The procedures in these release notes help you to provide the necessary information. To ensure a successful installation, complete the following tasks, which are described in the sections that follow, before you install Windows XP: * Make sure your hardware components meet the minimum requirements.
* Obtain compatible hardware and software, such as upgrade packs and new drivers.
* Obtain network information.
* Back up your current files in case you need to restore your current operating system.
* Determine whether you want to perform an upgrade or install a new copy of Windows XP Professional.
* If you're installing a new copy, identify and plan for any advanced setup options you might want.

QUESTION NO: 37 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are using multiple dynamic disks on your WinXP computers. What tool should you use to decipher detailed disk numbering information?

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

QUESTION NO: 38 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You have a newly purchased computer from a non- name brand manufacturer. You are required to install XP onto the computer. Prior to installation, you want to know if this computer can work with XP. To do so, you need to retrieve:
A. Hardware Compatibility List
B. Software Compatibility List
C. System Compatibility List
D. Processor Compatibility List
Answer: A
Explanation: According to Microsoft KB: The Windows XP Setup Wizard automatically checks your hardware and software and reports any potential conflicts. To ensure a successful installation, however, you should determine whether your computer hardware is compatible with Windows XP Professional before you start the wizard. You can view the Hardware Compatibility List (HCL. at the Microsoft Web site: http://www.microsoft.com/hcl/ Important: Windows XP Professional supports only those devices listed in the HCL. If your hardware isn't listed, contact the hardware manufacturer and request a Windows XP Professional driver for the component. To ensure that programs using 16-bit drivers function properly afterwards, request 32-bit drivers from the software vendor.

QUESTION NO: 39 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You have a newly purchased computer from a non- name brand manufacturer. You are required to install XP onto the computer. Prior to installation, you are informed that the NIC has not been tested by Microsoft for compatibility. What should you do?
A. view the Hardware Compatibility List from Microsoft
B. download the Hardware Compatibility List from the Microsoft FTP site
C. manually edit the ini file
D. manually edit the dll file
E. contact the hardware manufacturer
Answer: E
Explanation: According to Microsoft KB: The Windows XP Setup Wizard automatically

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

QUESTION NO: 40 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You're upgrading from an earlier version of Windows NT to XP. You want to perform backup so that in case something wrong with the upgrade the data can sill be recovered. Below is a list of components of the computer:
366 MHz Pentium
256 MB
single partition 6.8 GB hard disk
SVGA monitor
2X DVD drive
Which of the following needs to be upgraded / added?
A. CDRW
B. 366 PII
C. 5GB hard drive
D. NTFS partition
E. tape drive
Answer: E
Explanation: According to Microsoft KB: If you're upgrading from an earlier version of Windows, you should back up your current files. You can back up files to a disk, a tape drive, or another computer on your network. How you back up your files depends on your current operating system. If your computer is running Microsoft Windows 95 or Windows 98, you might need to install the Windows Backup program. If you're using Windows NT 4.0, Windows Backup is installed by default. You must have a tape drive installed to use the Backup tool in Windows NT.

QUESTION NO: 41 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You're requested to upgrade from an earlier version of Windows NT to XP. For such upgrade, which of the following are NOT relevant (choose all that apply.:
A. WinXP Resource kit
B. WinXP Backup wizard
C. WinXP NTDSUtil
D. WinXP 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 &quota 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

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QUESTION NO: 42 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You're requested to upgrade from an earlier version of Windows 98 to XP. Which of the following Windows 98 versions are NOT supported?
A. Windows 98
B. Windows 98 SE
C. Windows 98 with SP
D. Windows 98 with patches
E. None of the choices.
Answer: E
Explanation: According to Microsoft KB: After you start the Windows XP Setup Wizard, one of the first decisions you have to make is whether to upgrade your current operating system or to perform an entirely new installation. During the setup process, you must choose between upgrading or installing a new copy of Windows (a &quota 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

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QUESTION NO: 43 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You're requested to upgrade from an earlier version of Windows NT to XP. Which of the following Windows NT versions are NOT supported (choose all that apply.:
A. NT 3.50
B. NT 3.51 with SP4
C. NT 4.0
D. NT 4.0 with SP6
E. NT 3.0

Answer: A, B, C, E
Explanation: According to Microsoft KB: After you start the Windows XP Setup Wizard, one of the first decisions you have to make is whether to upgrade your current operating system or to perform an entirely new installation. During the setup process, you must choose between upgrading or installing a new copy of Windows (a &quota 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

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QUESTION NO: 44 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install XP. You want to modify the way the wizard installs Windows XP Professional. Which of the following are NOT the valid ways to do so (choose all that apply.:
A. Choose the Advanced Options of the Setup Wizard
B. Choose the Custom Options of the Setup Wizard
C. Choose the Advanced Options of NTDSUTIL
D. Prepare a customized setup.sif file manually
E. Prepare a customized winnt.ini file manually
Answer: B, C, D, E
Explanation: According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:
* Change the default location of the setup files.
* Store system files in a folder other than the default folder (Windows..
* Copy the installation files from the CD to the hard disk.
* Select the partition on which to install Windows XP Professional.
Unless you're an advanced user, you should use the default settings.

QUESTION NO: 45 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install XP. You want to have the Windows XP Professional system files stored on a specific directory. What should you do?
A. Choose the Advanced Options of the Setup Wizard
B. Choose the Custom Options of the Setup Wizard
C. Choose the Directory Options when running setup.exe
D. Remove the default setup.sif file
E. Remove the default winnt.ini file
Answer: A
Explanation: According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the

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

QUESTION NO: 46 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install XP. You want to first have the installation program copy the Windows XP Professional files to your hard disk before installing. What should you do?
A. Choose the Advanced Options of the Setup Wizard
B. Choose the Custom Options of the Setup Wizard
C. Choose the COPY Options of Setup wizard
D. Prepare a customized setup.sif file manually
E. Prepare a customized winnt.ini file manually
Answer: A
Explanation: According to Microsoft KB: If you want to modify the way the wizard installs Windows XP Professional, click Advanced Options, and then perform any of the following tasks:
* Change the default location of the setup files.
* Store system files in a folder other than the default folder (\Windows..
* Copy the installation files from the CD to the hard disk.
* Select the partition on which to install Windows XP Professional.
Unless you're an advanced user, you should use the default setting

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QUESTION NO: 47 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install XP. You want to configure the accessibility options of this new installation. What should you do?
A. Choose the Advanced Options of the Setup Wizard
B. Choose the Custom Options of the Setup Wizard
C. Choose the Special Options when running the Setup Wizard
D. Remove the default setup.sif file
E. Remove the default winnt.ini file
Answer: C
Explanation: According to Microsoft KB: The Windows XP Setup Wizard helps you gather information about you and your computer. Although much of this installation process is automatic, you might need to provide information or select settings on the following pages, depending on the current configuration of your computer: * Licensing Agreement. If you agree with the terms and want to continue the setup process, select I accept this agreement.
* Select Special Options. Customize the Windows XP installation, language, and accessibility settings for new installations. You can set up Windows XP to use multiple languages and regional settings.
* Select a File System. Windows XP Professional can automatically convert partitions on

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

QUESTION NO: 48 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install XP on a new computer and have it join a domain during the setup process. The network administrator has been fired. What should you do?
A. create a computer account during the setup process and join the domain assuming you have the privileges
B. create a computer account during the setup process and join the domain assuming you run a network install
C. create a computer account during the setup process and join the domain assuming you run a CDROM install
D. create a computer account during the setup process and join the domain only assuming you are performing an upgrade from a pervious windows version **Answer: A**
Explanation: According to Microsoft KB: A computer account identifies your computer to the domain, and the user account identifies you to your computer. A domain is a collection of computers defined by a network administrator. Unlike joining a workgroup, which you can do yourself, joining a domain requires permission from the network administrator. To join a domain during the setup process, you must have a computer account in the domain you want to join. If you're upgrading from Windows NT, the Windows XP Setup Wizard uses your existing computer account. Otherwise, you'll be asked to provide a new computer account. Before you start the Windows XP Setup Wizard, ask your network administrator to create a computer account. Or, if you have the appropriate privileges, you can create the account during the setup process and join the domain. To join a domain during the setup process, you need to provide your user name and password.
Note: If you have difficulty joining a domain during the setup process, join a workgroup instead, and then join the domain after you finish installing Windows XP Professional.

QUESTION NO: 49 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install XP on a new computer and have it join a domain during the setup process. The network administrator is on vacation. You do not have the privileges to create computer account during the setup process. You failed to contact the administrator as well. What should you do?
A. Choose to join a workgroup first, join the domain later
B. create a computer account during the setup process and join the domain only by

running a network install
C. create a computer account during the setup process and join the domain only by running a CDROM install
D. create a computer account during the setup process and join the domain only by upgrading
Answer: A
Explanation: According to Microsoft KB: A computer account identifies your computer to the domain, and the user account identifies you to your computer. A domain is a collection of computers defined by a network administrator. Unlike joining a workgroup, which you can do yourself, joining a domain requires permission from the network administrator. To join a domain during the setup process, you must have a computer account in the domain you want to join. If you're upgrading from Windows NT, the Windows XP Setup Wizard uses your existing computer account. Otherwise, you'll be asked to provide a new computer account. Before you start the Windows XP Setup Wizard, ask your network administrator to create a computer account. Or, if you have the appropriate privileges, you can create the account during the setup process and join the domain. To join a domain during the setup process, you need to provide your user name and password.
Note: If you have difficulty joining a domain during the setup process, join a workgroup instead, and then join the domain after you finish installing Windows XP Professional.

QUESTION NO: 50 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You want to preset information so that you don't have to manually enter it during the setup process of 10 of your desktops. To perform unattended setup, what should you do?
A. prepare an answer file
B. prepare a script with a .cmd extension
C. configure the installation via task scheduler
D. enable WSH
Answer: A
Explanation: According to Microsoft KB: You can customize the installation of Windows XP Professional. By using unattended Setup mode, you can preset information so that you don't have to manually enter it during the setup process. By using an answer file, network administrators and experienced users can perform a new installation in unattended Setup mode. In unattended Setup mode, no user intervention is required during the setup process, because the answer file contains all of the information that the Windows XP Setup Wizard requires, including acceptance of the license agreement, computer name, and network adapter. Answer files can help you quickly install Windows XP Professional on more than one computer. A sample answer file, Unattend.txt, is included in the i386 folder on the Windows XP Professional CD. By using the file as a template, you can create your own answer file to customize the setup process.

QUESTION NO: 51 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You need to install a fresh XP onto a computer. This computer has been used by the sales rep before. After the setup you found that the XP files are installed on a folder named

Winnt.001. Why is that?
A. NT 4.0 was installed with the default settings on the computer
B. Win ME was installed with the default settings on the computer
C. The computer has a name of 001
D. There are two instances of the same partition on two hard drives
Answer: A
Explanation: According to Microsoft KB: Earlier versions of Microsoft Windows NT, Microsoft Windows 95, and Microsoft Windows 98 prompt you for an installation folder. Windows 2000 and Windows XP is installed in the Winnt folder if it does not already exist. If it already exists, Winnt.001 is used as the installation folder. You can specify a Windows 2000 or Windows XP installation folder only if you run Winnt32.exe and perform a clean installation, or if you perform an unattended installation.

QUESTION NO: 52 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing XP via Winnt32.exe on a 500mhz computer. What parameter should you use to force Setup to copy all the necessary boot files and temporary Setup files to a drive and mark the partition as active?
A. /syspart
B. /nt
C. /winnt
D. /sysset
E. /local
Answer: A
Explanation: According to Microsoft KB: In Windows XP, the /syspart parameter for Winnt32.exe causes Windows XP Setup to copy all the necessary boot files and temporary Setup files to a drive and mark the partition as active. You can then install the drive in another computer, turn the computer on, and continue with Setup.

QUESTION NO: 53 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing XP. You want to perform an unattended installation from a CD-ROM. Which of the following conditions are NOT necessary (Choose all that apply.?
A. the CD ROM drive must support booting from a CD
B. the CD ROM drive must adhere to the El-Torito non-emulation specification
C. an unattended answer file must be prepared
D. an unattended answer file must be renamed to Winnt.sif
E. an unattended answer file must be scanned for virus
Answer: A, B, C, D
Explanation: According to Microsoft KB: In Windows 2000 and later, an unattended installation from a CD-ROM can be performed. To perform an unattended installation from a CD-ROM, the following conditions must be met: The computer must support booting from a CD-ROM, and must adhere to the El-Torito non-emulation specification. The unattended answer file must be renamed to Winnt.sif and copied to a floppy disk so Setup can access it. The answer file must contain a valid [Data] section. This is explained later in this article.

QUESTION NO: 54 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing XP. You want to perform an unattended installation from a CD-ROM. Which of the following items in the [Data] section of the unattended file do not needed to be configured (Choose all that apply.?

A. Unattended Install
B. MSDosInitiated
C. AutoPartition
D. Manual Partition
E. ASR

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

QUESTION NO: 55 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are using WinXP. You want to know in detail what drivers are loaded during the start up process, and what was happening. What should you use during startup?

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

Answer: A

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

QUESTION NO: 56 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have a Windows 98 computer that uses FAT 32. You installed Windows XP on this computer. The file system is maintained. What should you do if you want to rollback?
A. From Add/Remove Programs, choose to uninstall XP
B. rebuild from the ISO image on the CD
C. configure Control Panel > System applet > Advanced tab > Startup and Recovery
D. configure Control Panel > System applet > Advanced tab > Install and Disinstall
E. None of the choices.
Answer: A
Explanation: When you are upgrading from Windows 98/ME upgrades, Windows XP provides you with an opportunity to uninstall the new operating system and revert to the old one. This is possible only if you maintain the current FAT or FAT32 file systems. Converting your file system to NTFS will disable this uninstall option.

QUESTION NO: 57 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have a Windows 98 computer that uses FAT 32. You installed Windows XP on this computer. The file system is converted to NTFS. What should you do if you want to rollback?
A. From Add/Remove Programs, choose to uninstall XP
B. rebuild from the ISO image on the CD
C. configure Control Panel > System applet > Advanced tab > Startup and Recovery
D. configure Control Panel > System applet > Advanced tab > Install and Disinstall
E. you cannot do this
Answer: E
Explanation: When you are upgrading from Windows 98/ME upgrades, Windows XP provides you with an opportunity to uninstall the new operating system and revert to the old one. This is possible only if you maintain the current FAT or FAT32 file systems. Converting your file system to NTFS will disable this uninstall option.

QUESTION NO: 58 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured a WinXP computer. During bootup, you want to use the Safe-mode boot feature. What key should you press at boot?
A. F8
B. F4
C. F6
D. F5
E. None of the choices.
Answer: A
Explanation: According to Microsoft KB: Windows includes a Safe-mode boot feature. To use this feature, press F8 during boot and then choose the Safe-mode boot mode you want to use. There are also switches that you can use to make any of these modes

available in the Boot.ini file. You may want to do this if you frequently use one of these boot modes or you need to automate a process.

QUESTION NO: 59 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured a WinXP computer. You want to include the equivalent of Safe Mode with Networking into the boot.ini file. Which of the following switches are NOT valid (choose all that apply.:
A. /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
B. /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
C. /BOOTLOG
D. /BASEVIDEO
E. /SAFEBOOT:DSREPAIR /SOS
Answer: B, C, D, E
Explanation: According to Microsoft KB: The Safe-mode boot modes and corresponding switches include:
Mode: Safe Mode
Switch: /SAFEBOOT:MINIMAL /SOS /BOOTLOG /NOGUIBOOT Mode: Safe Mode with Networking
Switch: /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT Mode: Safe Mode with Command Prompt
Switch: /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
Mode: Enable Boot Logging
Switch: /BOOTLOG
Mode: Enable VGA Mode
Switch: /BASEVIDEO
Mode: Directory Services Restore Mode (Domain Controllers Only. Switch: /SAFEBOOT:DSREPAIR /SOS
Mode: Debugging Mode
Switch: /DEBUG

QUESTION NO: 60 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have configured a WinXP computer. You want to include the equivalent of Safe Mode with Command prompt into the boot.ini file. Which of the following switches are NOT valid (choose all that apply.:
A. /SAFEBOOT:NETWORK /SOS /BOOTLOG /NOGUIBOOT
B. /SAFEBOOT:MINIMAL(ALTERNATESHELL. /SOS /BOOTLOG /NOGUIBOOT
C. /BOOTLOG
D. /BASEVIDEO
E. /SAFEBOOT:DSREPAIR /SOS
Answer: A, C, D, E
Explanation: According to Microsoft KB: The Safe-mode boot modes and corresponding switches include:
Mode: Safe Mode

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

QUESTION NO: 61 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are trying to upgrade a computer running NT4 to XP. You want to maintain the current system folder as well as all current settings. Is it possible?
A. Yes, through Custom upgrade
B. Yes, through Advanced upgrade
C. Yes, through Direct upgrade
D. Yes, through Express upgrade
E. NO, not possible
Answer: D
Explanation: With the Express upgrade, installation proceeds using the current system folder and maintains all current settings. Microsoft recommends using the Express upgrade whenever possible. With Custom upgrade, you may modify the installation folder, language options, and upgrade file systems formatted with FAT or FAT32 to NTFS.

QUESTION NO: 62 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. A staff gives you a removable media with NTFS on it. You need to change the permissions on it so that Mary can access it. Mary should NOT be allowed to modify anything on the media. What should you do?
A. Take control over the media, and grant her Read and execute permission
B. Format the media, and grant her Read and execute permission
C. Change the media to dynamic state, and grant her Read and execute permission
D. Change the media to static state, and grant her Read and execute permission
E. You cannot do this

QUESTION NO: 63 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. On a WinXP computer you want to share a printer with 2 departments, each with different settings and permissions. What should you do?

A. Create two printers
B. Create two printer devices
C. Create a printer pool
D. Create a print queue
Answer: A
Explanation: Remember, PRINT DEVICES = the physical printers. You do not need 2 print devices. Instead, you need 2 printers, which are actually the DRIVERS.

QUESTION NO: 64 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You want to upgrade a computer running NT4 to XP. You want to maintain the dual boot configuration. How do you ensure that the version of NTFS included with Windows XP can be interpreted correctly by NT 4.0?
A. upgrade Windows NT 4.0 to SP4 before starting the Windows XP installation
B. upgrade Windows NT 4.0 to SP3 before starting the Windows XP installation
C. upgrade Windows NT 4.0 to hot fix 4 before starting the Windows XP installation
D. there is nothing special to do
E. this is just impossible
Answer: A
Explanation: According to Microsoft KB: Windows XP and Windows 2000 contain new features that are available only with the NTFS file system. This article outlines the features and advantages of converting to the NTFS file system with Windows XP or Windows 2000. These features require on-disk data structures that make these volumes unavailable to Windows NT 4.0-based computers. In anticipation of dual- boot scenarios, upgrade Windows NT 4.0 to SP4 before starting the Windows XP or Windows 2000 installation. The version of NTFS included with Windows XP and Windows 2000 cannot be interpreted correctly by Windows NT 4.0. However, there is an updated Ntfs.sys driver in Windows NT 4.0 Service Pack 4 that enables Windows NT 4.0 to read from and write to NTFS volumes in Windows XP and Windows 2000.

QUESTION NO: 65 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You want to upgrade a computer running Win98 to XP. You want to maintain the dual boot configuration initially. After the XP installation, however, you determine that the Win98 is no longer needed. For efficient file system usage, you want to deploy NTFS. What should you do?
A. run the CONVERT utility
B. run the SAFE MODE boot option at startup
C. run the WinXP 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 NO: 66 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are using multiple dynamic disks on your WinXP computers. What tool should you use to decipher detailed disk numbering information?
A. the Disk Management snap-in
B. the DmDiag.exe tool
C. the decipher utility
D. the disk numbering generator
E. the DrDer.exe tool
Answer: B
Explanation: According to Microsoft KB: Windows 2000 contains a fault-tolerant disk component named dynamic disks that is different then the fault-tolerant disk component in earlier versions of Microsoft Windows NT. You may administer dynamic disks by using the Disk Management snap-in. The DmDiag.exe tool can be used to decipher disk numbering, and this may be useful for situations where your disk numbering is very complex.

QUESTION NO: 67 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You want to configure your XP computer with fault tolerance capability. You purchase multiple additional hard drives and have them installed. Which of the following steps are NOT necessary (choose all that apply.:
A. set the disks as dynamic disks
B. format the disks with the /mirror switch
C. format the disks with the /stripe switch
D. configured spanned volumes on them
E. run convert.exe
Answer: B, C, D, E
Explanation: According to Microsoft KB: There are now two disk types, basic and dynamic. A dynamic disk is the only type of disk you may use to create new mirrors, stripe sets, extended or spanned or RAID-5 volumes. With dynamic disks, all volume information is stored in a private database at the end of the disk. Disks are numbered as they are upgraded from basic to dynamic, so they can be numbered differently from the numbering in the Disk Management snap-in.

QUESTION NO: 68 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are administering multiple computers running XP. Which of the following incorrectly describe the disk quota feature in WinXP (Choose all that apply.?>
A. it is based on file ownership
B. it is independent of folder location
C. it is not changed when file ownership is taken
D. it is not possible with FAT32
E. it is not possible with FAT
Answer: C
Explanation: According to Microsoft KB: Disk quotas are based on file ownership and

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

QUESTION NO: 69 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are preparing your XP's disk subsystem. You plan to change your disks to dynamic disks. Which of the following are NOT true (Choose all that apply.?

A. this will render the entire disk unreadable to operating systems other than Windows 2000

B. this is a one-way process

C. you may at anytime change back to basic disk format without any data loss

D. FAT32 is not supported

E. This is not possible with IDE hard drives

Answer: C, D, E

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

QUESTION NO: 70 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. From the computer clientX you run ipconfig, and receive the following output:

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

What IP address class is it?

A. class A

B. class B

C. class C

D. class D

Answer: C

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

QUESTION NO: 71 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are preparing your XP's disk subsystem. You change your disks to dynamic disks. You want to configure all free disk space to be linked together from multiple disks so that data is allocated alternately and evenly to each of the physical disks for maximum performance and utilization. What volume type should you NOT use (choose all that apply.:
A. simple volume
B. spanned volume
C. mirrored volume
D. striped volume
E. RAID-5 volume
Answer: A, B, C, E
Explanation: According to Microsoft KB: A striped volume is a volume whose data is interleaved across two or more physical disks. The data on this type of volume is allocated alternately and evenly to each of the physical disks. A striped volume cannot be mirrored or extended. Striping is also known as RAID-0.

QUESTION NO: 72 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are preparing your XP's disk subsystem. You change your disks to dynamic disks. Which of the following volume types can be extended (Choose all that apply.?
A. simple volume
B. spanned volume
C. mirrored volume
D. striped volume
E. RAID-5 volume
Answer: B
Explanation: according to Microsoft KB: A simple volume uses free space from a single disk. It can be a single region on a disk or consist of multiple, concatenated regions. A simple volume can be extended within the same disk or onto additional disks. If a simple volume is extended across multiple disks, it becomes a spanned volume. A spanned volume is made from free disk space that is linked together from multiple disks (up to a maximum of 32 disks.. A spanned volume can be extended onto additional disks. A spanned volume cannot be mirrored. A mirrored volume is a fault-tolerant volume whose data is duplicated on two physical disks. All of the data on one volume is copied to another disk to provide data redundancy. If one of the disks fails, the data can still be accessed from the remaining disk. A mirrored volume cannot be extended. Mirroring is also known as RAID-1. A striped volume is a volume whose data is interleaved across two or more physical disks. The data on this type of volume is allocated alternately and evenly to each of the physical disks. A striped volume cannot be mirrored or extended. Striping is also known as RAID-0. A RAID-5 volume is a fault-tolerant volume whose data is striped across an array of three or more disks. Parity (a calculated value that can be used to reconstruct data after a failure. is also striped across the disk array. If a physical disk fails, the portion of the RAID-5 volume that was on that failed disk can be

recreated from the remaining data and the parity. A RAID-5 volume cannot be mirrored or extended.

QUESTION NO: 73 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You configure your portable computer to use WinXP as well. Which of the following power schemes should you use if you want to run the computer for as long as possible without recharging the battery?
A. Always On
B. Home Office/Desk
C. Max Battery
D. Minimal Power Management
E. Portable/Laptop
Answer: C
Explanation: With this option constant power to the system is maintained while plugged in, but system will start powering down within 1 minute of inactivity using battery power.

QUESTION NO: 74 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You configure your portable computer to use WinXP as well. Which of the following power schemes can help you conserve power while having the monitor always on?
A. Always On
B. Home Office/Desk
C. Max Battery
D. Portable/Laptop
E. Presentation
Answer: E
Explanation: With this option the monitor is always on whether unit is plugged in or running on batteries. However, the rest of the system is kept active only while plugged in.

QUESTION NO: 75 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are configuring disk quotas on your XP computer. What option should you use so that an event can be recorded whenever users use too much of the disk space?
A. Log Event When a User Exceeds the Quota Limit
B. Log Event When a User Exceeds the Warning Level
C. Log Event When a User Exceeds the Limit
D. Trigger Event
E. Trigger Event alarms
Answer: A
Explanation: According to Microsoft KB: Log Event When a User Exceeds the Quota Limit - If quotas are enabled, an event is written to the system log on the local computer whenever users exceed their quota limit. Administrators can view these events in Event Viewer, filtering for disk event types.

QUESTION NO: 76 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are configuring disk quotas on your XP computer. What option should you use so that users can use more disk space then they are allowed to use?
A. Log Event When a User Exceeds the Warning Level
B. Log Event When a User Exceeds the Limit
C. Trigger Event
D. Trigger Event alarms
E. Deny Disk Space to Users Exceeding Quota Limit
Answer: E
Explanation: According to Microsoft KB: Deny Disk Space to Users Exceeding Quota Limit - Users who exceed their quota limit receive an & quoting sufficient disk space" error from Windows and cannot write additional data to the volume without first deleting or moving some existing files from it. Individual programs determine their own error handling for this condition. To the program, it appears that the volume is full. If you clear this check box, users can exceed their quota limit.

QUESTION NO: 77 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are using XP on your own computer too. NTFS is chosen as the choice of partition. Which of the following is a feature that allows a program to trap open operations against objects in the file system and run their own code before returning file data?
A. Quotas
B. Encryption
C. Reparse points
D. Sparse files
E. USN Journal
Answer: C
Explanation: According to Microsoft KB: New features of the NTFS 3.0/3.1 file system include: Disk quotas. Administrators can limit the amount of disk space users can consume on a per-volume basis. The three quota levels are: Off, Tracking, and Enforced. Encryption. The NTFS file system can automatically encrypt and decrypt file data as it is read and written to the disk. Reparse points. Programs can trap open operations against objects in the file system and run their own code before returning file data. This feature can be used to extend file system features such as mount points, which you can use to redirect data read and written from a folder to another volume or physical disk. Sparse files. This feature allows programs to create very large files, but to consume disk space only as needed. USN Journal. This feature provides a persistent log of all changes made to files on the volume. This feature is one of the reasons that Windows XP and Windows 2000 domain controller must use an NTFS partition as the system volume.

QUESTION NO: 78 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are configuring Windows XP on a non-name brand computer. There are devices on this computer that are not officially supported by XP. You are requesting drivers from multiple sources. Which of the following features helps you ensure that these drivers are safe

and without harm?
A. driver signing
B. encryption
C. DrAT
D. digital signature
E. this is not possible
Answer: A
Explanation: According to Microsoft KB: Windows 2000 systems will support the ability to either warn or entirely block users from installing unsigned code. If a file has not been digitally signed and resides in the above-referenced classes, users will be notified that a file has not been digitally signed, and prompted whether they would like to continue. Driver signing uses the existing digital-signature cryptographic technology. A hash of the driver binary and relevant information is stored in a catalog file (CAT file., and the CAT file is signed with the Microsoft signature. The driver binary itself is not touched; only a CAT file is created for each driver package. The relationship between the driver package and its CAT file is referenced in the driver's INF file and maintained by the system after the driver is installed.

QUESTION NO: 79 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are configuring Windows XP on a name brand computer that has generic components. What tool can you use in case you need to troubleshoot driver issues?
A. Driver Verifier
B. Windows Driver Model
C. Driver signing
D. Driver scanner
E. System File Checker
Answer: A
Explanation: According to Microsoft KB: Driver Verifier is included in Windows 2000 and Windows XP to promote stability and reliability, and you can use this tool to troubleshoot driver issues. In Windows 2000 or Windows XP, kernel-mode components can cause system corruption or system failures as a result of an improperly written driver, such as an earlier version of a Windows Driver Model (WDM. driver.

QUESTION NO: 80 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You need to use the Driver Verifier on one desktop computer. What should you do?
A. add a registry entry and restart your computer
B. add a registry entry. There is no need to restart your computer
C. run safe mode and enable it
D. run safe mode and set the boot.ini file accordingly
Answer: A
Explanation: According to Microsoft KB: You can use Driver Verifier by adding a registry entry and then restarting your computer. You do not need to make any other changes to begin analyzing drivers in the system. NOTE: You can enable Driver Verifier on both retail and checked versions of Windows

QUESTION NO: 81 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are configuring the drivers for your WinXP computer. Is it possible for you to change the location of the driver file that comes with WinXP?
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\DriverCache

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QUESTION NO: 82 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are configuring Windows XP on a non-name brand computer. There are devices on this computer that are not officially supported by XP. You are requesting drivers from multiple sources. It appears that the system is up and running but is quite unstable. What function of the driver verifier can you use to catch drivers that unload and do not clean up resources used?
A. Driver unload checking
B. Driver load checking
C. Driver failure checking
D. Driver leak checking
E. There is no such function
Answer: A
Explanation: According to Microsoft KB: Driver unload checking is performed to catch drivers that unload and do not clean up resources used (which increases the possibility of a system bug check shortly after the driver unloads.. Resources that the driver may not delete include look-aside lists, pending deferred procedure calls (DPCs., worker threads, queues, timers, and other resources.

QUESTION NO: 83 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are configuring

Windows XP on a non-name brand computer. There are devices on this computer that are not officially supported by XP. You are requesting drivers from multiple sources. It appears that the system is getting very unstable with the new drivers. You want to view the outstanding allocations the driver has at any point in time. What feature of the Driver Verifier should you use?
A. Driver unload checking
B. Driver load checking
C. Driver failure checking
D. Driver leak checking
E. Pool Leakage Detection
Answer: E
Explanation: According to Microsoft KB: All of the driver's pool allocations are automatically tracked. At driver unload time, a bug check occurs if any of the allocations are not freed. You can then use the !verifier 3 kernel-debugger command to show all the allocations that are not freed. You can also use this command before unloading to view the outstanding allocations the driver has at any point in time.

QUESTION NO: 84 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You have been asked to scan all of the protected files in your XP computer to verify their versions. What command or tool should you use if you want to go ahead?
A. Driver Verifier
B. Windows Driver Model
C. Driver signing
D. Add/Remove Hardware
E. System File Checker
Answer: E
Explanation: According to Microsoft KB: The System File Checker tool gives an administrator the ability to scan all of the protected files to verify their versions. The System File Checker tool also checks and repopulates the %SystemRoot%\System32\Dllcache folder. If the Dllcache folder becomes damaged or unusable, you can use either the sfc /scanonce or sfc /scanboot command to repair the contents of the folder.

QUESTION NO: 85 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. On Windows XP what is the preferred way of enabling the Driver Verifier? Path
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 &quotDriver Verifier Manager" section of this article.

QUESTION NO: 86 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are configuring Windows XP's Driver Verifier utility. Which of the following are NOT the valid statuses of the Driver Verifier (Choose all that apply.?
A. Loaded
B. Unloaded
C. Never Loaded
D. Initialized
E. Checking
Answer: D, E
Explanation: According to Microsoft KB: The Driver Status property page gives you an image of the current status of Driver Verifier. You can see what drivers the verifier detects. The status can be one of the following: Loaded: The driver is currently loaded and verified. Unloaded: The driver is not currently loaded but it was loaded at least once since you restarted the computer. Never Loaded: The driver was never loaded. This status can indicate that the driver's image file is corrupted or that you specified a driver name that is missing from the system. You can click the list header to sort the list by driver names or status. In the upper-right area of the dialog box, you can view the current types of the verification that are in effect. The status of the drivers is updated automatically if you do not switch to manual refresh mode. You can modify the refresh rate using the radio buttons in the lower-left area of the dialog box. You can also force an update of the status by clicking Update Now.

QUESTION NO: 87 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. Security is a major concern. You want to stop any third-party program from temporarily storing plain-text passwords in the paging file. What should you do?
A. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of 1
B. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of 0
C. Change the data value of the ClearPageFileAtShutdown value in the registry key to a value of -1
D. Change the data value of the ClearPageFile value in the registry key to a value of 1
Answer: A
Explanation: According to Microsoft KB: Some third-party programs may temporarily store unencrypted (plain-text. passwords or other sensitive information in memory. Because of Windows NT's virtual memory architecture, this information may be present in the paging file. Although clearing the paging file is not a suitable substitute for physical security of a computer, you may want to increase the security of data on a computer while Windows is not running. More information can be found at: this site

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QUESTION NO: 88 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are running WinXP on your own computer too. You need to replace a file that is in use by Windows. Which of the following is a valid and efficient method given the fact that you are NOT using NTFS?
A. Start the computer with an MS-DOS boot disk to replace the file
B. Perform a parallel installation of Windows
C. Run System File Checker
D. Run ntdsutil
E. Run recovery console
Answer: A
Explanation: According to Microsoft KB: If you need to replace a file that is in use by Windows, you typically must use one of the following methods: Start the computer with an MS-DOS boot disk to replace the file if your computer uses the File Allocation Table (FAT. file system on the boot partition. Perform a parallel installation of Windows if the boot partition uses the Windows NT file system (NTFS..

QUESTION NO: 89 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are running WinXP on your own computer too. You need to replace a file that is in use by Windows. Which of the following is a valid and efficient method, given the fact that you are NOT running FAT32 on your 8GB IDE drive?
A. Start the computer with an MS-DOS boot disk to replace the file
B. Perform a parallel installation of Windows
C. Run System File Checker
D. Run ntdsutil
Answer: B
Explanation: According to Microsoft KB: If you need to replace a file that is in use by Windows, you typically must use one of the following methods: Start the computer with an MS-DOS boot disk to replace the file if your computer uses the File Allocation Table (FAT. file system on the boot partition. Perform a parallel installation of Windows if the boot partition uses the Windows NT file system (NTFS..

QUESTION NO: 90 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are running WinXP on your own computer too. You have been trying to convert the C: drive to NTFS. You now regret and you want to cancel the command so that after a reboot the conversion will not take place. Is it possible?
A. Yes if you delete the corresponding line in the registry before reboot
B. Yes if you delete the corresponding line in boot.ini before reboot
C. Yes if you delete the corresponding line in win.ini before reboot
D. Yes if you delete the corresponding line in sys.ini before reboot
E. No, this is never possible.
Answer: A
Explanation: In fact, the appropriate line is
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager.

According to Microsoft KB: For information about how to edit the registry, view the &quota Changing Keys and Values" Help topic in Registry Editor (Regedit.exe. or the &quotAdd and Delete Information in the Registry" and &quotEdit Registry Data" Help topics in Regedt32.exe. Note that you should back up the registry before you edit it. If you are running Windows NT or Windows 2000, you should also update your Emergency Repair Disk (ERD..

QUESTION NO: 91 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are running WinXP yourself as well. You want to try disabling its Prefetcher component. What should you do?
A. Change the value of the EnablePrefetcher value in the registry to 0
B. Change the value of the DisablePrefetcher value in the registry to 1
C. Change the value of the Enable_Prefetcher value in the registry to 0
D. Change the value of the Disable_Prefetcher value in the registry to 1
Answer: A
Explanation: According to Microsoft KB: To disable the Prefetcher component, use Registry Editor (Regedit.exe. to locate the EnablePrefetcher value under the following key in the registry:HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SessionManagerMemoryManagement\PrefetchParameters Change the value of the EnablePrefetcher value to 0, and then quit Registry Editor. The next time you start your computer, the Prefetcher component will not start.

QUESTION NO: 92 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are on vacation. You have a user who has a problem with his XP computer. He calls you and asks for help. What should you ask him to do so that you can help him out remotely?
A. Use the Remote Assistance function.
B. Use the Remote Administration function.
C. Use the Remote Access function.
D. Use the SAFE Mode feature
E. Use PC Anywhere
Answer: A
Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance: Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express. Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 93 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You send a remote assistance e-mail to your friend asking for help. He says YES after an hour and by

that time he can no longer connect to your computer because your computer's IP address has been changed. What should you do so that the problem can be resolved ASAP?
A. Maintain the ISP connection, then resend the request and wait for his reply.
B. Terminate the ISP connection, then resend the request and wait for his reply 12 hours later
C. Request a fix IP address from the ISP and retry
D. Request a fix IP address from your friend and retry
E. Enable ICS and retry.
Answer: A
Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance: Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express. Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 94 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You want to implement the Remote Assistance functions of WinXP. Which of the following incorrectly describe the requirements for connectivity (choose all that apply.:
A. Both computers must be using Windows Messenger
B. Both computers must be using any Messaging Application Programming Interface -compliant e-mail program developed by Microsoft or third party
C. Both computers must be using Outlook
D. Both computers must be using Outlook Express and nothing else for messaging
E. Both computers must have port 2311 enabled
Answer: A, C, D, E
Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance: Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express. Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 95 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You want to implement the Remote Assistance functions of WinXP. Which of the following correctly describe the requirements for connectivity, given the fact that both computers are already configured with an appropriate email client?
A. they must be connected to the Internet
B. they must be behind the firewall

C. they must NOT have firewall in between
D. they must have Proxy Server in between
E. they must allow IRC calls
Answer: A
Explanation: According to Microsoft KB: The following requirements must be met before you can use Remote Assistance: Both the local and the remote computer must be using either Windows Messenger or a Messaging Application Programming Interface (MAPI.-compliant e-mail program such as Microsoft Outlook or Outlook Express. Both computers must be connected to the Internet while using Remote Assistance.
NOTE: If your computer is behind a firewall, you may need to reconfigure the firewall to allow Remote Assistance. Contact your network administrator before you use Remote Assistance.

QUESTION NO: 96 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You implement Remote Assistance for your XP clients. What should you do if you want to check and determine if someone at a remote location needs your help?
A. Start your e-mail program and look for e-mail message with the subject USER_NAME@COMPANY.COM
B. Start your e-mail program and look for e-mail message with the subject HELP REQUEST
C. Start your e-mail program and look for e-mail message with the subject REMOTE ASSISTANCE HELP
D. Enable RDP and start the terminal service
E. Check the system event log regularly
Answer: A
Explanation: According to Microsoft KB: Start your e-mail program. When you have been requested to provide remote assistance, an e-mail message with the following subject is displayed in the Inbox, where USER_NAME@COMPANY.COM is the e-mail address of the person inviting you to provide remote assistance.

QUESTION NO: 97 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. Your clients are all using WinXP. Someone wants to use your computer. You don't want to close your programs, and you also want to let him use the computer immediately. What keys should you press?
A. CTRL-ALT-DEL
B. CTRL-F8
C. CTRL-F5
D. CTRL-ALT-F4
E. CTRL-F3
Answer: A
Explanation: In fact, there are three ways to switch users: Click Start > Log Off > Switch User, OR press CTRL-ALT-DEL to open Task Manager and then click Switch User on the Shutdown button, OR hold down the Windows key and press the L key at the same time. This will work only if Fast User Switching is enabled.

QUESTION NO: 98 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are operating a fresh new WinXP computer yourself as well. You hold down the Windows key and press the L key at the same time. The computer is then locked. Why is that?
A. the computer is not setup for Fast User Switching
B. you did not configure the sticky key
C. you did not configure the appropriate user profile
D. you did not configure the appropriate key session
E. your computer hangs
Answer: A
Explanation: In fact, there are three ways to switch users: Click Start > Log Off > Switch User, OR press CTRL-ALT-DEL to open Task Manager and then click Switch User on the Shutdown button, OR hold down the Windows key and press the L key at the same time. This will work only if Fast User Switching is enabled.

QUESTION NO: 99 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. Your own WinXP system is connected to the Internet directly through a DSL line. What should you do to stop all the harmful packets from entering your computer?
A. use ICF
B. use ICS
C. use ISA
D. use Proxying
Answer: A
Explanation: According to Microsoft KB: Microsoft Windows XP provides Internet security in the form of a firewall, known as the Internet Connection Firewall (ICF.. This feature is designed for home and small business use and provides protection for computers directly connected to the Internet. This feature is available for local area network (LAN. or dial-up connections. It also prevents scanning of ports and resources (file and printer shares. from external sources.

QUESTION NO: 100
You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. Your own WinXP system is connected to the Internet directly through a DSL line. How do you enable the filtering of packets and get rid of the harmful incoming data?
A. Run the Network Setup Wizard.
B. Run the Internet Connection Wizard
C. Run Control Panel - > Firewall Settings
D. Run Control Panel - > Filter Settings
E. Unplug the network cable
Answer: A
Explanation: According to Microsoft KB: To enable Internet Connection Firewall feature using the Network Setup Wizard: Run the Network Setup Wizard. To access this wizard, point to Control Panel, double- click Network and Internet Connections, and then

click Setup or change your home or small office network. The Internet Connection Firewall is enabled when you choose a configuration in the wizard that indicates that your computer is connected directly to the Internet.

QUESTION NO: 101 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You are installing WinXP on one of your newly purchased PC. During Setup, you want to automatically start the Automated System Recovery process. What function key should you press?
A. F5
B. F6
C. F7
D. F2
E. F10
Answer: D
Explanation: According to the Microsoft KB: During Windows XP Setup, you can use various function keys to activate certain features and commands. The following list details the current functions keys, what they do, and when you can use them: Three keys can be used when Setup is loading and when you are prompted to press the F6 function key to install third-party small computer system interface (SCSI. and host controller drivers:
F5 - For computer type or hardware abstraction layer (HAL. selection F6 - To install third-party SCSI and host controller drivers
F7 - To run Setup without Advanced Configuration and Power Interface (ACPI. When the &quota 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 NO: 102 You are the help desk support staff for Certkiller.com. Certkiller.com uses WinXP as the mainstream desktop OS. You have a newly purchased computer from an unknown manufacturer. You are required to install XP onto the computer. Which of the following components of the computer needs to be upgraded prior to installation?
A. 180 MHz Pentium Pro
B. 128 MB
C. 3.8 GB hard disk
D. SVGA monitor
E. 2X DVD drive
Answer: A
Explanation: According to Microsoft KB: Before you install Windows XP Professional, make sure your computer meets the following minimum hardware requirements: * 233 megahertz (MHz. Pentium or higher microprocessor (or equivalent. * 128 megabytes (MB. recommended (64 MB of RAM minimum; 4 gigabytes (GB. of RAM maximum.
* 1.5 GB of free space on your hard disk

* VGA monitor
* Keyboard
* Mouse or compatible pointing device
* CD-ROM or DVD drive

QUESTION NO: 103 You are the help desk support staff for a house ware manufacturer who uses WinXP as the mainstream desktop OS. You are preparing your XP's disk subsystem. You change your disks to dynamic disks. You want to configure all free disk space to be linked together for maximum utilization. What volume type should you deploy?

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

Answer: B

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