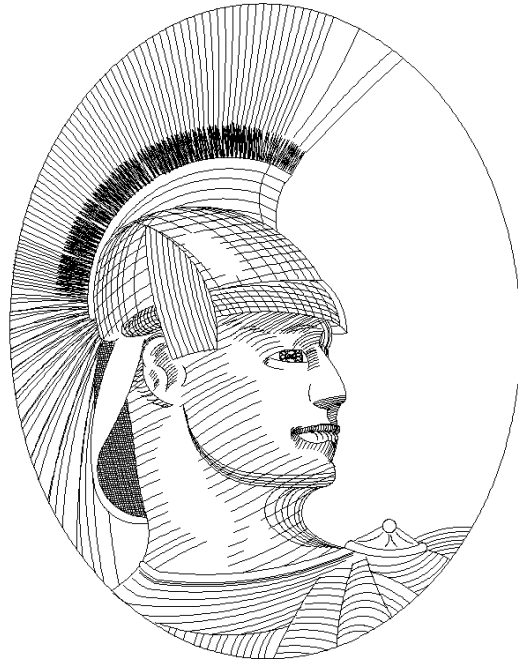


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Memory

Conventional Memory - The first 640K of memory addresses used to run applications. Also referred to as Lower Memory.

Reserved Memory - The next 384K of memory address reserved for use by different types of ROM BIOS and Video RAM. Also referred to as Upper Memory.

Extended Memory (XMS) - Any memory addresses above Reserved Memory.

High Memory Area (HMA) - The first 64K of Extended Memory

Expanded Memory (EMS) - Reserved or Extended Memory which is made to act like Conventional Memory. Also known as *LIM* Memory.

Limulation - The act of converting Extended Memory into Expanded Memory.

Shadowing - The process of copying ROM BIOS information into the Reserved Memory area of RAM.

HIMEM.SYS - A device driver created to open up the HMA by unmasking the A20 wire, and act as a gateway to Extended Memory. Directs all applications where to go in Extended Memory to avoid conflicts with other applications using Extended Memory. There is a version for both DOS and Windows. Extended memory cannot be accessed unless HIMEM.SYS is running.

Upper Memory Blocks (UMB) - Unused memory addresses in the Reserved Memory area.

EMM386.EXE - DOS' Memory Manager program. Performs Limulation and opens up the UMBs so that device drivers and programs can be loaded via CONFIG.SYS or AUTOEXEC.BAT.

EMS Page Frame - A 64K block of memory addresses in the Reserved Memory area used to perform Limulation.

MEMMAKER - DOS utility that will free up Conventional Memory by loading as many devices into UMBs as possible.

MEM - DOS command that lets you view the status of all memory. The /C switch classifies all your memory and shows all programs load in Conventional and Upper Memory.

EMM386 Common Load Options

Statement	Actions
DEVICE C:\DOS\EMM386.EXE NOEMS	Allows access to Upper Memory, but prevents access to EMS.
DEVICE C:\DOS\EMM386.EXE X=C800-C9FF	Excludes the specified memory addresses for loading device drivers or programs.
DEVICE C:\DOS\EMM386.EXE I=F000-F3FF	Includes memory addresses specified as an area where device drivers and programs can be loaded.

Partitioning

Any one physical hard drive can be partitioned into up to 24 logical hard drives. Partitioning makes data storage more efficient and allows you to install more than 1 operating system on your PC.

FDISK - A DOS utility that is used to partition a PC hard drive.

Active Partition - The partition the BIOS will look on for the operating system.

Primary Partition - The partition where DOS is stored. This partition must always be labeled C:.

Extended partition - Any partition that is not a Primary Partition.

High Level Formatting

Commonly called just “formatting”, this is where the File Allocations Table (FAT) and root directory are created. The DOS FORMAT.COM utility is used to perform this function.

File Allocation Table (FAT) - A table on the disk that keeps track of which file is stored in which sector. Hard drives use a 16-bit FAT, while Floppy Drives use a 12-bit FAT. The format command will write the status code 0000 to identify all good sectors or status code FFF7 to identify bad sectors to the FAT.

Clustering - A more efficient way of building a FAT by combining a set of contiguous sectors and treating them as a single unit in the FAT. This is now standard practice and makes the cluster the basic unit of storage, instead of the sector.

Fragmentation - When a file is written to several different cluster that are not contiguous on the drive. Fragmentation slows down access time because the read/write heads have to travel all over the drive to reassemble all the different fragments.

DOS

The DOS operating system consists of 3 basic files.

IO.SYS - Interprets the hardware environment.

MSDOS.SYS - Interprets environment as seen by applications.

COMMAND.COM - Interprets user commands by acting as a translator and sending them directly to the processor.

DOS Utilities

SCANDISK - Used to free up additional disk space by recovering lost clusters.

CHKDSK - Used to find bad clusters. When used with the /F option, it will also repair those clusters.

DEFRAG - Used to defragment hard drive by moving fragmented files to contiguous clusters.

DOS Boot Sequence

1. Loads OS (IO.SYS & MSDOS.SYS)
2. Loads CONFIG.SYS (configures environment)
3. Loads COMMAND.COM
4. Runs AUTOEXEC.BAT (configures user specified settings)

The Minimum files that MS-DOS needs to load in order to operate are:

IO.SYS
MSDOS.SYS
COMMAND.COM

MS-DOS filenames must have 1 to 8 characters. There can be no spaces or punctuation in the filename. The file extension can have up to 3 characters, allowing 11 total characters in the filename.

MS-DOS uses the FAT16 file system.

Windows

Windows is a Graphical User Interface (GUI) that provides multitasking capabilities. The Windows operating system consists of 3 basic files.

GDI.EXE
KRNL386.EXE
USER.EXE

Cooperative Multitasking - Allocates equal CPU time slices to all applications and devices based upon the application's activity level.

Preemptive Multitasking - Allows the Operating System to determine who gets the CPU time slices and when they get them.

Windows Environment Files

SYSTEM.INI - Contains information about the drivers and other hardware setting to be used by Windows.

WIN.INI - Contains information about Windows environment (colors, menus, etc.).

PROGMAN.INI - Contains program manager settings, you can edit the security section of this file and disable certain drop down menu items like delete.

CONTROL.INI - Contains color schemes, patterns, printer settings and more.

PROGMAN.EXE - is the program that starts Windows 3.x sessions during the loading process. Located in the C:\WINDOWS (unless directory is specified otherwise in installation) directory.

Swap-Files

When Windows gets low on memory (RAM), it temporarily copies information to a file on your hard disk (Virtual Memory). Windows can then retrieve this information when it has a need. These files are called swap-files.

Temporary Swap-File - A temporary swap-file only exist while Windows is running. After you exit Windows or turn off you PC, it goes away. Windows temporary swap-file is named WIN386.SWP.

Permanent Swap-File - A permanent swap-file is always present on you hard disk and remains there even after you exit Windows. Permanent swap-file is faster for Windows to access, but it uses up your available disk space. Windows permanent swap-file is named 386SPART.PAR or SPART.PAR.

Windows 95

Windows 95 consists of 2 applications. An improved version of DOS and a Graphical User Interface (GUI) that runs in protected mode. The new version of DOS is somewhat like the old DOS except that it can use extended memory. This is important because many of PC repair functions need to be accomplished from the C:> prompt.

Windows 95 DOS

IO.SYS - The new DOS uses IO.SYS. However, they have taken the old MSDOS.SYS and IO.SYS and combined them to make up the new IO.SYS.

MSDOS.SYS - This file is still around, but it has been converted to a text file where the startup options are maintained.

COMMAND.COM - Is still there and performs basically the same function.

GUI

The Windows 95 GUI loads its own device drivers for everything. In essence, you no longer need the CONFIG.SYS file to load device drivers. In addition, the GUI also loads MSCDEX for most CD-ROMs and has VCACHE for disk caching, along with mouse support. This means you should no longer need the AUTOEXEC.BAT file.

GUI Components

Device Drivers - These are both the real and protected mode drivers. There are over 300 device drivers that are included with Windows 95. However, there are some drivers that Windows 95 does not know about. That is why we still need the CONFIG.SYS, SYSTEM.INI and AUTOEXEC.BAT files.

Virtual Memory Manager (VMM) - Supports both DOS and GUI. With DOS it only loads a simple DOS application. With GUI it can create Virtual Machines (VM) for each application running.

Installable File System (IFS) - Provides support for hard drives, CD-ROMs and Long File Names (LFN).

Windows 95 Core - The main functions of the GUI are handled by the Kernel, User and Graphical Device Interface (GDI) modules. These programs run in 32-bit protected mode and allow Windows 95 to be a pre-emptive multitasker.

Windows 95 and DOS Applications - These are the user interfaces you actually see on the screen.

Windows 95 & Win 3.X Apps	DOS Apps
Windows 95 Core Kernel, GDI and User	
VMM	IFS
Device Drivers Real and Protected	

File Structure

With the Windows 95 installable file system, multiple file systems can coexist on the computer. Windows 95 includes the following file systems.

VFAT

In Windows 95, the 32-bit virtual File Allocation Table file system is the primary file system and cannot be disabled. VFAT can use 32-bit, protected-mode drivers or 16-bit real-mode drivers. Actual allocation on disk is still 12-bit or 16-bit (depending on the size of the volume), so FAT on the disk uses the same structure as previous versions of this file system. VFAT handles all hard disk drive requests, using 32-bit code for all file access for hard-disk volumes. VFAT was first introduced in Windows for Workgroups version 3.11 as an optional FAT file system that processed file I/O in protected mode.

CDFS

The virtual CD-ROM file system has the same responsibilities for a CD-ROM device as VFAT has for a standard hard disk. If a CD-ROM device is detected, the CDFS driver loads dynamically. When CDFS is installed, the standard disk type-specific device and Disk SCSI translator is replaced with CD-ROM versions. The CDFS driver is a protected-mode version of MSCDEX.EXE, providing the interface from the CD-ROM device to the operating system.

If the CD-ROM drive and its drivers support the multi-session command, CDFS can support multi-session capabilities, which provide a method for adding data to a CD-ROM (this is most applicable to CD-Recordable media). The multi-session command returns a number that identifies the first sector of the last session on the media so that CDFS can recognize the media.

LFNs

Windows 95 supports Long File Names (LFN). These file names do away with the 8.3 filename limitations of DOS. When a LFN is saved, the system creates a short filename that fits the old 8.3 standard. It then chops up the LFN into 12 byte chunks allowing a filename of up to 255 characters.

Example: LFN = Troy Technologies USA Customer List.doc

8.3 filename (created) = TROYTE~1.DOC

The 8.3 filename allows Windows 95 to be backward compatible with DOS.

Avoid putting LFNs in the root directory. The Windows 95 root directory has a limitation on 255 files. Due to the fact Windows 95 breaks up LFNs into chunks and writes them to the directory, some LFNs could take up the space allocated for 10 to 15 files. This will cause you to reach the 255 limitation very quickly and will lockup your computer.

The Registry

The biggest difference between Windows 95 and Windows 3.x is the Registry. The Registry consists of two binary files called SYSTEM.DAT and USER.DAT. These files store all the configuration information about your PC. The Registry in effect replaces the CONFIG.SYS, AUTOEXEC.BAT, REG.DAT and every *.INI file. However, these files are still present in order to provide backward compatibility with Windows 3.x.

The preferred method for updating the Registry is through the Control Panel. However, the Registry can be updated directly using the Registry Editor Utility (regedit.exe).

Miscellaneous

The F4 key allows you to boot into an old operating system in a system that has Windows 95 as the default OS.

Windows 95 detection log files:

Log File	Purpose
SETUPLOG.TXT	Used to log installation of Windows 95. Will note last utility run prior to a system halt.
DETCRASH.LOG	Used to log hardware detection during setup. Readable only by setup to determine which module was running when the system halted.
DETLOG.TXT	Equivalent of DETCRASH.LOG written in a readable format.
NETLOG.TXT	Logs detected network component information.

Plug and Play is designed for hardware installation to require no intervention from the user.

A plug and play system needs to consist of the following to be complete:

- A plug and play operating system
- A plug and play BIOS
- Plug and play hardware

Legacy Cards are hardware designed prior to Plug and Play which, when installed, will not automatically be setup by the OS and must be setup manually.

Printers

Six steps of laser printing, in order:

Cleaning	Excess toner is scraped from the photoelectric drum
Conditioning	A uniform -600 volt charge is placed on the photoelectric drum by the primary corona
Writing	Laser diodes write an invisible electric image on the photoelectric drum by causing the drum surface to be less negative wherever the laser beam hits
Developing	This is where the transfer roller places the toner on the drum. The toner sticks to the areas that have had the electric charge lessened due to the laser beam
Transfer	The secondary corona uses a positive charge to attract the toner from the drum to the paper
Fusing	The toner is then melted into the paper

Windows/DOS Troubleshooting

General Protection Faults happen when the same memory is allocated to more than one application.

Safe Mode is a diagnostic mode that only loads bare minimum for loading Windows 95.

The F8 key allows you to choose between normal, safe mode, safe mode with network support, step by step confirmation, command prompt, and previous version of MS-DOS when using Windows 95.

The F5 key allows you to boot directly into the Safe Mode of Windows 95.

The F5 key bypasses the AUTOEXEC.BAT file and the CONFIG.SYS file in both MS-DOS and Windows 95.

Pressing the F8 key in MS-DOS allows you to step through CONFIG.SYS and AUTOEXEC.BAT.

If COMMAND.COM is missing, you will receive a "Bad or missing command interpreter" error message.

CHKDSK and SCANDISK are both hard drive testing programs.

DEFRAG.EXE - Used to defragment the hard drive.

QUESTIONS A+ DOS/Windows

1. Registry is what type of file?

A: Binary

2. You see that Windows is using a real mode driver for a CD-ROM. What is the cause of this?

A: Windows could only detect the real mode driver. It could not find a protected mode driver for the device.

3. What is the proper way to add a printer port?

A: My Computer, Printers, Add Printer

4. What is one advantage of using SCANDISK over CHKDSK?

A: SCANDISK can correct partitions on a compressed drive.

5. When installing Windows or MS-DOS, what key can be used to terminate the install?

A: F3

6. You know you have the proper video driver loaded, but it is not looking correct. What file should you look for?

A: In CONFIG.SYS, check to see if DEVICE=ANSI.SYS is missing.

7. What should the BUFFERS= setting be for most systems running Windows 3.1?

A: 20

8. After running FDISK under DOS, what command must then be run to complete the disk drive setup?

A: FORMAT

9. Which memory mode allows two or more programs to use memory at the same time?

A: Protected Mode

10. Using a portion of hard disk space to serve as RAM is called?

A: Virtual Memory

11. What two files make up the Windows 95 registry?

A: SYSTEM.DAT & USER.DAT

12. You have 2 hard drives; one on the Primary controller and one on the Secondary controller. Each is divided into 2 partitions, a Primary partition and an Extended partition. What is the drive letter for the Primary partition on the Secondary controller drive.

A: D

- 13. You install a 1.2 GB EIDE drive, but when you run FDISK it reports the drive as only 504 MB. What is wrong?**

A: LBA or E-CHS is not active.

- 14. What portion of the SYSTEM.INI file contains the drivers that are loaded during startup?**

A: [boot]

- 15. On a Windows 95 system you can't print to a local printer, how do you determine whether this is due to a spooling problem? Open printer properties, click details, click spool settings and?**

A: Print directly to printer

- 16. What comes between the conditioning phase and the developing phase of the laser printing process?**

A: Writing phase

- 17. What is the name of the device driver that loads from AUTOEXEC.BAT to initialize and control the mouse?**

A: MOUSE.SYS

- 18. Using the add-on file WIN32.EXE enables the operating system to do what?**

A: Windows 3.1 can run 32 bit programs

- 19. What does a "FILES=40" statement in the CONFIG.SYS mean?**

A: Tells the computer that only 40 files can be open at one time.

- 20. Which device driver is used to control, manage and emulate expanded memory?**

A: EMM386.EXE

- 21. What CONFIG.SYS statement loads DOS into HMA?**

A: DOS=HIGH

- 22. What Windows 95 hotkey can you press while viewing files that will refresh the screen?**

A: F5

- 23. What command would you use to see what TSRs are running, loaded in memory, and where they are located?**

A: MEM /C

- 24. What key would you press to step through CONFIG.SYS and AUTOEXEC.BAT files when re-booting?**

A: F8

25. What DOS command would you use to change a file so it can be read, but cannot be changed?

A: *ATTRIB +r {filename}*

26. What DOS command would you use to make a file hidden?

A: *ATTRIB +h {filename}*

27. How many bytes in a sector?

A: 512

28. Where are most TSRs loaded?

A: *AUTOEXEC.BAT*

29. Expanded memory is:

A: *Paged memory*

30. A uniform charge of what, during the laser printer's conditioning phase, is placed on the photo-sensitive drum?

A: *-600 volts*

31. On a laptop, what DOS command could you use to reduce battery usage and extend its usable time?

A: *POWER.EXE*

32. Where does a virus normally reside?

A: *Memory*

33. What DOS directory command would you use to list all files, including the hidden ones?

A: *DIR /A*

34. What command would you use to format a floppy disk and make it bootable (transfer the system files)?

A: *FORMAT A: /S*

35. What command would you use to make an already formatted floppy bootable?

A: *SYS C: A:*

36. What DOS utility can you use to configure or optimize memory?

A: *MEMMAKER*

37. A customer is running a DOS application in Windows 95, suddenly the application stops running and Windows 95 also stops functioning. How can the customer recover from this with minimum data loss?

A: Press the Escape key to halt the application and return control to Windows 95

38. What command could you use to defragment a disk drive?

A: DEFRAG

39. What TSR is usually loaded from AUTOEXEC.BAT?

A: DOSKEY

40. Which allows faster access; RAM, ROM, or virtual memory?

A: RAM

41. What batch file command will stop a batch file operation until a key is pressed?

A: PAUSE

42. What is the IS interface that handles printing in Windows 95?

A: GDI

43. Which key will repeat the last command issued at the DOS prompt?

A: F3

44. What keys do you press to bring up the close program dialog box in Windows 95?

A: Ctrl-Alt-Delete

45. How do you change from a temporary swap file to a permanent swap file or change any other attribute concerning the swap file in Windows 3.x?

*A: 386 Enhanced icon
Virtual Memory button
Change button*

46. What command would you use to obtain a directory listing of unsorted filenames in lowercase?

A: DIR /L

47. Which function is not available through Device Manager?

A: Enabling a virus checker

48. SmartDrive can provide double buffering to devices such as SCSI drives, which are unable to work with virtual memory. To enable double buffering, what statement needs to be added to the CONFIG.SYS file?

A: DEVICE=C:\path\SMARTDRV.EXE /DOUBLE_BUFFER

49. This file performs the control and allocation of system resources. It is responsible for tasks such as memory management, launching applications, and controlling program execution for multi-tasking.

A: KERNEL file

50. The transfer corona uses a positive charge to attract the toner to the paper.

A: True

51. These are executable code modules that can be called by Windows operations, or by application programs, to perform specific functions.

A: Dynamic link libraries, identified by their .DLL extension

52. What file contains commands that configure system devices?

A: CONFIG.SYS

53. What does the FDISK command do?

A: Partitions the hard drive

54. What can you do to make a program launch automatically immediately after Windows initializes?

*A: Add its icon to the STARTUP program group.
Add its name to the RUN=line in the WIN.INI file.
Add its name to the LOAD=line in the WIN.INI file.*

55. What command would you use to turn off the creation of an uninstall disk during setup?

A: SETUP /G

56. Information about which component is not found when you run MSD.EXE?

A: Cache

57. For DOS to recognize a second IDE drive, what must you do before installation?

A: Set Master/Slave jumper to Slave on the second drive.

58. What can be done in Windows 3.x to speed up an application?

A: Check the "Execute in Foreground" option under the 386 control panel icon.

59. What command would you run to identify and return lost chains to a directory?

A: CHKDSK /F

60. Which driver manages the use of extended memory?

A: HIMEM.SYS

61. Which file contains the configuration information for hardware drivers used by Windows?

A: SYSTEM.INI

62. A file that contains the requirements for a non-Windows application so it can run in a Windows environment is called?

A: Program Information File (PIF)

63. What is the minimum memory requirement for installing Windows for Workgroups?

A: 4 MB

64. The file that controls how the desktop looks in Win 3.1 is called?

A: WIN.INI

65. You are having problems when Windows 95 boots. How can you create a log file that records the events on bootup?

A: Hit F8 as soon as Windows starts, then select BOOTLOG.TXT option

66. The file that contains color schemes, patterns and printer settings is called?

A: CONTROL.INI

67. Which program allows file locking in MS-DOS?

A: SHARE.EXE

68. What will not be affected by a virus?

A: ROM BIOS

69. The MS-DOS utility that allows you to view the system processor type is called?

A: MSD

70. A user has locked the screen saver with a password, quit his job, and left town. You reboot to DOS and edit which file to reset the password?

A: WIN.INI

71. From what part of Windows 95 can you view device properties or remove them completely?

A: Device Manager

72. On a 486DX Windows computer the Expanded Memory is controlled by

A: EMM386.EXE

73. Which file is always loaded for CD-ROM support?

A: MSCDEX.EXE

74. How would you optimize a Windows 95 machine to be a dedicated Print Server?

A: Control Panel, System, Performance Tab, File System, Typical role = Network Server.

75. A laser printer error of 50 indicates what?

A: Bad fuser assembly

76. Which command must be loaded and executed first in the CONFIG.SYS file when the computer is first started?

A: DEVICE=C:\DOS\HIMEM.SYS

77. What DOS command will configure a serial printing port?

A: MODE LPT1=COM1

78. If Windows generates an error message stating it cannot open enough files, what file would you need to modify to fix this problem?

A: CONFIG.SYS

79. What does XMS refer to?

A: Extended memory

80. Where are the Windows 95 registry files (USER.DAT & SYSTEM.DAT) stored?

A: C:\Windows directory

81. How do you get to SAFE mode in Windows 95?

A: By using the F5 key during boot-up.

82. In DOS, if one application prints Okay, but another does not, what is probably the problem?

A: The Print Driver selected

83. The most common device driver used in CONFIG.SYS to set up a virtual drive in memory is?

A: RAMDRIVE.SYS

84. Windows 95 system locks up when several different applications are all open. What is probably the cause?

A: General Protection Fault (GPF)

85. Which of the following will not use Smartdrive?

A: Windows 95

86. Which file is the primary DOS user interface?

A: COMMAND.COM

87. What two type of partitions can you create using FDISK?

A: *Primary*
Extended

88. If your mouse fails to work in a DOS box while running Windows 3.x, how would you fix it?

A: *Load mouse driver in AUTOEXEC.BAT*

89. What is the best way to change settings in the Windows 95 registry?

A: *By updating items through Control Panel.*

90. Which wildcard character is used to replace a combination of characters?

A: ***

91. What is the best command to see how much conventional memory a certain real mode program is using?

A: *MEM /C*

92. What is the IRQ for a sound card?

A: *IRQ 5*

93. What is the IRQ for the floppy drive?

A: *IRQ 6*

94. What Windows 95 utility can you use to view your system's kernel processor usage?

A: *System Monitor*

95. Windows 95 gives a message "missing WIN.COM". You can't get a command prompt. What should you do?

A: *Boot from your start up disk*

96. What program would you use to find where drivers are loaded in the reserved area?

A: *MSD.EXE*

97. What file is used to load DOS memory managers?

A: *CONFIG.SYS*

98. A scanner comes with a device driver called SCDER001.SYS. How would you install this driver?

A: *Add DEVICE=C:\SCANNER\SCDER001.SYS to CONFIG.SYS file*

99. How would you start Windows without 32-bit disk access?

A: *WIN /D:F*

100. What file is used to automatically start programs when Windows starts?

A: *WIN.INI*

101. In order for 32-bit disk access to work, what 2 files must be installed?

A: *IFSHLP.SYS* in *CONFIG.SYS*
VFAT.386 in *SYSTEM.INI*

102. In your AUTOEXEC.BAT file you have the line: SET BLASTER=A220 I5 D1 T6. What does the A220 mean?

A: *I/O address 220*

103. The message “missing operating system” appears when you boot your PC. To fix this you would?

A: *Boot from a bootable floppy*

104. Which wildcard character is used to replace a single character?

A: *?*

105. Which Windows program will allow you to edit AUTOEXEC.BAT, CONFIG.SYS, SYSTEM.INI and WIN.INI at the same time?

A: *SYSEDIT.EXE*

106. On a system with more than 16MB of RAM, SMARTDRV should have a disk cache under Windows 3.x of what size?

A: *2048KB*

107. The system will boot from a floppy disk but not from a hard drive. What should you do?

A: *Verify the presence of the 2 hidden .IO.Sys files and Command.com*

108. What statement in CONFIG.SYS loads the device driver into the upper memory blocks?

A: *DEVICEHIGH=*

109. What three files makeup the MS-DOS system files?

A: *COMMAND.COM*
IO.SYS
MSDOS.SYS

110. The Windows 3.x command SETUP /I will do what?

A: *Ignore automatic hardware detection*

111. The name of the permanent swap file in Windows is?

A: *386SPART.PAR* or *SPART.PAR*

112. How can you change the resources assigned to a printer port in Windows 95?

*A: Go to Start, Settings, Printer and double click printer
Go to My Computer, Printer and double click printer*

113.The 3 major programs that control Windows resources are?

*A: KRNL386.EXE
USER.EXE
GDI.EXE*

114.The mouse on your brand new computer does not work when running Windows. Everything else on your computer works fine. Assuming the mouse is plugged in properly, what should you check?

A: Verify mouse driver is loaded by running SETUP.EXE

115.You are running MSCDEX and you get the message “Not enough drive letters available”, what should you do?

A: Change the LASTDRIVE= statement in CONFIG.SYS

116.Which INI file provides some system security in Window 3.x?

A: PROGRAM.INI

117.By default, HIMEM.SYS will check extended memory. How would you turn this off?

A: Add /TESTMEM:OFF to the end of the HIMEM.SYS line in CONFIG.SYS

118.How would you disable write-back caching when using SMARTDRV?

A: Add the /X switch to the SMARTDRV command.

119.In order to delete a corrupt IO.SYS command, you first have to change the file attributes by entering what command?

A: ATTRIB -r -s -h

120.If Plug and Play is not working where can you assign system resources?

A: From the Device Manager

121.If you upgrade to a new version of DOS and run an old word processing program which gives you the error message “Incorrect DOS version”. What can you do that will allow you to run this program?

A: Use the SETVER command to specify the older version of DOS.

122.What is the maximum number of FAT entries allowed on a DOS partition?

A: 65536

123.What is the only file that can be loaded before HIMEM.SYS?

A: SETVER.EXE

124. Your sound card works fine in DOS but not in Windows 3.1. What is probably the problem?

A: IRQ or I/O address conflict in the protected mode driver.

125. Where is Extended memory located?

A: Above 1024KB

126. Each line of CONFIG.SYS specifies some type of configuration such as?

A: Device drivers and system settings

127. What are 2 alternate names for Expanded memory?

*A: EMS
LIM*

128. What is the purpose of the registry in Windows 95?

A: It stores system and application configuration data

129. Which statement can be used to increase the DOS environment space?

A: SHELL=COMMAND.COM /E:XXX

130. In Windows, a “heap” can best be described as?

A: 64K storage areas in extended memory.

131. If you have a HIMEM.SYS file in your DOS directory and one in your Windows directory, how would you determine which one to use?

A: Use the most recently dated version.

132. What is the result of adding an IP address to the DNS server search order?

A: It tells the local system where the DNS server is located

133. Most protected mode device drivers are loaded in what file?

A: SYSTEM.INI

134. In order for 32-bit disk access to work, you must have?

A: WD1003 compliant controller or Fastdisk compatible driver.

135. If you do not have the LASTDRIVE= statement in your CONFIG.SYS, then what is the highest drive letter available to DOS?

A: Z

136. Which of the following lines is found in CONFIG.SYS?

A: DOS=UMB

137. When one protected mode program writes to the memory address in use by another protected mode program, what happens?

A: General Protection Fault

138. What are the two types of swap files that Windows uses?

*A: Permanent
Temporary*

139. Which file contains the PATH statement?

A: AUTOEXEC.BAT

140. What is the DOS command to delete a directory?

A: rmdir or rd

141. Where does the system look for boot files?

A: Active partition

142. Which of the following would not be used for Internet security?

A: HTTP

143. What DOS command is used to change to a different directory?

A: CD

144. What does the term “Limulate” mean?

A: To act like expanded memory

145. The built in disk caching program available with DOS is called?

A: SMARTDRIVE

146. You have the following files in the same directory: START.EXE, START.COM, and START.BAT. If you type the command START, which file will execute?

A: START.COM

147. From which location do you install device drivers manually under Windows 95?

A: Control Panel, Add New Hardware

148. If you would like to execute one batch file while running another batch file, and then return to the original batch file, which command would you need to include in the first batch file?

A: CALL

149. What is the minimum memory requirement for installing Windows 3.1?

A: 4MB

150.What is the minimum memory requirement for installing DOS?

A: 640K

151.How do you configure a serial port in DOS?

A: MODE COM1:9600,8,n,1

152.The secretary wants to print to the Office Manager's printer but cannot connect to it. All of the following are reasons this may be happening except that?

A: The networking bindings are set in the wrong order

153.At what location on the hard drive will you find Master boot record?

A: Cylinder 0, Head 0, Sector 1

154.What protected mode driver is used by Windows to allow you to enable 32-bit file access?

A: VFAT.386

155.What utility that comes with the Microsoft Plus pack can you enable to notify you that your disk space is getting low, or to run things such as Scandisk or Disk Defragmenter while you are away from your computer at a pre-determined time?

A: System Agent

156.The system BIOS and ROM chips are called?

A: Firmware

157.Can an extended DOS partition be deleted if it still has a logical drive letter assignment?

A: No

158.What keys can you press to force DOS to quit executing the current command?

A: CTRL+C or CTRL+Break

159.What makes Windows 95 quick and easy to configure?

A: Plug and Play

160.How do you start a backup in DOS 6.x?

A: Enter MSBACKUP at the command prompt.

161.What is the minimum "FILES=" setting necessary to successfully install Windows 95?

A: 30

162.Which driver provides caching services for hard drives and DOS computers?

A: *SMARTDRIVE.EXE*

163. In order for Windows 3.0 to run in 386 mode, you will need what file installed?

A: *WINA20.386*

164. What files would you need to make sure were selected if you wanted to backup the Program Manager groups?

A: *WIN.INI, SYSTEM.INI, and all *.GRP files.*

165. After adding an adapter, Windows will not run in enhanced mode. What could you try?

A: *Add EMMEXCLUDE=A000-EFFF to the SYSTEM.INI file.*

166. Can Windows 3.1 run operations in Real Mode?

A: *No*

167. What is the name of the temporary swap file created by Windows?

A: *WIN386.SWP.*

168. What keys can you press to stop the execution of a Windows application?

A: *ALT+F4*

169. How do you get the Start menu if the taskbar is hidden?

A: *CTRL+ESC*

170. What is the best battery choice for laptops?

A: *Ni-Cad*

171. A virus is least likely to affect?

A: *CMOS*

172. What virus is the most difficult to remove?

A: *CMOS*

173. What files can you examine if Windows 95 fails setup?

A: *Detlog.txt, and setuplog.txt*

174. Can you increase the amount of memory available for applications by changing the order of the load statements in your CONFIG.SYS or AUTOEXEC.BAT file?

A: *Yes*

175. What does setting a partition as Active do?

A: *It sets the logical drive parameters*

176. What command would you use if you wanted to view the AUTOEXEC.BAT file and have the computer display contents one screen at a time without scrolling through the whole file?

A: TYPE AUTOEXEC.BAT / MORE

177. What command can be used to transfer system files?

A: SYS.COM

178. The smallest unit of storage DOS can work with is?

A: Cluster

179. What DOS command is basically the same as the DELETE command?

A: ERASE

180. In what file is SMARTDRV.EXE loaded?

A: AUTOEXEC.BAT

181. During boot up of Windows 95, what key do you press to bring up the Startup Menu?

A: F8

182. Which sector will the DOS based FAT be located on the hard drive?

A: 0

183. What type of memory was developed as way of working around DOS and CPU limitations?

A: Expanded Memory

184. Which feature or files allow Windows 95 to recognize peripherals, load drivers and assign system resources?

A: Plug and play

185. What DOS program can you run to see which serial ports are detected?

A: MSD

186. What are the two hidden DOS system files?

A: IO.SYS and MSDOS.SYS

187. What must be loaded before you will be able to load DOS in HMA?

A: HIMEM.SYS

188. What should you do to view or change resource settings for hardware devices in Windows 95?

A: In Device Manager select Device, Properties, Resource

189.To start a computer, the system files must be located where?

A: The Active/Primary partition

190.What is the maximum hard drive size that DOS 6.0 will recognize?

A: 512MB

191.The DOS command CD.. will return you to?

A: The parent directory

192.To move between running programs in Windows, you can use which keys?

A: ALT + TAB

193.Can the RD command be used to remove a subdirectory that contain files?

A: No

194.Which of the following will format a hard drive properly so that it would be bootable?

A: FORMAT C: /S

195.Within Windows, an Icon . . .

A: Can exist in any or all program groups any number of times.

196.In Windows, can you start two sessions of a DOS application?

A: No

197.Which Windows file contains information about program groups?

A: PROGRAM.INI

198.Which Windows operational mode is no longer supported?

A: Real

199. In Windows 95 you can print from an open document or?

A: Drag and drop the document icon onto the printer icon

200.Where are swap files located?

A: On the hard drive

201.The EMM386.EXE controls what type of memory?

A: Upper memory blocks

202.What utility would you use to view a document without opening the application associated with that document?

A: Quick View

203. What configuration command was used to open files in early versions of DOS?

A: FCBS=

204. What is used by the CPU to store information when it receives an interrupt request?

A: Stacks

205. What is used to store information read from or written to disk?

A: Buffers

206. You have an older PC that may or may not require the double buffering option in SMARTDRV.EXE. What can you type at the DOS prompt to find out if it's needed?

A: SMARTDRV

207. What DBLSPACE switch is used to create a new compressed drive?

A: /CREATE

208. What are the minimum hardware requirements for running Windows 95?

*A: 386 DX
4 MB RAM*

209. Which Windows file has information about File Manager?

A: WINFILE.INI

210. When upgrading from Windows 3.x to Windows 95 a primary consideration for the user is?

A: Whether to retain old program groups and icons

211. Which Windows file has information about desktop colors?

A: CONTROL.INI

212. Which file manages the graphical displays in Windows 3.x?

A: GDI.EXE

213. Which file acts as the application launcher in Windows 3.x?

A: KRNL386.EXE

214. If AUTOEXEC.BAT is found in the root during boot up, which file contains the batch file processor to interpret it?

A: COMMAND.COM

215. Which file acts as the input manager in Windows 3.x?

A: *USER.EXE*

216. What DOS command should you never attempt to run from Windows?

A: *Fdisk*

217. Both foreground and background applications are active and the amount of time given to each application is determined by the application activity. This is called?

A: *Cooperative multitasking*

218. Application priority is set by assigning time slices for foreground and background activity. What is this called?

A: *Preemptive multitasking*

219. If only the foreground application is active, this is called?

A: *Task Switching*

220. In order to see the system files, in the root directory, you would type?

A: *DIR /A:S*

221. The typical prompt (C:\>) is created with what command?

A: *\$p\$g*

222. How many logical drives are possible with DOS 6.0?

A: *23*

223. What happens when you add the SHARE.EXE in AUTOEXEC.BAT file?

A: *Allows a file to be shared by multiple users or programs.*

224. Which is LEAST likely to interfere with upgrading to a newer DOS version?

A: *Existing backup files*

225. A customer has one printer on LPT1 and wants to add another printer. To which port could it be connected?

A: *COM1*
LPT2
COM2

226. What is a type of preventive maintenance used on a hard drive?

A: *Disk check diagnostics*

227. Which file specifies the parameters used by the printer in Windows 3.1?

A: *SYSTEM.INI*

228. After clicking on your work processing icon, Windows reports the following error message: “Invalid working directory”. What should you do first?

A: Right click, then click on the icon’s Properties

229. Which of the following files can be modified using the Windows SYSEDIT program? (Choose all that apply)

*A: PROTOCOL.INI
SYSTEM.INI
WIN.INI
CONFIG.SYS
AUTOEXEC.BAT (not CONTROL.INI)*

230. MS-DOS is limited to using _____ of memory.

A: 640k

231. Approximately how much free conventional memory is provided by Windows 95 for MS-DOS sessions?

A: 600k

232. 32-bit disk access is also known as?

A: Fastdisk

233. What device takes advantage of EMF spooling?

A: Printer

234. Where is the High Memory Area (HMA) located?

A: The first 64K of extended memory (between 1024 and 1088).

235. What device can you use to prevent power surges to your computer?

A: Surge Suppressor

236. What is the purpose of the Modem?

A: Turns digital signals into analog signals and vice versa.

237. The major difference between ESD and EMI is?

A: EMI is recoverable, ESD is not.

238. Is it possible for Windows 95 to keep a modem log?

A: Yes

239. What program uses extended memory to simulate expanded memory?

A: EMM386.EXE

240. What utility would you use to view who is accessing shared resources on your Windows 95 machine?

A: Net Watcher

241. Unused memory in the reserved area is called?

A: UMB (Upper Memory Blocks)

242. The 384K of memory region between 640K and 1MB is called?

A: Upper or Reserved Memory

243. Can Windows 95 run both 32 bit and 16 bit programs?

A: Yes

244. What is CDFS?

A: CD-ROM driver

245. What feature is not important to an OS?

A: Application

246. DOS 6.0 is a ____ bit application?

A: 16 bit

247. What type of multi-tasking does Windows 95 support (Choose two)?

A: Pre-emptive and multi-threading

248. Windows 95 can start without what two files?

A: CONFIG.SYS and AUTOEXEC.BAT.

249. Windows 95 supports what kind of networking?

A: Peer to Peer

250. You are in your Internet browser and click File, Save. But then you can't find the file. What file type should you search for?

A: .HTM

251. Where are the Upper Memory Blocks located?

A: Reserved Memory

252. Where is the driver EMM386.EXE usually loaded?

A: CONFIG.SYS

253. You are going to be upgrading the company president's computer. What is the first step?

A: Perform a full backup

254. What is the cheapest way to access the Internet?

A: Dial Up access

255. What action will enable more applications to run simultaneously?

A: Add RAM

256. After searching the current directory, where does Command.Com search next?

A: The Path statement

257. A permanent swap file has what file extension?

A: PAR

258. What switch would you use to view SmartDrive statistics?

A: /s

259. When using Smartdrive, should you decrease the Buffers statement in CONFIG.SYS?

A: Yes

260. If SMARTDRV is not loaded, you may reduce the number of allocated buffers in the "BUFFERS=" statement.

A: False

261. What command can you add to the AUTOEXEC.BAT file so that your computer temporarily stops in the execution of the file before continuing?

A: Pause

262. Suppose you had an incurable computer virus and decided to wipe out all the data and partitions on your hard drive and reformat. What is the order in which you must delete the partitions?

A: Logical, Extended, Primary

263. Which DOS command would allow you to redirect a printer?

A: Mode

264. Where do you load the CD-ROM drivers?

A: CONFIG.SYS

265. Windows 3.1 supports what type(s) of multitasking?

A: Cooperative

266. Which command will prevent subsequent changes to the file CBT.EXE?

A: ATTRIB + r CBT.EXE

267.How would you make sure that a text file (.txt) is always opened by Notepad?

A: Associate .TXT files with Notepad

268.A temporary swap file has what file extension?

A: SWP

269.How would you load device drivers into Upper Memory from AUTOEXEC.BAT?

A: LoadHigh=

270.How would you allow device drivers and TSRs to be loaded into Upper Memory Blocks?

A: DOS=UMB

271.Which of the following is a Windows 95 install file?

A: Win95_13.CAB

272.What replaces SmartDrive in Windows 95?

A: VCACHE

273.A circled exclamation point indicates what in Windows 95?

A: You have a problem with that device.

274.What does the thorough Scandisk check that standard does not?

A: The integrity of the disk surface.

275.Scandisk and Defrag are located where in Windows 95?

A: Programs/Accessories/System Tools

276.What commands could you use to find and repair cross linked data?

*A: Scandisk
Chkdsk /F*

277.What is the purpose of HIMEM.SYS?

A: Extended memory manager

278.A program isn't working because of a corrupt *.dll. How would you properly fix the corrupt file?

A: Reboot to Windows and rerun the program's setup.

279.How can you to get your registry file back if it becomes corrupt while using Windows 95?

A: copy SYSTEM.DA0 to SYSTEM.DAT and USER.DA0 to USER.DAT.

280. Which of the following is NOT a setup recovery (log) file?

A: RECOVER.TXT

281. What purpose does the USER.EXE file serve in Windows?

A: Manages the user interface, including input from devices and interaction with drivers.

282. What are the rules governing extended partitions?

A: Same as for Primary partitions

283. What command is used to access the Windows 95 registry?

A: REGEDIT.EXE

284. Most Windows 95 capable applications are installed by using what file name?

A: SETUP.EXE

285. Where do you check properties for your network interface card?

A: Device Manager > Properties.

286. What do you use System Monitor for?

A: To identify potential performance bottlenecks.

287. What feature of Windows 95 automatically detects and configures hardware?

A: Plug and Play

288. What is the file extension for the backup registry files?

A: DA0

289. Which command will tell you how much of each type of memory you have?

A: Mem

290. Where does the HIMEM.SYS get loaded?

A: CONFIG.SYS

291. How do you optimize Windows 3.x if you have a large hard drive?

A: Install a permanent cache.

292. How do you initiate the boot menu for Windows 95?

A: F8

293. What is the UNC path to a shared resource on another computer?

A: `\\computer_name\Share_name`

266: What would cause your IP address to change each time you log onto the network?

A: A DHCP server has been installed.

294.How long can a filename be in Windows 95?

A: 255 characters

295.Safe mode in Windows 95 will load which files?

A: keyboard, mouse, VGA drivers

296.In Windows 95, any program trying to use the telecommunication feature has to make a call to what?

A: TAPI

297.What is the maximum of files that Windows 95 can have in the root directory?

A: 255

298.You name a file "This is my file". How is the file name displayed from the DOS prompt?

A: `thisis~1`

299.In Windows 95, where do you go to view DMA and IRQ's?

A: Right click My Computer. Choose Properties. In Device Manager, choose Properties of desired item.

300.Where do you change virtual memory settings in Windows 95?

A: Control Panel, System, Performance Tab, Virtual Memory

301.Windows 95 gives you the opportunity to create a startup disk when you install it. However, if you skip it during installation, how can you create one later?

A: Go to Control Panel, Add/Remove Programs, Startup Disk Tab, Create

302.How do you view the attributes of a file in Windows 95?

A: Windows explorer, click on the file, alternate click properties and change attributes

276: Windows 3.x will boot without all of the following except?

A: SYSTEM.INI

303.How does Windows expand CAB files?

A: Extract.exe

304.What file is NOT on the Windows 95 startup disk?

A: *CONFIG.SYS*

305.What is the reserved area for DOS?

A: *HMA*

306.After displaying the directory of a floppy disk, a different floppy is inserted into the drive. The contents of the original floppy continues to display regardless of directory requests on the other floppies placed in the drive. You remove the drive in question and install it into your test system, and it does not exhibit the problem. You should next replace what?

A: *Floppy drive ribbon cable*

307.Which of the following is not Internet related?

A: *X.400*

308.What key do you hold down to by-pass start-up programs?

A: *Shift*

309.All of the following are ways to add Device Drivers in Windows 95 except?

A: *Manufacturer setup disk*

310.Closing the Print Manager will do what?

A: *Will not affect current job.*

311.What kind of operating system is Windows 95?

A: *32 bit*

312.What kind of operating system is Windows 3.1?

A: *16 bit*

313.You can't map a network drive under Windows 95. Network, IP address, and UNC settings are all correct. How do you diagnose this problem?

A: *PING the sever*

314.What is the boot order of a Windows 95 PC?

A: *IO.SYS*
MSDOS.SYS
CONFIG.SYS
COMMAND.COM
AUTOEXEC.BAT

315.How do you keep your settings and groups of Win 3.1 when upgrading to Windows 95?

A: *Install in the same folder*

316.If an application locks or freezes, how would you handle it?

A: CTRL+ALT+DELETE, select the locked application, and choose End Task.

317.Which of the following will Scandisk NOT do?

A: Defragment files

318.You map a network drive but every time you re-boot you lose it. Why?

A: You didn't select Reconnect at Boot.

319.What is the purpose of safe mode?

A: It is a troubleshooting mode for Windows.

320.Select one way in which to launch an application in Windows 95

A: Windows Explorer

321.What are the minimum files you need to put on a boot disk?

A: IO.SYS, MSDOS.SYS, COMMAND.COM

322.What is the Windows Kernel responsible for?

A: Managing virtual memory, task scheduling, and file I/O services.

323. When you have a non-standard or unsupported device, which setup options, should you choose?

A: Custom

324.Which file, when missing, will not let you boot to DOS?

A: COMMAND.COM

325.What service resolves the computer NETBIOS name to an IP address?

A: WINS Server

326.You install DOS, but your CD-ROM won't play. What file do you need to add to access the CD-ROM?

A: Put MSCDEX.EXE in the CONFIG.SYS file, and CD-ROM driver in AUTOEXEC.BAT

327.The SYS command in MS-DOS 6.x copies what files to the floppy?

A: IO.SYS, MS.DOS, COMMAND.COM and DRVSPACE.BIN

328.How do you view hidden files in Window95?

A: Go to Explorer, View, Folder Options, and Show All Files.

329.How do you create a permanent swap file in Windows 3.1?

A: Click the 386 enhanced icon in Control Panel, set the virtual memory size to the desired swap file size and set the type to permanent

330. How do you check to see if you have any free space on your hard drive in Windows 95?

A: Go to My Computer, right click the drive, Properties.

331. Which protocol is used on the Internet for file downloads?

A: FTP

332. Which of the following will not increase the speed of your computer?

A: Scandisk

333. What kind of file system does Windows 95 use?

A: FAT (specifically VFAT)

334. What is the batch file interpreter for the AUTOEXEC.BAT file?

A: COMMAND.COM

335. If you want to print a file quickly, what is the fastest way?

A: Drag the file icon to the printer icon and drop it.

336. How do you optimize a CD-ROM?

*A: Go to Settings, Control Panel, System, Performance, File System (SET QUAD SPEED)
(May just state File System, CD-ROM settings)*

337. On a Windows 95 system you send a document to the printer but nothing is printing. You should try all of the following except?

A: Disable bi-directional support

338. Can a Windows swap file exist on a compressed volume?

A: Yes

339. Windows 95 boots into safe mode and the box is displayed saying that Windows failed to initialize the display adapter. How would you correct this problem?

A: Change video properties

340. How do you usually run a program in Windows 95?

A: Start, Programs, and then select the program

341. Which file is a valid filename in Windows 95?

A: my.files.doc

342. What does the Defrag command do?

A: Brings files together in contiguous clusters

343.What does the DOS=HIGH statement do?

A: Loads PART OF DOS into High Memory Area

344.Your HIMEM.SYS file in Windows 95 is corrupted. What will happen during bootup?

A: Windows will not load

345.What is initialized first on start up?

A: ROM BIOS

346.When upgrading from Win3.1 to Windows 95, what is the most important consideration?

A: Where to place the program groups from Win3.1.

347.What is the user interface in Windows 95?

A: Explorer

348.What condition can prevent an application from starting or loading?

A: The executable file for the application has been corrupted

349.What is the VER command used for?

A: To show the current version of DOS.

350.How do you perform a “Warm Boot”?

A: By pressing CTRL-ALT- DEL

351.SCANDISK is used to find and rectify errors on what?

A: Hard disk, floppy disk, double space drives, RAM disk drives and memory card drives

352.Which of the following statements is true for SMARTDRV.EXE?

A: It is a disk caching utility.

353.What is the main advantage of XCOPY over COPY?

A: It copies directories as well as files.

354.Which one of the following is NOT valid DOS command?

A: PD

355.What is the largest partition size DOS will support?

A: 2.1 Gig

356. You want to know what protocol was loaded on your network. You can go to Control Panel and pick?

A: Network

357. What does "TSR" stand for?

A: Terminate Stay Resident

358. You have just installed a new hard drive in a system. What is the FIRST thing you do to configure the Hard Drive?

A: Partition the hard disk

359. How do you rename a Windows directory or file?

A: Right click and select Rename

360. If you're having a problem printing and you believe that your spooler is corrupted, what do you do?

A: Print directly to printer.

361. Which of the following is a proper DOS filename?

A: !RONNY.EXE

362. A Win 3.x system has a lot of hard drive space, what can you do to optimize it?

A: Make a permanent swap file and let Windows manage it.

363. You double click a program shortcut and nothing happens, what do you do next?

A: Alternate (right click), the file and select Properties. Make sure the path is correct.

364. The device manager section of a system found in control panel shows an X on the icon. This means that the hardware?

A: Is missing a driver

365. SCSI must be terminated with?

A: Resistors

366. What uses 64 bit?

A: 586

367. Which motherboard supports a soft power off switch?

A: ATX

368. What type are PCMCIA hard drives?

A: Type 3.

369. Which file displays the DOS prompt?

A: COMMAND.COM

370. You have forgotten your Windows 95 password. What can you do?

A: Transfer the file PASSWORD.BAK to PASSWORD.W95

371. Yesterday your printer worked fine, but today you experience INTERMITTENT problems. What should you do first, and where?

A: Disable EMF spooling in printer properties settings.

372. What interface does the Windows 95 Control Panel provide access for?

A: User and Registry

373. What file boots and starts Windows 95?

A: WIN.COM

374. Which is correct regarding Windows 95 versions A and B? (Choose two)

*A: Version A is 16 bit, Version B is 32 bit.
Version B is used for installation on new hard drives.*

375. What is the maintenance bay for an ink jet printer used for?

A: To clean the jet nozzles.

376. What type of cache is used in the Pentium II?

A: 512

377. What kind of cable can't be used for networking?

A: SCSI

378. What transfers toner to the paper in a LaserJet printer?

A: The transfer corona

379. What should you never wear when servicing a monitor?

A: Wear a ground strap

380. What are the settings for LPT2?

A: IRQ5 and I/O 278

381. What best describes a fragmented hard drive?

A: Files are not stored in consecutive clusters

382. A customer complains his system is telling him his 263 MB hard disk drive is out of space. His standard directory search says the TOTAL size of files listed adds up to less than 263 MB. What is the cause?

A: Files can have hidden attributes that don't allow them to list in a standard search

383. Which of the following represents a correct sequence for the boot process on a DOS machine?

A: CONFIG.SYS, AUTOEXEC.BAT

384. In DOS, which of the following keys will bypass the CONFIG.SYS and AUTOEXEC.BAT files?

A: F5

385. Which file executes commands in DOS?

A: COMMAND.COM

386. What would be the result of deleting the WIN32.EXE file?

A: 32-bit applications could not be run in Windows 3.x

387. When upgrading DOS from ver. 6.2 to 6.22, what command is used?

A: Setup

388. Which program can you use to remove a directory and all files in it?

A: Deltree

389. You lose the power during setup the Windows 95. How do you recover?

A: Rename the Setuplog.txt file and rerun the setup

390. HIMEM.SYS must be loaded after loading EMM386.EXE.

A: False

391. The upper memory area is located where?

A: Between 640k and 1024k

392. Which command will display all files in directories in the current directories, including the contents of subdirectories?

A: DIR /S

393. Cross-linked files are files which erroneously claim the same cluster. Only one file can have the cluster, which means that fixing the problem will result in some data loss, but recovering one file is better than losing both. What DOS program "fixes" cross-linked files?

A: Scandisk

394. What are the IRQ's for Coms 1, 2, 3, 4, LPT1, and LPT2?

A:

Com 1	03F8	IRQ: 4
Com 2	02F8	IRQ 3
Com 3	03E8	IRQ 4
Com 4	02E8	IRQ 3
LPT 1	0378	IRQ 7
LPT 2	0278	IRQ 5

395.Com 1 is logically joined with what other COM?

A: 3

396.Com 2 is logically joined with what other COM?

A: 4

397.Windows 95 won't boot without what file?

A: *SYSTEM.DAT*

398.What is used to minimize sagging voltage?

A: *UPS*

399.How many pins on a mouse connector?

A: *9 serial port*

400.A sound card with a 15 pin female connector connects to?

A: *Joy stick port*

401.How many pins on a SCSI cable?

A: *50 and 68*

402.What loads the total system memory?

A: *CMOS*

403.What chip has 168 pins?

A: *DIMM*

404.What occurs if you leave the access cover of your PC open?

A: *The CPU can overheat*

405.What does CMOS stand for?

A: *Complimentary Metal Oxide Semiconductor*

406.What cables can you use for networks?

A: Null Modem

407.How many pins on an IDE cable?

A: 40

408.An older BIOS had LBA support, do you need anything else to access over 540 Mb on a 2 gig drive?

A: No

409.What types of connectors are parallel?

A: DB25 female

410.What types of connectors are serial?

A: 25 pin male, or 9 pin

411.Where is the SET TEMP = located?

A: AUTOEXEC.BAT

412.If POST fails, what is the most likely problem?

A: Configuration problem

413.ISDN changes outgoing data from?

A: Analog to Digital

414.CD-ROM typically has what type of interfaces?

A: IDE, parallel, SCSI

415.What do you check if you don't hear a single beep when you boot your system up?

A: Your computer speaker has a problem

416.What could be the potential problem of having a printer and video cable next to each other?

A: EMI interference

417.Before servicing a CRT make sure it is?

A: Unplugged

418.Which component stores an electrical charge?

A: Capacitor

419.A parity error usually means a problem with?

A: Memory (RAM)

420. ISA utilizes how many bits?

A: 16

421. What extension type is on the end of a file when it is to be EXPORTED from the Regedit program?

A: REG

422. The floppy drive uses which DMA (direct memory access) channel

A: 2

423. When is a computer most susceptible to electrical interference?

A: Just before an electrical storm

424. What are the configuration files for Windows 3.x?

A: SYSTEM.INI and WIN.INI

425. A DOS program isn't working in Windows, what is your next step?

A: Try running it in DOS

426. What is the minimum, recommended, and suggested CPU to run Windows 95?

A: 386DX, 486DX, 586

427. What is the purpose of User.dll (or user.exe) in Windows 3.1?

A: Maintains all the windows and icons on the screen and directs the mouse and keyboard movement to the active window.

428. What can DOS version 6.x SMARTDRV.EXE cache? (Choose all that apply)

A: Floppies, CD-ROMS, Hard drives

429. What is true about SCSI devices?

A: Each SCSI device must have its own ID

430. What occurs when SHADOWING is enabled in a computer's BIOS?

A: Instructions stored in various ROM chips are copied into extended memory

431. What are the characteristics of a Type 1 PCMCIA card?

A: The thinnest PCMCIA card, measuring 3.5 mm in thickness

432. What may you need to upgrade after installing a brand new IDE drive on your old PC?

A: Rom BIOS

433.What cable connector would be on your parallel printer cable?

A: DB 25

434.Serial ports are assigned interrupts to avoid conflict between the ports. Which port(s) should be assigned to IRQ4?

*A: COM1
COM3*

435.What resolves NetBIOS names to IP addresses?

A: DNS

436.Your computer experiences an error reading. Memory has detected unreliable memory at address. xxxxx.xxxx. What is the most probable cause?

A: Bad RAM chips

437.If the computer boots up and does not find a driver listed in SYSTEM.INI. How can this message be removed at start up?

*A: remove the *.drv listing in SYSTEM.INI.*

438.You boot and get the message “fixed disk error”. What is the cause?

A: Incorrect settings in CMOS.

439.Which of following commands can be found in CONFIG.SYS?

A: FILES=, BUFFERS=, SHELL=

440.What must you do when you install a PCMCIA card?

A: Use software enabler

441.What do both a sound card and a floppy drive use?

A: DMA

442.By default, DOS will load where?

A: Conventional memory

443.28. What two DOS commands let you know the presence of hidden files?

A: Chkdsk and Dir

444.Virtual memory is composed of RAM and what?

A: A swap file

445.Memory that is paged out to the hard drive is known as what?

A: virtual memory

446. Memory that is paged from extended memory addresses to a 64k window in the upper memory area is known as what?

A: expanded memory

447. In order for EMM386.EXE to emulate expanded memory, you must load what into CONFIG.SYS? Select all that apply.

*A: DEVICE=EMM386.EXE
DEVICE=EMM386.EXE /RAM*

448. In DOS 6.0, once a drive has been compressed using DBLSPACE, it cannot be uncompressed. However, DOS 6.2 and above allows for a compressed drive to be uncompressed. After you determine you have enough free space to "unravel" a compressed drive, what switch do you use with DBLSPACE to do this?

A: /UNCOMPRESS

449. What are internal commands that are not files, but are rather processed by COMMAND.COM?

A: COPY, DIR, CHDIR, VER, REN (NOT EDIT)

450. Which file contains the DOS KERNEL?

A: IO.SYS

451. You must have the statement "LASTDRIVE=X", with x representing a drive letter in CONFIG.SYS if you have any drive letters beyond which letter?

A: E

452. What statement is placed in CONFIG.SYS to increase the scratch-pad memory used for interrupt handling?

A: STACKS=9,256

453. Your PC boots fine to DOS, but when starting Windows, our screen goes blank or is totally unreadable. You suspect that the proper driver is not installed for your video adapter. You decide you want Windows to startup using a standard driver which will work with your video adapter. What file do you edit to allow this?

A: SYSTEM.INI

454. Which Windows file provides support for loading DOS programs (finds PIF)?

A: WINOLDAP

455. Is it possible to load HIMEM.SYS in CONFIG.SYS with the statement: "DEVICE-HIGH=HIMEM.SYS"?

A: You cannot load HIMEM.SYS into upper memory

456. You can't print from Windows. How can you test to see whether or not it's the printer at fault? Select all that apply.

A: at a DOS prompt type "DIR > PRN"

At a DOS prompt type "TYPE C:\AUTOEXEC.BAT > LPT1:"

457. Which Registry key stores all of the system settings?

A: HKEY_LOCAL_MACHINE

458. To install Windows 95 over a network, what is the best way to do this?

A: netsetup

459. To install Windows 95 from DOS, what is the minimum amount of conventional memory required?

A: 470k

460. You want Windows 95 to go straight to a DOS prompt as soon as it boots. Which file must you modify to accomplish this?

A: MSDOS.SYS

461. In Windows 95, where do you disable write-behind caching?

A: System Properties, Performance, File System, Troubleshooting

462. How do you map a drive letter to a network share? Select all that apply.

A: Double-click the Network Neighborhood icon, highlight an object in its dialogue box, select the File option, click "Map Network Drive"

Right-click the Network Neighborhood icon, click "Map Network Drive"

463. How do you load the ATAPI_CD.sys CD-ROM driver into upper memory?

A: DeviceHigh in CONFIG.SYS

464. Can Windows 95 dual boot with NT?

A: Yes, but only if Windows 95 is installed first.

465. How do you bypass the startup of applications in the startup group of Windows 95 during boot?

A: Hold down the Shift key during startup

466. If you wanted to exclude the entire 64k upper memory block of the "C" segment from being used by DOS, which would you place in CONFIG.SYS?

A: DEVICE=EMM386.EXE X=C000-CFFF

467. The error message "Windows 95 doesn't recognize the device" appears associated with a network interface card. What can cause this problem?

A: Hardware is missing

Network card not connected to a data port

468. How do you change file properties in Windows 95?

A: Explorer, right click the file, select Properties

469. HIMEM.SYS gives the following error: HIMEM has found unstable memory at 3D21:543CB20. This means that the _____ is probably bad.

A: RAM chip

470. You've booted a system running Windows 3.1 and discovered that the CD-ROM will not read. What should you do first:

A: Reboot and check to see if the driver is loading.

471. Which provides the fastest data access time?

A: RAM

472. What would you ask to determine if the display is working?

*A: Is there a video cursor or action on the screen?
Did the computer beep or chime?
Is there high voltage static on the screen
Is the video display brightness and contrast turned up?*

473. What is the order in which Command.Com searches for programs to execute?

A: COM, EXE, BAT

474. What is the boot sequence of DOS 6.x?

A: IO.SYS, MSDOS.SYS, CONFIG.SYS, COMMAND.COM, AUTOEXEC.BAT

475. You want to setup a server as a dedicated printer server in your LAN. In order to set a printer as a shared printer, what do you have to do?

A: Start menu, settings, printer, share.

476. Your co-worker came to you and said: "My computer IP has changed." What can you tell him without looking at the computer?

A: The computer is a DHCP client.

477. What is the UNC for a shared folder in the network?

A: \\server_name\shared_folder.

478. When you upgrade your PC from Windows 3.x to Windows 95 by installing Windows 95 into the same folder, what files will be retained?

A: WIN.INI, Reg.dat, and Group Files

479. On Windows 3.x and 95, you double click on an icon and the application does not launch. What would you do first?

A: Check the properties of the icon

480. Your system is currently running DOS 6.22. You try to install Windows 95 but receive an error message saying 'cannot open file *.INF'. What should you remove?

A: Smartdrive.exe from Config.sys

481. The Windows 95 system boots but the display is not readable. Which mode should you use to troubleshoot the problem?

A: Safe (F5)

482. In Windows 95, what prevents a printing failure from locking out other applications?

A: The printing sub-system runs in its own 32-bit virtual process in the PC

483. Which type of partition is created by default in Windows 95?

A: FAT

484. What does krnl286.exe or krnl386.exe do?

A: It manages memory, schedules tasks and loads applications

485. What is the purpose of the registry in Windows 95?

A: It stores system and application configuration data

486. Which of the following is a valid DOS or Windows 3.x file name?

A: !setup.exe

487. The DOS command format A: /s will format the disk and?

A: Copy the system files to the boot sector

488. By default, which file is needed to launch Windows?

A: Win.com

489. Which of the following is a valid Windows 95 naming convention?

*A: startup.read.txt
'helpfile'.txt*

490. How large is conventional memory?

A: 640 KB

491. Your customer would like to optimize his Windows 3.1 operating system, hard drive space is not an issue he has a lot of free space. How can you help him?

A: Since he has so much space use a temporary swap file and let Win 3.1 use space as needed

492. Why does a successfully mapped network drive disappear every time you boot the computer?

A: The map statement is not in the autoexec.bat file

493. What is the first step in performing an operating system upgrade?

A: Backup the critical data