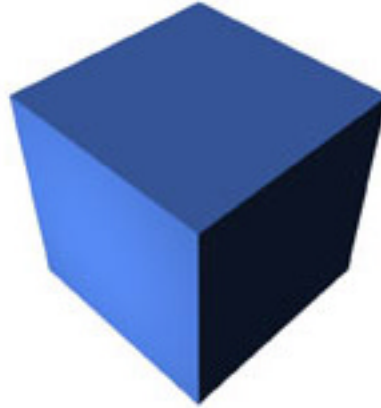


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QUESTION NO 1

When a users deletes a file (empties the recycle bin) what happens to the file?

- A. Clusters are flushed.
- B. The file is moved to C:/Windows/temp.
- C. Sectors of hard drive are blanked/erased.
- D. Associated entries in the FAT are removed.

Answer: D

The files are still on the hard disk. It is just the associated FAT entries that are deleted.

QUESTION NO 2

Windows 2000 have been installed with no changes made to files and folder. Which files having the extensions below would show under windows explorer? (Choose three)

- A. INI.
- B. INF.
- C. BIN.
- D. DLL.
- E. COM.

Answer: A, B, D

.INI, .INF and .DLL files are shown by default.
.BIN and .COM files are hidden by default.

QUESTION NO 3

Which GUI text editors are used to edit the win.ini and autoexec.bat files?
(choose two)

- A. SYSPAD.
- B. NOTEPAD.
- C. SYSEDIT.
- D. REGEDIT.
- E. REGEDT32.

Answer: B, C

Notepad and Sysedit can be used to edit simple text files like win.ini and autoexec.bat.
You can start Sysedit with: Start->Run->And type: Sysedit, Press OK

QUESTION NO 4

Scandisc checks and fixes (Choose two)

- A. Tape drives.
- B. Hard drives.
- C. Floppy drives.
- D. CD Rom drives.
- E. DVD Rom drives.

Answer: B, C

Scandisc only works on hard disks and floppies, not on floppies, CD-ROM drives, or DVD-ROM drivers.

QUESTION NO 5

Where is the DIR command located?

- A. C:\WINDOWS.
- B. COMMAND.COM.
- C. C:\WINDOWS\SYSTEM.
- D. C:\WINDOWS\COMMAND

Answer: B

The DIR command is located within the COMMAND.COM file, not in any directory.

QUESTION NO 6

In Windows 2000 which methods are tools allow deletion of old temporary internet files? (Choose three)

- A. Disc clean up wizard.
- B. Temporary file manager.
- C. Internet connection wizard.
- D. Control panel, internet options.
- E. Internet explorer, internet options.

Answer: A, D, E

Internet files can be deleted by the disk clean up Wizard or by Internet Options (either from Control Panel or from Internet Explorer).

Temporary file manager or Internet connection wizard is not used for removing temporary internet files.

QUESTION NO 7

Which command allows viewing or editing of common configuration files?

- A. SYSEDIT.
- B. REGEDIT.
- C. CFGEDIT.
- D. AUTOEDIT.

Answer: A

Sysedit can be used to edit simple text files.

You can start Sysedit with: Start->Run->And type: Sysedit, Press OK

Regedit is used to edit the registry.

CFGEDIT and AUTOEDIT does not exist.

QUESTION NO 8

What are the safest ways to edit the registry in the Windows 95? (Choose two)

- A. Edit.
- B. Regedit.
- C. Regedt32.
- D. Device manager.
- E. Control panel applets.

Answer: B, E

Control Panel is the safest method to edit the registry. Some Registry settings require the use of the Regedit utility.

Regedt32 only works on Windows NT/2000/XP, not on Windows 9x.

Device Manager can only change a very limited number of registry settings.

QUESTION NO 9

Which backup method is generally the quickest and queries the least amount of backup storage space?

- A. Daily.
- B. Normal.
- C. Differential.
- D. Incremental.

Answer: D

Incremental backups only back up the files that have changed since last backup and is the quickest backup method.

Daily copies all files.

Normal copies all files.

Differential copies all files since last full backup (not last backup like incremental backup).

QUESTION NO 10

How is the disc defragmenter utility started in Windows 9x? (Choose two)

- A. Start, programs, defragmenter.
- B. Right click on drive, disc defragmenter.
- C. Right click on drive, properties, tools, and disc defragmenter.
- D. Start, programs, accessories, system tools, disc defragmenter.
- E. Start, settings, control panel, system, device manager, disc defragmenter.

Answer: C, D

The Disc Defragmenter Utility can be started by right-clicking on the driver, selecting Properties, clicking the Tools tab and the pressing the Disc Defragmenter. It can also be started in System Tools in Accessories.

QUESTION NO 11

Which file gets executed in Windows 95 when a user chooses shut down and restarts in MS DOS mode?

- A. CMD.COM.
- B. CONFIG.SYS.
- C. DOSTART.BAT.
- D. AUTOEXEC.BAT.

Answer: C

Windows 95 uses the DOSTART.BAT when it is starting in DOS mode.

QUESTION NO 12

Which information is monitored using the system monitor application within Windows 95? (Choose two)

- A. Anti virus applications.
- B. Virtual memory manager.

- C. Interrupt settings usage.
- D. Hardware compatibility protocol.
- E. Network clients and server information.

Answer: B, E

The system monitor monitors Virtual memory and Network clients and server information.

Note: The System Monitor's real-time graphs provide a snapshot of key performance statistics on the local computer. You can watch your system adjust its memory, CPU, and other settings in real time. This can be used for optimizing or troubleshooting a PC. You can connect to a remote computer.

QUESTION NO 13

Where are processes and back ground applications located? (Choose two)

- A. IO.SYS.
- B. WIN.INI.
- C. Registry.
- D. Register.
- E. Boot.ini.

Answer: B, C

Win.ini and the Registry contain information on processes and background application. For example which processes that should start automatically when the system starts.

QUESTION NO 14

Windows 2000 supports creation of which types of volume? (Choose three)

- A. Parity.
- B. Raid-5.
- C. Spanned.
- D. Mirrored.
- E. Switched.

Answer: B, C, D

Windows 2000 Server supports Raid-5, spanned, and mirrored volumes.
Windows 2000 Professional support spanned volumes.
There is no such thing as Parity and Switched volymes.

QUESTION NO 15

Which of the following file systems are supported by Windows 2000? (Choose three)

- A. NFS.
- B. FSN.
- C. NTFS.
- D. HPFS.
- E. CDFS.
- F. FAT32.

Answer: C, E, F

NTFS, CDFS (CD file system), and FAT (16 and 32) are supported by Windows 2000. NFS is not supported.

There is no such thing as FSN.

QUESTION NO 16

Some files are backed up from the NTFS partition using the Windows 2000 backup utility. These files are then restored to a FAT32 partition. Which of the following file properties are retained? (Choose two)

- A. Encryption.
- B. Permission.
- C. Compressions.
- D. File attributes.
- E. Long file names.

Answer: D, E

NTFS supports encryption, file permission, and compression. FAT does not support these. FAT support file attributes and long file names.

QUESTION NO 17

Which file must be changed to add multiboot capabilities in Windows 9x?

- A. IO.SYS.
- B. SYSTEM.INI.
- C. MS-DOS.SYS.
- D. CONFIG.SYS.

Answer: C

MS-DOS.SYS contain multiboot information in a Windows 9x system. Can be compared to the BOOT.INI file of Windows NT/2000/XP.

QUESTION NO 18

Which sequence of key strokes will toggle a user between simultaneously running application in windows?

- A. <FN>+<TAB>.
- B. <ALT>+<TAB>.
- C. <CTRL>+<TAB>.
- D. <SHIFT>+<TAB>.

Answer: B

You can switch applications with the <ALT>+<TAB> key strokes.

QUESTION NO 19

Which type of file is in the Windows 9x registry?

- A. Flat text file.
- B. Relational database.
- C. Hierarchical database.
- D. Spread sheet template.

Answer: C

The registry is organized as a hierarchical database. Flat text files, ini-files, were used in Windows 3.x.

QUESTION NO 20

Which statement is found in the autoexec.bat file?

- A. FILES=40.
- B. PATH=C:\.
- C. DOS=HIGH,UMB.
- D. DEVICE=HIMEM.SYS.

Answer: B

The statements in the autoexec.bat can be executed at the command prompt. Of the listed alternatives only the PATH command can be issued at the command prompt, the rest of the commands should be used in the config.sys file.

QUESTION NO 21

What is the proper command to install the Windows 2000 recovery console as a start up option in the CD Rom is Drive E?

- A. E:\i386\setup.exe /console.
- B. E:\i386\console.exe /install.
- C. E:\i386\winnt32.exe /cmdcons.
- D. E:\i386\Win2000.exe/ recovery.

Answer: C

Winnt32 (not setup, console, or Win2000) with the /cmdcons switch copies the Recovery Console from the Windows 2000 CD-ROM to the hard drive.

See: HOW TO: Install the Windows Recovery Console, Q216417

QUESTION NO 22

Converting a disc partition to FAT 32 with drive converter provides which of the following advantages over FAT16? (Choose three)

- A. Programs load faster.
- B. Fewer resources required.
- C. Greater file security allowed.
- D. Drive mapping more reliable.
- E. Increase storage efficiencies.

Answer: A, D, E

FAT32 is more efficient so program will load faster. Drive Mappings are also more reliable, and FAT32 supports drives up to 2 TB (terabyte) in size while FAT16 is limited to 2GB.

QUESTION NO 23

What is the correct BOOT order?

- A. POST, BIOS, GUI, MBR.
- B. BOOT SECTOR, POST, MBR, GUI.
- C. MBR, POST, BOOT SECTOR, GUI.
- D. POST, BIOS, BOOT SECTOR, GUI.

Answer: D

First the computer executes a Power On Self Test (POST), the BIOS runs making further tests, and finally starts the boot process by executing the code contained in the BOOT Sector. Then the Operating systems boots and eventually reaches the graphical user interface (GUI).

QUESTION NO 24

Which tasks should be performed before installing or upgrading software? (Choose three)

- A. Copy IO.SYS.
- B. Backup the .INI files.
- C. Copy boot.sec.dos.
- D. Confirm OS compatibility.
- E. Determine minimum memory required.

Answer: B, D, E

Before upgrading you should backup the .ini files, confirm that your hardware is compatible with the new operating system, and that the hardware sources (including memory) in your system is sufficient for the new operating system.

QUESTION NO 25

Where would you rename a printer that you shared on the network using Windows 9x? (Choose two)

- A. My computer, printers.
- B. Start, settings, printers.
- C. Start, accessories, system utility, printers.
- D. Start, programs, accessories, system tools, printer setup.
- E. My computer, control panel, system, device manager, ports, printers.

Answer: A, B

The printers folders can be reached through either **My Computer** or via **Start->Settings**.

QUESTION NO 26

In Windows9x the system configuration editor is used to view an edit which of the following files? (Choose three)

- A. WIN.INI
- B. BOOT.INI.
- C. SYSTEM.INI.

- D. MS-DOS.SYS.
- E. CONFIG.SYS.

Answer: A, C, E

Sysedit can be used to edit plain text files like WIN.INI, SYSTEM.INI, and CONFIG.SYS.

The BOOT:INI file is only present on Windows NT/2000/XP systems.

The MS-DOS.SYS is not a text file.

QUESTION NO 27

Which of the following operating systems may be upgraded to Windows 2000 professional? (Choose two)

- A. OS/2.
- B. WINDOWS 3.x.
- C. WINDOWS 9x.
- D. WINDOWS NT 4.0.
- E. WINDOWS FOR Workgroups 3.x.

Answer: C, D

Windows 9x and Windows NT 4.0 can be upgraded to Windows 2000.

OS/2 or Windows 3.x cannot be upgraded to Windows 2000.

QUESTION NO 28

You have just installed a new modem under Windows 98 and can no longer connect with your internet service provider with the original dial up networking entry. What should you do?

- A. Change the string to ATZ in modem properties.
- B. Call your telephone company to report a dead line.
- C. Configure the modem to use dial up networking.
- D. Select the new modem from the dial up networking properties.

Answer: D

We must change the properties of the dail-up networking connection and select the new modem, instead of the old modem.

QUESTION NO 29

What should you try on Windows 95 operating system if your sound card is not working and appears with an exclamation point in the device manager tab under the system control panel? (Choose two)

- A. Make sure that the speakers are compatible.
- B. Make sure the sound card is on IRQ14.
- C. Select the default multimedia CODEC device.
- D. Start the hardware conflict troubleshooter from Windows help.
- E. Select the properties of the sound card and examine the resources panel for conflicting resources settings.

Answer: D, E

The exclamation mark indicates that the device is not working properly. Most likely it is problem with a device driver (not listed here) or there is a hardware conflict. We should try the hardware conflict troubleshooter or use the Device Manager and examine the properties of the sound card to find possible conflicts.

QUESTION NO 30

A customer is running Windows NT and has 20GBs of unformatted hard disc space. The customer wants to format the 20GB drive, move the data from his 5GB drive and label the 20GB drive as the drive B. What Windows NT applet can perform all these tasks for you?

- A. File administrator.
- B. Partition magician.
- C. Drive administrator.
- D. Disk administrator.

Answer: D

In Windows NT systems you use the Disk Administrator to handle disks. The Administrative Tool **Computer Management** should be used to start the Disk Administrator.

QUESTION NO 31

Which of the following are required to make a Windows NT 4.0 boot diskette? (Choose three)

- A. NTLDR
- B. BOOT.INI
- C. MS-DOS.SYS.
- D. NTDETECT.COM.

E. OSLOADER.EXE.

Answer: A, B, D

NTLDR, BOOT.INI, and NTDETECT.COM are required start files on a NT/2000 system.

MS-DOS.SYS is a Windows 9x file.

OSLOADER is not on a boot disk

QUESTION NO 32

What does an incremental backup do?

- A. Full backup of all files.
- B. Same differential backup.
- C. Backup of file only that have increased in size.
- D. Backup all files that have the archived bit turned on.

Answer: D

An incremental backup backs up all the files that have changed, or more precisely all the files which have their archived bit turned on, since the last full backup.

QUESTION NO 33

What should you do to create an emergency repair disc for Windows NT 4.0?

- A. EBD.BAT.
- B. RDISK.EXE.
- C. ERD.EXE/S.
- D. Add/remove programs applet.

Answer: B

In Windows NT 4.0 you create an ERD (emergency repair disc) with the RDISK.EXE command line utility.

QUESTION NO 34

Which files must be present in the root directory of the system partition to boot a Windows NT 4.0 system?

- A. NTLDR, BOOT.INI, NTDETECT.COM.
- B. IO.SYS, MS-DOS.SYS, NTLDR, SYSTEM.
- C. IO.SYS, MS-DOS.SYS, BOOT.INI, COMMAND.COM.

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D. NTLDR, COMMAND.COM, NTDETECT.COM, BOOT.INI.

Answer: A

NTLDR, BOOT.INI, NTDETECT.COM are required files for a successful start on a Windows NT/2000 system.

IO.SYS, MS-DOS.SYS and COMMAND.COM are Windows 9x files not used by Windows NT/2000.

QUESTION NO 35

There are four major technologies that work together under plug and play operating system, system bios, and device drivers?

- A. Scan disc.
- B. Data keeper.
- C. Software peripherals.
- D. Hardware peripherals.

Answer: D

Plug and play is a standard for hardware peripherals.

QUESTION NO 36

In the Windows 98 device manager what does a black exclamation point on a yellow field next to a sound card indicate?

- A. Sound card is installed but disabled.
- B. Sound card is not functioning properly.
- C. Sound card is present physically but Windows is not detecting it.
- D. Driver for the sound card is installed but sound card is not present physically.

Answer: B

A black explanation mark indicates that the device is in a problem state and is not functioning properly.

QUESTION NO 37

A custom application is conflicting with another application. What can you do to fix the problem temporarily on a Windows NT system?

- A. Run MS config.
- B. Run REGEDT32.

- C. Reinstall the application.
- D. Run the application in a protected memory space.

Answer: D

By forcing the application to run in its own memory space it would not be able to crash other applications (at least not that easily).

QUESTION NO 38

Your client wants to be able to share one internet connection with other PCs. Which conversion of Windows 9x has been designed to do this?

- A. Windows 98.
- B. Windows 98 SE.
- C. Windows 95 OSR2.
- D. Windows 95 retail version.

Answer: B

Windows 98 Second Edition (SE) supports Internet Connection Sharing (ICS).

QUESTION NO 39

A client call and tell you that after installing Windows 98 on a 13GB hard drive only 8GB can be seen from My computer. How can you fix this problem? (Choose two)

- A. Reinstall Windows 98 from the OEMCD.
- B. Install Windows 98 SE with large hard drive support.
- C. Use fdisk inside of Windows 98 from DOS prompt.
- D. Reformat the hard drive overlay that comes with the drive.
- E. Contact the mother board manufacturer for a BIOS upgrade.

Answer: B, E

To support the 13GB drive we can try two things:

- install large drive support
- upgrade the BIOS

QUESTION NO 40

A Windows 98 computer is having display related problems. You need to adjust the graphics hardware acceleration so that you can trouble shoot the problem. From which location can you do this?

- A. Control panel, system, performance, graphics.
- B. Control panel, system, display settings, graphics.
- C. Control panel, system, device manager, properties, graphics.
- D. Control panel, system, hardware profiles, and display settings, graphics.

Answer: A

On a Windows 98 computer you adjust the graphics acceleration from the System Control Applet, by selecting the Performance tab.

QUESTION NO 41

A customer tries to log in to an internet service provider and repeatedly prompted to enter their username and password. Which of the following are the possible causes? (Choose two)

- A. Net BEUI is not installed.
- B. IPX/SPX is not installed.
- C. The modem is not functioning.
- D. Their customer account is no longer active.
- E. They are using an incorrect username and password combination.

Answer: D, E

This is an authentication problem (not protocol or hardware related). The account may no longer be active or the user is supplying incorrect logon information.

QUESTION NO 42

A user's system is running slowly after installing a new application in Windows 98. What should you be checked? (Choose two)

- A. Scan REG log.
- B. Available system RAM.
- C. Speed rating of RAM chips.
- D. Rotation speed of hard drive.
- E. Free space on the hard drive.

Answer: B, E

Lack of RAM and free hard drive space could slow down a system.

Note that the system only began running slowly after the installation of the new application.

QUESTION NO 43

How can you get a point out of the system configuration on a Windows 9x operating system?

- A. From the system monitor, click the print button.
- B. From the device manager, click the print button.
- C. From the DOS prompt type sys and press<printscrn>.
- D. From a DOS prompt type msd press <printscrn>.

Answer: D

Issue the **msd** command at the command line and use the PrintScreen to capture the result.

There is no print button either in system monitor or in device manager.

QUESTION NO 44

After updating a device driver on a Windows NT 4.0 workstation the computer fails to boot to the GUI. What should you do to correct the problem?

- A. Reload the operating system.
- B. Run scan disc and disc defragmenter.
- C. Press F5 to enter safe mode and delete the last device installed.
- D. Press the spacebar when the load last unknown good message appears.

Answer: D

Last known good configuration is the quickest way to return to the previous system state. Last known good configuration can be used as long as no successful logon has been made after the driver were updated.

QUESTION NO 45

You have just installed a Windows 98 workstation using the IPX protocol in a Microsoft but can't browse any other stations on the network. The client for the Microsoft networks is installed in the control panel network configuration. What should you do to allow the workstation to browse the network?

- A. Enable file and print sharing.
- B. Verify the workstations IPX address.
- C. Enable browsing services in the control panel.
- D. Enable NetBIOS support in the network configuration.

Answer: D

Windows 98 clients requires NetBIOS names support for browsing.
File and print sharing is not needed to browse.
There is no such thing as browsing services.

QUESTION NO 46

A client calls you and states that the taskbar is missing from Windows 98. What is the cause of the problem?

- A. The system is running in safe mode.
- B. The registry is corrupt and must be restored from the backup.
- C. Win.INI has been modified by a newly installed application.
- D. System.INI has been damaged by a newly installed application.

Answer: B

This problem is caused by a corrupt registry. The registry can be restored from backu.

QUESTION NO 47

After installing a program on Windows 2000 you received the following notification:

"Files that are required for windows to run properly have been replaced by recognized versions. To maintain system stability windows must restore the original versions of these files."

Which feature of Windows 2000 calls this notification to appear?

- A. Windows file protection.
- B. Windows system guard.
- C. Windows folder security.
- D. Windows computer shield.

Answer: A

Windows file protection (WFP) protects system files.

See: Description of the Windows 2000 Windows File Protection Feature (Q222193)

QUESTION NO 48

You try to boot from the diskette and receive the following error message, 'BOOT: could not find NTLDR, please insert another disc'. The disc was formatted under?

- A. DOS.

- B. Windows 98.
- C. Windows 95.
- D. Windows 2000.

Answer: D

The NTLDR file is required to boot a Windows NT/2000/XP system.

QUESTION NO 49

What should you do first when a print job is stalled in Windows NT 4.0?

- A. Restart the PC.
- B. Restart the spooler.
- C. Try another printer cable.
- D. Try another printer driver.

Answer: B

The spooler service may have hung. As a first troubleshooting step it should be restarted

QUESTION NO 50

A user uninstalled an application in the Windows 98 and it still appears in a starts menu. How do you remove it? (Choose two)

- A. Shut down and reboot the PC.
- B. Delete the item in the device manager.
- C. Right click the menu item on the start menu and select delete.
- D. Right click the desktop and choose display properties, click start menu.
- E. Right click the taskbar, choose properties and click remove under customize start menu.

Answer: C, E

Short cuts in the Start menu can be removed either by right-clicking on the Start menu or by choosing Taskbar properties.

QUESTION NO 51

If a network card is installed in a Windows 98 workstation and there is no network connectivity what should you do to find out if the device is functioning correctly?

- A. Run net config.
- B. Look at device manager.

- C. Click network neighbourhood.
- D. Check dialogue-networking properties.

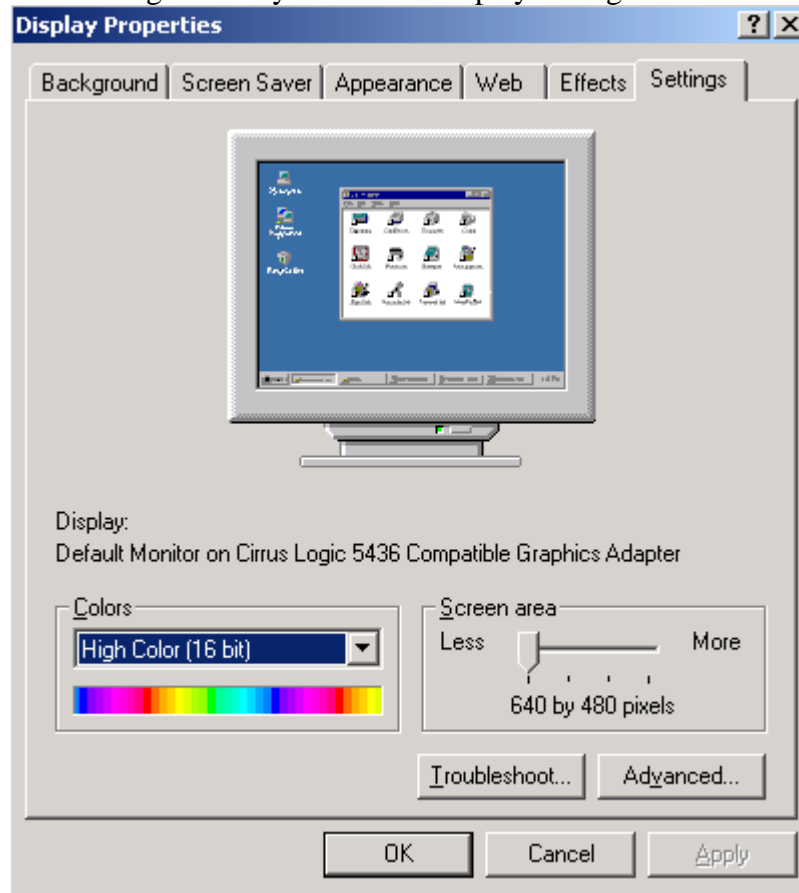
Answer: B

The Device Manager shows the status of the devices. If it is functioning correctly or not.

QUESTION NO 52

Your customer calls and explains that he can't display an entire web page even though he has a 17 inch monitor. He has to use the scroll bars to go from right side to the left side.

What change would you make to display settings. See exhibit.



- A. Click advanced and change to large font.
- B. Click advance and change the screen size.
- C. Slide the screen area bar over to 800 into 600.
- D. Adjust contrast control until the screen has shrunk in size.

Answer: C

We should increase the screen resolution.

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QUESTION NO 53

You are using a Windows 9x operating system. Which actions can you take to print a document without spooling the print job?

- A. Set the printer to full start-duplex mode.
- B. Set the printer to half-duplex mode.
- C. Select disable spooler in the spool settings dialogue box.
- D. Select print directly to the printer in the spool settings dialogue box.

Answer: D

By selecting the **Print Directly to the printer** in **Spool Settings**, print jobs would be printed directly without spooling.

QUESTION NO 54

A customer complains that Windows 9x frequently reports KERNEL32.DLL errors. To solve this delete the _____ and reboot: it will recreate itself?

- A. System folder.
- B. KERNEL32.DLL.
- C. Win386.swp file.
- D. Windows directory.

Answer: C

The most likely cause of this problem is a corrupt swap file.

See: Troubleshooting Office Kernel32.dll Errors Under Windows 98 (Q218853)

QUESTION NO 55

What can viruses infect? (Choose three)

- A. CD-ROM.
- B. BOOT Sectors.
- C. System files.
- D. Network files.
- E. Write protected floppy.

Answer: B, C, D

QUESTION NO 56

A program request memory that the memory manager can't provide in Windows 9x. This is referred to as?

- A. Page out.
- B. Page fault.
- C. Disc block.
- D. Rap block.

Answer: B

A page fault occurs when the memory manager cannot provide the requested memory.

QUESTION NO 57

You see a dialogue box on your Windows NT 4.0 workstation stating that the Dr.Watson has detected an error and is creating a log file. Where can you find the file to review what has caused the error?

- A. SQL\.
- B. C:\Winnt.
- C. C:\Winnt\system.
- D. C:\Winnt\system32.

Answer: B

On Windows NT 4.0 system the Dr.Watson log file is save in the %SystemRoot% which usually is the C:\Winnt folder.

See: Interpreting the DrWtsn32.log File to Identify Program Crash Data (Q246084)

QUESTION NO 58

While trying to run a DOS application you receive a following error message stating that the application does not run under Windows. Which option should you try first to resolve the problem?

- A. Reload the DOS applications from the MS-DOS command prompt.
- B. Configure the setver command to allow you to run the Dos program.
- C. Install a third party program that will allow you to run DOS program.
- D. Select prevent this program from detecting windows in the advanced properties of the DOS application.

Answer: D

The program is not willing to run in a Windows environment. We prevent it from the detecting the Windows environment. It would then be able to run.

QUESTION NO 59

Running Windows 98, you notice that the device manager does not list the CD-ROM properties. The CD-ROM appears to be running flawlessly. What could be the problem?

- A. Safe mode driver in Win.ini.
- B. Wrong driver in Win.ini.
- C. Real mode driver in config.sys.
- D. Missing driver in auto exe.bat.

Answer: C

The CD-ROM may be using a old legacy driver, also called a real mode driver. The CD-ROM would work but it is possible that it isn't appearing in the Device Manager.

QUESTION NO 60

You just got Windows NT stop error or blue screen. How can you print an error message that was generated?

- A. Do a print screen.
- B. Reboot and go to the system log.
- C. Reboot and open file 0000.chk.
- D. Reboot and browse the temp folder.

Answer: B

You must reboot the system (you cannot save the print screen image) and check the system.log.

The 0000.chk file is not used for this purpose.

The temp folder does not contain any useful information for this scenario.

QUESTION NO 61

Which protocol needs to be installed for internet access on a network?

- A. TCP/IP.
- B. TELENT.
- C. IPX/SPX.
- D. Net BEUI.

Answer: A

Internet uses TCP/IP.

QUESTION NO 62

Where can you change network identification in Windows 2000?

- A. Device manager.
- B. Network properties.
- C. System properties.
- D. Network and dial up connections.

Answer: C

The network identification on a Windows 2000 system can be changed in System properties.

QUESTION NO 63

What is the name for a single user dial mail server account type?

- A. POP.
- B. FTP.
- C. FFTP.
- D. HTTPS.

Answer: A

POP and SMTP are the two most common e-mail protocols in use.

QUESTION NO 64

Which of the following operating systems come with internet connection sharing ICS?
(Choose two)

- A. Windows 95.
- B. Windows 95osr2.
- C. Windows98.
- D. Windows 98 SE.
- E. Windows 2000.
- F. Windows NT 4.0

Answer: D, E

Windows 98 Second Edition (SE), Windows 2000 and later Windows version like Windows ME and Windows XP supports ICS.

QUESTION NO 65

Which command should be run in Windows NT 4.0 to get a computers IP address?

- A. TRACERT.
- B. NETSTAT.
- C. IPCONFIG.
- D. NBTSTAT.

Answer: C

The command line utility IPCONFIG is used on Windows NT/2000/XP system to retrieve and configure the IP configuration.

QUESTION NO 66

Which command should you use to test connectivity to every router between your system and a destination system?

- A. PING.
- B. ROUTE.
- C. TRACERT.
- D. WINPCFG.

Answer: C

The TRACERT utility shows more complete information compared to the PING command. TRACERT shows information on every router in the path, while PING only shows if the connection was successful or not.

QUESTION NO 67

On a Windows 2000 client machine which of the following tools is used to add a drive letter? (Choose two)

- A. Right click My Computer.
- B. Right click Control panel.
- C. Right click My network places.
- D. Right click Network and dial up connection.

Answer: A, C

A drive letter could be added by right-clicking the My Computer or the My Network Places icons.

QUESTION NO 68

If a Windows 2000 system is configured for TCP/IP and DHCP automatic addressing but does not find a DHCP server on the network. What will happen?

- A. Windows 2000 will not be able to start the network.
- B. System will switch automatically to Net BEUI protocol.
- C. Automatic private IP addressing will be used to assign an address.
- D. System will listen to the network to discover what range of addresses is being used and will assign an address in an address in this range.

Answer: C

Windows 2000 clients that does not receive IP configuration from a DHCP server uses APIPA (Automatic private IP addressing) for IP configuration to assign IP address and subnet mask.

QUESTION NO 69

Which of the following network protocols are included with Windows 2000? (Choose three)

- A. ENX.
- B. DEC NET.
- C. NWLINK.
- D. NETBEUI.
- E. APPLETTALK.

Answer: C, D, E

NWLINK, NetBEUI, and APPLETTALK are supported by Windows 2000.

QUESTION NO 70

Which service must be installed on a Windows NT 4.0 system to allow the dial up network access?

- A. Net BEUI.
- B. IPX/SPX.
- C. Remote access service.
- D. Dial up networking V 1.3

Answer: C

To allow incoming dial-up access the Remote Access service must be running on the Windows NT 4.0 server.

QUESTION NO: 71

What type of memory stores data in a swap file on a hard drive?

- A. High memory.
- B. Virtual memory.
- C. Extended memory.
- D. Random access memory.

Answer: B

The memory manager uses the hard drive as virtual memory when the RAM memory runs out.

QUESTION NO: 72

In which directory are local user profile settings stored by default in Windows 2000?

- A. C:\USERS.
- B. C:\NET\LOGON.
- C. C:\WIN NT\USER.DAT.
- D. C:\Documents and settings.

Answer: D

On Windows 2000/XP systems the use profile settings are stored in the C:\ Documents and settings folder.

QUESTION NO: 73

Why is the semicolon used when editing the win.ini file? (Choose two)

- A. Inserts a comment line.
- B. Prevents a device driver from loading.
- C. Connects to devices loading in windows.
- D. Pauses the win.ini file while loading windows.
- E. Enables peripheral devices where while loading windows.

Answer: A, B

A semicolon (;) is used for comments. If you put a semicolon in the beginning of a line you comment the whole line and prevent the command from being executed. For example could a device driver be prevented from being loaded.

QUESTION NO: 74

How are hidden files unhidden in Windows 95?

- A. Tools, options, show all files.
- B. Windows explorer, view, options, show all files.
- C. Windows explorer, file, preferences, unhide all files.
- D. Control panel, device manager, file attributes, unhide.

Answer: B

In Windows 9x you use the View menu to show hidden files. Windows 2000/XP uses the Tools menu for this purpose.

QUESTION NO: 75

Which utility is used to partition a new hard drive in Windows 95?

- A. Fdisk.
- B. Format.
- C. Partition manager.
- D. Windows explorer.

Answer: A

On Windows 9x systems you must use the Fdisk utility to partition hard drives.

QUESTION NO: 76

Which Windows 9x file can load device drivers?

- A. BOOT.INI.
- B. MS-DOS.SYS.
- C. CONFIG.SYS.
- D. AUTOEXEC.BAT.

Answer: C

The CONFIG.SYS file is used, among other things, to load device drivers.

QUESTION NO: 77

Which Windows 9x files are text files? (Choose Four)

- A. HIMEM.SYS
- B. MS-DOS.SYS
- C. CONFIG.SYS
- D. SCAN DISK.LOG
- E. COMMAND.COM
- F. PROGRAMS.TXT

Answer: B, C, D, F

MS-DOS.SYS, CONFIG.SYS, log files, and .txt files are text files. HIMEM.SYS and .COM files are not text files.

QUESTION NO: 78

What must an IDE hard drive have in order for a PC to boot?

- A. Active partition.
- B. Passive partition.
- C. Dynamic partition.
- D. Extended partition.

Answer: A

A system with only IDE drives must have an active partition in order to boot.

QUESTION NO: 79

Which of the following file extension types can be run from the command prompt? (Choose three)

- A. .EXE
- B. .BAT
- C. .DLL
- D. .COM
- E. .RUN

Answer: A, B, D

Executables (.exe files), batch files (.bat files), and command files (.com files) can only be run from the command prompt.

QUESTION NO: 80

What does virtual memory do?

- A. Uses hard disk space for extra memory.
- B. Uses shared parallel processor memory.
- C. Borrows memory from other systems on the network.
- D. Uses video and NIC address space and shares available memory with other systems on the network.

Answer: A

Virtual memory uses the hardware for extra memory when the RAM memory is insufficient.

QUESTION NO: 81

Which command can be used to remove an NTFS volume if the PC that contains it no longer has Windows NT 4 installed?

- A. MOVE.
- B. FDISK.
- C. FORMAT.
- D. DELTREE.

Answer: B

The FDISK command line utility can be used to remove an NTFS volume.

QUESTION NO: 82

A user accidentally deleted the file dialer.exe from the windows directory. Which command is used to restore this one file from a Windows 9x installation CD?

- A. COPY.
- B. XCOPY.
- C. XCOPY32.
- D. EXTRACT.

Answer: D

The extract command can be used to extract specific files from the cabinet (.cab) files on the Windows 9x installation CD.

QUESTION NO: 83

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Which of the following are ways to set the system time? (Choose three)

- A. Command prompt, time.
- B. Device manager, select clock.
- C. Control panel, select date/time.
- D. Task bar properties, show clock.
- E. Double click on the clock in the system tray.

Answer: A, C, E

The system time can be set with the command line utility time, the Select date/time control applet, and by double-clicking in the system tray.

QUESTION NO: 84

Which types of disks does Windows 2000 support? (Choose two)

- A. Basic.
- B. Primary.
- C. Dynamic.
- D. Stand.
- E. Extended.

Answer: A, C

Windows 2000 only supports two kinds of disks. Either basic disks (downlevel compatible) and Dynamic disks.

QUESTION NO: 85

Which types of profiles can be used on a Windows 2000 Professional client? (Choose three)

- A. Local.
- B. Static.
- C. Roaming.
- D. Dynamic.
- E. Mandatory.

Answer: A, C, E

A Windows 2000 client can use local profiles (only apply to the local computer), roaming profiles (used on different computer throughout the network), and mandatory profiles (can not be changed by the user).

QUESTION NO: 86

Where can users of Windows 2000 system be prevented from installing unsigned device driver?

- A. Local users and groups, drivers.
- B. Hard ware profiles, device driver.
- C. Device manager, computer name.
- D. System properties, hardware, signing.

Answer: D

System properties is used to prevent the installation of unsigned drivers.

QUESTION NO: 87

What tool can be used to fix cross linked files in Windows 9x?

- A. CHKDSK.
- B. DEFRAG.
- C. SCANDISK.
- D. DRIVE SPACE.

Answer: C

The Scandisk utility is used, among other things, to repair cross linked files.

QUESTION NO: 88

Where is disk management in Windows 2000?

- A. Control panel.
- B. Device manager.
- C. Administrative tools.
- D. Computer management.

Answer: D

In Windows 2000/XP the disk management is found in the Computer Management console.

QUESTION NO: 89

What files can be edited with SYSEDIT in Windows 9x? (Choose two)

- A. IO.SYS.
- B. WIN.INI.
- C. MS-DOS.SYS.
- D. COMMAND.COM.
- E. AUTOEXEC.BAT.

Answer: B, E

Sysedit can be used to edit simple text files like WIN.INI and AUTOEXEC.BAT, but not used to edit binary files like IO.SYS, MS-DOS.SYS, or .COM files.

QUESTION NO: 90

Scandisk.ini is an initialization file used by scan disk to?

- A. Hold undo information.
- B. Store its operating settings.
- C. Store the location of system files.
- D. Store corrupt sectors detected on the disk.

Answer: B

The scandisk.ini file hold the operating settings of the scan disk utility.

QUESTION NO: 91

Which software applications are likely to interfere with a drive defragmenter? (Choose two)

- A. Login screen.
- B. Video drivers.
- C. Screen savers.
- D. Anti Virus softwares.
- E. Background wallpaper.

Answer: C, D

Screen savers and Anti-virus programs might interfere with the defragmentation process.

QUESTION NO: 92

How are hidden files unhidden in Windows 98?

- A. Tools, options, show all files.
- B. Control panel, system, show all files.

- C. Start, settings, file settings, show all files.
- D. Windows explorer, view, folder options, view, show all files.

Answer: D

In Windows 9x system file can be unhidden from the View menu of the Windows Explorer program.

QUESTION NO: 93

Home/office desk, presentation, and portable/laptop are examples of per defined?

- A. Users profiles.
- B. System profiles.
- C. Hardware profiles.
- D. Power option settings.

Answer: D

Power option settings include Home/office desk, presentation, and portable/laptop.

QUESTION NO: 94

What IRQs are assigned first?

- A. BIOS configured.
- B. Windows 9x legacy.
- C. Hardware configured.
- D. Windows 9x plug and play.

Answer: A

The BIOS configured IRQ are assigned first. This can be used to reserve IRQs for legacy devices.

QUESTION NO: 95

What does a differential backup do?

- A. Complete backup of all files.
- B. Back up of files with the archive bit turned off.
- C. Backup files that differ from the first full back up.
- D. Back up of all selected files that have changed since the last full backup.

Answer: D

A differential backs up all files that have changed since the last full backup.

QUESTION NO: 96

What must you do to make a Windows 98 system dual boot with Windows 2000 within a single partition?

- A. Install Windows 2000 in NTFS.
- B. Install Windows 2000 in FAT 32.
- C. Delete FAT32 partition and install.
- D. Run Windows 2000 setup/dual boot.

Answer: B

FAT32, but not NTFS, is supported by both Windows 98 and Windows 2000-

QUESTION NO: 97

Where can you start the device manager in the Windows 2000? (Choose two)

- A. Computer manager.
- B. System applet in control panel.
- C. Services tool on the administrative tools menu.
- D. The event viewer on the administrative tools menu.
- E. Computer management applet in the administrative tools control panel.

Answer: B, E

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QUESTION NO: 98

Windows 9x safe mode uses with generic video driver?

- A. VGA.
- B. DNOAL.
- C. SVGA.
- D. MCGA.

Answer: A

Safe Mode uses the generic low resolution VGA video driver.

QUESTION NO: 99

What is the correct start order sequence in Windows 9x?

- A. MS-DOS.SYS, IO.SYS, CONFIG.SYS, COMMAND.COM, AUTOEXEC.BAT.
- B. IO.SYS, MS-DOS.SYS, COMMAND.COM, CONFIG.SYS, AUTOEXEC.BAT.
- C. IO.SYS, MS-DOS.SYS, COMMAND.COM, AUTOEXEC.BAT, CONFIG.SYS.
- D. IO.SYS, MS-DOS.SYS, CONFIG.SYS, COMMAND.COM, AUTOEXEC.BAT.

Answer: D

First the low-level input/output functions are loaded (IO.SYS), then the boot loader (MS-DOS-SYS), then device drivers (CONFIG.SYS). Finally COMMAND.COM must be loaded before the AUTOEXEC.BAT since the commands in the AUTOEXEC.BAT file needs the COMMAND.COM when they are executed.

QUESTION NO: 100

What is the minimum number of partitions needed to fully utilize a 5GB hard drive under Windows 95b Service Release 2?

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

Answer: A

Windows 95b supports FAT32. FAT32 support partitions up to 4TB. We only need one partition.

FAT16 only supports 2GB partitions.

QUESTION NO: 101

To create a start up disk for Windows 9x open the Add/remove Program applet and click create disk from the_____?

- A. Install tab.
- B. Create disk tab.
- C. Startup Disk tab .
- D. Windows setup tab.

Answer: C

We must use the Startup Disk tab and then select the Create Disk button in order to create a Windows 9x start disk.

QUESTION NO: 102

Which of the following are required NT 4 start up files? (Choose two)

- A. NTLDR.
- B. BOOT.INI.
- C. NTFS32.BIN.
- D. WIN NT 32.INI.
- E. AUTOEXIT.BAT.

Answer: A, B

NTLDR and BOOT.INI are required Windows NT/2000/XP startup files.

QUESTION NO: 103

Which of the following files need to be included on a boot diskette for Windows 9x to enable CD-ROM support? (Choose three)

- A. BOOT.INI.
- B. CDHLP.SYS.
- C. MSCDEX.EXE.
- D. COMMAND.COM.
- E. AUTOEXEC.BAT.

Answer: C, D, E

MSCDEX.EXE is used for CD-ROM in with real-mode drivers. AUTOEXEC.BAT is used to load the MSCDEX.EXE command. COMMAND.COM is used to execute the commands in the AUTOEXEC.BAT file.
BOOT.INI is a Windows NT/2000/XP file.

QUESTION NO: 104

What mode is used to install a printer that does not have a driver and is not included in the list of printers block?

- A. Manual mode.
- B. Network mode.
- C. Emulation mode.

- D. Diagnostic mode.

Answer: A

We must manually install a driver by providing a diskette or CD-ROM if the operating system does not automatically install it or if the driver is not included in the Operating system.

QUESTION NO: 105

Which of the following are bypassed in safe mode? (Choose three)

- A. Modem driver.
- B. Config.sys.
- C. Autoexec.bat.
- D. Generic VGA driver.
- E. Floppy drive support.

Answer: A, B, C

Safe mode uses a generic VGA driver and has floppy drive support, but it bypasses modem drivers, config.sys and autoexec.bat.

QUESTION NO: 106

How do you rearrange start menu programs in Windows 9x?

- A. Click start and choose arrange.
- B. Click corresponding applet in control panel.
- C. Right click on start button and select explorer.
- D. Right click on the desk top and choose start menu.

Answer: C

The Start menu can be edited by the Windows Explorer program. If you start Windows Explorer by right-clicking on the Start button it will open with the Start menu folder.

QUESTION NO: 107

Your customer calls and complains that sometimes the icon on this desk top look different. But after booting the run to normal. However it is very inconvenient to have to reboot every time this happens. What should you tell them to press?

- A. <Alt>+<F4> to refresh memory.
- B. <Alt>+<TAB> to refresh memory.

- C. <Shift>+<F4> to refresh memory.
- D. <Shift>+<F8> to refresh desktop.

Answer: D

The SHIFT+F8 key stroke can be used to refresh the desktop.

QUESTION NO: 108

A client calls for service on a 9x system. A video card and drivers were installed and now windows will not start. What should be done to resolve the problem?

- A. Replace monitor cabling.
- B. Reinstall the monitor bonus software.
- C. Delete video drivers from the system directory.
- D. Start the safe mode and change the video standard VGA.

Answer: D

Safe mode uses the generic VGA driver. We start in Safe mode and then change the video standard to VGA. The system would then be able to start normally.

QUESTION NO: 109

Windows 9x/2000 menu designate a hot key with A(n) character?

- A. Flashing.
- B. Bold face.
- C. Italicized.
- D. Underscored.

Answer: D

Hot keys are designated with underscored letters.

Example: The Edit menu is access by ALT+E.

QUESTION NO: 110

Which switch(syntax:command/switch) should you type after a DOS command to get a list of switches available for the particular command as well as an explanation of what they do?

- A. /?
- B. /#
- C. /*

D. /&

Answer: A

The /? is the help switch.

QUESTION NO: 111

A technician needs to convert FAT16 partition to NTFS from a DOS prompt which command should the technician use?

- A. SYS C:A:C:
- B. F DISK/MBR.
- C. FORMAT C:/S.
- D. CONVERT C:/FS:NTFS.

Answer: D

The CONVERT command line utility is used to convert the file format from FAT16 to FAT32.

QUESTION NO: 112

When a customer calls in and says 'my system will not boot, it was fine this morning but now it's saying that it can't find the operating system'. Which question should you ask? (Choose two)

- A. Have any files been deleted.
- B. Are you using the same keyboard?
- C. Are using a different computer.
- D. Are any floppy disks in the floppy drive?
- E. Is the floppy disk drive a 5 1/4-or 3/2 inch drive?

Answer: A, D

The user could have deleted some files, or forgotten a floppy disk in the floppy drive.

QUESTION NO: 113

You have connected your Windows 2000 system to an Ethernet network and are using the TCP/IP protocol with DHCP. You verify that you have received an appropriate IP address but you are unable to see any other computers in my network places. You have another system near by configured similarly that is able to see other computers. Which command can you use to test connectivity between the two systems?

- A. PING.
- B. NET TEST.
- C. IPCONFIG.
- D. WINIPCFG.

Answer: A

The PING utility is used to test connectivity between two systems on a network.

QUESTION NO: 114

Your client reports that he is running Windows 98 and has a 2GB hard drive. Which formatted as FAT16 but he is running out of disk space. What is the simplest and the quickest way to increase his disk space?

- A. Convert the drive to FAT32.
- B. Run the space recovery utility.
- C. Replace the hard disk drive with a larger one.
- D. Back up the data, format the drive and restore the data.

Answer: A

FAT32 supports 4TB drives, but FAT16 supports only 2GB partitions.

QUESTION NO: 115

A user on your company's network has worked for several hours on a document that was retrieved from the network. The document was saved several times by clicking the save icon. The user returns from lunch and is now seeing a file not found error. What could cause this?

- A. Network drive is read only.
- B. User hard drive has crashed.
- C. File is restricted to administrative use.
- D. Users disconnected the network drive.

Answer: D

The most plausible explanation is that the network folder is not longer accessible, possibly because the user disconnect the network drive.

QUESTION NO: 116

After installing a new local printer, you print a test page. All of the printed text is in printer code and the printer prints several additional blank pages. What are the possible causes? (Choose two)

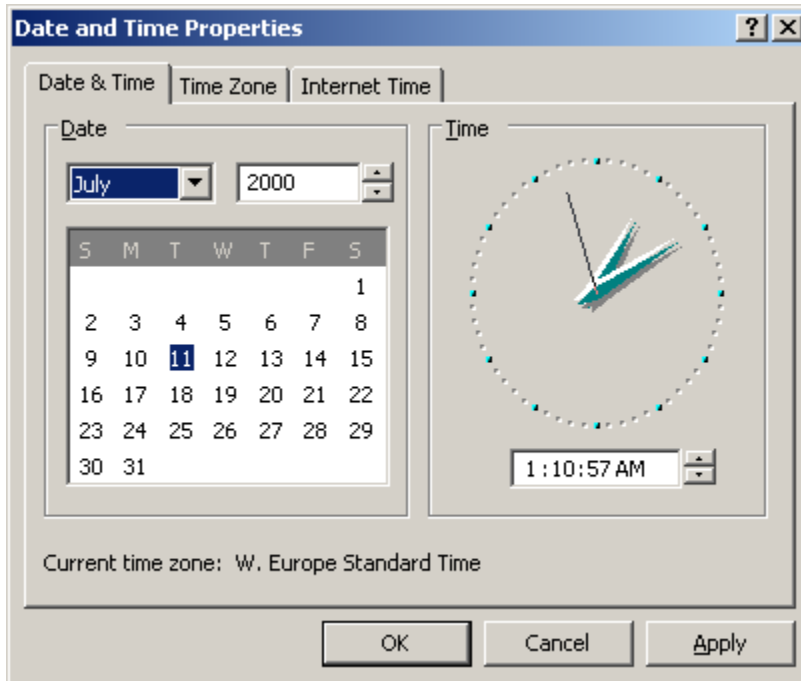
- A. Printer snake virus.
- B. Wrong printer driver.
- C. Overload paper tray.
- D. Unsecured/loose printer cable.
- E. High printer resolution settings.

Answer: B, D

QUESTION NO: 117

Two customers live in the same time zone. When customer A sends e-mail to customer B the e-mail has the wrong time. The time on the e-mail is one hour before the current time according to the date and time on the e-mail header. What change would you make to date or time properties?

See exhibit.



- A. Adjust the time one hour earlier.
- B. Adjust the proper time zone.
- C. Adjust the time one hour ahead.
- D. Uncheck automatically adjust for daylight savings.

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Answer: C

We must adjust the time pushing it one hour ahead (it showed one hour before the current time).

QUESTION NO: 118

You are having problems with a particular system and want to replace the current copy of the registry with an older copy. At a DOS prompt which command should you type?

- A. SCANREG/REVISE.
- B. SCANREG/RESTORE.
- C. SCANREG/REPLACE.
- D. SCANREG/REVERSE.

Answer: B

The /RESTORE switch is used to replace the registry with a backup copy of the registry.

QUESTION NO: 119

You install a piece of shareware and the software has left a residual program that runs at start up. Which GUI utility removes the startup program in Windows 98?

- A. Disk clean up.
- B. Scheduled tasks.
- C. Maintenance wizard.
- D. System configuration utility.

Answer: D

The System Configuration Utility automates the routine troubleshooting steps that Microsoft Technical Support engineers use when diagnosing issues with the Windows 98 configuration. In particular it can be used to remove startup programs.

QUESTION NO: 120

What is the first thing to do if you receive an 'Out of memory error' in Windows 9x?

- A. Add more RAM.
- B. Reinstall windows.
- C. Add a bigger hard drive.
- D. Check the system resources in the system control panel.

Answer: D

We should first check the system resources to see what processes or programs that is using the system resources.

QUESTION NO: 121

You have a networked PC that has file and print sharing enabled and your computer can be seen in the network neighborhood by other computer. However, no one else can connect to anything on your computer. Why can't anyone see any folders on your computer?

- A. You have not shared any directories.
- B. Shared directories are password protected.
- C. Other computers are using the ROM protocol.
- D. Other computers do not have file and print sharing enabled.

Answer: A

You have no shared resources on your computer.

QUESTION NO: 122

You are working on a system that has a malfunctioning mouse. You need to navigate through windows to check the device manager for conflicts. What toggles you from the desk top to the task bar?

- A. <ALT>
- B. <TAB>
- C. <CTRL>
- D. Arrow key.

Answer: B

The Tab key can be used to toggle from the Desktop to the Task bar.

QUESTION NO: 123

You receive a call from the customer that the sound on his Windows NT computer has stopped working. What should you do first?

- A. Check the computer for a virus.
- B. Check the configuration and device manger.
- C. Reinstall the software and drivers for the sound card.
- D. Check the volume control applet to make sure that the devices are not muted.

Answer: D

First examine the simplest solution. In this case we should first check the volume control.

QUESTION NO: 124

A customer calls and says that they can send e-mails without any problem but can't receive any e-mail. What should you check? (Choose two)

- A. Modem settings.
- B. Account password.
- C. SMTP server settings.
- D. Dial up adapter settings.
- E. Incoming mail server settings.

Answer: B, E

The incoming mail configuration seems to be incorrect.

The password for incoming mail could be incorrect, or the incoming mail server settings.

QUESTION NO: 125

A user states that after opening an e-mail, attachment files were either missing or caused an error when opening. What would cause this cause this problem?

- A. A possible virus.
- B. An incorrect setting in config.sys.
- C. Autoexec.bat loading improperly.
- D. An incorrectly installed e-mail program.

Answer: A

This side-effect could be caused by a virus.

QUESTION NO: 126

A customer called after deleting a file from a DOS prompt. The file did not go to the recycle bin. The customer wants to make sure that the deleted files are placed in the recycle bin in the future. How would this accomplish delete file using? (Choose two)

- A. My computer.
- B. Windows explorer.
- C. The DEL command.
- D. The Erase command.
- E. The Deltree command.

Answer: A, B

Deleted files only end up the Recycle bin if the graphical user interface is used, for example My Computer or Windows Explorer. Deleting files at the command line will not move the deleted files to the Recycle bin.

QUESTION NO: 127

You have just been hired by an ISP to provide technical support to there 1200 online computers. You are training with a season tax support provider and are listening as she receives a call from a customer who can't logon in and is prompted for log in repeatedly. She asked the customer to run scan disk and disk defragmenter. She did this because she suspects?

- A. Malfunctioning modem.
- B. A corrupted password file.
- C. Suspects an upper memory problem.
- D. Is waiting until a network comes back.

Answer: D

By exclusion we conclude that she is just stalling the caller. Malfunctioning modem, corrupted password file, or memory problem would not be helped by scan disk or disk defragmenter.

QUESTION NO: 128

When control panel is opened an invalid page default (kernel32) error is received. What is most likely the cause of this problem?

- A. Kernel 32 is missing.
- B. .DLL file is missing.
- C. Kernel 32 is damaged.
- D. .CPL file is damaged.

Answer: D

The most likely cause is a damaged .CPL file. To resolve this problem, determine which .cpl file is damaged, remove the file, and then reinstall it.

See: Invalid Page Fault Opening Control Panel (Q171753)

QUESTION NO: 129

Dr. Watson has standard view and a(m)?

- A. Selected view
- B. Protected view
- C. Advanced view
- D. Diagnostic view

Answer: C

The Dr.Watson utility has Standard View and an Advanced view.

QUESTION NO: 130

A customer deleted a file from a Windows NT 4.0 Workstation. Windows fails to boot. What did the customer delete in advertently?

- A. BOOT. INI
- B. CONFIG. SYS
- C. AUTOEXEC. BAT
- D. COMMAND. COM

Answer: A

The BOOT.INI file is required for a successful boot on a Windows NT/2000/XP computer.

The other files are Windows 9x files.

QUESTION NO: 131

Which protocol needs to be bound to the dialup adapter for Windows 9x to ensure internet access?

- A. SMTP
- B. POP3
- C. TCP/IP
- D. NETBEUI

Answer: C

Internet uses the TCP/IP protocol.

QUESTION NO: 132

How can a user find a network printer on a Windows 9x workgroup?

- A. By protocol
- B. By cable name

- C. By manufacturer
- D. By NetBIOS name

Answer: D

Windows 9x uses NetBIOS names to find resources on the local network.

QUESTION NO: 133

How do you connect to newsgroups when using an ISP to connect to internet?

- A. Connect to the INTERNIC for an connection information.
- B. Open control panel and select the news groups option.
- C. Obtain the IP address for the NNTP server from the ISP.
- D. Connect the ISP and get the IP address of the FTP server.

Answer: C

Newsgroups are hosted by NNTP servers.

QUESTION NO: 134

Why would file and print sharing be unchecked on a laptop using a network adapter and NetBEUI?

- A. TCP/IP must be added.
- B. File and print sharing will only work with Windows NT.
- C. File and print sharing for MS network receive server must be added.
- D. File and print sharing must be enabled on the network interface card.

Answer: C

We can simply enable file and print sharing. The other alternatives does not apply:

TCP/IP is not required. NetBEUI is enough.

Windows NT is not required.

There is no such thing as MS network receive server.

QUESTION NO: 135

Which network protocols can you load to share printer in Windows 9x?

(Choose Three)

- A. PTP
- B. TPTPC
- C. TCP/IP
- D. NETBIOS

- E. NETBEUI
- F. IPX/SPX

Answer: C, E, F

Windows 9x supports TCP/IP, NETBeui and IPX/SPX (through NWLink).
NetBIOS is not a protocol.

QUESTION NO: 136

Which of the following devices can be shared via the network using Windows 98?

(Choose Three)

- A. Printer
- B. Modem
- C. Monitor
- D. CD-ROM
- E. Keyboard

Answer: A, B, D

A printer, modem (the internet connection), and a CD-ROM can be shared on a network, but not a monitor or a keyboard.

QUESTION NO: 137

Which protocol is used to transfer e-mail?

- A. FTP
- B. HTTP
- C. SMTP
- D. SMTS

Answer: C

Simple Mail Transfer Protocol (SMTP) and POP are the two most popular mail transfer protocols.

QUESTION NO: 138

Where would you capture a printer port for a network printer in Windows 9x, My computer, control panel?

- A. Printer palette, File, Properties, Details.
- B. Printer applet, File, Properties, Details.

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- C. Network Applet, File, Properties, Detail
- D. Add/Remove program applet, properties, Detail

Answer: B

The Printer Applet is used to capture a printer port.

QUESTION NO: 139

To become a member of a domain on a network running Windows 2000 you select?

- A. My computer, tools menu
- B. Open control panel, network icon
- C. Right click My computer, properties, network identification.
- D. Right click My network places, right click local area connection.

Answer: C

In order to become a member of a domain we must change the network identification configuration. Network identification can be reached by right-clicking on the My computer icon and then choose Properties.

QUESTION NO: 140

What is one type of networking that Windows 98 provide?

- A. WAN
- B. DOMAIN
- C. PEER-TO-PEER
- D. CLIENT SERVER

Answer: C

Windows 98 provides peer-to-peer networking with no central server.

QUESTION NO: 141

Which of the following are advantages of FAT32 over FAT? (Choose two)

- A. No advantages.
- B. Faster file access.
- C. Reduced cluster size.
- D. Increased logical drive size.
- E. Increased security attributes.

Answer: C, D

The main advantages of FAT32 are reduced cluster size (provides better utilization of the disks) and increased logical drive size (from 2GB to 4 TB).

Faster file access is also an advantage, but not as important as the other though.

QUESTION NO: 142

What are valid ways to display the task manager in Windows 2000? (Choose three)

- A. Press <CLT>+<ALT>.
- B. Press <CLT>+<SHIFT>and <ESC>.
- C. Click start choose run and type task man.
- D. Right click on the taskbar and choose task manager.
- E. Press <CLT>+<ALT>+ and then click task manager.

Answer: B, D, E

<CLT>+<SHIFT>and <ESC>, right-clicking on the taskbar, and pressing <CLT>+<ALT>+ are three possibly ways to open the Task Manager on a Windows 2000 system.

QUESTION NO: 143

Which file system supports encryption on Windows 2000?

- A. NTFS.
- B. CDFS.
- C. FAT16.
- D. FAT32.

Answer: A

Only NTFS supports encryption (and file permission).

QUESTION NO: 144

What key can be pressed during the Windows 2000 boot process to display the advanced option menu?

- A. <F1>
- B. <F5>
- C. <F8>
- D. <F10>

Answer: C

Pressing F8 during the boot process would display the advanced option menu.

QUESTION NO: 145

What shows information on resources used by a device in Windows 2000? (Choose three)

- A. WINMSD.EXE.
- B. DEVICE MANAGER.
- C. MS-CONFIG.EXE.
- D. HARDWARE PROFILES.
- E. SYSTEM INFORMATION.

Answer: A, B, E

WINMSD.EXE and System information is the same thing. System information shows, among other things, information on resources used by devices. The Device Manager can also be used to examine what resources are used by the devices.

QUESTION NO: 146

What is the one way to change a long file name in Windows 9x?

- A. Windows explorer, file, rename.
- B. Windows explorer, tools, rename.
- C. MS-DOS prompt, long file_name, rename.
- D. My computer, control panel, system, rename.

Answer: A

We can use File menu in Windows Explorer to change a file name.

QUESTION NO: 147

What happens if a .REG file is double clicked. The .REG file

- A. Gets deleted.
- B. Displays a text editor.
- C. Is merged into the registry.
- D. Gets changed from HEX to binary.

Answer: C

When a .REG file is double-clicked it is merged to the registry.

QUESTION NO: 148

What is the correct order for preparing a hard disk for Windows 98?

- A. FDISK, format, reboot.
- B. Format, FDISK, reboot.
- C. FDISK, reboot, format.
- D. Reboot, format, FDISK.

Answer: C

First we partition the hard disk with the FDISK utility, then we have to reboot before we format it.

QUESTION NO: 149

How can a Windows 2000 desktop shortcut icon be created for opening a specific application?

- A. Open the application go to file and choose create shortcut.
- B. Right click on the application file within Windows explorer and choose create shortcut.
- C. In control panel right click on the application file and choose create short cut.
- D. Right click on the application files from the documents options of the start menu and select create shortcut.

Answer: B

We browse to the application using Windows Explorer and the right click on it and choose Create shortcut.

QUESTION NO: 150

What program is used to edit a specific registry key under Windows 2000?

- A. REGEDIT.
- B. REGMON.
- C. SCANREG.
- D. REGEDT32.

Answer: A

Regedit can be used edit registry keys on a Windows system.

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QUESTION NO: 151

What causes a disk defragmenter to take an excess amount of time to complete?

- A. Hard disk access modifies drive content.
- B. User does not have sufficient drive access.
- C. User does not require enough drive space.
- D. Hard disc errors exceed available drive space.

Answer: A

Hard disk access during the defragmenting can force the defragmentation to restart. This can prolong the time required for it to complete.

QUESTION NO: 152

What is the 32-bit command line interpreter in Windows 2000?

- A. CMD.EXE
- B. CMD.COM
- C. COMMAND.EXE
- D. COMMAND.COM

Answer: A

The command line interpreter in Windows NT/2000/XP is CMD.EXE.

QUESTION NO: 153

What is the outcome of running disk defragmentation?

- A. File sectors large.
- B. File sectors small.
- C. Faster data transfer.
- D. Slower access speed.

Answer: C

Disk defragmentation improves data transfer speed by storing the files contiguously.

QUESTION NO: 154

What is the diagnostic tool that takes its snap shot of a PC's condition during a system fault?

- A. Dr Watson.
- B. System information.
- C. System file checker.
- D. Windows report tool.

Answer: A

The Dr.Watson utility capture and stores application faults.

QUESTION NO: 155

What must be done to start the upgrade procedure from Windows 95, 98 or NT to Windows 2000 professional?

- A. Boot from the Windows 2000 CD-Rom.
- B. Boot from the Windows 2000 floppy disc.
- C. Copy the Windows 2000 CD to the hard drive and reboot.
- D. Start Windows 2000 setup program from within the operating system.

Answer: D

To upgrade from one operating system to another we must launch the installation of the 2nd operation system from within the 1st operating system.

QUESTION NO: 156

Which statement is correct?

- A. Anything in config.sys can be run from a command prompt.
- B. Anything in autoexec.bat can be run from a command prompt.
- C. Nothing in config.sys or autoexec.bat can be run from a command prompt.
- D. Anything in config.sys or autoexec.bat can be run from a command prompt.

Answer: B

Every line in the autoexec.bat (but not in the config.sys file) file can be run at the command prompt.

QUESTION NO: 157

If you receive the no operating system found message on the monitor during boot up what might be the cause?

- A. No power to the CPU.

- B. Bootable CD ROM in the CD drive.
- C. Unformatted floppy in the floppy drive.
- D. Unbootable CD Rom in the CD drive.

Answer: C

If the computer is set to boot from the floppy drive then a unformatted (or non-system) floppy disk in the floppy drive could cause this message.

QUESTION NO: 158

How are the virtual memory options set in Windows 98?

- A. Settings, control panel, virtual memory.
- B. Setting, control panel, 386enhanced, virtual memory.
- C. Settings, control panel, system, performance, virtual memory.
- D. Settings, control panel, system, device manager, virtual memory.

Answer: C

The Virtual Memory options are set with the System control applet and then the Performance tab.

QUESTION NO: 159

A client wants to have two drives to organize their data and administrator drive. What steps would be taken if FDISK?

- A. Create primary partition, create an additional partition.
- B. Create primary DOS partition, create an extra DOS partition.
- C. Create primary DOS partition, create extended DOS partition.
- D. Create extended DOS partition, create an extra DOS partition.

Answer: C

With FDISK we must first create an primary DOS partition and one extended DOS partition.

QUESTION NO: 160

What is the smallest unit of storage that Windows 9x can access on a hard drive?

- A. File.
- B. Track.
- C. Sector.

D. Cluster.

Answer: D

A cluster is the smallest unit of data that can be read from or written to at one single event. A cluster is a group of sectors.

QUESTION NO: 161

Which statements are found in the autoexec.bat file? (Choose two)

- A. PROMPT\$P\$G
- B. DEVICE=HIMEM.SYS
- C. DEVICE:SETVER.EXE
- D. DEVICE=SEQUEL\Windows\EMM386.EXE.
- E. LH C:\Windows\COMMAND\MSCDEX /D:TOSCD001

Answer: A, E

PROMPT and LH commands can be used in the autoexec.bat file.

Device drivers (DEVICE) are used in the config.sys file, not the autoexec.bat file.

QUESTION NO: 162

What are valid methods to make a bootable floppy disc in Windows 9x? (Choose three)

- A. FDISK A:
- B. Format a: from a command prompt.
- C. Format a:/s from a command prompt.
- D. Control panel, Add/remove programs, start up disk.
- E. In Explorer right click on a drive, format, floppy system files.

Answer: C, D, E

Format a: with /s switch creates a system disk that is bootable.

The Add/remove programs control applet can also be used to create a bootable disk.

Windows Explorer can also be used to format a disk. If we choose the format option to include system files it will be bootable.

QUESTION NO: 163

During boot up which function key allows you to boot directly to safe mode in Windows 9x?

- A. <F4>

- B. <F5>
- C. <F6>
- D. <F7>

Answer: B

Pressing F6 during boot up on a Windows 9x system forces the computer to boot to Safe mode.

QUESTION NO: 164

Which tools ensure that a newly installed device on Windows 2000 Professional is functioning properly?

- A. System.
- B. DOS prompt.
- C. Device manager.
- D. Add/remove hardware.

Answer: C

The Device Manager can be used to check the status of a newly installed device in order to check that it is working properly.

QUESTION NO: 165

Which of the following are loaded in safe mode? (Choose two)

- A. IO.SYS
- B. CONFIG.SYS
- C. Hard drive support
- D. Sound card support
- E. ECP printing capability

Answer: A, C

Windows 9x Safe Mode supports Basic Input/Output through the IO.SYS file. Hard drive support is naturally also included in Safe Mode.

Device Drives through config.sys, sound card, and ECP printing are on the other hand not supported in Safe Mode.

QUESTION NO: 166

Where in Windows 2000 should you connect or disconnect the network printer?

- A. Start, settings, task.
- B. Start, settings, printer.
- C. Start, settings, network.
- D. Start, settings, connections.

Answer: B

The Printers folder can be reached from Start->Settings.

QUESTION NO: 167

In Windows 9x the system configuration editor is used to view and edit which of the following files? (Choose three)

- A. WIN.INI
- B. BOOT.INI
- C. SYSTEM.INI
- D. MS-DOS.SYS
- E. CONFIG.SYS

Answer: A, C, E

Sysedit.exe (system configuration editor) can be used to edit the plain text files WIN.INI, SYSTEM.INI and config.sys.

BOOT.INI is a NT/2000/XP file.

MS-DOS.SYS is not a text file.

QUESTION NO: 168

You work for an ISP and receive a text port call from a customer who can't connect. You determine that gets a dial tone and dials a number but no handshake occurs. Instead the customer hears a voice coming through the modem but can't hear what it is saying. What should be done to correct this problem?

- A. Replace the modem, it is defective.
- B. Check the modem dialing properties.
- C. Uninstall and reinstall the modem drivers.
- D. Unplug the telephone cable and plug it back in.

Answer: B

The dial-up connecting seems to be configured with the incorrect telephone number. We must check this setting in the modem dialing properties.

QUESTION NO: 169

You have taken a hard drive from a computer formatted using Windows 98 and installed it as a second drive into a computer running Windows 95. The BIOS recognized the driver and you are now at the Windows 95 desktop. When you double click on my computer the second drive does not appear. Why?

- A. You forgot to run convert.
- B. You forgot to install new driver.
- C. The new drive is write protected.
- D. The new drive is partitioned with FAT32.

Answer: D

This version of Windows 95 does not support FAT32 and the system is therefore not able to access the FAT32 from the Windows 98 system.

QUESTION NO: 170

What OEM installation CD is not bootable?

- A. Windows 95
- B. Windows 98
- C. Windows 2000
- D. Windows NT 4.0

Answer: A

Windows 98, Windows 2000, Windows NT 4.0 and later Windows versions as Windows ME and Windows XP have bootable OEM installation CDs.

QUESTION NO: 171

What operating systems transition would be the easiest to implement?

- A. Windows 95 to Windows 98.
- B. Windows NT to Windows 98.
- C. Windows 3.1 to Windows NT.
- D. Windows 2000 to Windows 98.

Answer: A

Windows 95 and Windows 98 are very similar.

QUESTION NO: 172

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In Windows 2000 what is the valid way to set a printer as a default printer?

- A. In the printers folder right click the printer and choose set as a default printer.
- B. In the printers folder right click the printer choose properties and click set as default printer.
- C. In device manager right click the printer choose properties and click set as default printer.
- D. In the printers wizard choose modify and an existing printer choose the printer and choose the set as default printer.

Answer: A

Use the Printers folder (not Device Manager or Printer Wizard), right-click the printer, and select to set as default printer.

QUESTION NO: 173

What applet should you use to add Windows components distributed on the Windows 2000 Professional CD?

- A. System settings.
- B. Regional settings.
- C. Add/Remove programs.
- D. Windows 2000 Professional resource kit.

Answer: C

The Add/Remove applet is used to install and remove applications and Windows components.

QUESTION NO: 174

Which Windows NT 4.0 utility should you use right after installing a new hard drive to make it usable?

- A. FDISK.
- B. FORMAT.
- C. DISKEDT32.
- D. DISK ADMINISTRATOR.

Answer: D

In Windows NT 4.0 the Disk Administrator is used to partition and format hard drives. FDISK is used by Windows 9x systems

QUESTION NO: 175

What will cause an error config.sys line XX?

- A. No operating system found.
- B. Wrong syntax on the specified lines.
- C. Autoexec.bat in wrong directory.
- D. Too many trailing spacing on the specified line.

Answer: B

Incorrect syntax of a line in the config.sys file will cause the error above.

QUESTION NO: 176

A customer calls and reports that an error message when trying to connect to an internet provider. The server can't negotiate and appropriate protocol. What is the most likely cause of this problem?

- A. The modem is not plugged.
- B. The dial up network number is wrong.
- C. TCP/IP is not installed or is corrupt.
- D. The customer is using the wrong username and password.

Answer: C

This is a protocol problem. The TCP/IP protocol is required for Internet access.

QUESTION NO: 177

When reinstalling Windows 95 on an existing installation on the same directory how are the existing group items preserved?

- A. Automatically.
- B. By saving all .INI files.
- C. By saving all .GRP files.
- D. By saving all .INI, SYSTEMDAT and .GRP file.

Answer: A

Existing group items are automatically preserved when reinstalling Windows 95 in the same directory.

QUESTION NO: 178

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A system has lost all sound what could be problem?

- A. The wave table is 32-bit.
- B. The microphone is turned off.
- C. Line imbalance has been set to mute.
- D. A conflict is listed in the device manager.

Answer: D

There could be a hardware conflict. Hardware conflicts are listed in Device Manager.

Wave table does not apply here.

Turned off microphone would not lose sound.

Line imbalance would not lose sound.

QUESTION NO: 179

You will receive a HIMEM.SYS not loaded error message if the HIMEM command is?

- A. Missing or corrupt.
- B. Not entered in WIN.INI
- C. Not entered in BOOT.INI
- D. Not entered in AUTOEXEC.BAT

Answer: A

The HIMEM.SYS driver is only used in CONFIG.SYS not in WIN.INI, BOOT.INI or in AUTOEXEC.BAT.

QUESTION NO: 180

The system you are working on hangs after starting windows message appears. You suspect that something in either config.sys or autoexec.bat is causing the problem. Which key can you hold down after seeing this starting windows message to have windows ignore those two files at start up?

- A. <ALT>
- B. <ESC>
- C. <CTRL>
- D. <SHIFT>

Answer: D

Holding down shift would force the computer to skip the commands in config.sys and autoexec.bat.

QUESTION NO: 181

Your customer complains that internet access is very slow and that sometime the service will time out while trying to open a page visited frequently. You check the internet setting and notice that the temporary internet folder settings are set to 600MB. What changes should you make?

- A. Change the size to 600MB.
- B. Uninstall the browser software and reinstall it.
- C. Leave the settings alone and click delete history.
- D. Reset the size to 20MB and clear all files in the folder.

Answer: D

The Temporary Internet folder should not be as huge as 600MB. Performance would increase by decreasing the size of this folder.

QUESTION NO: 182

With a Windows 9x system only 1MB of hard drive space is left on the boot drive and the operating system crashes. Which file may have run out of space?

- A. SYSTEM.INI
- B. WIN386.SWP
- C. PAGE FILE.SYS
- D. SWAP FILE.TMP

Answer: B

The swap file might have run out of space. On Windows 9x systems the swap file has the name WIN386.SWP.

QUESTION NO: 183

A client who is using Windows 95 calls and states that a folder has just been shared however the folder does not appear as a shared folder. What is causing the problem?

- A. Disk quotas are in place.
- B. Available RAM is insufficient.
- C. Available hard drive space is insufficient.
- D. More than 300 shared folders already exists.

Answer: D

Windows 95 has a built-in limit of a maximum of 300 shared folders.

QUESTION NO: 184

A customer with a 9x system can't print but the printer is online and print jobs are queued. What could be the problem?

- A. Spooler is overloaded.
- B. Work of flying printing is selected.
- C. The printer is energy-restrict mode.
- D. The printer and CPU frequencies are mismatched.

Answer: A

The spooler could be overloaded.
The other alternatives do not apply.

QUESTION NO: 185

You are working on a system that has a malfunctioning mouse. In the device manager which key will toggle from one device to another?

- A. TAB
- B. HOME
- C. ENTER
- D. ARROW KEY

Answer: D

The arrow keys can be used in Device Manager to select the appropriate device.

QUESTION NO: 186

What is a dynamic IP address?

- A. WINS assigned address.
- B. DHCP assigned address.
- C. Manually entered address.
- D. Permanent assigned address.

Answer: B

A dynamic IP address is assigned by a DHCP server.

QUESTION NO: 187

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After a certain share where package is installed Windows 98 no longer start and you suspect a damage registry. To restore a backup copy of registry which command line utility could you run from MS-DOS?

- A. CHKDSK.
- B. CHKREG.
- C. SCANREG.
- D. SCANDISK.

Answer: C

The SCANREG utility should be used with the /RESTORE switch in order to restore the registry from backup.

QUESTION NO: 188

What should do you first if your Windows NT 4 system will not boot?

- A. Go to safe mode.
- B. Restore from backup.
- C. Use the last known good configuration.
- D. Reinstall NT using three boot disks and the CD.

Answer: C

Last known good configuration is the easiest way to return the previous system state. It is the first thing that should be tried.

QUESTION NO: 189

A user clicks the print shortcut icon on standard tool bar of the application and the document prints to the wrong printer. What should you do to correct this?

- A. Set the desired printer as default.
- B. Change the desired printer driver.
- C. Drag the desired printer to the desktop.
- D. Change the desired printer's location on the network.

Answer: A

The desired printer should be set as default. This would prevent the same thing from happening again.

QUESTION NO: 190

You are trying to run multiple programs Windows 95 and are receiving an out of memory error. This may occur because?

- A. Synchronise buffer is too small.
- B. Bandwidth has been reduced due to virtual memory usage.
- C. Dynamic swap file is too large due to fragmented space on your host drive.
- D. The dynamic swap file is limited due to the small amount of free space on your host drive.

Answer: D

Out of memory problems indicate that the swap file is full. A possible cause is that the swap file is unable to grow due to low free space on the host drive.

QUESTION NO: 191

After installing Windows 98 it fails to start after the starting Windows 98 message appears. What should you do to troubleshoot this problem? (Choose two)

- A. Type WIN.EXE add the command prompt to start windows.
- B. Type WIN/D:M add the command prompt to start windows.
- C. Run the system information utility from the MS-DOS prompt.
- D. Run the Dr.Watson debugging program from the MS-DOS mode.
- E. Press F8 when Windows is restarting and select safe mode.

Answer: B, E

We should try to start the system in safe mode.

The command "win /d:m" enables a Safe-mode boot from the command line.

Pressing F8 after the Windows restart also enables us to start in Safe Mode.

QUESTION NO: 192

In Windows 98 system you are working on has a Windows 3.1 application. The print command is not responding. Which command should you type at the run command line to help you troubleshoot the problem?

- A. MKCOMPAT.EXE
- B. PRTCOMPAT.EXE
- C. Make COMPAT.EXE
- D. WIN31.PAT.EXE

Answer: A

The MKCOMPAT.EXE utility is used to make Windows 3.x application more compatible under Windows 9x. Running this program might solve the problem at hand.

QUESTION NO: 193

The system you are working on boots up with the error message 'no operating system'. Which command makes rid the problem?

- A. OS.EXE
- B. SYS.COM
- C. FDISK.EXE
- D. REPAIR.COM

Answer: B

The boot sector seems to be damaged. The SYS.COM command can be used to restore the boot sector.

QUESTION NO: 194

Which protocol must be used on a network where the Windows 2000 clients are granted internet access?

- A. TCP/IP
- B. Internet
- C. NWLINK.
- D. NETBEUI.

Answer: A

TCP/IP is an requirement for Internet access.

QUESTION NO: 195

Which Windows 98 utility can be used to improve the access time on a hard disk?

- A. FDISK.
- B. DRVICE SPACE.
- C. DISK CLEAN UP.
- D. DISK DEFRAGMENTER.

Answer: D

Running the Disk defragmenter could improve disk access time by ordering the files in a contiguous manner.

QUESTION NO: 196

In Windows 9x you have multiple monitors connected to your computer and you are unable to drag a windows from one screen to another. What could be causing this problem?

- A. Video refresh rate is set to high.
- B. Windows you are trying to drag is maximized.
- C. Video resolution is different on both the monitors.
- D. Application does not support multiple monitors.

Answer: B

Maximized windows would prevent the windows from being dragged.
The other alternatives do not seem to apply.

QUESTION NO: 197

In a Windows 2000 system where you can you go to conform which type network interface card you have installed in your system?

- A. Control panel, ports.
- B. Control panel, networks.
- C. Control panel, system.
- D. Network neighbourhood.

Answer: C

The Device Manager can be used to check which network adapter you are using. The Device Manager can be started from the System Control Panel applet.
The other alternatives does not exist on a Windows 2000 system.

QUESTION NO: 198

In Windows 2000 where should you go to join a group or domain?

- A. Device Manager.
- B. System properties.
- C. Membership manager.
- D. Network and dial up connections.

Answer: B

The System properties Control Panel applet can be used to change the group or domain membership on a Windows NT/2000/XP system.

QUESTION NO: 199

Which TCP/IP utilities are used to determine the IP address of known internet domain names? (Choose three)

- A. PING.
- B. TRACERT.
- C. IPCONFIG.
- D. Net-ping.
- E. Nslookup.

Answer: A, B, C

PING, TRACERT and IPCONFIG (ipconfig /showdns show the dns resolver cache) can all be used to check the IP address of known internet names.

QUESTION NO: 200

A customer wants to set his new computer to use a data/fax internal modem to dial up to an internet service provider (ISP). He has joined the ISP and has all of the ISP information. What should you do first to accomplish this goal?

- A. Obtain an ISP account after installing PPT and dial up networking.
- B. Install dial up networking in TCP/IP and setup all appropriate settings.
- C. Install PPT and dial up networking after establishing a new account with an ISP.
- D. Obtain an account from an ISP then reinstall the modem TCP/IP and dial up networking.

Answer: B

He must install dial-up networking.

QUESTION NO: 201

What is the main function of a WINS server on the network?

- A. It assigns IP addresses.
- B. It assigns computer names.
- C. It resolves NetBIOS names to IP addresses.
- D. It allows dual booting between operating systems.

Answer: C

A WINS server provides NetBIOS to IP address resolution.

QUESTION NO: 202

Which protocol is used by world wide web?

- A. FTB.
- B. HTTP.
- C. SMTP.
- D. SMTS.

Answer: B

World Wide Web uses the Hyper Text Transfer Protocol (HTTP).

QUESTION NO: 203

A user is connected to Internet through an ISDN connection. He visits three different sites. Suddenly a message is given indicating that the site is unavailable. What might be the problem?

- A. The host server is down.
- B. The local IP has changed.
- C. The host protocol is incorrect.
- D. The net BEUI time exceeded.

Answer: A

The server hosting that particular site might be down.
The other alternatives do not apply.

QUESTION NO: 204

How do you connect to news groups when using an ISP to connect to the internet?

- A. Contact inter-NIC for connection information.
- B. Open control panel and select the news group option.
- C. Obtain the IP address for the NNTP server from the ISP.
- D. Contact the ISP and get IP address of the FTP server.

Answer: C

NNTP servers provides newsgroups.

QUESTION NO: 205

What MS-DOS prompt command is used to hide the file REPORT.DOC known to exist in the current directory?

- A. ATTRIB H=REPORT.DOC
- B. ATTRIB+H REPORT.DOC
- C. ATTRIB/H REPORT.DOC
- D. ATTRIB H: REPORT.DOC

Answer: B

ATTRIB +H sets the hidden attribute and the file will be hidden.

QUESTION NO: 206

Which component of Windows95 contains key entries?

- A. Registry
- B. Comspec
- C. Control Panel
- D. System Manager

Answer: A

The registry contains key entries.

QUESTION NO: 207

What advantages does protected mode memory have over real mode memory?
(Choose Two)

- A. Applications will never crash.
- B. Needed for 16 Bit applications.
- C. OS manages the memory resources.
- D. Application accesses RAM directly.
- E. OS controls application access to stabilize system.

Answer: C, E

The operating manages and controls protected mode drivers. This makes the system more stable.

QUESTION NO: 208

What would you run from the command prompt to check drive C for surface errors before Windows 9x starts?

- A. CHKDSK C:/M
- B. SCAN C:/SURFACE
- C. SCANREG C:/REPAIR
- D. SCANDISK C:/SURFACE

Answer: A

SCANDISK can be used to check for surface errors of the hard drive.

QUESTION NO: 209

Which Windows 9x file should be kept at a minimum size of 1KB?

- A. USER.DATABASE
- B. MSDOS.SYS
- C. CONFIG.SYS
- D. AUTEXEC.BAT

Answer: B

The MSDOS.SYS file should never be less of 1KB of size.

QUESTION NO: 210

What command is used to view the registry in Windows 9x?

- A. REGEDIT
- B. REGMOD
- C. REGEDIT32
- D. REGMOD32

Answer: A

REGEDIT is the only valid command to access the registry on Windows 9x systems.

QUESTION NO: 211

What tab in the system configuration utility allows you to view located items at boot up?

- A. Startup
- B. General

- C. System.ini
- D. Config.sys

Answer: A

The Startup tab of the system configuration utility is used to view programs that are started automatically at boot-up.

QUESTION NO: 212

What must be done from the command prompt before the MSDOS.SYS file can be edited in Windows 9x?

- A. RUN SYSEEDIT
- B. RUN REGEDIT
- C. ATTRIB-S-H-R MSDOS.SYS
- D. ATTRIB+S+H+R MSDOS.SYS

Answer: C

The MSDOS.SYS file is a system file (S attribute), which is hidden (H attribute), and set as Read-Only (R attribute). We must remove the system, hidden and read-only attributes with the attrib command. We should use -S-H-R to remove attributes. +S+H+R would add those attributes.

QUESTION NO: 213

What network protocols can you load to share printers in Windows 9x? (Choose three)

- A. PPP
- B. PPTP
- C. TCP/IP
- D. NETBIOS
- E. NETBEUI
- F. IPX/SPX

Answer: C, E, F

Windows 9x supports TCP/IP, NetBEUI, and IPX/SPX (through NWLink). These protocols can all be used to share resources, for example printers, on the network.

QUESTION NO: 214

Which of the following are valid ways of creating a new folder in Windows Explorer? (Choose two)

- A. File, New, Folder.
- B. Edit, Create, New, Folder.
- C. View, Options, New, Folder
- D. Double click in Display Window.
- E. Right Click in Display Window, New, Folder.

Answer: A, E

You can either use the File menu or by right-clicking in the Display Windows (right-hand window) in Windows Explorer to create a new folder.

QUESTION NO: 215

The PING command is used to check for?

- A. IP connectivity.
- B. Modem functions.
- C. Computer domain name.
- D. Corruption on a hard drive.

Answer: A

The PING utility is used to check for IP connectivity.

QUESTION NO: 216

What is the purpose of a driver?

- A. Tells the operating system how to interact with the device.
- B. Improves performance of installed devices by optimizing access patterns.
- C. Provides more useful memory by moving device control data to extended memory.
- D. Modifies application programs to work correctly with devices attached to a system.

Answer: A

A driver enables the Operating system and the device to communicate.

QUESTION NO: 217

How many entries can be contained within the root directory under Windows 9x?

- A. 512

- B. 1024
- C. 65,5336
- D. No Limit

Answer: A

A maximum of 512 entries can be contained within the root directory of a Windows 9x system.

QUESTION NO: 218

Which conversion does the Windows98 drive converter perform?

- A. FAT16 partition into NTFS partition.
- B. FAT32 partition into a FAT16 partition.
- C. Fat16 partition into a FAT32 partition and a FAT32 partition into a FAT16 partition.
- D. FAT16 partition into a FAT32 partition but not a FAT32 partition into a FAT16 partition.

Answer: D

The driver converter can only convert FAT16 partitions to FAT32.

QUESTION NO: 219

Which command can repair a master boot record?

- A. FDISK/MBR
- B. CHKDSK/MBR
- C. FORMAT/MBR
- D. SCANDISK/MBR

Answer: A

The FDISK/MBR command repairs the master boot record.

QUESTION NO: 220

What is the correct syntax for the following command?

- A. FORMAT
- B. FORMAT A:
- C. FORMAT A;
- D. FORMAT A://

Answer: B

FORMAT A: formats the diskette.

The FORMAT command must have a parameter.

; or ;// cannot be used to specify a drive.

QUESTION NO: 221

What file will bring up a Windows NT 4.0 command prompt?

- A. CMD.EXE
- B. CMD.COM
- C. CMMD.PIF
- D. COMMAND.COM

Answer: A

CMD.EXE is the command interpreter on Windows NT/2000/XP systems.

QUESTION NO: 222

What is the minimum number of steps to install a USB peripheral, Windows 2000 includes a device driver for that peripheral and USB ports are active?

- A. Plug in the device while the system running
Windows 2000 will automatically recognize the device, install the drivers and activate the device.
- B. Shut down the system, plug the device and start the system.
Windows 2000 will automatically recognize the device, install the drivers and activate the device.
- C. Plug in the device, start the system, run the Add/Remove hardware wizard and choose the appropriate device.
Windows 2000 will automatically install the drivers and activate the device.
- D. Shut down the system, plug in the device, start the system run the Add/Remove hardware wizard, choose the appropriate driver from the list and restart the system.

Answer: A

QUESTION NO: 223

What is the difference between xcopy and xcopy/s in Windows 9x?

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- A. Xcopy only copied datafiles
- B. Xcopy /s only copies system files
- C. Xcopy only copies application files.
- D. Xcopy /s copies files and subdirectories

Answer: D

The /S parameter of the Xcopy command forces Xcopy to copy the subdirectories as well.

QUESTION NO: 224

You have configured a dual boot system consisting of Windows 98 in FAT 32 partition and Windows 2000 using an NTFS partition. You checked your Windows 2000 installation and it looks good. However when you boot to Windows 98 you cannot see the files in the NTFS partition. What might be the source of the problem?

- A. The partition has not been made active.
- B. Windows 98 file sharing is not turned on.
- C. Windows 98 is not compatible with NTFS
- D. NTLDR does not load when starting Windows 98.

Answer: C

Windows 98 does not support the NTFS file system.

QUESTION NO: 225

How should you create a FAT16 partition in Windows 98?

- A. Fat 16 is not supported in Windows 98.
- B. Select Y when prompted for large partition running Fdisk.
- C. Select N when prompted for large disk support running Fdisk.
- D. Select N when prompted for Extended partition when running Fdisk.

Answer: C

By selecting N when prompted for large disk support in FDISK the FAT16 file system will be selected.

QUESTION NO: 226

You successfully installed Windows 98 and cannot adjust your display resolution. What should you do first?

- A. Flash the BIOS first.
- B. Degauss your monitor.
- C. Update your Windows drivers with the latest available version.
- D. Refresh the device manager from the system control panel.

Answer: C

We have installed the incorrect video adapter device drivers. We should update this driver.

QUESTION NO: 227

In order to send e-mail over the internet successfully you must have which two main parts of the e-mail address?

- A. E-mail name and domain name.
- B. Domain name and network type.
- C. E-mail name and company address.
- D. Domain name and company address.

Answer: A

An e-mail address consists of e-mail name and a domain name.

QUESTION NO: 228

In Windows 2000 which file can you edit to alter multiple OS boot options?

- A. IO.SYS
- B. BOOT.INI
- C. SYSTEM.INI
- D. MS-DOS.SYS

Answer: B

In Windows NT/2000/XP the boot.ini file is used for multi-boot purposes.

QUESTION NO: 229

You have just added a Windows 98 workstation to a TCP/IP network and you can't log into or the Windows NT server where your account has been set up. Which commands should you use to check for network connectivity? (Choose two)

- A. WINIPCFG.

- B. IPCONFIG.
- C. REGEDT32.
- D. NETCONFIG.
- E. WINIPCONFIG.

Answer: A, B

We use WINIPCFG on the Windows 98 client and IPCONFIG on the Windows NT Server.

QUESTION NO: 230

The user gets an out of memory message when running to print. The service technician checks and there is plenty of place on the hard drive. What is causing this error?

- A. Drivers need upgrading.
- B. Spool folder was deleted.
- C. Printer needs more memory.
- D. System needs more memory.

Answer: D

The System needs more RAM.

QUESTION NO: 231

A recently installed application launches each time Windows 95 starts. In order to disable the auto launch what should you check? (Choose three)

- A. WIN.INI
- B. REGISTRY.
- C. SYSTEM.INI
- D. SETUP GROUP.
- E. CONFIG.SYS

Answer: B, C

The registry and the system.ini file both contains applications that are launched every time the system is restarted.

QUESTION NO: 232

From a command prompt using a Windows NT 4.0 installation CD what will be accomplished by running the command WINNT/B?

- A. Create the Windows NT 4.0 diskettes.
- B. Backup the Windows NT 4.0 system registry.
- C. Install Windows NT 4.0 with backup diskettes.
- D. Install Windows NT 4.0 without prompting for boot diskettes.

Answer: D

WINNT /B starts an installation of Windows NT without create the 3 boot disks.

QUESTION NO: 233

Which of the following can the Add/remove hardware applet perform in Windows 2000?
(Choose two)

- A. Configure the registry.
- B. Uninstall the device driver.
- C. Troubleshoot an existing device.
- D. Reconfigure multiple display layout.
- E. Disable a PC card drive before it is removed.

Answer: B, C

The Add/remove hardware applet can be used to uninstall a device driver and troubleshoot a device.

QUESTION NO: 234

Where are the boot options stored for Windows 2000?

- A. SYS.CFG
- B. BOOT.INI
- C. START.INI
- D. BOOT.CFG

Answer: B

BOOT.INI stores the multi-boot parameters on Windows NT/2000/XP systems.

QUESTION NO: 235

You are having problem with a system and want to check the registry for errors. At dos prompt which command should you use?

- A. SCANREG /FIX
- B. SCANREG /REDO

- C. SCANREG / REPAIR
- D. SCANREG /RESTORE

Answer: A

The /FIX switch checks the registry for errors. It also repairs the errors.

See: Description of the Windows Registry Checker Tool (Scanreg.exe) (Q183887)

QUESTION NO: 236

An executable file in Windows Explorer on a Windows 98 machine has the generic windows icon next to it and will not open or execute. What can cause this? (Choose two)

- A. A user changed the icon image.
- B. The application associated with the file is hidden.
- C. The application associated with the file was deleted.
- D. The application associated with the file is read only.
- E. A user has moved the application file to a new location.

Answer: C, E

The associated application file is either missing or has moved to another location.

QUESTION NO: 237

While logged on as administrator you installed an application on a Windows NT 4.0 workstation. After creating a shortcut in the all users profile you test the application shortcut and it works fine? The users calls and says that the application does not run? What is the problem?

- A. Application was not installed by the user.
- B. NTFS permissions prevent her from running the application.
- C. The shortcut points to a different file from the newly installed copy.
- D. The everyone group is missing in the application security properties.

Answer: B

The user might not have NTFS execute permission to the application file.

QUESTION NO: 238

A client calls and says that the peer to peer network is no longer working. Which components should have been installed? (Choose three)

- A. Client

- B. Protocol
- C. Adapter
- D. Dial up Adaptor
- E. File and Print Sharing

Answer: A, B, C

The adapter, a protocol and the client service are required for peer-to-peer networking. File and Print Sharing is not strictly required. It must be used if you want to share resources on the network.

QUESTION NO: 239

You change the video resolution. When you restart the system you can see no longer anything on the screen. Even though you are sure that the system booted up properly. What should you do to safely restart the system so that you can access the display properties in safe mode?

- A. Press CTRL+ALT+DEL twice
- B. Press the reset button on the computer.
- C. Press ALT + F4 and then press enter.
- D. Pull the power cord from the back of the computer.

Answer: C

On a Windows 9x system we can close the operating system by ALT+F4 (close the current application/windows) and Enter (confirms that system should be restarted). On a Windows NT/2000 system we would have to use the reset button.

QUESTION NO: 240

Your customer can only connect to 28.8Kbps even with a 56Kbps modem. The ISP has all v.90/x2 modems. What should you suggest?

- A. Disable v.90 in the modem properties.
- B. Check the internet for the latest v.90 updates for the modem.
- C. Replace the existing modem with an x2 modem v.90 modem only connect at 28KBPS.
- D. Optimize the dial up setting because modem speeds faster than 28.8KBPS can only be achieved under the most ideal conditions.

Answer: B

We should ensure that we got the latest drivers for the modem.

QUESTION NO: 241

In Windows 98 what should you do to cancel a document which is already in the print queue?

- A. Select the print setup option in the application.
- B. Double Click the printer's icon in the printer folder and cancel printing.
- C. Select Add/Remove printers from the control panel choose your printer and edit the queue order.
- D. Right click the printer icon on the menu bar of the application you are printing from and go to the properties.

Answer: B

To cancel a print job we must first open the printers folder, open the printer, and cancel printing of the print job.

QUESTION NO: 242

A Windows 95 Computer is upgraded to Windows 2000. After restarting the computer for the first time, one of the applications is no longer working? What should be done?

- A. Run Scanreg
- B. Run msconfig
- C. Run regedit32
- D. Reinstall the application

Answer: D

Reinstalling the application would restore the proper registry settings and any missing or corrupt application files.

QUESTION NO: 243

Your Windows 9x computer locks up and you are unable to close the program. How can you terminate the program without shutting down the system?

- A. Press CTRL+ALT+ DEL twice
- B. Use software release utility unlockit. Exe
- C. Select the close program option in the control panel
- D. Press CTRL+ALT+ DEL. Select the program not responding and click the END Task button

Answer: D

CTRL+ALT+DEL opens the task managers. Then we can select the hung program and end it.

QUESTION NO: 244

On a Windows 9x system all that is seen are truncated file names instead of actual long filename. What utility is being used?

- A. File manager
- B. System Editor
- C. Program manager
- D. Windows Explorer

Answer: A

File Manager is a Windows 3.x utility that does not support long file names.

QUESTION NO: 245

When you double click on a short cut that appears on the windows desktop why does not the application run?

- A. Desk top shortcuts can not be used in this way.
- B. The short cut has a different icon from the default.
- C. The shortcut file is corrupt and needs to be replaced.
- D. The program file for that shortcut is corrupt or deleted.

Answer: D

The program file for the shortcut can be corrupted or missing (deleted for example).

QUESTION NO: 246

You installed Windows NT Workstation 4.0 on your Windows 98 computer so that you can dual boot. After installation you try looking for data on your Windows 98 partition but cannot see it. What is the problem? The Windows 98 partition.....

- A. is formatted with FAT16
- B. is formatted with FAT32
- C. was deleted during the installation.
- D. is not set as active in the windows NT settings.

Answer: B

Windows NT 4.0 supports NTFS and FAT16, but not FAT32.

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QUESTION NO: 247

Your antivirus software detects a boot sector virus. What is a valid option for removing the virus?

- A. Run Scandisk
- B. Run fdisk /mbr
- C. Run format c:/s
- D. Reload the operating system by using an unattended installation.

Answer: B

The fdisk /mbr command replaces the boot sector which removes the boot sector virus.

QUESTION NO: 248

A Windows 95 user reports receiving "Missing or Bad command.com" error since it has been modified the root directory. Where can a duplicate copy of command.com be found?

- A. C:\DOS\COMMAND.COM
- B. C:\WINDOWS\COMMAND.COM
- C. C:\PROGRAMS\1\COMMMAND.COM
- D. C:\WINDOWS\SYSTEM\COMMAND.COM

Answer: D

The command.com file is saved in the C:\WINDOWS\SYSTEM directory on Windows 9x systems.

QUESTION NO: 249

What are the possible causes for the error message bad or missing command.com? (choose two)

- A. Out of hard disk space
- B. Frozen command.com
- C. Corrupt command.com
- D. System resources below 60%
- E. Old version of command.com

Answer: C, E

The command.com file could be corrupt, missing (not listed here), or have an incorrect version (old for example).

QUESTION NO: 250

A user calls and states that her antivirus software has detected a virus. What is the best way to detect and remove the virus?

- A. Run chkdsk and then run the antivirus software
- B. Run scandisk and then run the antivirus software
- C. Run the antivirus software from within the operating system.
- D. Boot from a clean startup disk and then run the antivirus software.

Answer: D

The antivirus software should be run from a clean boot. Using a startup diskette (or CD-ROM) is the best solution.

QUESTION NO: 251

A user starts Windows 2000 professional and logs in successfully but doesn't appear to have a task bar. Otherwise the system starts normally and all the user's icons appear on the desktop. How can you locate the start menu?

(Choose two)

- A. Reveal the secret start menu by pressing F1 + N
- B. Display a hidden start menu by pressing CTRL+ESC.
- C. Find the hidden start menu by left clicking each edge of the desktop.
- D. Create the duplicate start menu by pressing the desktop and pressing ALT+TAB.
- E. Erase the damaged start menu by clicking my computer and pressing ALT+ENTER.

Answer: B, C

The CTRL+ESC keyboard shortcut can be used to open the Start menu.

The Start menu could also be found by left-clicking the edge of the desktop.

QUESTION NO: 252

A client calls you and says that the files have been deleted from the removable drive and the customer wants to recover them. However the files are not in the recycle bin. What can be the cause of this problem?

- A. Removable hard drive data is corrupt.

- B. Removable hard drive is in sleep mode.
- C. Removable hard drive is a compressed drive.
- D. Files on the removable hard drive are deleted immediately.

Answer: D

Deleted files on removable devices are not stored in recycle bin.

QUESTION NO: 253

You receive the following message when booting Windows NT 4.0 Workstation. "boot could not find NTLDR. Please insert another disk". What should you do to fix the disk?

- A. Extract the file from the CD
- B. Run the emergency repair process.
- C. Copy the file from any Windows system.
- D. Copy the file from another Windows NT system.

Answer: B

The Emergency Repair process can be used to replace missing system and boot files.

QUESTION NO: 254

The system you are working on continues to hang just after Windows logo appears. You suspect that the application in the start up folder is causing the problem. Which key can you hold down after seeing the Windows logo to stop the application in the start up folder from executing?

- A. ALT
- B. ESC
- C. CRLT
- D. SHIFT

Answer: D

The SHIFT key can be used to bypass applications that are configured to start automatically.

QUESTION NO: 255

A user clicks the print short-cut on the standard tool bar of an application and the document prints to the wrong printer. What can you do to correct this? (Choose two)

- A. Change the desired printer drivers.

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- B. Set the desired printers at the first order sort.
- C. Use file menu and the print command to set the desired printer.
- D. Change the desired printers location on the network.
- E. Set the desired printer as the default in the application.

Answer: C, E

We could either manually select the 2nd printer when we print, or we could change the default printer to the 2nd printer.

QUESTION NO: 256

After a RAM upgrade to a Windows 9x operating system a user experiences random lock ups and program errors. You suspect that the new memory is at fault. How can you quickly test extended memory?

- A. Restart and reuse the maintenance wizard.
- B. Restart in safe mode and run Dr. Watson.
- C. Use an emergency boot disk with himem.sys.
- D. Close all programs and open system information.

Answer: D

The System Information utility can be used to test RAM.

QUESTION NO: 257

A client calls and tells you that while he was installing Windows 98 the system files could not be updated and the system hung. What should be disabled in order to install an installing system upgrade?

- A. Drive compression.
- B. Fast booting the BIOS.
- C. Antivirus feature in the BIOS.
- D. Plug and play in the BIOS.

Answer: C

The failure to update the system files indicates that the BIOS Anti-virus feature misinterprets this process as a bootsector virus. We should disable BIOS Antivirus.

QUESTION NO: 258

A user calls and complains that a system bought years ago has USB ports build in, but when a new USB mouse is plugged in the system it does not recognize that a device has been added. What do you suspect is the problem?

- A. The system is running Windows 95.
- B. The system does not have the drivers loaded properly.
- C. The device was plugged in the machine while it was running.
- D. The device was plugged in while the machine was off and then booted

Answer: A

Windows 95 does not, without additional software, support USB.

QUESTION NO: 259

A customer Windows 98 on a 20GB hard drive formatted with FAT32 tries to install an old dos program but gets an error message that there is not enough space on the hard drive. According to the drive properties more than 12GB free space is remaining on the drive. What is wrong?

- A. Windows 98 is not reporting free space properly.
- B. The DOS program does not recognize a FAT32 partition.
- C. Windows 98 does not support any legacy DOS programmes.
- D. The partitions on the primary hard drive are not set to active.

Answer: B

The legacy program uses low-level routines to access the hard disk. The legacy program does not support FAT32.

QUESTION NO: 260

In Windows which of the following network components must be present to make a dial up connection to the internet? (Choose two)

- A. TCP/IP.
- B. NETBEUI.
- C. IPX/SPX.
- D. Microsoft client.
- E. Dial up adapter.

Answer: A, E

Internet connectivity requires TCP/IP. Dial-up networking requires an dial-up adapter.

QUESTION NO: 261

In a peer to peer network printing demands are slowing the network terminals. One quick remedy for the problem would be to?

- A. Install more memory on the network printers.
- B. Disable printing on one computer that is connect to the network.
- C. Set one of your computer systems to work as a network print server.
- D. Try to run your print jobs after hours when there is less network traffic.

Answer: C

We should use a dedicated printer server that spools the print jobs.

QUESTION NO: 262

How do most of FTP servers authenticate users?

- A. Securely.
- B. Nominally.
- C. Individually.
- D. Anonymously.

Answer: D

Anonymous login is the most common FTP authentication method.

QUESTION NO: 263

Which components can be added from the Windows 9x network control panel? (Choose three)

- A. Client.
- B. Switch.
- C. Printer.
- D. Adapter.
- E. Protocol.

Answer: A, D, E

The network control can be use to add Client, Adapter, and Protocol components.

There is no switch component.

Printers are not installed in Network control applet.

QUESTION NO: 264

To reach a secured internet site named test.com which of the following addresses must you type on the URL line of your browser?

- A. HTTP://TEST.COM
- B. HTTPS://TEST.COM
- C. TELLNET HTTP://TEST.COM
- D. HTTP://CURE.HTML/TEST.COM

Answer: B

They HTTPS protocol is used to access secure sites.

QUESTION NO: 265

What is the first step you should take to connect to a shared printer over your network?

- A. From the control panel choose connect to network printer.
- B. From Windows Explorer choose connect to a network printer.
- C. From the printers folder double click, add printer and choose network printer.
- D. From control panel select add new hardware and choose network printer.

Answer: C

To add a network printer (or a local printer) we should start the Add printer Wizard. Then we should select that we want to install a network printer.

QUESTION NO: 266

What is a static IP address?

- A. DHCP client.
- B. A permanently assigned address.
- C. One that must be grounded before use.
- D. One that was generated by a capacitor.
- E. One that was generated for that session only.

Answer: B

A static IP address is on a permanent basis. It does not change.

QUESTION NO: 267

Which domain name qualifies to universities and colleges?

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- A. .CC
- B. .WS
- C. .ORG
- D. .EDU
- E. .COM

Answer: D

The top domain EDU is used for universities and colleges.

QUESTION NO: 268

An application installation can't make changes to AUTOEXEC.BAT and CONFIG.SYS files on a Windows 95 computer. Which options can you use to resolve this issue?

(Choose two)

- A. Reinstall the operating system.
- B. Delete the files and rerun install.
- C. From a command prompt type ATTRIB-R and the file name.
- D. Restart the computer in MSDOS mode and type scan disk/autofix.
- E. In windows explorer right click the file, select properties and uncheck read only.

Answer: C, E

The system files are Write protected. To remove the file protection we can either use the ATTRIB command line utility or Windows Explorer.

QUESTION NO: 269

Under Windows 2000 you consistently receive out of memory messages when running multiple applications. To avoid having to upgrade RAM immediately you? (Choose two)

- A. Increase the paging file size in the system control panel.
- B. Increase the temporary file size in some of your applications.
- C. Decrease the temporary file size in some of your applications.
- D. Decrease the amount of time spent on running some of your applications.

Answer: A

By increasing the paging file the system would provide more memory (but work slower).

QUESTION NO: 270

A user is using multiple monitors in Windows 98 and states that a mouse can only be used with the primary monitor. The problem is that the user is in an MSDOS based program. How should the MSDOS program be run?

- A. In full screen mode.
- B. With a high refresh rate.
- C. In protected screen mode.
- D. With high resolution in use.

Answer: A

The DOS program should be run in full-screen mode (and possibly with 256 colors only).

QUESTION NO: 271

How can the operating system version that is currently running be found?

- A. Right click the Task bar and select properties.
- B. Right click the Desktop and select properties.
- C. Right click the My computer icon and select properties.
- D. Open any application, select help from the toolbar and Choose abort

Answer: C

The version of the Operating system can (usually) be found by right-clicking the My Computer icon and selecting properties.

QUESTION NO 272

Which of the following is a valid entry in the CONFIG.SYS?

- A. PROMPT\$P\$G
- B. PATH=C:\WINDOWS
- C. EMM386=HIMEM.SYS
- D. DEVICE=C:\WINDOWS\HIMEM.SYS

Answer: D

Device drivers are loaded in config.sys and not in autoexec.bat.

QUESTION NO 273

What program is used to edit a text file when a PC starts at the command prompt only?

- A. Edit.
- B. Write.
- C. Notepad.
- D. Word pad.

Answer: A

The Edit command line utility is used to edit text files.

QUESTION NO 274

Which of the following are advantages that Windows 9x has over Windows NT/2000?
(Choose two)

- A. stability.
- B. Security.
- C. Software compatibility.
- D. Legacy hardware compatibility
- E. Ability to connect to a network server.

Answer: C, D

Windows 9x is more compatible with legacy applications and legacy hardware.

QUESTION NO 275

What partition types can read both Windows 98 and Windows NT 4.0?

- A. FAT
- B. NTFS
- C. HPFS
- D. FAT32

Answer: A

FAT (=FAT16) is the only file system supported by both Windows 98 and Windows NT 4.0.

QUESTION NO 276

In the Windows 2000 explorer, opening the C:\WINNT folder shows no files. What is the cause?

- A. Virus infection
- B. System files have been deleted.

- C. System files all have the hidden file attribute set.
- D. Windows explorer automatically hides system files from view.

Answer: D

System files are hidden by default.

QUESTION NO 277

What file needed to start up Windows NT 4.0?

- A. NT.INI
- B. BOOT.INI
- C. CONFIG.SYS
- D. AUTOEXEC.BAT

Answer: B

The BOOT.INI file is a required Windows NT/2000/XP startup file.

QUESTION NO 278

In which folder is REGEDIT found in Windows 9x?

- A. WINDOWS
- B. WINDOWS\INF
- C. WINDOWS\COMMAND
- D. WINDOWS\SYSTEM32

Answer: A

The regedit utility is found in the Windows directory on a Windows 9x system.

QUESTION NO 279

How does Windows 95 store compressed data?

- A. as .ZIP files
- B. in a hidden subdirectory.
- C. Copies each file on a host drive.
- D. Compressed volume file.

Answer: D

Natively Windows 95 supports compressed data in a compressed volume file.

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QUESTION NO 280

Which registry files in Windows 9x are stored in the windows directory?

- A. SYSTEM.IDX and USER.IDX
- B. SYSTEM.DAT and USER.DAT
- C. SYSTEM.EXE and USER.EXE
- D. SYSTEM.ADM and USER.ADM

Answer: B

The Windows 9x registry is stored in the two files SYSTEM.DAT and USER.DAT.

QUESTION NO 281

What is the maximum size of a FAT 16 logical drive?

- A. 1GB
- B. 2GB
- C. 20GB
- D. 2TB

Answer: B

The FAT16 file system has a 2GB limit.

QUESTION NO 282

What happens when Windows 98 detects a corrupted registry?

- A. Windows 98 needs to be reinstalled.
- B. You must boot to safe mode and restore from your backups.
- C. Windows will automatically restore a backup copy of the registry.
- D. You must boot from your emergency disk and restore the registry.

Answer: C

Windows Registry Checker automatically scans the system registry for invalid entries and empty data blocks when it is started. If invalid registry entries are detected, Windows Registry Checker automatically restores a previous day's backup.

See: Description of the Windows Registry Checker Tool (Scanreg.exe) (Q183887)

QUESTION NO 283

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Windows 2000 offers a power-saving mode that saves everything in memory to disk, turns off the monitor and hard disk, then turn off the computer. When the computer is restarted, the desktop is restored exactly as it was left. A power failure while the computer is in this mode will not cause data loss. What is this mode called?

- A. Sleep.
- B. Snooze.
- C. Standby.
- D. Hibernate.

Answer: D

The description in the question fits the Hibernation power saving mode.

QUESTION NO 284

What does a check mark next to an item on a windows menu indicate concerning command?

- A. Active.
- B. Inactive.
- C. Available.
- D. Unavailable.

Answer: A

A check mark denotes an active selection.

QUESTION NO 285

You are formatting a hard disk and get the following error 'sector 0 bad, disk not usable'. What is the cause of this error?

- A. A wrong type of drive.
- B. A defective hard drive.
- C. Wrong hard disk driver.
- D. Oversized drive for this system.

Answer: B

The error message indicates a defective hard drive.

QUESTION NO 286

Which is one way to create a short cut on desktop in Windows 9x?

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- A. Right click on a desktop, new, shortcut, browser for a target application.
- B. Windows explorer, tools, create shortcut, browse for a target applications.
- C. Start, programmes, accessories, create short cut, browse for target application.
- D. Start, settings, control panel, add/remove programmes, browser for target application.

Answer: A

A shortcut on the Desktop can be created by right-clicking the Desktop and selecting New Shortcut.

QUESTION NO 287

You want to boot Windows 9x without your PC card network adapter while still leaving it installed in your laptop PC. In the device manger you should?

- A. Remove the PC card control panel and add it when needed.
- B. Disable the PC card socket from the device properties page.
- C. Remove the PC card network adapter and add it when needed.
- D. Disable the PC card network adapter from device properties page.

Answer: D

Unused hardware devices that is physically present in the computer should be disabled. We use the Device Manager and the Device properties page to disable the network adapter (not the PC card socket – that would is not necessary).

QUESTION NO 288

Which Windows 9x files are text files? (Choose three)

- A. SYSTEM.INI
- B. MSHTML.PLL
- C. CONFIG.SYS
- D. NOTEPAD.HLP
- E. AUTOEXEC.BAT

Answer: A, C, E

Ini-files, the config.sys and the autoexec files are text files.

QUESTION NO 289

Which type of a user accounts can Windows 2000 Professional create and manage?

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- A. Local.
- B. Global.
- C. Domain.
- D. Improved.

Answer: A

Windows 2000 Professional can only create and manage local user accounts.
Windows 2000 Server can manage Domain user accounts.

QUESTION NO 290

In Windows NT native support is provided for which of the following peripheral interfaces? (Choose three)

- A. USB.
- B. Serial.
- C. SCSI-2
- D. IEEE 1394
- E. PS/2 keyboard.

Answer: B, C, E

Windows NT natively supports serial, SCSI and PS/2 peripheral interfaces.
Windows NT does not supply the newer USB and IEEE 1394 interfaces.

QUESTION NO 291

Why should you run system monitor?

- A. To assist performance diagnostics.
- B. To save a template of the customers system settings.
- C. To slow the system down in order to run a specific program.
- D. To view graphics associated with the program that are running.

Answer: A

System monitor is used to capture statistics and to set up alerts. System monitor can be used to diagnose system performance.

QUESTION NO 292

While trying to access your internet service provider you receive this error message 'MPREXE caused an invalid page fault in kernel32.dll' what does this mean?

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- A. Your ISP is down.
- B. The modem is not working.
- C. The TCP/IP stack is corrupt.
- D. Your password file is corrupt.

Answer: D

This error messages can presents itself while you trying to access Internet. This behavior can occur if your password list (PWL) file is damaged. The .pwl files should be deleted and the system restarted.

See: Error Message: "Explorer caused an invalid page fault in module Kernel32.dll" (Q187965)

QUESTION NO 293

A user accidentally deleted the file DIALER.EXE from the windows directory. Which command is used to restore this file from a Windows 9x installation CD?

- A. COPY.
- B. XCOPY.
- C. XCOPY 32.
- D. EXTRACT.

Answer: D

The extract command can be used to extract specific files from the cabinet (.cab) files on the Windows 9x installation CD.

QUESTION NO 294

What is the proper convention for accessing network printer?

- A. \\printername\systemname
- B. \systemname\printername
- C. \\systemname\printername
- D. \printername\\systemname

Answer: C

The correct syntax for accessing a network printer is \\computername\printername

QUESTION NO 295

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Which files required Windows 9x start up file? (Choose two)

- A. IO.SYS
- B. WIN32.BIN
- C. CONFIG.SYS
- D. MSDOS.SYS
- E. AUTOEXEC.BAT

Answer: A, D

IO.SYS provides basic Input/Output functionality and is required.

MSDOS.SYS selects the boot partition etc. It is also required.

A system can be started, for example in Safe Mode, without using the CONFIG.SYS and the Autoexec.bat files.

QUESTION NO 296

During boot up you receive an error message in the CONFIG.SYS file line 10. Which command line utility should you use to fix the error?

- A. EDIT.COM
- B. TYPE.EXE
- C. HELP.EXE
- D. EDLINE.EXE

Answer: A

The EDIT.COM command line utility is used to edit text files such as the config.sys file.

QUESTION NO 297

Before upgrading Windows NT 4.0 to Windows 2000 which command should you use to check the existing operating system for compatibility?

- A. RDISK.
- B. FDISK.
- C. DISKCLN.
- D. CHKUPGRD.

Answer: D

The Windows 2000 CHKUPGRD utility can be used in the older operating to check if the system hardware is compatible with Windows 2000.

QUESTION NO 298

What keys are used to get the interactive startup in Windows 98 during the boot sequence?

- A. <F1>
- B.
- C. <END>
- D. <CTRL>

Answer: D

By pressing the CTRL key when the computer beeps, the Windows Startup menu will appear. From this menu we can use Step-by-step confirmation and get an interactive startup.

See: Symantec Knowledge Base, Diagnostic startup of Windows 98 and Windows Me

QUESTION NO 299

In addition to the four files added to boot Windows NT 4.0 system what other file must be present if the system has a SCSI adapter on which the BIOS is not enabled?

- A. SCSI.EXE
- B. SCSI.COM
- C. NTBOOTDD.SYS
- D. NTBOOTDD.COM

Answer: C

The NTBOOTDD.SYS is used by Windows NT/2000/XP to support SCSI hard drives.

QUESTION NO 300

The system you are upgrading is running Windows 95A. You have installed a new 20GB drive as a slave and the BIOS recognise the new drive. However when you try to partition the new drive the largest you can create is only 2GB. Why?

- A. FAT32 is enabled.
- B. FAT table is corrupt.
- C. FAT16 has a 2GB limit.
- D. Drive should be set to master.

Answer: C

Windows 95A only supports the FAT16 (not the FAT32) file system and the FAT16 file system has an inherent limit of 2GB partitions.

QUESTION NO 301

You receive a service fail to start error message on a Windows NT 4 workstation. Which utility should you use to find out which service failed?

- A. EDIT.COM
- B. REGEDT32.EXE
- C. EVENT VIEWER.
- D. MSCONFIG.EXE.

Answer: C

The Event Viewer contains the three logs system, application, and security. The system log will contain information on services that are failing to start.

QUESTION NO 302

After deleting the default printer from a system with two printers installed windows will?

- A. Disable remaining printer.
- B. Make the remaining printer the default printer.
- C. Prompt the user to install a new default printer.
- D. Prompt the users to select a new default printer.

Answer: B

Windows automatically makes the remaining printer the default printer.

QUESTION NO 303

The Windows 9x system you are working on boots up with an error message 'Bad or Missing command.com'. What may correct this error after the booting of an emergency repair disk?

- A. OS.EXE
- B. SYS.COM
- C. REPAIR.COM
- D. FORMAT.EXE

Answer: B

The boot sector may be damaged. It can be restored with the SYS.COM utility.

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QUESTION NO 304

A new modem installed in Windows 2000 is not on a hardware compatibility list. What are you likely to be prompted for?

- A. Manufacturer's driver diskette.
- B. Serial number of your modem.
- C. Connection speed of your modem.
- D. Telephone number of your service provider.

Answer: A

You would have to provide the manufacturer's device driver manually by diskette (or CD-ROM).

QUESTION NO 305

At boot up you receive the error message that a device referenced in system.ini, win.ini or the registry can not be found. Which command should you type at the start run command line to trouble shoot the problem? (Choose two)

- A. TRBLSHT.
- B. SYSEDIT.
- C. REGEDIT.
- D. VXDEDIT.
- E. DLLEDIT.

Answer: B, C

Sysedit can be used to view the settings in the configuration files (win.ini, system.ini, autoexec.bat, config.sys, etc.)

Regedit can be used to view the settings in the registry.

QUESTION NO 306

In Windows 2000 you can install printers by using which of the following?

- A. Device manager.
- B. Add printer wizard.
- C. System information.
- D. Add/remove hardware wizard.

Answer: B

The Add printer wizard is used to install printers in Windows.

QUESTION NO 307

A user complains that she is unable to log into the network. What is the logical thing to check in the trouble shooting process?

- A. DHCP settings
- B. Drive mappings.
- C. Network protocol.
- D. Network password.

Answer: D

The first step is the check the password she is using.

A good troubleshooting practice is the check the simplest possible cause first.