



220-232

A+ Operating System

Version 1.0

www.testking.com

Leading The Way

in IT Testing And Certification Tools

www.testking.com

Important Note
Please Read Carefully

Study Tips

This product will provide you questions and answers along with detailed explanations carefully compiled and written by our experts. Try to understand the concepts behind the questions instead of cramming the questions. Go through the entire document at least twice so that you make sure that you are not missing anything.

Further Material

For this test TestKing also plans to provide:

- * Study Guide. Concepts and labs.
- * Online Testing. Practice the questions in an exam environment.

Try a demo: <http://www.testking.com/index.cfm?pageid=724>

Latest Version

We are constantly reviewing our products. New material is added and old material is revised. Free updates are available for 90 days after the purchase. You should check your member zone at TestKing an update 3-4 days before the scheduled exam date.

Here is the procedure to get the latest version:

1. Go to www.testking.com
2. Click on Member zone/Log in
3. The latest versions of all purchased products are downloadable from here. Just click the links.

For most updates, it is enough just to print the new questions at the end of the new version, not the whole document.

Feedback

Feedback on specific questions should be send to feedback@testking.com. You should state: Exam number and version, question number, and login ID.

Our experts will answer your mail promptly.

Copyright

Each pdf file contains a unique serial number associated with your particular name and contact information for security purposes. So if we find out that a particular pdf file is being distributed by you, TestKing reserves the right to take legal action against you according to the International Copyright Laws.

Leading the way in IT testing and certification tools, www.testking.com

Note:

Section A contains 79 questions.

Section B contains 274 questions.

The total number of questions is 353.

Section A

QUESTION NO: 1

In which folder is REGEDIT found in Windows 9x?

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

Answer: A

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

QUESTION NO: 2

How should you create a FAT16 partition in Windows 98?

- A. FAT16 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

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

Note: Large disk support provided with FAT32 supports disk up to 2TB in size. FAT16 partitions are limited to 2GB in size.

QUESTION NO: 3

How are hidden files unhidden in Windows 98?

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

Leading the way in IT testing and certification tools, www.testking.com

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

Answer: D

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

QUESTION NO: 4

Where can the Screen Saver password be set in Windows 9x?

- A. Start, Run, set Screen Saver Settings
- B. Control Panel, Display, Screen Saver, Settings
- C. Start Programs, Accessories, Display, Screen Saver, Set Password
- D. Control Panel, System Properties, Device Manager, Display Adapter, Set Password

Answer: B

Explanation: Screen Save password configuration belongs to the Display Settings.

QUESTION NO: 5

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

Explanation: 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.

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

QUESTION NO: 6

What file is needed to start up Windows NT 4.0?

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

Answer: B

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

Incorrect Answers

A: There is no file called NT.INI.

B: CONFIG.SYS and AUTOEXEC.BAT are used in Windows 9x systems not on Windows NT 4.0.

QUESTION NO: 7

Which command can repair a master boot record?

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

Answer: A

Explanation: The FDISK/MBR command repairs the master boot record.

Incorrect Answers

The /MBR switch cannot be used with CHDSK, FORMAT, or SCANDISK commands.

QUESTION NO: 8

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

Explanation: The version of the Operating system can usually be found by right-clicking the My Computer icon and selecting Properties.

QUESTION NO: 9

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

Explanation: MS-DOS.SYS contains multiboot information in a Windows 9x system. It can be compared to the BOOT.INI file of Windows NT/2000/XP/.NET.

QUESTION NO: 10

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

Explanation: 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: 11

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

Explanation: In Windows 9x you use the View menu of Windows explorer to show hidden files.

Note: In Windows 2000/XP the Tools menu is used for this purpose.

QUESTION NO: 12

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

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

Answer: D

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

Note: The drawback with incremental backups is that the restore process takes longer timer.

Incorrect Answers

A: The daily backup method copies all files.

B: The normal backup method copies all files.

C: The differential backup method copies all files that have changed since the last full backup was performed.

QUESTION NO: 13

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.
- 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.

Incorrect Answers

Leading the way in IT testing and certification tools, www.testking.com

The other answers are worse:

A: There is no such thing as a Printer palette.

C: The Network applet is not use to map a networked printer.

D: The Add/Remove program applet is used to add and remove programs, not to configure printer settings.

QUESTION NO: 14

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. WINIPCFG.

Answer: C

Explanation: TRACERT is used to trace routes throughout the network. The path through the network will show all routers included in the path.

Incorrect Answers

A: PING only shows if the connection was successful or not. It does not show any information on routers in the path.

B: The ROUTE command displays the routes in the routing table on a router.

D: WINIPCFG is used on Windows 9x computers to configure and manage IP.

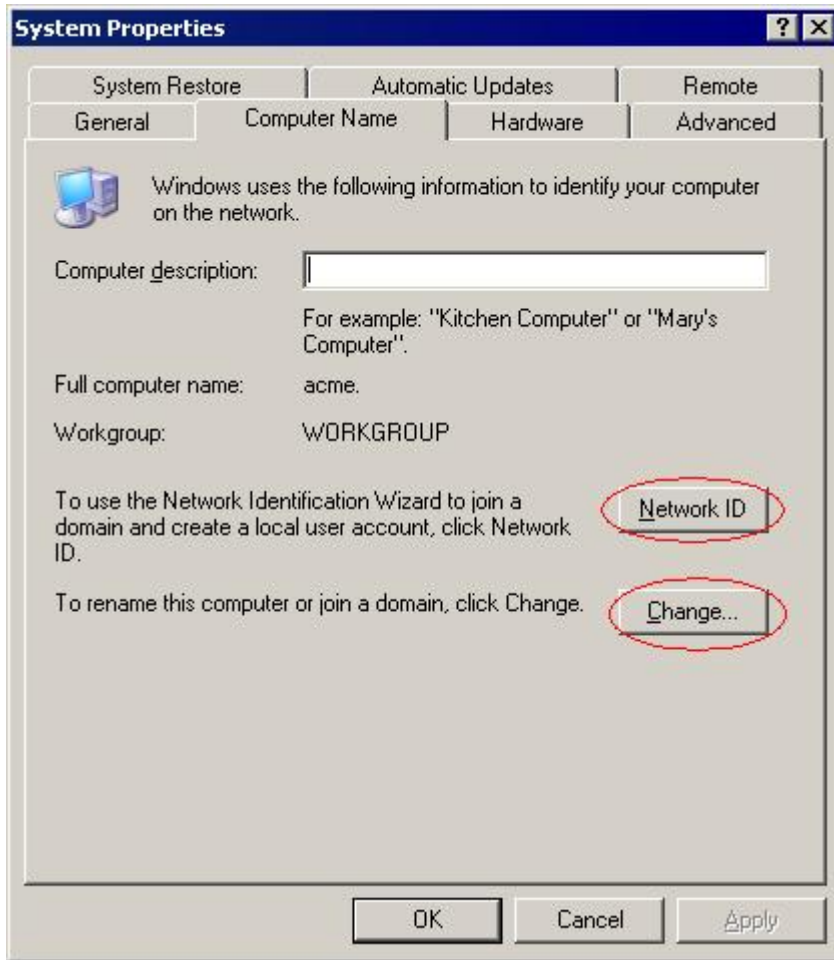
QUESTION NO: 15

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

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

**QUESTION NO: 16**

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

Explanation: HTTPS is based on the Secure Socket Layer protocol (SSL). HTTPS is used to access secure sites.

QUESTION NO: 17

**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

Explanation: Nwlink (Microsoft version of IPX/SPX), NetBEUI, and APPLETTALK are supported by Windows 2000.

QUESTION NO: 18

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

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

Answer: C, E, F

Explanation: Windows 9x supports the network protocols TCP/IP, NetBEUI and IPX/SPX (through NWLink).

Incorrect Answers

- A:** Point to Point Tunneling Protocol is for WAN connections, and not on a local network.
- B:** There is no protocol named TPTPC.
- D:** NetBIOS is not a protocol. I

QUESTION NO: 19

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

Explanation: In Windows 9x we use the Printers folders to access and configure printers, including changing their name. The Printers folders can be reached through either **My Computer** or via **Start->Settings**.

QUESTION NO: 20

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

Explanation:

C: MSCDEX.EXE is used for CD-ROM in with real-mode drivers.

D: COMMAND.COM is used to execute the commands in the AUTOEXEC.BAT file.

E: AUTOEXEC.BAT is used to load the MSCDEX.EXE command.

Incorrect Answers

A: BOOT.INI is a Windows NT/2000/XP file startup file.

B: CDHLP.SYS is not a required startup diskette.

QUESTION NO: 21

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

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

Incorrect Answers

A, D: IO.SYS and MS-DOS.SYS are used in Windows 9x, but not in Windows 2000.

C: System.ini does not contain multi-boot settings. Windows 2000 only use system.ini for backward compatibility.

QUESTION NO: 22

You see a dialogue box on your Windows NT 4.0 workstation stating that 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

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

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

QUESTION NO: 23

You change the video resolution. When you restart the system you can no longer see 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

Explanation: 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: 24

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

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

QUESTION NO: 25

You have just installed a Windows 98 workstation using the IPX protocol in a Microsoft network but you 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

Explanation: Windows 98 clients require NetBIOS names support for browsing.

Incorrect Answers

A: File and print sharing is required for browsing.

B: The IPX address is not configurable, as the IP address for example. The IPX address cannot be the cause of the problem.

C: The browsing service cannot be configure from the Control Panel on Windows 9x systems.

Note: In Windows NT/2000/XP/.NET the workstation service is used for browsing.

QUESTION NO: 26

Your client wants to be able to share one Internet connection with other PCs. Which versions 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

Explanation: Windows 98 Second Edition (SE) supports Internet Connection Sharing (ICS). All newer Windows versions supports ICS.

QUESTION NO: 27

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 Desktop to the Taskbar?

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

Answer: B

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

QUESTION NO: 28

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

Explanation: An incremental backup includes all the files that have changed since the last full backup. To keep track of the files that have changed the Operating system uses the archive bit. Whenever a file is altered the archive bit is set.

Incorrect Answers

A: A full backup includes all files.

B: Differential backups backs all files that has changed since last full backup, but an incremental backup only backs up all files that has changed since last incremental or last full backup was performed.

Note: The difference between differential and incremental can also be said that the differential backup never changes the archive bit of any files, while the incremental backup clears the archive bit for every file that it backs up.

C: The incremental backup backs all files that have changed, not only the ones the have increased in size.

QUESTION NO: 29

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

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

QUESTION NO: 30

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

Explanation: By forcing the application to run in its own memory space it would not be able to crash other applications.

QUESTION NO: 31

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 chkdisk 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

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

Note: We must assume that the computer is running an OS where a boot disk can access the hard drive. This might not always be the case with operating systems like Windows 2000 with NTFS partitions where file security is in place.

Incorrect Answers

A: The chkdisk utility would not be of much help against a virus.

B: The scandisk utility would not be of much help against a virus.

C: As the virus might be active and memory resident it would be better if we made a clean boot and then started the anti-virus program.

QUESTION NO: 32

Your customer complains that internet access is very slow and that sometimes 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

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

QUESTION NO: 33

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

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

QUESTION NO: 34

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

Explanation: The simplest and quickest way to free disk space is to run the **Disk Cleanup Wizard**.

Note: The Disk Cleanup Wizard searches your drive, and then shows you temporary files, Internet cache files, and unnecessary program files that you can safely delete. You can direct Disk Cleanup to delete some or all of those files. The Disk Cleanup wizard can help eliminate performance and disk space problems.

Incorrect Answers

A: FAT32 use the disk space more efficiently than FAT16. A conversion to the FAT32 file system would increase the available disk space. However, this would not be the fastest way to free disk space. Furthermore, the disk conversion process requires free disk space. If the drive is almost full it might be impossible to run the conversion process.

- C:** In practice adding another hard drive is common. However, it is not required and it is not the quickest solution.
- D:** This is not a quick way to solve the problem.

QUESTION NO: 35

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 computers. 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

Explanation: You have no shared resources on your computer.

Incorrect Answers

A:

B: Password protected shares would still be visible.

C: There is no ROM protocol.

D: Other computers can be browsed even though file and print sharing is disabled on the browsing computer.

QUESTION NO: 36

What is the minimum number of partitions needed to fully utilize a 5 GB Harddrive under Windows 95b?

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

Answer: C

Maximum size of a FAT32 partition is 2 GB.

QUESTION NO: 37

A user clicks the print shortcut on the standard toolbar 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.
- B. Set the desired printer as first order sort.
- C. Use File, Print to select the desired printer.
- D. Change the desired printer's location on the network.
- E. Set the desired printer as the default in the application.

Answer: C, E

QUESTION NO: 38

You are working on a system that has a malfunctioning mouse. In System Properties, which key can you use to switch between the General tab to Device Manager tab?

- A. <TAB>
- B. <CTRL>
- C. <ENTER>
- D. Arrow Key

Answer: D

Arrow keys can be used to change tabs.

QUESTION NO: 39

You have two displays set up on your Windows 98 computer, but your primary display is not the one that you wanted.

How can you fix the problem?

- A. Use Device Manager to change it.
- B. Change the physical clots for the cards.
- C. From the Run command line, type CHGMONITOR.
- D. Use the Display Properties applet to change the settings.

Answer: D

QUESTION NO: 40

A customer notices that every thirty days the IP address on a networked PC changes, and would like to know why.

What can you determine over the phone without physically visiting that PC?

- A. TCP/IP is not running.
- B. IPX/SPX should be removed.
- C. The computer is a DHCP client.
- D. Dial Up networking has an IP address conflict.

Answer: C

QUESTION NO: 41

You are having problems with a system and want to check the Registry for errors.

At a DOS prompt, which command should you type?

- A. SCANREG /FIX
- B. SCANREG /REDO
- C. SCANREG /REPAIR
- D. SCANREG /RESTORE

Answer: A

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. This is equivalent to running the **scanreg /autorun** command from a command prompt. If no backups are available, Windows Registry Checker tries to make repairs to the registry. This is equivalent to running the **scanreg /fix** command from a command prompt.

Reference: Description of the Windows Registry Checker Tool (Scanreg.exe), Microsoft Knowledge Base Article – 183887

QUESTION NO: 42

Which command can be used to try to repair a broken MBR (Master Boot Record)?

- A. FDISK /MBR
- B. CHKDSK /MBR
- C. SETVER /MBR

Leading the way in IT testing and certification tools, www.testking.com

D. FORMAT /MBR

Answer: A

The MS-DOS Fdisk utility usually updates the master boot record (MBR) only if no master boot record exists. Repartitioning with Fdisk does not rewrite this information.

Fdisk has an undocumented parameter called **/mbr** that causes it to write the master boot record to the hard disk without altering the partition table information.

Reference: FDISK /MBR Rewrites the Master Boot Record, Microsoft Knowledge Base Article – 69013

QUESTION NO: 43

Where would a technician look to find an unlisted Startup error?

- A. Event Viewer
- B. Device Manager
- C. The Registry
- D. The Boot Log

Answer: A

Under the assumption that Windows NT, Windows 2000, Windows XP or Windows 2003 is used. Windows 9x does not have an Event Viewer.

QUESTION NO: 44

What is the correct order for preparing a hard disk for installation of an operating system?

- A. FDISK, FORMAT, Reboot
- B. FORMAT, FDISK, Reboot
- C. FDISK, Reboot, FORMAT
- D. Reboot, FORMAT, FDISK

Answer: C

Partition the hard disk with FDISK, do not forget to reboot, and the format the hard disk.

QUESTION NO: 45

In Windows, where does a technician install additional Windows components?

- A. In Add New Software of Control Panel.
- B. In Add New Hardware of Control Panel.
- C. In Windows components of Control Panel.
- D. By using the Windows installation CD.

Answer: C

Control Panel → Add/Remove Programs → Add/Remove Windows components

QUESTION NO: 46

On which file system can Windows XP be installed onto? (Choose two)

- A. FAT32
- B. NTFS
- C. UFS (Universal File System)
- D. VxFS (Veritas File System)

Answer: A, B

QUESTION NO: 47

What function does the BOOT.INI files perform in Windows 2000?

- A. To determine the operating system options to display during the Startup process.
- B. To examine the hardware on the system.
- C. To coordinate the system's Startup procedure.
- D. To locate and initialize system files.

Answer: A

Boot.ini contains information regarding which operating systems is installed on the PC.

QUESTION NO: 48

In Windows NT 4.0, when does the current configuration become the Last Known Good Configuration?

- A. After the POST.
- B. After the BOOT.INI is read.
- C. After a successful logon.
- D. After COMMAND.COM is loaded.

Answer: C

Same is true for Windows 2000 and Windows XP.

QUESTION NO: 49

Which command provides a method to upgrade a disk partition from FAT to NTFS?

- A. MODIFY
- B. CHANGE
- C. CONVERT
- D. MIGRATE

Answer: C

Convert.exe is used to convert a FAT partition to NTFS.

QUESTION NO: 50

A Windows 98 computer has a corrupted registry. Which utility can be used to try to repair the registry?

- A. REGSCAN
- B. SCANREG
- C. SCANDISK
- D. CHKDISK

Answer: B

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. This is equivalent to running the **scanreg /autorun** command from a command prompt. If no backups are available, Windows Registry Checker tries to make repairs to the registry. This is equivalent to running the **scanreg /fix** command from a command prompt.

Reference: Description of the Windows Registry Checker Tool (Scanreg.exe), Microsoft Knowledge Base Article – 183887

QUESTION NO: 51

The boot process for a Windows XP Professional system fails to a blue screen with an error message.

Where on the Internet is the MOST likely place to find information specific to this error?

- A. Microsoft knowledge base
- B. Internet chat room
- C. Internet search engine
- D. Computer manufacture's website

Answer: A

Or possibly D. Contact feedback@testking.com if you have a good argument why D should be preferred.

QUESTION NO: 52

While attempting to install an updated device driver, a customer gets an error message stating that the driver is unsigned.

What is the correct course of action?

- A. Re-install the updated driver.
- B. Search for a signed driver.
- C. Ignore the error message.
- D. Uninstall the unsigned device driver.

Answer: C

If you trust the manufacturer, and you probably should, then just ignore the error message.

QUESTION NO: 53

A Windows 2000 NTFS directory has Read Only permissions and a file within that directory has change permission.

What access will a user have to that file?

- A. Read Only
- B. Change
- C. Read Only and change

D. No access because of permission conflict.

Answer: C

File permissions override permissions of the directory.

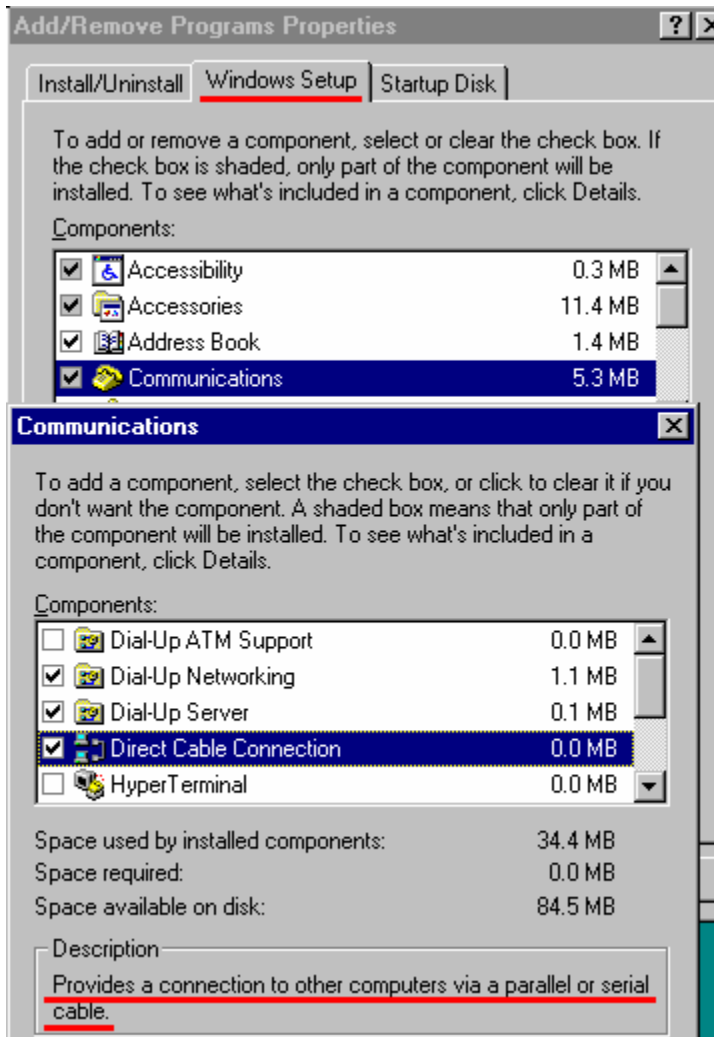
QUESTION NO: 54

Which Windows 95/NT utility would a user use to connect to PCs with a null modem cable?

- A. Dial Up Networking
- B. PCAnywhere
- C. HyperTerminal
- D. Direct Cable Connection

Answer: D

Direct Cable Connection is a Windows component.

**QUESTION NO: 55**

Which tabs in MSCONFIG are different between Windows 98 SE and Windows XP Professional?

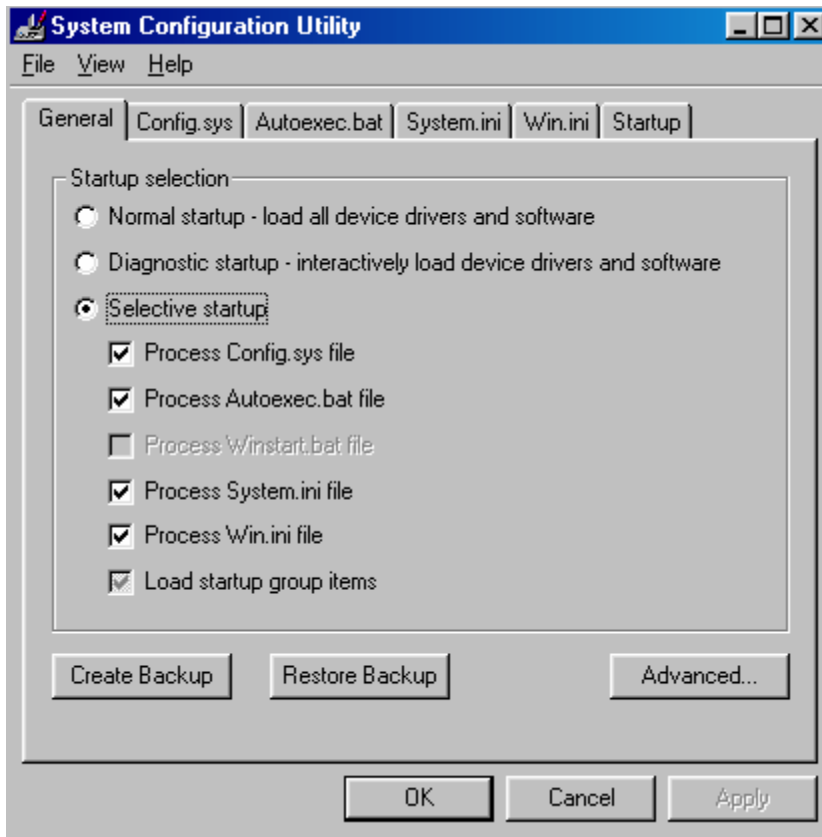
- A. Services, BOOT.INI, General, Startup
- B. Services, BOOT.INI, CONFIG.SYS, AUTOEXEC.BAT
- C. Services, BOOT.INI, SYSTEM.INI, WIN.INI
- D. SYSTEM.INI, WIN.INI, CONFIG.SYS, AUTOEXEC.BAT

Answer: B

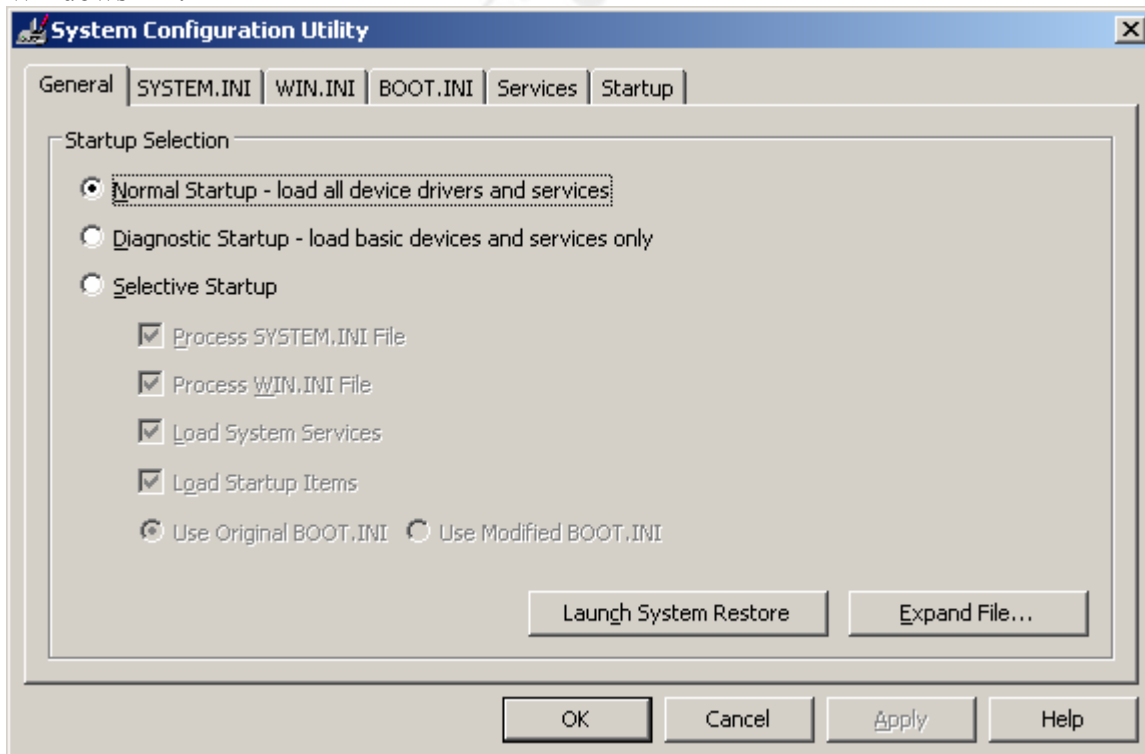
Services, boot.ini do not exist in Windows 98, There are no CONFIG.SYS or AUTOEXEC.BAT tabs in MSCONFIG in Windows XP (see below).

Windows 98/ME:

Leading the way in IT testing and certification tools, www.testking.com



Windows XP:



Leading the way in IT testing and certification tools, www.testking.com

Reference: System Configuration Utility Advanced Troubleshooting Settings, Microsoft Knowledge Base Article - 181966

QUESTION NO: 56

Virtual Memory is stored in what file?

- A. VIRTUALMEM.SYS
- B. MEMORY.SYS
- C. SWAPFILE.SYS
- D. PAGEFILE.SYS

Answer: D

This is true for Windows NT/2000/XP/2003.

QUESTION NO: 57

**In Windows 2000, the user can install printers by using which of the following?
(Choose three)**

- A. Right clicking a network printer and choosing open
- B. Add Printer wizard
- C. Double clicking a network printer
- D. Add / Remove Hardware wizard
- E. Device Manager

Answer: B, D, E

B: The Add Print Wizard can be used.

D: The Add/Remove Hardware Wizard can detect the new printer.

D: The Device Manager can be used to scan for, and install, new hardware.

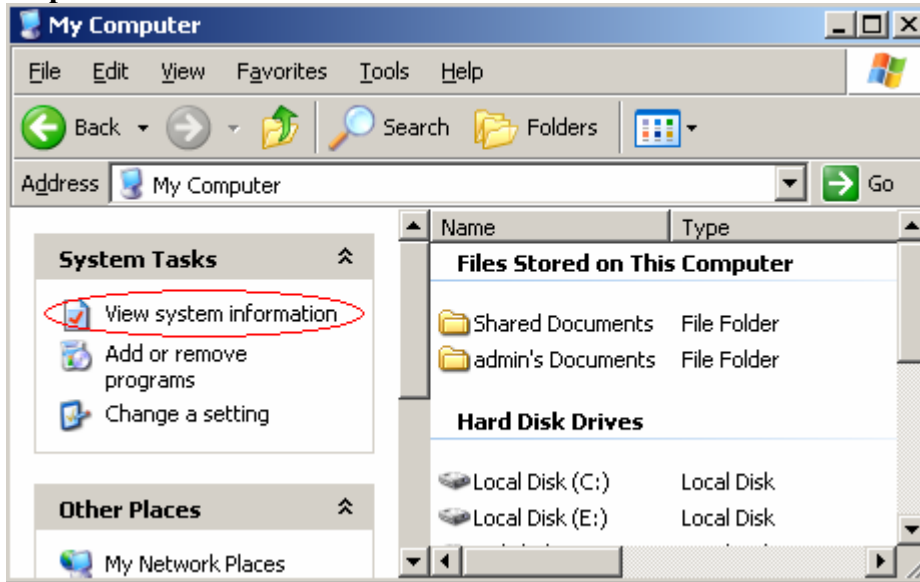
QUESTION NO: 58

In Windows XP, where can the BOOT.INI file be edited?

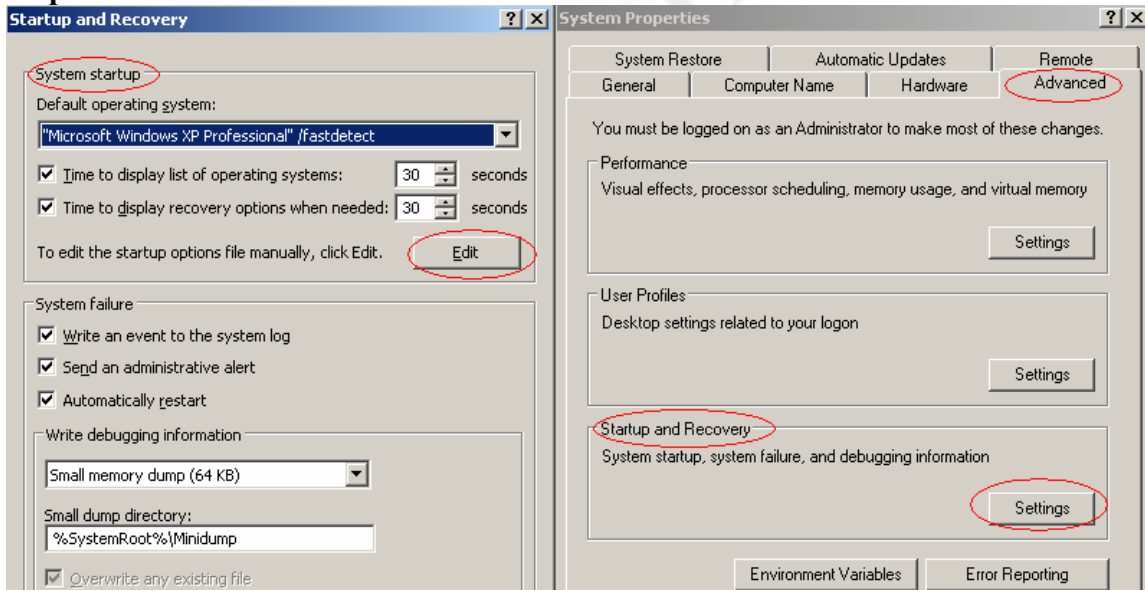
- A. Start, Run, Notepad C:\WINNT\SYSTEM32\BOOT.INI
- B. Start, All Programs, Accessories, System Tools, System Information
- C. Start, My Computer, View System Information, Advanced Tab, Startup and Recovery, System Startup
- D. Start, Control Panel. Administrative Tools, Computer Management

Answer: C

Step 1-3:



Step 4-6



QUESTION NO: 59

How would the technician use the Files and Settings Transfer Wizard to prepare for an upgrade from Windows 9x to a Windows XP system?

- A. Choose Perform Additional Tasks from the Windows XP CD and select Files and Settings Transfer Wizard.

Leading the way in IT testing and certification tools, www.testking.com

- B. Choose Install Windows XP from the Windows XP CD and then select Files and Settings Transfer Wizard.
- C. Choose Install Optional Windows Components from the Windows XP CD and then select Files and Settings Transfer Wizard.
- D. The Files and Settings Transfer Wizard can not be run from a Windows 9x system.

Answer: A

The wizard runs from within your previous operating system, extracts all of the necessary information, and puts it in a format that Windows XP can understand

To run the Files And Settings Transfer Wizard, insert your Windows XP installation CD. On the splash screen, click Perform Additional Tasks, followed by Transfer Files And Settings. Doing so will launch the Files And Settings Transfer Wizard.

Note:

The Files and Settings Transfer Wizard helps you transfer files and settings from your old computer to your new one. You can transfer settings for Microsoft Internet Explorer and Outlook Express, as well as desktop and display settings, dial-up connections, and other types of settings. You can transfer files and settings to your new computer from your old computer if you are running any of the following Microsoft Windows operating systems:

- Windows 95
- Windows 98
- Windows 98 Second Edition (SE)
- Windows Me
- Windows NT 4.0
- Windows 2000
- Windows XP (32-bit)

QUESTION NO: 60

In Windows 2000, which file can be edited to alter multiple OS Startup options?

- A. IO.SYS
- B. BOOT.INI
- C. SYSTEM.INI
- D. MSDOS.SYS

Answer: B

QUESTION NO: 61

Where is the BEST place to start an Internet search for an updated device driver?

- A. The Microsoft home page.
- B. The manufacture's home page.
- C. A search engine.
- D. A technology information home page.

Answer: B

QUESTION NO: 62

What is the purpose of the BOOT.INI file in Windows XP?

- A. Controls the boot sequence of Windows.
- B. Controls dual boot options.
- C. Sets boot parameters for Windows.
- D. Loads Startup files for Windows.

Answer: B

QUESTION NO: 63

A technician can convert the C:\ which is a FAT partition, to an NTFS partition using which of the following?

- A. CONVERT C: /FS:NTFS
- B. FAT2NTFS C: /FS:NTFS
- C. SWITCH C:/FS:NTFS
- D. It is not possible to convert a FAT partition to NTFS partition.

Answer: A

QUESTION NO: 64

After printing to a local printer attached to the LPT Port on a PC, the printer starts printing multiple pages of print with unrecognizable characters.

What is the MOST likely problem?

Leading the way in IT testing and certification tools, www.testking.com

- A. Incorrect printer drivers
- B. Faulty LPT Port
- C. Faulty printer cable
- D. Bad formatter on the printer

Answer: A

QUESTION NO: 65
What is 'TRACERT'?

- A. It traces the route of IP traffic through intermediate Routers and System Network Interfaces identifying the full IP path traveled from the source to the destination system.
- B. It enables a user to see if another computer is up and running, and if so, how long it takes packets to get there and back.
- C. It looks up the IP address of a particular computer.
- D. It is an old command from DOS that does not work on computer post-Windows 98.

Answer: A

QUESTION NO: 66
What IRQ does the system timer use?

- A. 0
- B. 6
- C. 9
- D. 12

Answer: 0

QUESTION NO: 67
The administrator needs to have software installed on a select group of computers. Select the BEST method to do this?

- A. Publish the software package to that group of computers.
- B. Assign the software package to that group of computers.
- C. Assign the software package to the users of those computers.
- D. Publish the software package to the users of those computers.

Answer: B

A assigned software package must be installed, while an published package only gives the option to install it.

The questions specifically requires the package on a group of computers, not for a group of users.

QUESTION NO: 68

A technician is installing a fiber network card. After installation, the Windows 2000 Professional computer improperly recognizes the network card as a hard disk controller.

What should the technician do to correct this problem?

- A. Uninstall then re-install the network card.
- B. Uninstall the device using the Device Manager and restart.
- C. Install the drivers included with the network card.
- D. Change the IRQ assigned to the network card using the Device Manager.

Answer: C

QUESTION NO: 69

Which folder on the Windows XP CD does the Recovery Console setup reside in?

- A. I386
- B. Valueadd
- C. Support
- D. Tools

Answer: A

To start the installation of the Recovery Console, perform the following steps:

1. Insert the Windows XP CD into the CD-ROM drive.
2. Click Start, and then click Run.
3. In the Open box, type

d:\i386\winnt32.exe /cmdcons

where d is the drive letter for the CD-ROM drive.

QUESTION NO: 70

When installing Windows on a computer in a network with a DHCP server, what should the IP address be set to?

- A. Windows determines the address automatically.
- B. The technician will input an address similar to a nearby workstation.
- C. A predetermined address.
- D. Obtain IP automatically.

Answer: C

The DHCP Server needs a static IP address.

QUESTION NO: 71

Which of the following is the cause of a Windows Protection Error?

- A. A Windows component failed to load.
- B. A program failed to load.
- C. Windows has crashed.
- D. A virtual device driver failed to load.

Answer:

Windows Protection error messages can occur under any of the following conditions:

If a real-mode driver and a protected-mode driver are in conflict.

If the registry is damaged.

If either the Win.com file or the Command.com file are infected with a virus, or if either of the files are damaged.

If a protected-mode driver is loaded from the System.ini file and the driver is already initialized.

If there is a physical input/output (I/O) address conflict or a random access memory (RAM) address conflict.

If there are incorrect complementary metal oxide semiconductor (CMOS) settings for a built-in peripheral device (such as cache settings, CPU timing, hard disks, and so on).

If the Plug and Play feature of the computer's basic input/output system (BIOS) is not working correctly.

If the computer contains a malfunctioning cache or malfunctioning memory.

If the computer's motherboard is not working properly.

If you installed Microsoft Office 97 and you are using the Novell Client 32 software.

Reference:

QUESTION NO: 72

Which of the following operating systems come with ICS (Internet Connection Sharing)? (Choose two)

- A. Windows 95
- B. Windows 95 OSR2
- C. Windows 98
- D. Windows 98 SE
- E. Windows 2000
- F. Windows NT 4.0

Answer: D, E

Windows 98 SE and later Windows edition has this feature.

QUESTION NO: 73

A customer calls and tells you that he can not upgrade Windows NT 4.0 with a bootable CD-ROM of Windows 2000.

What would NOT work?

- A. Check the boot sequence in the CMOS.
- B. Run install from inside of Windows NT 4.0.
- C. Use the boot floppy and Windows 2000 CD-ROM.
- D. Use the boot floppy and Windows NT 4.0 CD-ROM.

Answer: D

QUESTION NO: 74

What are the primary reasons to use NTFS on a Windows NT 4.0 workstation? (Choose two)

- A. E-mail security
- B. Partition mirroring
- C. Faster Internet speed
- D. Increased file security
- E. Increased file system reliability

Answer: D, E

Not B: Mirroring not support by NT Workstation.

QUESTION NO: 75

Where are processes and background applications loaded? (Choose two)

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

Answer: A, B

QUESTION NO: 76

A user reports that when printing a document, the PC occasionally displays an “Out of Memory” message and the document will not print.

You suspect the:

- A. Hard disk is low on space.
- B. Printer driver is too large in size.
- C. PC requires a memory upgrade.
- D. Printer requires additional PostScript memory.

Answer: A

Printing spools the print job on the hard drive.

Not D: It is a Windows error message, not an error message from the physical print device.

QUESTION NO: 77

Which of the following file extensions would be visible in the Windows Explorer after just installing Windows? (Choose three)

- A. EXE

- B. BAT
- C. SYS
- D. DAT
- E. LOG

Answer: C, D, E

These file extensions would not have any association, and they would therefore be visible.

QUESTION NO: 78

What files are used to restore the Registry during Safe Mode on a Windows 95 system? (Choose two)

- A. USER.DA_
- B. USER.DA0
- C. SYSTEM.DA_
- D. CONFIG.SYS
- E. SYSTEM.DA0

Answer: B, E

QUESTION NO: 79

A customer called after deleting files from a DOS prompt. The files did not go to the Recycle Bin. The customer wants to ensure that deleted files are placed in the Recycle Bin in the future.

How would this be accomplished? Delete files using: (Choose two)

- A. My Computer
- B. Windows Explorer
- C. The DEL command
- D. The ERASE command
- E. The DEL TREE command

Answer: A, B

Use My Computer or Windows Explorer to change the Recycle Bin configuration.

Section B

QUESTION NO: 1

When a user 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

Explanation: The files are still on the hard disk. Only the associated FAT entries are deleted.

Incorrect Answers

A, C: No clusters or sectors would be erased.

B: Deleted files are not moved to a temporary folder.

QUESTION NO: 2

Windows 2000 has been installed on a computer and no changes have been 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

Explanation: .INI, .INF and .DLL files are shown by default.

Incorrect Answers

.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)

Leading the way in IT testing and certification tools, www.testking.com

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

Answer: B, C

Explanation: 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

Incorrect Answers

A: There are no Windows utility called SYSPAD.

D, E: REGEDIT and REGEDT32 are used to edit the registry

QUESTION NO: 4

What does Scandisc check and fix? (Choose two)

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

Answer: B, C

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

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

Explanation: DIR is an internal command. It is located within the COMMAND.COM file, not in any directory.

QUESTION NO: 6

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

- A. Disk 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

Explanation: Internet files can be deleted by the disk clean up Wizard or by Internet Options. Internet Options can be accessed either from Control Panel or from Internet Explorer.

Incorrect Answers

B: There is no Windows utility called Temporary file manager.

C: The Internet connection wizard is used to set up Internet connections, not 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

Explanation: Sysedit can be used to edit simple text files. You can start Sysedit with: Start->Run->And type: Sysedit, Press OK

Incorrect Answers

B: Regedit is used to edit the registry.

C, D: CFGEDIT and AUTOEDIT do 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

Explanation:

B: Some Registry settings require the use of the Regedit utility.

E: Control Panel is the safest method to edit the registry.

Incorrect Answers

A: The Edit program can only be used to edit text files.

C: Regedt32 only works on Windows NT/2000/XP/.NET, not on Windows 9x systems.

D: Device Manager can only change a very limited number of registry settings, though you could argue that is safe way to edit the registry.

QUESTION NO: 9

Which is one way to create a short cut on desktop in Windows 9x?

- A. Right click on a Desktop, New, Shortcut, browse for a target application.
- B. Windows Explorer, Tools, Create Shortcut, browse for a target applications.
- C. Start, Programme, Accessories, Create Shortcut, browse for target application.
- D. Start, Settings, Control Panel, Add/Remove programme, browse for target application.

Answer: A

Explanation: A shortcut on the Desktop can be created by right-clicking the Desktop and selecting New Shortcut.

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

Explanation:

C: The Disc Defragmenter Utility can be started by right-clicking on the drive, selecting Properties, clicking the Tools tab and the pressing the Disc Defragmenter.

D: The Disc Defragmenter Utility can also be started in System Tools in Accessories.

Incorrect Answers

A. B: E: These methods do not start the Disc Defragmenter utility.

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

Explanation: 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

Explanation: 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 background applications located? (Choose two)

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

Answer: B, C

Explanation: 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

Explanation: Windows 2000 Server supports RAID-5, spanned, and mirrored volumes. Windows 2000 Professional support spanned volumes.

Incorrect Answers

A, E: There is no such thing as Parity and Switched volumes.

QUESTION NO: 15

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

Leading the way in IT testing and certification tools, www.testking.com

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

Answer: C, E, F

Explanation: NTFS, CDFS (CD file system), and FAT (16 and 32) are supported by Windows 2000.

Incorrect Answers

- A** The Network File System (NFS) is a distributed file system that allows users to access files and directories located on remote computers and treat those files and directories as if they were local. It is not supported by Windows 2000 however.
- B** NFS, whatever file system it signifies, is not supported by Windows 2000.
- D:** HPFS is used by OS/2. Windows 2000 does not support it.

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

Explanation: FAT support file attributes and long file names.

Incorrect Answers

- A, B; C:** NTFS supports encryption, file permission, and compression. FAT does not support these.

QUESTION NO: 17

Windows 2000 offers a power-saving mode that saves everything in memory to disk, turns off the monitor and hard disk, then turns 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

Explanation: The description in the question fits the Hibernation power saving mode. It is most frequently used on portable computers to save the battery.

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

Explanation: 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. Spreadsheet template.

Answer: C

Explanation: The registry is organized as a hierarchical database.

Incorrect Answers

A: Flat text files, ini-files, were used in Windows 3.x to store system settings.

B, D: The registry is not stored as a relational database or as a spreadsheet.

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

Explanation: 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 startup option from a the Windows 2000 installation CD located in 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

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

Reference: Microsoft Knowledge Base Article - Q216417, HOW TO: Install the Windows Recovery Console

QUESTION NO: 22

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

Leading the way in IT testing and certification tools, www.testking.com

- 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

Explanation:

A: FAT32 is more efficient so program will load faster.

D: FAT32 Drive Mappings are more reliable,

E: FAT32 uses smaller clusters, resulting in 10 to 15 percent more efficient use of disk space relative to large FAT or FAT16 drives. Furthermore, FAT32 supports drives up to 2 TB (terabyte) in size while FAT16 is limited to 2GB.

Reference: Microsoft Knowledge Base Article - Q154997, Description of the FAT32 File System

Incorrect Answers

B: This is not main advantage of FAT32 compared to FAAT16.

C: FAT32 do not include file security. NTFS is required for file security.

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

Explanation: 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

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

Incorrect Answers

There should be no need to copy specific operating system files.

QUESTION NO: 25

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

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

QUESTION NO: 26

In Windows9x 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

Explanation: Sysedit, the System Configuration Editor, can be used to edit the four text files WIN.INI, SYSTEM.INI, AUTOEXEC.BAT and CONFIG.SYS.

Note: To start sysedit click Start->Run->type sysedit->press ENTER.

Incorrect Answers

- B:** BOOT.INI is not a Windows 9x file. The BOOT:INI file is only present on Windows NT/2000/XP/.NET systems.
- D:** MSDOS.SYS is a text file in Windows (but not in MS-DOS) and it can be edited with Notepad for example. However, you cannot in general open any text file with the Sysedit utility. Sysedit can only be used to edit the system.ini, win.ini, config.sys, and autoexec.bat text files.

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

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

Incorrect Answers

OS/2 or Windows 3.x/Windows for Workgroup 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

Explanation: We must change the properties of the dial-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

Explanation: 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 a 20GB unformatted hard disk. 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

Explanation: In Windows NT systems you use the Disk Administrator to handle disks. The Administrative Tool **Computer Management** could 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

Explanation: NTLDR, BOOT.INI, and NTDETECT.COM are required start files on a Windows NT/2000/XP/.NET system.

Incorrect Answers

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

E: OSLOADER is not used on a boot disk.

QUESTION NO: 32

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

Explanation: Windows automatically makes the remaining printer the default printer.

QUESTION NO: 33

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

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

Answer: B

Explanation: 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.
- D. NTLDR, COMMAND.COM, NTDETECT.COM, BOOT.INI.

Answer: A

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

Incorrect Answers

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

QUESTION NO: 35

There are four major technologies that work together under Plug and Play. These are the operating system, the system BIOS, device drivers, and _____.

- A. Scandisc.
- B. Data keeper.
- C. Software peripherals.
- D. Hardware peripherals.

Answer: D

Explanation: Plug and Play is a standard for automatic configuration of hardware peripherals.

QUESTION NO: 36

Leading the way in IT testing and certification tools, www.testking.com

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

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

QUESTION NO: 37

A new modem installed in Windows 2000 is not on the 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

Explanation: You would have to provide the manufacturer's device driver manually by diskette (or CD-ROM) since Windows 2000 would most likely not have a device drivers for devices not on the HCL.

QUESTION NO: 38

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

Explanation: Windows 95A only supports the FAT16 (not the FAT32) file system and the FAT16 file system has an inherit limit of 2GB partitions.

QUESTION NO: 39

A client called and told 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

Explanation:

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

B: Windows 98 SE (Second Edition) include better large drive support than Windows 98.

E: The BIOS might need an upgrade to support larger drives.

QUESTION NO: 40

A Windows 98 computer is having display related problems. You need to adjust the graphics hardware acceleration so that you can troubleshoot 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

Explanation: 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. There customer account is no longer active.
- E. They are using an incorrect username and password combination.

Answer: D, E

Explanation: This is an authentication problem. The account may no longer be active or the user is supplying incorrect logon information.

Incorrect Answers

A, B: This is not a protocol related problem. The network protocol is already operational since the customer reaches the login prompt.

C: If the modem was not working, the user would not be prompted for login.

QUESTION NO: 42

A user's Windows 98 system is running slowly after installing a new application. 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

Explanation: The system only began running slowly after the installation of the new application. Lack of RAM and free hard drive space could slow down a system.

B: The application might require more RAM than the system can provide.

E: By installing the new application it is possible the system hard drive would be close to full. This would slow down the general performance of Windows. We should check if the free space of the system hard drive is running low.

Incorrect Answers

A: There is no such thing as a REG log file in Windows 98.

C, D: The system was performing well before the installation of the application. The speed of the RAM chips or the rotating speed of the hard drive would not have been affected by the installation.

QUESTION NO: 43

How can you get a print out 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: B

Explanation: The Device manager enables you to print a summary of your PC. If you go to device manager, there is a print button in the bottom right of the page on a 9X system.

Note: On Windows XP, for example, there is no print button in Device Manager and you would have to use the **Action** menu and the **Print** command. Another alternative would be to use the System Information utility.

Incorrect Answers

A: There is no print button in System Monitor.

C: The sys command would not give the required information. It is used to write system files onto disks.

D: MSD is not installed automatically on Windows 9x systems as it was on DOS and Windows 3.x systems. Furthermore, this method does not provide the same concise information as Device Manager.

Note. Use of MSD

Issue the **msd** command at the command line. This shows Microsoft Diagnostics information. Then use the PrintScreen button on the keyboard to capture the result to the ClipBoard. The next step would to paste the ClipBoard into WordPad or Microsoft Word for example.

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 Scandisc and Disc Defragmenter.
- C. Press F5 to enter Safe mode and delete the last device installed.

Leading the way in IT testing and certification tools, www.testking.com

- D. Press the spacebar when the load last known good message appears.

Answer: D

Explanation: 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.

Incorrect Answers

- A:** It is not necessary to reinstall the operating system.
B: It would not be possible to use Scandisk and the Disk Defragmenter from the command line. Furthermore, running this utilities would fix the problem.
C: Safe mode can help troubleshooting a system that can't boot to the Graphical User Interface. However, last known good configuration is the simpler and preferred first method to be tried.

QUESTION NO: 45

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

Explanation: The NTBOOTDD.SYS is used by Windows NT/2000/XP to support SCSI hard drives.

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

Explanation: This problem could be caused by a corrupt registry. The registry can be restored from backup.

Incorrect Answers

A: The Taskbar should be visible in Safe mode as well.

C: The WIN.INI or the SYSTEM.INI do not contain any Taskbar configuration parameters.

QUESTION NO: 47

After installing a program on a Windows 2000 system 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

Explanation: Windows 2000 includes a new feature called WFP that prevents the replacement of certain monitored system files. By replacing certain monitored system files, file version mismatches can be avoided.

Reference: : Microsoft Knowledge Base Article - Q222193, Description of the Windows 2000 Windows File Protection Feature

Incorrect Answers

There are no Windows 2000 features called Windows system guard, Windows folder security, or Windows computer shield.

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'. Under which Operating System was the disc formatted?

Leading the way in IT testing and certification tools, www.testking.com

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

Answer: D

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

Incorrect Answers

A, B; C: DOS or Windows 9x does not use the NTLDR file.

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

Explanation: The spooler service of Windows NT/2000/XP manages the printing. If a print job is stalled it is most likely that the spooler service have hung. As a first troubleshooting step it should be restarted.

Incorrect Answers

A: Restarting the PC might help, though we should try a simpler solution first.

C: A faulty printer cable is not the likely cause of a stalled printer job.

D: A faulty printer driver could cause a printer job to stall. However, reinstalling a print driver should not be the **first** troubleshooting step.

QUESTION NO: 50

A user uninstalled an application in the Windows 98 and it still appears in a Start 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.

Leading the way in IT testing and certification tools, www.testking.com

- E. Right click the Taskbar, choose Properties and click Remove under Customize Start menu.

Answer: C, E

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

Incorrect Answers

- A:** Rebooting the PC would not help.
- B:** Device Manager is used to configure hardware.
- D:** Display properties does not include a **Start Menu** option.

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 NETCONFIG.
- B. Look at Device Manager.
- C. Click Network Neighborhood.
- D. Check Networking Properties dialogue box.

Answer: B

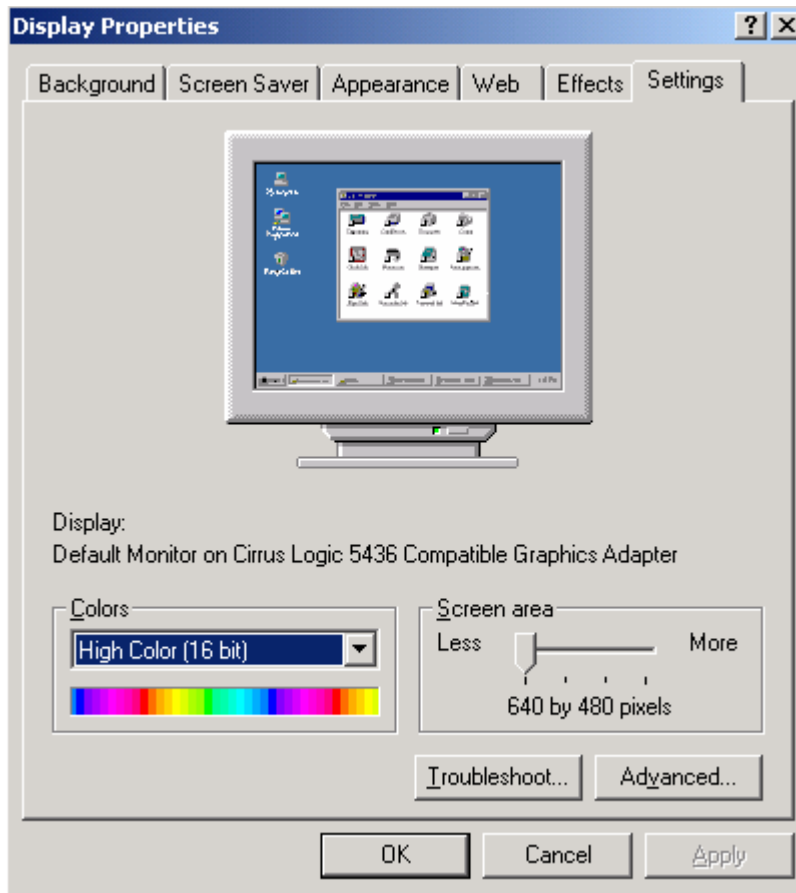
Explanation: The Device Manager shows the status of the hardware. Device Manager can be used to determine if a device is functioning correctly or not.

Incorrect Answers

- A:** The **net config** command-line utility is used to configure the network.
- C, D:** Network Neighborhood or Networking Properties are used to configure network settings.

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 the 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

Explanation: We should increase the screen resolution.

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.

Leading the way in IT testing and certification tools, www.testking.com

Answer: D

Explanation: 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

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

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

Incorrect Answers

A D: Deleting the system folder or the Windows directory would make the OS inoperable.

B: The kernel32.dll file would not be recreated if it is deleted. So deleting would make the matter worse.

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

Explanation: Boot sectors and most files that can be updated can be infected by viruses.

Incorrect Answers

A: No changes can be written to CD-ROMs or write protected floppies.

Leading the way in IT testing and certification tools, www.testking.com

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

Explanation: A page fault occurs when the memory manager cannot provide the requested memory. The memory manager would then be forced to use the virtual memory to handle the request.

QUESTION NO: 57

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

Explanation: CONFIG:SYS is a text file. The EDIT.COM command line utility is used to edit text files such as the config.sys file.

Incorrect Answers

B: TYPE is only used to display contents of text files.

C: HELP only provides help.

D: EDLINE is a primitive text editor for older DOS versions.

QUESTION NO: 58

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

Leading the way in IT testing and certification tools, www.testking.com

- 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

Explanation: The DOS application is not willing to run in a Windows environment. We should 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 autoexec.bat.

Answer: C

Explanation: The CD-ROM might 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.

Incorrect Answers

A: There are no such things as safe mode drivers.

B: The driver is appropriate since the CD-ROM drive is working.

D: Windows 98 does not use CD-ROM drivers specified in autoexec.bat.

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.

Leading the way in IT testing and certification tools, www.testking.com

- C. Reboot and open file 0000.chk.
- D. Reboot and browse the temp folder.

Answer: B

Explanation: You must reboot the system and check the system.log.

Incorrect Answers

- A:** You cannot save the print screen image if you have a blue screen error.
- C:** The 0000.chk file is not used for this purpose.
- D:** 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

Explanation: Internet uses TCP/IP protocol suite.

QUESTION NO: 62

Which type of a user accounts can Windows 2000 Professional create and manage?

- A. Local.
- B. Global.
- C. Domain.
- D. Improved.

Answer: A

Explanation: Windows 2000 Professional can only create and manage local user accounts.

Incorrect Answers

- B, C:** Windows 2000 Server can manage Domain user accounts, including global accounts.
- D:** There is user account type called Improved in Windows 2000.

QUESTION NO: 63

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

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

Answer: A

Explanation: POP and SMTP are the two most common e-mail protocols in use. POP is mostly used on the client, while SMTP is mostly by the e-mail servers.

Incorrect Answers

B, C: File Transfer Protocol (FTP) and Trivial FTP (TFTP) are used for file transfers.

D: HTTPS is used for secure web browsing.

QUESTION NO: 64

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

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

Answer: D, E

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

Incorrect Answers

All versions of Windows 95 and the original of Windows 98 lacked the support of ICS.

QUESTION NO: 65

Which command should be run in Windows NT 4.0 to get a computer's IP address?

Leading the way in IT testing and certification tools, www.testking.com

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

Answer: C

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

Incorrect Answers

A: TRACERT is used to trace routes throughout the network.

B: NETSTAT is a command-line program that displays information about a computer's current TCP/IP network connections and about the traffic generated by the various TCP/IP protocols.

D: Nbtstat.exe is Windows utility displays information about the NetBIOS over TCP/IP connections that Windows uses

QUESTION NO: 66

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

- A. SYSTEM.INI
- B. MSHTML.DLL
- C. CONFIG.SYS
- D. NOTEPAD.HLP
- E. AUTOEXEC.BAT

Answer: A, C, E

Explanation: Ini-files, the config.sys and the autoexec files are text files.

Incorrect Answers

B: DLL are binary software library files.

D: HLP files are not stored in a text format.

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

Explanation: A drive letter could be added, or mapped, by right-clicking the My Computer or the My Network Places icons. The next step would be to choose **Map Network Drive** command from the menu.

Note: It is more common to use the expression “mapping a Network Drive” than “adding a drive letter” which is used this question. The expressions are equivalent.

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 NetBEUI 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

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

Incorrect Answers

- A:** The network does not have to be started.
B: The NetBEUI protocol must be installed.
D: This is not they way Windows 2000 works.

QUESTION NO: 69

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.

Leading the way in IT testing and certification tools, www.testking.com

Answer: A

Explanation: System monitor is used to capture statistics and to set up alerts. System monitor can be used to diagnose system performance.

QUESTION NO: 70

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

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

Answer: C

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

Incorrect Answers

A: NetBEUI is a protocol, not service.

B: IPX/SPX is a protocol, not a service. Furthermore Windows use Nwlink which is compatible with IPX/SPX, not IPX/SPX itself.

D: There is no service called Dial-up networking in Windows-

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

Explanation: 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:\WINNT\USER.DAT.
- D. C:\Documents and settings.

Answer: D

Explanation: 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

Explanation:

A: A semicolon (;) is used to start a comment.

B: 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 a device driver could be prevented from being loaded.

QUESTION NO: 74

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

Explanation: The error message indicates a defective hard drive.

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

Explanation: 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

Explanation: 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. MSDOS.SYS
- C. CONFIG.SYS
- D. SCAN DISK.LOG
- E. COMMAND.COM
- F. PROGRAMS.TXT

Answer: B, C, D, F

Explanation: CONFIG.SYS, log files, and .txt files are clearly text files. The Windows file msdos.sys is also a text file (see note below).

Note: The Windows Setup program creates a file called Msdos.sys in the root folder and sets the file with the Read-Only, System, and Hidden attributes. Unlike the Msdos.sys file in MS-DOS, this file is a text file. It contains a [Paths] section that lists the locations for other Windows files (such as the registry) and an [Options] section that you can use to personalize the boot process.

Reference: Contents of the Windows Msdos.sys File (Q118579)

Incorrect answers:

A, E: 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

Explanation: 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

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

Incorrect Answers

C: DLL (Dynamic Link Libraries) cannot be run directly from the command prompt.

D: There is no special file extension .RUN in Windows.

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

Explanation: Virtual memory uses the hard drive for as virtual RAM 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 4.0 installed?

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

Answer: B

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

Note: Some NT partitions, such as extended NTFS partitions, cannot be removed by the FDISK utility. These partitions must be removed from inside Windows NT 4.0 (or Windows 2000/XP/.NET), removed while installing a new OS, or removed by third party utilities such as DELPART.EXE.

Incorrect Answers

A: MOVE can only be used to move folders and files.

- C: The format utility can only format partitions. It cannot remove partitions.
- D: DELTREE can only used to remove folders and files.

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

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

Incorrect Answers

A: COPY copies one or more files to the location you specify.

B: XCOPY copies files and folders.

C: XCOPY32.EXE is the 32-bit version of XCOPY.

QUESTION NO: 83

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

Explanation: The system time can be set with the command line utility time, the Select date/time Control Panel 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. Standard.
- E. Extended.

Answer: A, C

Explanation: Windows 2000 only supports two kinds of disks. Basic disks are down-level compatible, while Dynamic disks have additional features.

Incorrect Answers

B, E: Primary and Extended disks was used in older Windows versions.

D: There are no standard type.

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

Explanation:

A: Local profiles only applies to the local computer.

C: Roaming profiles are used so that users will keep their personal settings throughout the network.

E: Mandatory profiles are read-only and cannot be changed by the user.

Incorrect Answers

B, D: There are not any static or dynamic protocols in a Windows environment.

QUESTION NO: 86

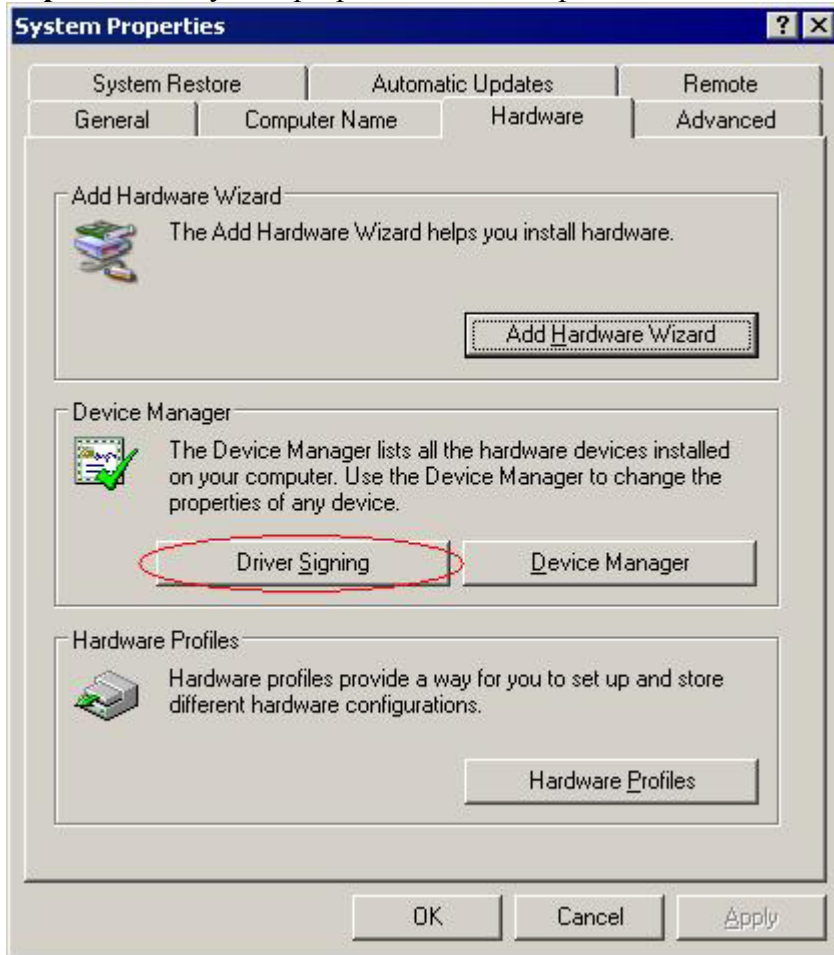
Where can users of Windows 2000 systems be prevented from installing unsigned device drivers?

- A. Local users and groups, drivers.

- B. Hard ware profiles, device driver.
- C. Device manager, computer name.
- D. System properties, hardware, signing.

Answer: D

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



QUESTION NO: 87

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

- A. CHKDSK.
- B. DEFRAG.
- C. SCANDISK.
- D. DRIVESPACE.

Leading the way in IT testing and certification tools, www.testking.com

Answer: C

Explanation: The Scandisk utility is used, among other things, to repair crosslinked 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

Explanation: 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. MSDOS.SYS.
- D. COMMAND.COM.
- E. AUTOEXEC.BAT.

Leading the way in IT testing and certification tools, www.testking.com

Answer: B, E

Explanation: When you start the Sysedit utility four text files are opened. These are system.ini, win.ini, config.sys, and autoexec.bat.

Note: To start sysedit click Start->Run->type sysedit->press ENTER.

Incorrect Answers

A, D: IO.SYS and COMMAND.COM are binary files and cannot be edited by text editors.

C: MSDOS.SYS is a text file in Windows (but not in MS-DOS) and it can be edited with Notepad for example. However, you cannot in general open any text file with the Sysedit utility

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

Explanation: The scandisk.ini file holds 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 software.
- E. Background wallpaper.

Answer: C, D

Explanation: Screen savers and Anti-virus programs might interfere with the defragmentation process since they access and update the hard drive..

QUESTION NO: 92

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

Explanation: The Windows 9x registry is stored in the two files SYSTEM.DAT and USER.DAT.

QUESTION NO: 93

Home/office desk, presentation, and portable/laptop are examples of predefined _____.

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

Answer: D

Explanation: 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

Explanation: The BIOS configured IRQ are assigned first. This can be used to reserve IRQs for legacy devices. These IRQs will not be used by the Plug and Play 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. Back up 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

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

Incorrect Answers

A: A Full backup makes a complete backup of all files.

B: Files that have the archive bit turned off has not changed since the last full (or incremental) backup has been performed. A differential backup backs up all files that have the archive bit turned on

C: It back up files that differ from the last full backup, not the first 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 FAT32.
- C. Delete FAT32 partition and install.
- D. Run Windows 2000 setup/dual boot.

Answer: B

Explanation: FAT32 is supported by both by Windows 98 and Windows 2000-

Incorrect Answers

A: Windows 98 does not support NTFS.

C: We do not have to delete the FAT32 partition.

D: The Windows 2000 installation protocol has no /**dual boot** switch.

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

Explanation: The Device Manager can be opened from the System applet from the Control Panel, or from the Computer Management which can be opened from Administrative Tools in Control Panel.

Incorrect Answers

A: There is no Computer Manager in Windows 2000. It is called Computer Management.

C: The Services tool use to manage Windows 2000 services.

D: Event viewer is used to examine log files.

QUESTION NO: 98

Windows 9x safe mode uses with generic video driver?

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

Answer: A

Explanation: 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

Explanation: 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 need 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

Explanation: Windows 95b supports FAT32. FAT32 support partitions up to 2TB. We only need one partition.

Note: FAT16 only supports 2GB partitions. Windows 95 A would need three partitions to fully utilize the 5GB hard drive.

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

Explanation: 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 Windows NT 4.0 start up files? (Choose two)

- A. NTLDR.
- B. BOOT.INI.
- C. NTFS32.BIN.
- D. WINNT32.INI.
- E. AUTOEXIT.BAT.

Answer: A, B

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

Incorrect Answers

C, D: There are files called NTFS32.BIN or WINNT32.INI in Windows NT.

E: Autoexec.bat is a startup file in Windows 9x, not in Windows NT.

QUESTION NO: 103

What is the proper convention for accessing network printer?

- A. \\prntername\systemname
- B. \systemname\prntername
- C. \\systemname\prntername
- D. \prntername\\systemname

Answer: C

Explanation: The correct syntax for accessing a network printer is \\computername\prntername

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?

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

Answer: A

Explanation: 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

Explanation: 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 Desktop and choose Start menu.

Answer: C

Explanation: 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.

Incorrect Answers

A: There is no **Arrange** command in the Start menu.

B: There is no **Control Panel** applet that configures the Start menu.

D: If you right-click on the Desktop there would be no command **Start menu** available.

QUESTION NO: 107

Your customer calls and complains that sometimes the icons on this desktop look different. But after booting the systems the icons return 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

Explanation: The SHIFT+F8 key stroke can be used to refresh the Desktop including the icons of the Desktop.

QUESTION NO: 108

A client calls for service on a Windows 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

Explanation: Safe mode uses the generic VGA driver. We would be able to 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

Explanation: 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

Explanation: The /? is the command line 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. FDISK/MBR.
- C. FORMAT C:/S.
- D. CONVERT C:/FS:NTFS.

Answer: D

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

Incorrect Answers

A: SYS is used to copy system files from one disk to another.

B: The FDISK /MBR command restores the master boot record.

C: Formatting would erase all contents, but we just want to update the file system.

QUESTION NO: 112

Leading the way in IT testing and certification tools, www.testking.com

When a customer calls in and says

“My system will not boot, it was fine this morning but now it is 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

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

Incorrect Answers

B: A faulty keyboard would not prevent the boot process.

C: The user has already said that he is using the same system.

D: The model of the floppy disk drive is not critical.

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 nearby 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

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

Incorrect Answers

B: There is no NET TEST command in Windows.

C: IPCONFIG is used to manage IP configuration, not to test connectivity.

D: WINIPCFG is not included in Windows 2000. Furthermore, it is just for IP configuration.

QUESTION NO: 114

Which of the following are classes of viruses? (Choose two)

- A. Worm
- B. Avalanche
- C. Chameleon
- D. Salamander
- E. Trojan Horse

Answer: A, E

Explanation: Both Worms and Trojan Horse could be viewed as viruses.

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

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

Incorrect Answers

A: A read-only network drive would still be accessible.

B: The file was saved on the network, not on the local hard disk.

C: The file had earlier been successfully saved by the user already.

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

Explanation:

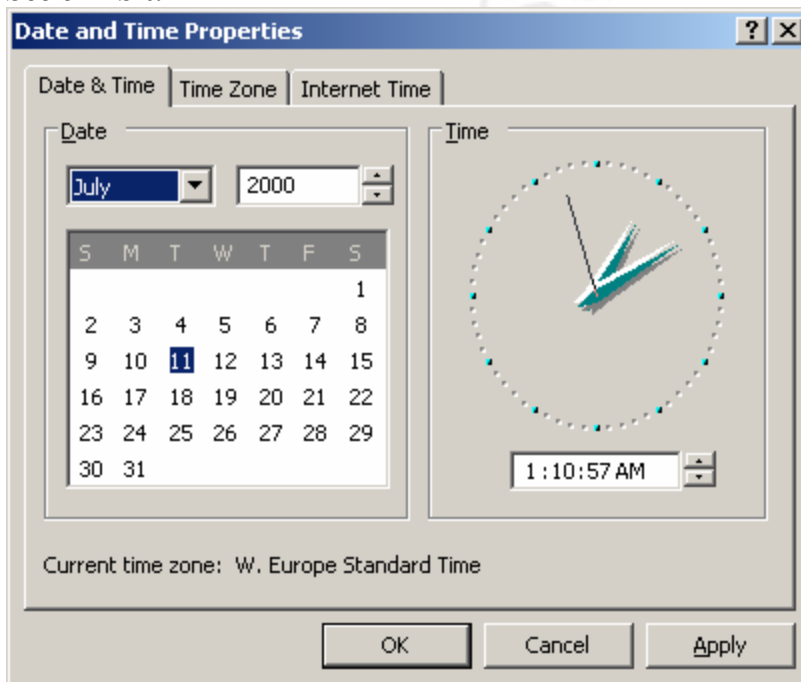
B: An incorrect printer driver could produce garbled output.

D: A loose printer cable could produce garbled output.

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.

Leading the way in IT testing and certification tools, www.testking.com

- C. Adjust the time one hour ahead.
- D. Uncheck automatically adjust for daylight savings.

Answer: C

Explanation: The time shown in e-mails is the time of the sender. In this scenario the time of the sender is one our before the current time. We must adjust the time pushing it one hour ahead.

Incorrect Answers

- A:** Adjustment in the wrong direction.
- B:** Changing the time zone would also change the time on the system. However, nothing in this scenario indicates that the incorrect time zone is chosen.
- D:** This only automates the change between winter and summer. This is not the cause of the problem here. Both live in the same time zone.

QUESTION NO: 118

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

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

Answer: A

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

Incorrect Answers

- B:** NTFS is not supported by Windows 98.
- C:** HPFS was supported on Windows NT 3.51, but not on Windows NT 4.0 or Windows 98.
- D:** FAT32 is not supported by Windows NT 4.0.

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.

Leading the way in IT testing and certification tools, www.testking.com

- D. System configuration utility.

Answer: D

Explanation: 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.

Note 1: To open the System Configuration utility on a Windows 98 (or Windows Millenium system) click Start, and then click Run. In the Open box, type msconfig , and then click OK.

Note 2: Compare with Question NO: 211.

Reference: System Configuration Utility Advanced Troubleshooting Settings (Q181966)

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

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

Incorrect Answers

A: Adding more is a generally a good idea, but we should the system resources first.

B: Reinstalling Windows is not required.

C: The error message do not indicate that a larger hard drive is required..

QUESTION NO: 121

File and Print Sharing have been established from the Network Neighborhood on a peer-to-peer Windows network. However, upon trying to access the printer from another system, it does not show up as a choice.

What is the problem?

- A. Incorrect drivers.
- B. Improper permissions.

- C. Printer is not shared in the Printer Properties.
- D. Printer cannot be shared on a peer-to-peer network.

Answer: C

Explanation: We must share the Printer, not just only enable File and Print Sharing.

Incorrect Answers

- A:** With incorrect Network Adapter drivers it would even be possible to browse the network,
- B:** With improper permissions the Printer would still show up.
- D:** Printers and other resources can very well be shared on a peer-to-peer network

QUESTION NO: 122

You receive a service fail to start error message on a Windows NT 4.0 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

Explanation: The Event Viewer contains the three logs system, application, and security. The system log will contain information on services that are failing to start.

Incorrect Answers

- A:** EDIT is only used to view and edit text files.
- B:** REGEDT32 is used to edit the registry.
- D:** MSCONFIG is a Windows 9x utility and is not present on Windows NT 4.0 systems.

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 Manager.
- 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

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

Incorrect Answers

A: It is unlikely that a virus would cause any sound problems.

B: Device Manager could be checked for a possible hardware conflict or a improperly configured device.

C: This is a good troubleshooting step, but not the first thing we should try.

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

Explanation: The incoming mail configuration seems to be incorrect.

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

Incorrect Answers

A, D: There is an existing network connecting since e-mails are send correctly. So there is no problem with modem settings, or Dial-up adapter settings.

C: SMTP server settings are not configured on the client.

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

Explanation: This side-effect could be caused by a virus.

Incorrect Answers

It seems unlikely that this error is caused by a configuration file or by an incorrect installation.

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

Explanation: 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 their 1200 online computers. You are training with a seasoned tech 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

Explanation: 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.

Note: This practice seems somewhat suspect.

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

Explanation: The most likely cause is a damaged .CPL (Control Panel Extension) file. To resolve this problem, determine which .cpl file is damaged, remove the file, and then reinstall it.

Reference: Microsoft Knowledge Base Article - Q171753, Invalid Page Fault Opening Control Panel

QUESTION NO: 129

Dr.Watson has standard view and _____.

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

Answer: C

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

Note: The Dr Watson utility is used to monitor Application crashed in Windows NT/2000/XP.

QUESTION NO: 130

Leading the way in IT testing and certification tools, www.testking.com

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

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

Incorrect Answers

CONFIG.SYS, AUTOEXEC.BAT, and COMMAND.COM are Windows 9x files and not used in Windows NT 4.0

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

Explanation: Internet uses the TCP/IP protocol.

Incorrect Answers

A, B: SMTP and POP3 are e-mail protocols and are not required for Internet access.

D: NetBEUI cannot be used to access the Internet.

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

Leading the way in IT testing and certification tools, www.testking.com

Answer: D

Explanation: 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 connection information.
- B. Open Control Panel and select the Newsgroups 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

Explanation: We must configure the newsgroup client software, most often Microsoft Outlook Express, to use an appropriate NNTP server.

Note: NNTP (Network News Transfer Protocol) is a standard specification for the distribution, inquiry, retrieval, and posting of news articles using a server-client model.

Incorrect Answers

- A:** INTERNIC manage registration of domain names, not newsgroups.
- B:** There is not Newgroup option in Control Panel.
- D:** FTP is used for file transfers.

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 Networks must be added.
- D. File and print sharing must be enabled on the network interface card.

Answer: C

Explanation: We must enable the global setting for File and print sharing. This setting is available if the Client for Microsoft Network service is installed.

Incorrect Answers

- A: TCP/IP is not required. Any Network protocol, for example NetBEUI , is enough.
- B: Windows NT is not required for file and print sharing. File and Print sharing can for example be used in a Workgroup with Windows 9x computers.
- D: File and print sharing is not enabled on a particular Network Interface Card. It is a global setting for the system.

QUESTION NO: 135

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?

- 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

Explanation: 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.

Reference: Error Message: "Explorer caused an invalid page fault in module Kernel32.dll" (Q187965)

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

Explanation: A printer, modem (the internet connection provided by the modem), 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

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

QUESTION NO: 138

You want to boot Windows 9x without your PC card network adapter while still leaving it installed in your laptop PC. What should you do in the device manager?

- 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

Explanation: Unused hardware devices that are 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 be not necessary).

Incorrect Answers

A, C: We want to keep the PC card inside the computer. We should not remove it physically.

B: We just want to disable the PC card, not the PC card socket.

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.

Leading the way in IT testing and certification tools, www.testking.com

Answer: C

Explanation: 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

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

Incorrect Answers

- A:** For proper WAN connections you would need a server, for example Windows 2000 Server.
- B:** For a domain you would need a server, for example a Windows 2000 Server computer.
- D:** A Windows 98 computer cannot be used as a server.

QUESTION NO: 141

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

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

Answer: B, C, D

Explanation:

B: FAT32 is more efficient so program will load faster.

C, D: FAT32 is a reduced cluster size. This provides better disk utilization.

Reference: Microsoft Knowledge Base Article - Q154997, Description of the FAT32 File System

Incorrect Answers

A: There are several advantages with FAT32.

E: No additional security features are provided by FAT32.

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

Explanation: <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

Explanation: Only NTFS supports encryption or file permissions.

Note: On Windows 2000/XP/.NET NTFS is the preferred file system. FAT should only be used if it is required by backward compatibility.

QUESTION NO: 144

What key can be pressed during the Windows 2000 boot process to display the Advanced Startup Options menu?

Leading the way in IT testing and certification tools, www.testking.com

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

Answer: C

Explanation: 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. MSCONFIG.EXE.
- D. HARDWARE PROFILES.
- E. SYSTEM INFORMATION.

Answer: A, B, E

Explanation:

A, E: WINMSD.EXE and System information is the same thing. System information shows, among other things, information on resources used by devices.

B: The Device Manager can be used to examine what resources are used by the devices.

Incorrect Answers

C: MSCONFIG.EXE is the System Configuration Utility. It can be used to configure the startup behavior of the system.

D: Hardware profiles are used on portable computer to support different hardware configurations.

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

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

Incorrect Answers

B: Wrong menu.

C: This is an incorrect usage of the rename command.

D: The Control panel System applet cannot be used to rename files.

QUESTION NO: 147

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

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

Answer: C

Explanation: 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

Explanation: First we partition the hard disk with the FDISK utility, then must 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, My Documents, right-click on the application file and choose Create Shortcut.
- D. Right click on the application files from the Documents options of the Start menu and select Create Shortcut.

Answer: B

Explanation: One way to create a shortcut is to browse to the application using Windows Explorer and then 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: D

Explanation: Windows 2000 provides two versions of Registry Editor: Regedt32.exe and Regedit.exe. You can modify the registry by using either of the Registry Editor utilities.

Regedt32 supports a multiple string value which is multiple line entries in the registry. Something regedit does not handle well. Regedt32 also allows you to set security to certain areas of the registry.

Reference:

Registry Editors Installed by Windows NT 4.0 (Q155267)

Differences Between Regedit.exe and Regedt32.exe (Q141377)

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

Incorrect Answers

- A:** The Windows 9x version of Regedit.exe is included in Windows 2000 primarily for its search capability. You can use this version of Regedit.exe to make changes in the registry, but not all functions or data types can be viewed or edited properly. In particular, you must use Regedt32.exe if you want to:
- * view or edit the value of keys with multiple string values.
 - * set the security for registry keys.

- B:** Regmon is a Registry spying utility that watches and displays information on system-wide registry accesses as they are occurring. Regmon is a Freeware program and is not included in Windows 2000. Furthermore, regmon cannot be used to edit the registry.
- C:** Scanreg, also known as the Windows Registry Checker, is a Windows 98 and Windows ME utility and does not exist on Windows 2000. Furthermore, scanreg cannot be used to edit the registry. It 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.

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

Explanation: Hard disk access during the defragmenting process can force the process to restart. This will prolong the time required for it to complete.

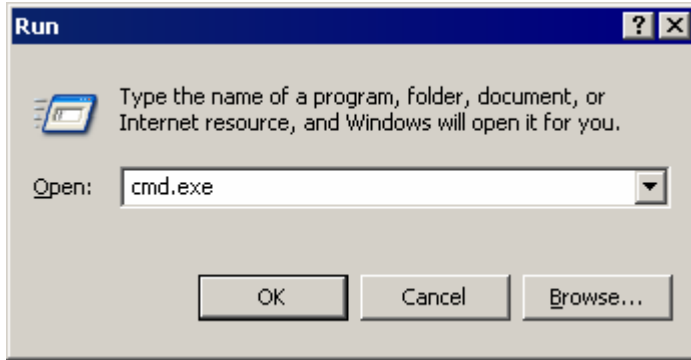
QUESTION NO: 152

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

Explanation: The command line interpreter in Windows NT/2000/XP is CMD.EXE. Try this by **Start->Run->Enter cmd.exe->Click OK.**



Note: You only have to enter **cmd**.

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

Explanation: 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

Explanation: The Dr.Watson utility captures and stores application faults. The Dr. Watson utility is present on Windows NT systems.

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

Explanation: To upgrade from one operating system to another we must launch the installation of the second operation system from within the first operating system.

Incorrect Answers

If we start the installation from outside the current OS a clean operation system will be installed, not an upgrade.

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

Explanation: 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

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

Incorrect Answers

A: No power to the CPU would result in a BIOS hardware error.

B: A bootable CD would not cause this error message. The system could boot from it.

D: A non-bootable CD would not cause this error message. The system would still check the diskette drive and the hard drive for a boot sector.

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

Explanation: 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, a C and a D drive. What steps should be taken in 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

Explanation: With FDISK we must first create a primary DOS partition and one extended DOS partition. The second partition will be created within the extended DOS partition.

Note: This applied to Windows 9x.

QUESTION NO: 160

Leading the way in IT testing and certification tools, www.testking.com

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

Explanation: 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

Explanation: PROMPT and LH commands can be used in the autoexec.bat file. These command can be issued at the command prompt.

Note: This scenario applies to Windows 9x, or even better to DOS..

Incorrect Answers

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

Explanation:

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

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

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

Incorrect Answers

A: The FDISK utility is used to create and delete partitions. It cannot be used to format a partition.

B: The **format a:** would make not make the diskette 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

Explanation: Pressing F5 during boot up on a Windows 9x system forces the computer to boot to Safe mode. F8 can be used as well, but F4, F6, or F7 do not work.

Note: A Safe-mode boot can be invoked in the following ways:

- By pressing F5 at the "Starting Windows 95" message.
- By pressing F8 at the "Starting Windows 95" message, and then choosing Safe Mode from the Windows 95 Startup menu.
- Automatically, if Windows 95 did not start on the previous attempt.

Reference: How Windows 95 Performs a Safe-Mode Start (Q122051)

QUESTION NO: 164

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

- A. System.
- B. DOS prompt.

Leading the way in IT testing and certification tools, www.testking.com

- C. Device manager.
- D. Add/remove hardware.

Answer: C

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

Incorrect Answers

A: The System control applet is not used for hardware configuration or management.

B: The command-line prompt is not the best way to test hardware.

D: The Add/remove control applet is used for software, not hardware.

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

Explanation: Safe mode only includes basic functionality.

A: Windows 9x Safe Mode supports Basic Input/Output through the IO.SYS file.

C: Hard drive support is naturally also included in Safe Mode.

Incorrect Answers

Device Drives through config.sys, the sound card, and ECP printing are 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

Explanation: In Windows the Printers folder is used for printer management. The Printers folder can be reached from Start->Settings.

QUESTION NO: 167

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

Explanation: A good troubleshooting practice is to check the simplest possible cause first. The first step should be to check the password she is using.

QUESTION NO: 168

You work for an ISP and receive a tech support call from a customer who can't connect. You determine that the customer gets a dial tone and a number is dialed 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

Explanation: 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

Explanation: It seems that the version of Windows 95 used in this scenario does not support FAT32. The system is therefore unable to access the FAT32 partition that was formatted in Windows 98 system.

Note: Windows 95 version B and later Windows versions support FAT32.

Incorrect Answers

A: The **Convert** utility is used to convert from FAT16 to FAT32. This can not be the source of the problem since all Windows version support FAT16.

B: Hard drives do not require installation of a device driver. Hard drive device drivers are included in the OS.

C: A drive cannot be write protected in Windows.

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

Explanation: The Windows 95 installation CD is not bootable. A boot diskette is required when installing Windows 95.

Incorrect Answers

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?

Leading the way in IT testing and certification tools, www.testking.com

- 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

Explanation: Windows 95 and Windows 98 are very similar.

Incorrect Answers

B, D: Windows NT or Windows 2000 cannot be upgraded/downgraded to Windows 98.
C: Windows 3.1 and Windows NT are dissimilar.

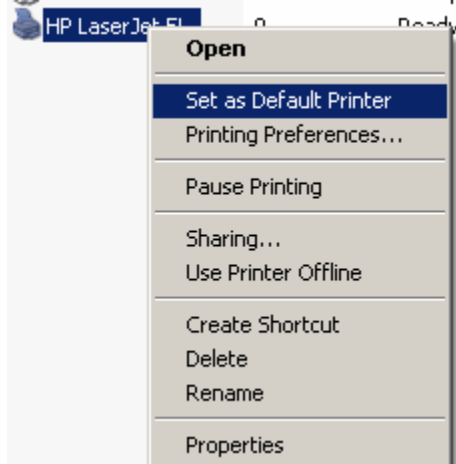
QUESTION NO: 172

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

Explanation: 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

Explanation: The Add/Remove Control 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

Explanation: In Windows NT 4.0 the Disk Administrator is used to partition and format hard drives.

Note: First we physically install the drive, then we partition, and then we format it.

Incorrect Answers

A: FDISK is used by Windows 9x systems

B: Before formatting a hard drive you must partition it.

C: There is no DISKEDT32 utility in Windows NT.

QUESTION NO: 175

What will cause an error config.sys line XX message?

- A. No operating system found.
- B. Wrong syntax on the specified lines.

Leading the way in IT testing and certification tools, www.testking.com

- C. Autoexec.bat in wrong directory.
- D. Too many trailing spacing on the specified line.

Answer: B

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

Incorrect Answers

- A:** The error messages indicate the OS is being loaded, but an error occurred.
- C:** The boot process does not require an autoexec.bat file. If no autoexec is present or if it is placed in the ignore autoexec.bat no error would occur.
- D:** There is no specific limit on the number of trailing spaces on a specific line in a configuration file.

QUESTION NO: 176

A customer calls and reports an error message when trying to connect to an internet provider. The server can't negotiate an 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

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

QUESTION NO: 177

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

Explanation: The boot sector may be damaged. It can be restored with the SYS.COM utility.

QUESTION NO: 178

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

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

Incorrect Answers

- A:** Wave tables do not apply here.
- B:** Turned off microphone would not lose sound.
- C:** Line imbalance would not lose sound.

QUESTION NO: 179

Why would you receive a HIMEM.SYS not loaded error message?

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

Answer: A

Explanation: A missing or corrupt HIMEM.SYS file could cause this error.

Note: HIMEM.SYS is no longer used in modern Windows versions.

Incorrect Answers

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 the 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

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

QUESTION NO: 181

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

Explanation: The Add printer Wizard is used to install printers in Windows.

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. PAGEFILE.SYS
- D. SWAPFILE.TMP

Answer: B

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

Leading the way in IT testing and certification tools, www.testking.com

Incorrect Answers

A: System.ini is a small windows configuration file.

C: Pagefile.sys is used on Windows NT/2000/XP systems, not on Windows 9x.

D: There is no file called swapfile.tmp.

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

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

Incorrect Answers

A: Disk quotas were introduced in Windows 2000 Server, older Windows versions do not support quotas.

B: Lack of RAM would not cause this behavior.

C: Lack of hard drive space would not prevent sharing.

QUESTION NO: 184

A customer with a Windows 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

Explanation: The spooler could be overloaded.

Incorrect Answers

B: There is no such setting.

C: There is no energy-restrict mode.

D: There does not exist any matching between printer and CPU frequencies.

QUESTION NO: 185

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

Explanation: 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.

Reference: Symantec Knowledge Base, Diagnostic startup of Windows 98 and Windows Me

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

Explanation: A dynamic IP address is assigned by a DHCP server.

Incorrect Answers

A: WINS is used for NetBIOS to IP name resolution, not for automated IP configuration.

B: Manually configured addresses all called static addresses.

D: Dynamic IP addresses are only leased, they are not permanent.

QUESTION NO: 187

After a certain ShareWare package is installed on your Windows 98 system, the computer no longer starts and you suspect a damage of the 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

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

Incorrect Answers

A: CHKDSK is used to diagnose and repair the hard drive.

B: There is no Windows 98 utility called CHKREG.

D: SCANDISK repairs the disk driver.

QUESTION NO: 188

What should do you first if your Windows NT 4.0 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

Explanation: Last known good configuration is the easiest way to return the previous system state. It is the first thing that should be tried. If it does not work we should try the Emergency Repair Disk.

Note: Every time you successfully logon to a Windows NT 4.0/Windows 2000/XP/.NET and reach the desktop the last known good configuration is saved. If you later during that Windows session install a device driver that makes the system unable to boot, you can return to the previous state by choosing last known good configuration at startup.

Incorrect Answers

A: Safe mode would is also a plausible choice. Last known good is a better choice however. Furthermore, it might not be possible to use the Safe mode option if the system fails to boot.

B, C: We should try simpler methods before we consider restoring from backup or reinstallation of the OS.

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

Explanation: The desired printer should be set as default. This would prevent the same thing from happening again. The default print is used by default.

QUESTION NO: 190

You are trying to run multiple programs on a Windows 95 system and are receiving an out of memory error. Why may this occur?

- 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

Explanation: Out of memory problems indicates 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. The start up process stops after the starting Windows 98 message appears. What should you do to troubleshoot this problem? (Choose two)

- A. Type WIN.EXE at the command prompt to start Windows.
- B. Type WIN/D:M at 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

Explanation: We should try to start the system in safe mode.

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

E: Pressing F8 after the Windows restart will enable us to to start in Safe Mode.

Incorrect Answers

A: We must use the /D:M switch.

C: The system information utility should not be run from MS-Dos-

D: DR Watson is a tool monitor application faults. It cannot be used to troubleshoot Windows.

QUESTION NO: 192

Your Windows 98 system 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

Explanation: 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 gets rid of the problem?

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

Answer: B

Leading the way in IT testing and certification tools, www.testking.com

Explanation: Some system files that is necessary for booting might be missing The SYS.COM command can be used to copy system files necessary for a successful boot onto a drive..

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

Explanation: TCP/IP is a 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. DRIVESPACE.
- C. DISK CLEANUP.
- D. DISK DEFRAGMENTER.

Answer: D

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

Incorrect Answers

A: FDISK is used to partition the hard drive.

B: DRIVESPACE is an old outdated method of compressing hard drives. It increases the access time, making the computer slower.

C: DISK CLEANUP might delete unnecessary files. It would not improve access time.

QUESTION NO: 196

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

- A. Video refresh rate is set to high.
- B. The 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

Explanation: A maximized window would prevent the window from being dragged.

Incorrect Answers

A: The refresh rate does not affect multiple monitors.

C: Video resolution do not have to match on the different monitors.

D: The operating supports multiple monitors, the application do not need to support it.

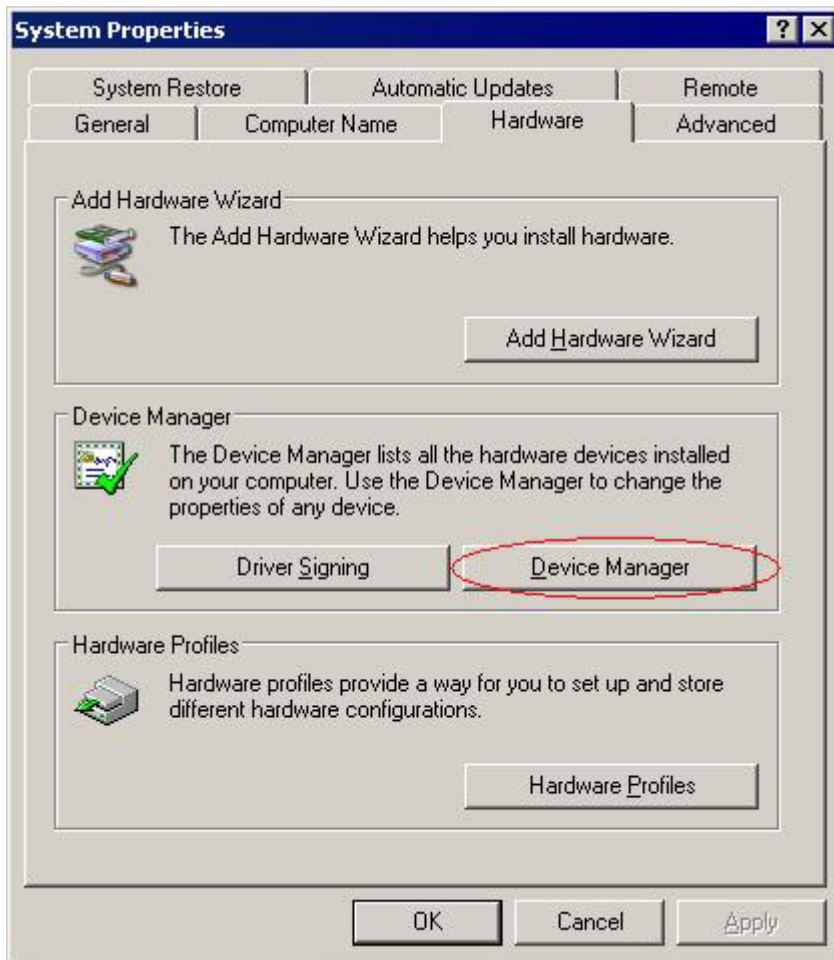
QUESTION NO: 197

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

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

Answer: C

Explanation: D: There is not Network neighborhood on a Windows 2000 computer. 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.



Incorrect Answers

A, B: The Windows 2000 Control panel does not contain any Ports or Networks applet.

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

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

Procedure: Control Panel->System applet->Computer Name tab->Network id button.

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, E

Explanation:

- A:** You can ping a known host by host name. The output of the ping will show the IP address of the host.
- B:** If you use the *tracert hostname* command the IP address that corresponds to *hostname* will be displayed.
- E:** Nslookup is a DNS utility, but can also be viewed as a TCP/IP utility. The Nslookup utility is present on Windows machines. The main purpose of Nslookup is to test and troubleshoot DNS servers. However, it can be used to determine the IP address of known internet domain names by resolving a host name to an IP address..

Incorrect Answers

- C:** IPCONFIG can only be used to configure IP on the local machine. It cannot be used to determine any IP addresses of other hosts.
- D:** There is no TCP/IP utility called net-ping

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 PPP and dial up networking.
- B. Install dial up networking in TCP/IP and setup all appropriate settings.
- C. Install PPP 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

Explanation: He must install dial-up networking.

Incorrect Answers

A, D: All required ISP information has already been obtained.

C: A new account does not have to be established. Furthermore, PPP does not have to be installed.

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

Explanation: A WINS server provides NetBIOS to IP address resolution.

Incorrect Answers

A: DHCP assigns IP addresses.

B: Computer names are not assigned by any network service.

D: The Windows boot manager is used for dual booting.

QUESTION NO: 202

Which protocol is used by World Wide Web?

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

Answer: B

Explanation: 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 NetBEUI time exceeded.

Answer: A

Explanation: The server hosting that particular site might be down.

Incorrect Answers

B: If the local IP changes you would still be able to access internet sites.

C: There is no such as a host protocol here.

D: NetBEUI is not used on Internet. Furthermore, there is no NetBEUI time setting.

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

Explanation: NNTP (Network News Transfer Protocol) is a standard specification for the distribution, inquiry, retrieval, and posting of news articles using and a server-client model.

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

Explanation: The **ATTRIB +H** command sets the hidden attribute and makes the file hidden

QUESTION NO: 206

Which component of Windows 95 contains key entries?

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

Answer: A

Explanation: 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

Explanation: The operating manages and controls protected mode drivers. This makes the system more stable. Real-mode drive are only used by legacy DOS programs.

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: D

Explanation: When a small portion of a disk can no longer hold data, it is called a bad sector. The surface scan option of ScanDisk detects bad sectors, and updates the housekeeping areas of the disk so the bad sectors will not be used for file storage.

Note: SCANDISK can reliably detect and fix a much wider range of disk problems and is generally preferred to the somewhat dated CHKDSK.

Incorrect Answers

- A:** CHKDSK cannot fix surface errors. Furthermore, the CHKDSK command in Windows 9x does not have a /M switch, only /F and /V switches.
- B:** The SCAN command does not exist.
- C:** SCANREG is used for the registry, not the surface of the disk.

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

Explanation: The MSDOS.SYS file should never be less of 1KB of size on a Windows 9x system.

QUESTION NO: 210

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

- A. REGEDIT
- B. REGMOD
- C. REGEDT32
- D. REGMOD32

Answer: A

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

Incorrect Answers

There are no utilities named REGMOD, REGEDT32 and REGMOD32 in Windows 9x. REGEDT32 is a Windows NT/2000/XP utility.

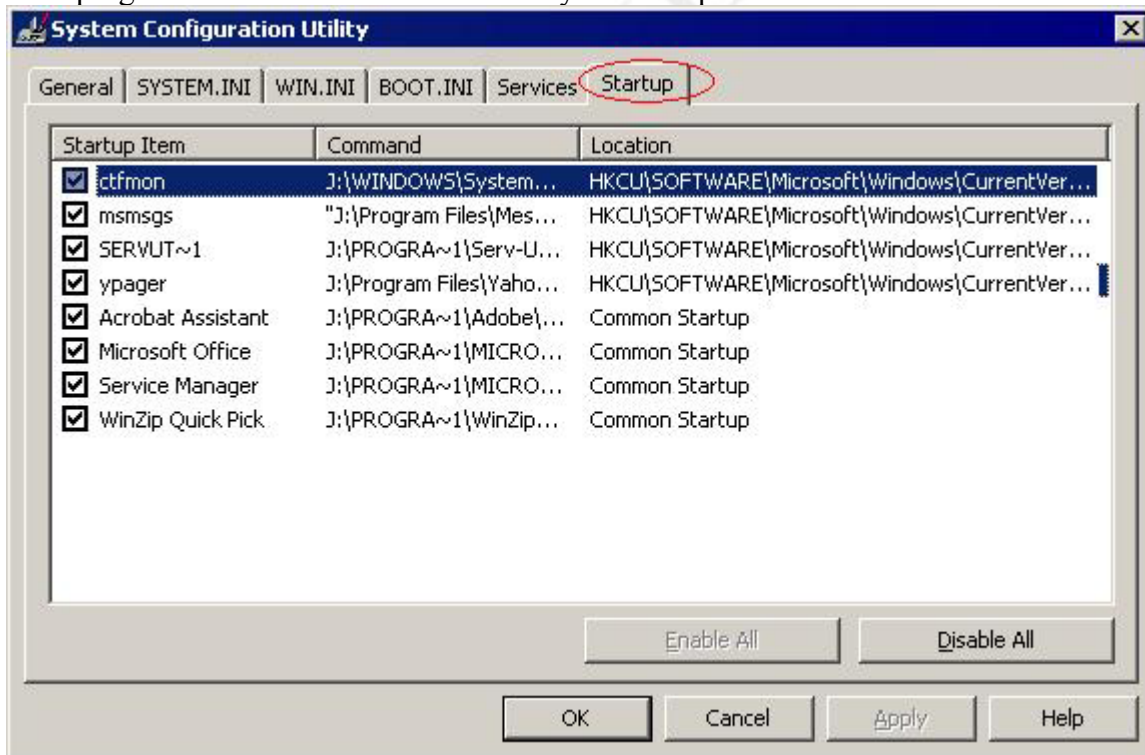
QUESTION NO: 211

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

Explanation: The **Startup** tab of the **System Configuration** (msconfig) utility is used to view programs that are started automatically at boot-up.



Note: The System configuration utility can be open with: **Start->Run->Enter msconfig->OK.**

Reference: Microsoft Knowledge Base Article - Q181966, System Configuration Utility Advanced Troubleshooting Settings

Leading the way in IT testing and certification tools, www.testking.com

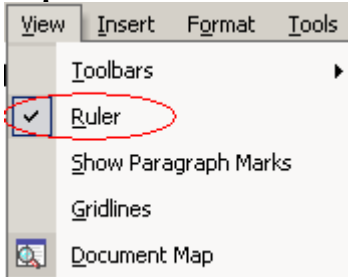
QUESTION NO: 212

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

Explanation: A check mark denotes an active selection.

**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

Explanation: 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.

Incorrect Answers

Leading the way in IT testing and certification tools, www.testking.com

- A, B:** PPP and PPTP are WAN tunneling protocols. These are used to connect different LANs, not to share sources on a LAN.
- D:** NetBIOS is not protocol and it cannot be used to share printers.

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

Explanation: You can either use the File menu or right-click in the Display Window (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

Explanation: The PING utility is used to check for IP connectivity between two networked devices.

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

Explanation: 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. 65,536
 D. No Limit

Answer: A

Explanation: The answer to this question is not clear as it depends whether the FAT16 or the FAT32 file format is in use. FAT16 hard disk partitions have a maximum of 512 root directory entries. The maximum number of entries in a sub-directory, or the root directory with FAT32, cannot be allowed to exceed 65536.

The original version of Windows 95 (Version A) only supports FAT16. Later versions of Windows 9x, Windows 95 Version B and later, support both FAT16 and FAT32. The answer A) assumes that FAT16 is used on the partition.

Incorrect Answers

- B:** The limit of entries in the root directory on a FAT16 partition is 512, not 1024.
C: FAT32 has the limit of 65,536 entries in every subdirectory, including the root directory.
D: Both FAT16 and FAT32 has limitations on the number of entries of the root directory.

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.

Leading the way in IT testing and certification tools, www.testking.com

Answer: D

Explanation: The driver converter can only convert FAT16 partitions to FAT32.

Incorrect Answers

A: NTFS is not supported by Windows 9x.

B, C: The conversion is a one-way process from FAT16 to FAT32.

QUESTION NO: 219

What is the maximum size of a FAT 16 logical drive?

- A. 1GB
- B. 2GB
- C. 20GB
- D. 2TB

Answer: B

Explanation: The FAT16 file system has a 2GB limit.

Note: FAT32 has a 2TB limit.

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

Explanation: FORMAT A: formats the diskette.

Incorrect Answers

A: The FORMAT command must have a parameter.

C, D: ; 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

Explanation: 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 assuming that 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

Explanation: USB is a hot-pluggable technology, so we should just plug in the USB device and Windows 2000 should automatically detect the device and install the appropriate drivers.

QUESTION NO: 223

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

- A. Xcopy only copied data files
- B. Xcopy /s only copies system files

Leading the way in IT testing and certification tools, www.testking.com

- C. Xcopy only copies application files.
- D. Xcopy /s copies files and subdirectories

Answer: D

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

Incorrect Answers

Xcopy is not able to distinguish between data files, system files or application files.

QUESTION NO: 224

You have configured a dual boot system consisting of Windows 98 in FAT32 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

Explanation: Windows 98 does not support the NTFS file system.

QUESTION NO: 225

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

Explanation: To protect the system files, they are hidden by default.

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

Explanation: 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

Explanation: An e-mail address consists of e-mail name (chris.tucker) and a domain name (msn.com), which are combined into an e-mail address (chris.tucker@msn.com).

Incorrect Answers

Network type or company address.

QUESTION NO: 228

During start-up of a Windows 9x system, which files are required? (Choose two)

- A. IO.SYS
- B. WIN32.BIN
- C. CONFIG.SYS
- D. MSDOS.SYS
- E. AUTOEXEC.BAT

Answer: A, D

Explanation:

A: IO.SYS provides basic Input/Output functionality and is required.

D: MSDOS.SYS selects the boot partition etc. It is also required.

Incorrect Answers

B, C: A system can be started without using the CONFIG.SYS or the AUTOEXEC.BAT files. Safe mode, for example, does not use CONFIG.SYS or AUTOEXEC.BAT.

QUESTION NO: 229

You have just added a Windows 98 workstation to a TCP/IP network and you can't log into 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

Explanation: We use WINIPCFG on the Windows 98 client and IPCONFIG on the Windows NT Server. These utilities manage IP configuration. We could check that the IP addresses and network masks belong to the same network-

QUESTION NO: 230

The user gets an out of memory message when he tries to print. The service technician checks and there is plenty of space 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

Explanation: The user gets an out of memory message from his PC. This indicates that the PC has too little RAM to be able to print the document. One possible solution to this problem is to upgrade the RAM of the system.

Incorrect Answers

- A:** It is not likely, though not entirely impossible, that updating drivers would fix the problem at hand.
- B:** If this spool folder was deleted, then the system would either regenerate the spool folder, or it would display another type of error message.
- C:** We can safely assume that it is the PC of the user that reports the out of memory message. However, additional memory to the printer could help, but it is not the best solution.

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 two)

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

Answer: B, C

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

Incorrect Answers

- A:** WIN.INI does not contain any startup configuration settings.
- D:** In Windows 9x there no such thing as a SETUP GROUP.
- E:** CONFIG.SYS is used for device drivers, not for auto launch of applications.

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.

Leading the way in IT testing and certification tools, www.testking.com

Answer: D

Explanation: WINNT /B starts a floppyless installation of Windows NT. You will not be prompted for the three 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 a multiple display layout.
- E. Disable a PC card drive before it is removed.

Answer: B, C

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

Incorrect Answers

A: To edit the registry the regedt32.exe or the regedit.exe utilities should be used.

D: The Display applet should be used to configure use of multiple monitors.

E: The Device Manager should be used to disable 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

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

QUESTION NO: 235

You are having problems 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

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

Reference: 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

Explanation: The shortcut seems to be correctly configured. However, the user might not have NTFS execute permission to the application file.

Incorrect Answers

- A:** The user needs to install the applications he wants to run. An administrator or a service technician usually installs the applications.
- C:** The shortcut is correctly configured as you as the administrator is able to use it.
- D:** The Everyone group do not need to have access to the application. Furthermore, in Windows NT you don't set security properties to an application.

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

Explanation: The adapter, a protocol and the client service are required for peer-to-peer networking.

Incorrect Answers

- D:** Dial-up access is not required in a LAN network such as a peer network.
- E:** File and Print Sharing is not strictly required. It must be used if you want to share resources on the network.

QUESTION NO: 239

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

Explanation: The Windows 2000 CHKUPGRD utility can be used in the older operating system to check if the system hardware is compatible with Windows 2000.

QUESTION NO: 240

Your customer can only connect with a speed of 28.8Kbps even with a 56Kbps modem. The Internet Service Provider (ISP) only uses 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 and connect only 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

Explanation: Old modem drivers could cause the modem to running at less than optimal speed. We should ensure that we got the latest drivers for the modem.

Incorrect Answers

- A:** 56Kbps modems should support the V.90 standard. Disabling V.90 in the modem properties, if at all possible, would make the situation worse.
- C:** There should be no need to replace the modem, at least until we have tried the latest modem drivers. Furthermore, the practice is to connect at the maximum speed of the modem or higher. Connecting at 28.8Kbps would most likely keep the connection at this low speed.
- D:** This statement is false.

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

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

Incorrect Answers

- A:** We must go to the Printer folders. We cannot manage the print queue from an application.
- C:** We already have the printer configured; we just want to manage the print jobs.
- D:** There is no option to manage print jobs from within an application.

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

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

Incorrect Answers

- A:** Scanreg can be used the registry configuration. This would not be a good idea, since the system has been upgraded. If we restore the registry Windows 2000 would most likely not be able to run.
- B:** The System Configuration Utility, msconfig, is used to configure startup behavior of Windows 2000. It would be of no help here however.
- C:** Manually editing the registry with regedit32 to solve the problem would not be practically possible.

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

Explanation: CTRL+ALT+DEL opens the Task Manager. From Task Manager we can select the hung program and end it.

Incorrect Answers

- A:** Pressing CTRL+ALT+DEL twice on a Windows 9x system would make the system reboot.
B: There is no UNLOCKIT.EXE utility in Windows 98.
C: There is no Close Program option in the Control Panel.

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

Explanation: File Manager is a Windows 3.x utility used to manage files and folder. It corresponds to Windows Explorer in Windows 9x. File Manager is still present in Windows 9x. However, File Manager does not support long file names, and it will truncate long file names into 8.3 names.

Incorrect Answers

- B:** The System Editor, sysedit, is used to edit text files.
C: The Program Manager of Windows 3.11 was used to manage open programs.
D: Windows Explorer supports long file names.

QUESTION NO: 245

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

- A. Desktop 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.

Leading the way in IT testing and certification tools, www.testking.com

- D. The program file for that shortcut is corrupt or deleted.

Answer: D

Explanation: The program file for the shortcut can be corrupted or inaccessible. It could be deleted for example.

Incorrect Answers

- A:** Desktop Shortcuts are supported and useful.
B: The icon of the shortcut would not affect the usage of the icon.
C: It is unlikely that the shortcut is corrupt.

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

Explanation: The Windows 98 operating system would be able to see the Windows 98 partition, so the problem can only be that we have booted the Windows NT 4.0 operating system and are now unable to see the Windows 98 partition. This behavior is caused by the fact that Windows NT 4.0 supports only NTFS and FAT16 (also known as FAT), but not FAT32.

We should have avoided this behavior by installing the Windows 98 partition with the FAT16 file system.

Incorrect Answers

- A:** Windows NT 4.0 supports FAT16.
C: A dual boot installation would not affect the original installation of Windows 98.
D: Making a partition active would not make it more accessible. Furthermore, only one partition, the boot partition, should be active.

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

Explanation: The fdisk /mbr command replaces the boot sector. This would remove the boot sector virus.

Incorrect Answers

- A:** The scandisk utility cannot be used to remove viruses. Scandisk is used to check and fix disk problems.
- C:** Format C: /S would erase the contents of the hard drive. The virus would be removed but so would the data. It is not a good solution.
- D:** There is no need to reinstall the operating system. Furthermore, if the installation process does not update the boot sector, the virus would still be present.

QUESTION NO: 248

A Windows 95 user reports receiving a "Missing or Bad command.com" error after she 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:\PROGRA-1\COMMMAND.COM
- D. C:\WINDOWS\SYSTEM\COMMAND.COM

Answer: B

Explanation: Ordinarily the command.com file located in the root directory is used. An extra copy of the command.com file is saved in the C:\WINDOWS 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

Explanation: The command.com file could be corrupt, missing (not listed here), or have an incorrect version (an older could be used).

Incorrect Answers

A, C: Lack of hard disk space or system resources would not cause this error.

B: There are no such thing as a **frozen** command.com

QUESTION NO: 250

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

Explanation:

B: Sysedit can be used to manage the settings in the configuration files (win.ini, system.ini, autoexec.bat, config.sys, etc.)

C: Regedit can be used to manage the settings in the registry.

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

Explanation: 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

Explanation: 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

Explanation: You can use the Emergency Repair Process to fix problems that may be preventing you from starting your computer. This includes problems with your registry, system files, partition boot sector, and startup environment.

The Emergency Repair process can be used to replace missing system and boot files, in particular the NTLDR.EXE can be replaced.

Reference:

Windows NT 3.5x and 4.0 Emergency Repair Process Screens (Q129037)

Incorrect Answers:

- A:** The NTLDR.EXE is present on the Windows NT 4.0 installation CD, it does not need to be extracted. Furthermore, in order to copy the NTLDR.EXE file to the computer we must boot the computer, so we would be forced to use some recovery process anyway, typically the Emergency Repair process.
- C:** Windows 9x does not use an NTLDR.EXE file. The NTLDR.EXE file from Windows 2000/XP/.NET cannot be used on a Windows NT 4.0 computer.
- D:** It is possible to copy the NTLDR.EXE file from another Windows NT 4.0 computer.. However, in order to copy the NTLDR.EXE file to the computer we must boot the computer, so we would be forced to use some sort of recovery anyway, typically the Emergency Repair process.

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

Explanation: 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.
- B. Set the desired printers at the first order sort.

Leading the way in IT testing and certification tools, www.testking.com

- C. Use file menu and the print command to set the desired printer.
- D. Change the desired printer's location on the network.
- E. Set the desired printer as the default in the application.

Answer: C, E

Explanation: We could manually select the second printer when we print, or we could change the default printer to the second printer.

QUESTION NO: 256

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

- A. Restart and use 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

Explanation: Random lockups indicates a memory problem. 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 a 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

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

Incorrect Answers

Drive compression, fast booting, or Plug and Play would not prevent a successful installation of Windows 98.

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 in 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

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

Incorrect Answers

B: USB device should be detected by the system without any device drivers loaded.

C: USB devices are hot-pluggable.

D: USB devices can be plugged while the machine is off. The USB mouse should be detected when the computer is turned on.

QUESTION NO: 259

A customer use a Windows 98 machine with a 20BG hard drive formatted with FAT32 and 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

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

Note: FAT16 had a maximum partition size limit of 2GB:

Reference: Microsoft Knowledge Base Article - Q154997, Description of the FAT32 File System

Incorrect Answers

- A:** Windows 98 support FAT32. FAT32 has a maximum limit of 2TB or 2,000GB.
- C:** Windows 98 is backward compatible and supports 16-bit DOS applications.
- D:** If the system disk was not set to active then the system would not be able to boot. That is not the problem in this scenario.

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

Explanation: Internet connectivity requires TCP/IP. Dial-up networking requires a dial-up adapter, for example a synchronous modem, or a DSL modem.

Incorrect Answers

- B, C:** NetBEUI and IPX/SPX cannot provide Internet access.
- D:** Microsoft client use used to access a Microsoft network, for example a Workgroup or a domain, not to access Internet.

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 connected 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

Explanation: We should use a dedicated printer server that spools the print jobs. This will reduce the workload on the network terminals.

QUESTION NO: 262

How do most of FTP servers authenticate users?

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

Answer: D

Explanation: 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

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

Incorrect Answers

There is no switch component in the Windows 9x Control Panel.
Printers are not installed with the Network control applet.

QUESTION NO: 264

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

Explanation: Windows NT natively supports the serial, the SCSI and the PS/2 peripheral interfaces.

Incorrect Answers

Windows NT does not support the newer USB and IEEE 1394 (Firewire) interfaces.

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

Explanation: 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

Explanation: A static IP address assigned is on a permanent basis. It does not change. It is configured manually by an administrator.

QUESTION NO: 267

Which domain name qualifies to universities and colleges?

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

Answer: D

Explanation: 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

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

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, B

Explanation:

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

B: If possible we could increase the size of the temporary files of our applications. This would allow the applications to store more temporary information in files instead of RAM.

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

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

Incorrect Answers

B: A high refresh rate would not be helpful.

C: There is no such thing as protected screen mode.

D: A high resolution would be counter-productive.

QUESTION NO: 271

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

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

Incorrect Answers

A: ZIP files required third party software.

B: There is no hidden subdirectory containing the compressed files.

C: Windows 95 does not support compression on a file by file basis.

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

Explanation: Device drivers are loaded in config.sys and not in autoexec.bat. The DEVICE= command is used.

Incorrect Answers

A, B; C: These commands are valid in autoexec.bat, not in config.sys.

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. Wordpad.

Answer: A

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

Incorrect Answers

A: Write, Notepad and WordPad are Windows utilities, and cannot be used at the command line.

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

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

Incorrect Answers

A: Windows 9x is less stable.

B: Windows 9x is less secure. For example, you can always bypass the login screen and NTFS is not supported.

E: More built-in NetWare support exists in Windows NT/2000.

Note:

Section A contains 79 questions.

Section B contains 274 questions.

The total number of questions is 353.