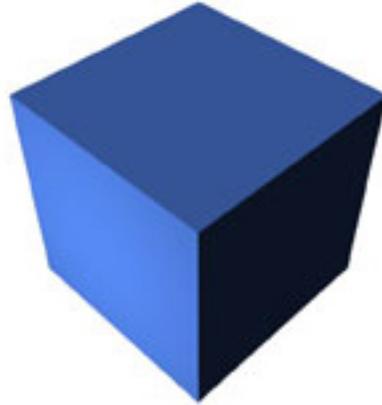


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# TEST KING



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## Microsoft Windows XP Professional

Version 1

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**Q. 1**  
**You are the administrator for your company. You have just installed Windows XP Professional on a portable computer for a user named Andrew. The computer is configured to have a modem and Ethernet PC card.**

**At the office, Andrew uses his computer in a docking station. At home, he uses his computer in an undocked state by using the power adapter.**

**Andrew travels to customer locations frequently. While travelling, he creates and edits documents. When he returns from a customer location, he informs you that the battery power in his computer has not lasted as long as he would like.**

**You need to configure Andrew's portable computer to conserve battery power for his sales trips. What should you do?**

- A. Modify the Device Manager settings to disable all devices used by the docked hardware profile
- B. Restart the computer in the undocked profile. In control panel, disable the server service in the services options
- C. Configure the hardware profiles so that the Undocked hardware profile is at the top of the list of available hardware profiles.
- D. Create a new hardware profile named Remote. Use Device Manager to disable the modem and Ethernet PC card devices for this hardware profile.

**Answer: D.**

**Explanation:** A hardware profile is used to store the configuration settings for a set of devices and services that are used on a computer. In Windows XP Professional you can create different hardware profiles to meet a user's needs in different situations. The user can then choose the appropriate profile the Windows XP Professional should load when starting the computer. To ensure the optimal performance in different networking environments, we should create different hardware profiles that the users can choose from under different network environments. In this scenario we should create a profile that has the modem and Ethernet card disabled to save the battery resources used to power these cards. The user can then choose this profile when he is visiting client sites

**Incorrect Answers:**

- A. Windows XP Professional automatically creates separate hardware profiles for portable computers for when they are docked and when they are undocked. The appropriate profile is automatically selected by the operating system when the computer is booted while in docked state and when it booted while in undocked state.
- B. Disabling the server service will not save any battery power as it is a service and not a device. Devices consume power. Furthermore, by disabling the server service other user will not be able to connect to any shared drive or folder on our computer but we will still be able to access shared folders on other computers.

- C. The modem and Ethernet card are enabled in the undocked profile. When you have a docked and undocked profile, the undocked profile will be loaded by default if the computer is undocked. The same goes for the docked profile when the computer is docked. Therefore the order in which they appear in the hardware profiles list would not make any difference.

## Q. 2

**You are the desktop administrator for your company. You install Windows XP Professional on your portable computer. The computer is configured to use an IEEE 1394 PC card. You use the computer to download pictures from a digital camera while you are at the office.**

**You attend a meeting every Monday. During the meeting you use a battery to supply power to your portable computer. Occasionally, the battery runs out of power during these meetings.**

**You need to configure the computer to conserve battery power while you attend your weekly meeting without affecting your power options when you use the computer at your office.**

**How should you configure your computer?**

- A. Use Device Manager to disable the IEEE 1394 PC card power device.
- B. In control panel, select the **Minimal Power Management** power scheme in the Power Options Properties.
- C. Create an additional hardware profile, and disable the IEEE 1394 PC card for this profile.
- D. Use Device Manager to configure the **IEEE 1394 PC card Host Controller** power management scheme. Select the **Allow this device to bring the computer out of standby** check box.

**Answer: C.**

**Explanation:** To ensure the optimal performance in different networking environments, we should create different hardware profiles that the users can choose from under different network environments. We do not require the IEEE 1394 PC card at the meeting therefore we should create a profile that has the IEEE 1394 PC card disabled to save the battery resources used to power this card. We can then choose this profile when he we are at the meeting.

**Incorrect Answers:**

- A. Using Device Manager to disable the IEEE 1394 PC card would disable the device in the current profile. We should create a new profile by copying the current profile, provide a name for the copied profile and select the new profile when we reboot the computer. We can then disable the device in the new profile and will be able to select the new profile when we boot the computer at the meetings.
- B. In the **Minimal Power Management** power scheme, some power management features, such as timed hibernation or a timed event that can put the disk drive in a sleep mode, are disabled. This will thus conserve less battery power than the default power scheme, which is the **Always On** power scheme.

- D. Configuring a device to bring a computer out of standby mode will not decrease the device's power consumption. It will only configure the device to bring the computer out of standby mode when activity is detected in the device.

**Q. 3**

**You are the desktop administrator for the Graphic Design Institute. You have just deployed new Windows XP Professional computers to all graphic designers. Each computer has a built-in tape drive for data backups.**

**The graphic designers need to back up their own data to the tape drive. You add all graphic designers' user accounts administrator members of the Backup Operators group on their computers. Then you instruct the graphic designers to create a full backup of all their data every Monday morning.**

**The graphic designers need to back up all of their data once a week. They also need to back up all the changes since the last full backup. The graphic designers want to use a backup method that allows them to recover their data as quickly as possible.**

**What should you advise the graphic designers to do?**

- A. Perform a Differential backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.
- B. Perform a Daily backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.
- C. Perform a normal backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.
- D. Perform a copy backup every Monday. Create an Incremental backup for Tuesday, Wednesday, Thursday, and Friday.

**Answer: C.**

**Explanation:** Although none of the Answers provided here are strictly correct, this Answer is the best. To back up all the changes that were made since the last full backup, we would need to perform a differential backup.

A Differential back up only backs up files and folders that are marked as having been altered since the last full backup but does not clear these markers. These markers are called archive bits. Thus, if we performed two differential backups on a file that has been altered since the last full back but not since the last differential backup, the file would be backed up on both occasions.

This provides the quickest recovery method as we would have to restore only the most recent full backup and the most recent differential backup.

**Incorrect Answers:**

- A:** When we perform an incremental backup, the archive bits are cleared and the files are marked as having been backed up. Thus, if we performed a second incremental backup on a file that has been altered since the last full backup but not since the last incremental backup, that file would not be backed up the second time. Using incremental backups increases the time required to recover data as we would need to restore the data from the last full backup, then from the last differential backup and then all the incremental backups that were performed since the last differential backup. These incremental backups would be restored in sequence from the first to the most recent backup since the last full of differential backup. Furthermore, we cannot have a backup scheme that only includes differential and incremental backups; we need to have a full backup as well.
- B:** When we perform a daily backup, we backup all the files that have changed during the day. This type of backup uses the date stamp of each file to determine which files should be included in the backup and does not clear the archive bit. The files are thus not marked as having been backed up. Therefore, if we perform an incremental backup after performing a daily backup, the files that were backed up during the daily backup would also be backed up during the incremental backup. Furthermore, we cannot have a backup scheme which only includes daily and incremental backups; we need to have a full backup to have a base.
- D:** When we perform a copy backup, all the selected files are backed up but the archive bit is not cleared. The files are thus not marked as having been backed up. Therefore, if we perform an incremental backup after performing a daily backup, the files that were backed up during the daily backup would also be backed up during the incremental backup. Furthermore, we cannot have a backup scheme which only includes daily and incremental backups; we need to have a full backup to have a base.

**Q. 4**

**You are the desktop administrator for your company. All users have Windows XP Professional or Windows 2000 Professional computers. Users in the accounting department run an application that requires several hours to process financial and accounting data.**

**Users in the accounting department report that when they run this application, the performance of other business applications becomes significantly slower.**

**You need to allow the accounting application to run with the least amount of performance impact on the other business applications. How should you configure the users' applications?**

- A. Configure all other business applications to have High priority.
- B. Configure all other business applications to have Realtime priority.
- C. Configure the accounting application to have AboveNormal priority.
- D. Configure all accounting application to have BelowNormal priority.

**Answer: D.**

**Explanation:** To resolve the problem in this scenario we must lower the priority of the accounting application. The priority must be lowered from Normal to either Low or to BelowNormal. This will result in less system resources being allocated to the application and will leave more resources for other processes. This would thus improve the performance of the other applications while allowing accounting application to run.

**Incorrect Answers:**

- A. It would be best to lower the priority of the accounting application, rather than increase the priority of other applications because this could adversely affect the running of normal system processes. By lowering the priority of the accounting application, less system resources will be allocated to the accounting application and more system resources will be available the other processes.
- B. It would be best to lower the priority of the accounting application, rather than increase the priority of other applications because this could adversely affect the running of normal system processes. By lowering the priority of the accounting application, less system resources will be allocated to the accounting application and more system resources will be available the other processes.
- C. It would be best to lower the priority of the accounting application, rather than increase the priority of other applications because this could adversely affect the running of normal system processes. By lowering the priority of the accounting application, less system resources will be allocated to the accounting application and more system resources will be available the other processes.

**Q. 5**  
 You are a Help desk technician for your company. All users have Windows XP Professional computers. All desktop computers in your company have dual Pentium III processors, 128 MB of RAM, and two hard disks, which are configured as shown in the table.

Physical disk	Partition	File System	Partition role
0	C	NTFS	System and boot
0	D	NTFS	Application storage
1	E	NTFS	Data storage

Users report that under normal working conditions, their computer performance is slow. When they run a large database application, computer performance becomes significantly slower. When the application processes large amounts of data, hard disk activity is very slow and no other applications can be run.

While monitoring the users' computers, you discover that when the database application is running, the sustained processor utilization on both processors is at 100 percent. There are also numerous hard page faults. When the application is not running, sustained processor utilization drops to 30 percent, but the number of hard page faults remains high.

You need to improve performance on the computers while minimizing hardware costs. Which two actions should you take? (Each Answer: presents part of the solution. choose two)

- A. Add RAM to each computer.
- B. Upgrade the processors in each computer.
- C. Move the paging file from the system partition to drive E on each computer.
- D. Move the paging file from the system partition to drive D on each computer.
- E. Increase the size of the paging file to at least twice the amount of RAM in each computer.

**Answers. A, B.**

**Explanation:** In Task Manager, page faults are the number of times data has to be retrieved from the hard disk for a process because it was not found in memory. We can resolve this problem by increasing system Ram. Furthermore, processor utilization that is above 80% for sustained periods of time indicate that the processor is not able to handle the workload required of it. We should thus upgrade the processor.

**Incorrect Answers:**

- C. Placing the paging file on a drive that does not hold the operating system will improve the performance of the page file but the system does not have sufficient RAM. We should rather add more RAM.
- D. Placing the paging file on a drive that does not hold the operating system will improve the performance of the page file but the system does not have sufficient RAM. We should rather add more RAM.
- E. This will improve the performance of the page file but it will result in a larger paging file which is virtual memory and is the least efficient type of memory. Furthermore, it is recommended that the paging file should be 1,5 times the size of the RAM. We should thus rather add more RAM.

**Q. 6**

**You are the desktop administrator of your company. A user named Andrew has just dropped his Windows XP Professional portable computer on the floor.**

**Andrew reports that when he turns on his portable computer, he receives the following message: “System disk not found.”**

**You confirm that the hard disk on Andrew’s computer is functioning properly.**

**The portable computer has an Automated System Recovery (ASR) backup of the original system state.**

**You verify that Andrew had created a restore point before the accident.**

**You need to ensure that Andrew’s computer can start Windows XP Professional from the hard disk.**

**What should you do?**

- A. Restart the computer with the last known good configuration
- B. Restart the computer in safe mode. Restore Windows XP Professional by using the latest restore point.
- C. Restart the computer by using a Windows XP Professional CD. Perform an ASR restore.

- D. Restart the computer by using a bootable floppy disk. Restore the operating system by using the Ntbackup utility and the latest ASR backup.

**Answer: C.**

**Explanation:** Windows XP Professional introduces the Automated System Recovery (ASR) tool, an advanced option of the Backup Tool (NTBackup.exe). ASR replaces the Emergency Repair Disk found in Microsoft Windows 2000 and Microsoft Windows NT 4.0.

ASR in Backup is a last-resort feature to use before reformatting your disk and re-installing Windows XP Professional. ASR enables you to restore the system state and critical files on the system and boot partitions. Use ASR only when Windows XP Professional cannot start in normal, safe, or Recovery Console mode.

**To restore your system by using ASR,** ensure that your computer is set in the BIOS to boot from the CD-ROM. Insert the Windows XP Professional installation CD, and then restart your computer. At the **Press any key to boot CD** prompt, press any key. At the **ASR** prompt, press **F2**.

At the prompt, insert an ASR floppy disk. At the prompt, insert ASR backup media (typically one or more pieces of removable media such as data tape cartridges). At this prompt, provide a destination folder, such as C:\Windows or C:\Winnt.

**Incorrect Answers:**

- A. The system disk holds the files required to boot the computer. The computer, however, cannot locate system disk. We therefore cannot boot the computer and will thus not be able to access advanced boot options of which Last Known Good Configuration is an example.
- B. The system disk holds the files required to boot the computer. The computer, however, cannot locate system disk. We therefore cannot boot the computer and will thus not be able to access advanced boot options of which Safe Mode is an example.
- D. ASR restores critical boot and system partition files. The correct procedure to restore your system by using **ASR** is to ensure that your computer is set in the BIOS to boot from the CD-ROM. Insert the Windows XP Professional installation CD, and then restart your computer. At the **Press any key to boot CD** prompt, press any key. At the **ASR** prompt, press **F2**. ASR cannot be started from a bootable floppy disk.

**Q.7**

**You are a help desk technician for your company. Susan is an executive. Because Susan travels frequently, she uses a Windows XP Professional portable computer that has a smart card reader.**

**Susan asks you to configure her computer so that she can dial in to the company network when she is out of the office. Company security policy states that dial-in users must use a smart card when they connect to the network, and that the users must use the strongest form of data encryption possible. Company**

security policy also states that client computers must disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication.

You need to configure the dial-up connection properties on Susan's computer to dial in to the company network. Your solution must ensure that company security policies are enforced.

Which three actions should you perform? (Each correct Answer: presents part of the solution. Choose three)

- A. Select the **Advanced (custom settings)** security option.
- B. Select the **Require data encryption** check box.
- C. Select the **Typical (recommended settings)** security option.
- D. Select the **Use smart card** item from the **Validate my identity as follows** list.
- E. Select the **Maximum strength encryption** item from the **Data encryption** list.
- F. Select the **Allow these protocols** option, and select the **MS-CHAP v2** check box.
- G. Select the **Extensible Authentication Protocol (EAP)** option, and select **Smart Card or other Certificate** from the **EAP** list.

**Answer: A, E, G.**

**Explanation:** Company security policy requires that dial-in users must use a smart card to connect to the network, must use the strongest form of data encryption possible and client computers must disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication. Therefore we should configure the dial-up connection properties on Susan's computer by selecting the advanced settings to set specific protocols and other options. We must then select the **Extensible Authentication Protocol (EAP)** option and select **Smart Card or other Certificate** from the **EAP** list. This will enable smart card authentication. We must then select the **Maximum strength encryption** item from the **Data encryption** list to ensure that only the maximum security is used. This will ensure that client computers will disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication.

**Incorrect Answers:**

- B. By select the **Require data encryption** check box we will ensure that some form of encrypted authentication occurs but we will not ensure that maximum strength encryption is used.
- C. The **Typical (recommended settings)** security option does not use maximum strength encryption.
- D. The **Use smart card** item in the **Validate my identity as follows** list will not ensure that only the maximum strength encryption is used, you have to edit the advanced properties.
- F. **MS-CHAP v2** is not the highest form of encryption.

**Q. 8**

You are a help desk technician for your company. Stefan and Irene are software developers for your company. Stefan is developing a web application on his Windows XP Professional computer. The computer is named Stefan 132.

When Irene types `http://Stefan132` in the address bar of her web browser, she cannot access the web application by typing `http://localhost` or `http://Stephan132` in the address bar of his Web browser. He can also access resource on the company network.

When you run the Ping command from your computer, you cannot connect to Stephan's computer. When you attempt to access `http://Stephan132` from your computer, Internet Explorer displays "DNS or Server error."

You need to ensure that Irene can access the Web application on Stefan's computer. First, you establish a Remote Assistance connection to Stefan's computer.

What should you do next on Stefan's computer?

- A. Run the **Ipconfig/renew** command.
- B. Stop and then restart the World Wide Web Publishing service.
- C. Ensure that the Everyone group **Allow-Full Control** permission on the Inetpub folder.
- D. In the properties of the Local Area Connection connection, clear the **Internet Connection Firewall** Check box.

**Answer: D.**

**Explanation:** When an expert attempts to connect to a novice's computer, the expert may receive the following error message:

*A Remote Assistance connection could not be established. You may want to check for network issues or determine if the invitation expired or was cancelled by the person who sent it.*

This problem can occur if the Internet Connection Firewall has been enabled after the Remote Assistance invitation was created. To resolve this problem, we should either create a new Remote Assistance invitation while ICF is enabled, and then send the new invitation to the expert; or we should disable the Internet Connection Firewall while the expert attempts to establish the Remote Assistance invitation; or restart the novice's computer, and then have the expert establish the Remote Assistance session.

**Incorrect Answers:**

- A. The **Ipconfig/renew** command is used to renew the client computer's IP address lease from a DHCP server. It will not resolve a Remote Assistance connection problem.
- B. In this scenario the pings are being blocked therefore it is more likely a firewall problem. Restarting the World Wide Web Publishing service will not solve this problem
- C. For security reason we should not give the Everyone group Full Control permission on the inetpub folder.

**Q. 9**

You are a help desk technician for your company. Helene is a user in the sales department who works from home. She reports a problem on her Windows XP Professional computer.

You instruct Helene to send you a Remote Assistance invitation, and then disconnects from the ISP.

You receive the invitation on your Windows XP Professional computer and instruct Helene to reconnect to her ISP. After you accept the invitation, you cannot connect to Helene's computer.

You need to establish a Remote Assistance connection with Helene's computer. What should you do?

- A. Run the **Ipconfig/flushdns** command on your computer, and reaccept the invitation.
- B. Run the Remote Desktop Connection application on your computer to establish a connection to Helene's computer.
- C. Instruct Helene to disable the Internet Connection Firewall on her computer. From your computer, reaccept the invitation.
- D. Instruct Helene to send a new Remote Assistance invitation and remain connected to her ISP. From your computer, accept the new invitation.
- E. Instruct Helene to edit the System properties of her computer and add your domain user account to the **Remote Desktop Users** list on the **Remote** tab. From your computer, reaccept the invitation.

**Answer: D.**

**Explanation:** In this scenario Helene needs to remain connected to her ISP so that we can connect to her computer via the internet. We should therefore instruct Helene to send a new Remote Assistance invitation and remain connected to her ISP. We can then accept the new invitation and connect to her computer from our computer.

**Incorrect Answers:**

- A. The Ipconfig/flushdns command is used to remove all IP configuration entries from the cache. This is useful when we encounter name resolution problems that result from the server being restarted after we have accessed the server. This however is not the case in this scenario. The problem in this scenario is that we have cannot connect to Helene's computer as she has disconnected from her ISP.
- B. We cannot run the Remote Desktop Connection application on our computer to establish a connection to Helene's computer as she is not connected to the internet; she has disconnected from the ISP.
- C. A firewall is not preventing us from accessing Helene's computer. We have no connection to her computer as she has disconnected from the ISP.
- E. It is not necessary for Helene to add our domain user account to her **Remote Desktop Users** list as she has sent an invitation. She has however disconnected from the ISP, therefore we cannot establish a connection to her computer.

**Q. 10**

You are a help desk technician for your company. The network consists of a single Active Directory domain. The network includes Windows 2000 Advanced Server computers, and Windows 2000 Professional and Windows XP Professional client computers. Except for the domain controllers, all computers on the network use DHCP for their TCP/IP configuration.

During the business day, the network administrators perform emergency maintenance on a file server named Filesrv1. Filesrv1 is then restarted and experiences no further problems.

Users begin reporting that when they try to access resources on Filesrv1, they receive the following error message: "Network path not found."

You verify that Filesrv1 is functional.

You need to ensure that all users can access Filesrv1. What command should you instruct users to run?

- A. Nostat-R
- B. Nostat-RR
- C. IPconfig/flushdns
- D. IPconfig/registerdns

**Answer: C.**

**Explanation:** The likely problem in this scenario is that when the file server was restarted, it received a new IP address. When a user connects to a server using a user-friendly name, DNS resolves the user-friendly name to an IP Address that is then used to connect to the server. This name-to-IP address resolution is then stored in cache on the user's computer so that when they attempt to connect to the same server, they do not have to use DNS. The DNS cache on the users' computers has the old IP address for the file server. Thus, when the client attempts to contact the file server it is using the wrong IP address that it has cached. The /flushdns switch of the Ipconfig command flushes the list of locally cached DNS names.

**Incorrect Answers:**

- A. Nostat -R command are WINS command that is used to flush the NetBIOS name-to-IP Address cache. In a Windows 2000/XP environment, we do not use NetBIOS names but host names which requires a DNS server rather than WINS server. The Nostat command would thus be inappropriate.
- B. Nostat commands are used to resolve NetBIOS name resolution problems and are related to WINS servers. In a Windows 2000/XP environment, we would be using DNS servers rather than WINS servers for name resolution purposes.
- D. The **IPconfig/registerdns** command will register the users' addresses in DNS. This will not flush the DNS cache on the users' computer and thus will not resolve the problem.

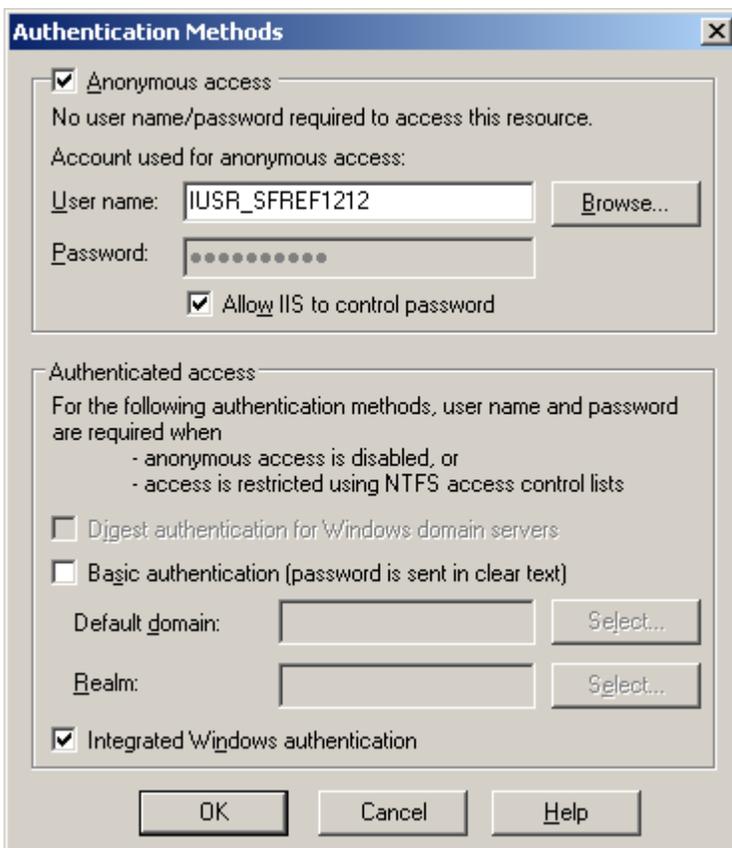
**Q. 11**

You are the desktop administrator for your company. An employee named Bruno uses IIS to develop a Web application on his Windows XP Professional computer.

Bruno creates a new Web page named Private.htm for the Web application. He saves the web page in the C:\Inetpub\wwwroot folder on his computer. Private.htm should be accessible only to users who provide a valid user name and password.

Other pages in the web site should be accessible to anyone.

Using his web browser, Bruno can access Private.htm without providing a user name or password. The directory security on the web site is configured as shown in the exhibit.



You need to ensure that users are required to provide a valid user name and password in order to access Private.htm. What should you do?

- A. Clear the **Anonymous access** check box in the web site properties.
- B. Select the **Basic authentication** check box in the web site properties.

- C. Modify the web site properties to enable the session state. Rename Private.htm to Private.asp.
- D. Modify the security permissions on private.htm to list the users who are authorized to access the file.

**Answer: A.**

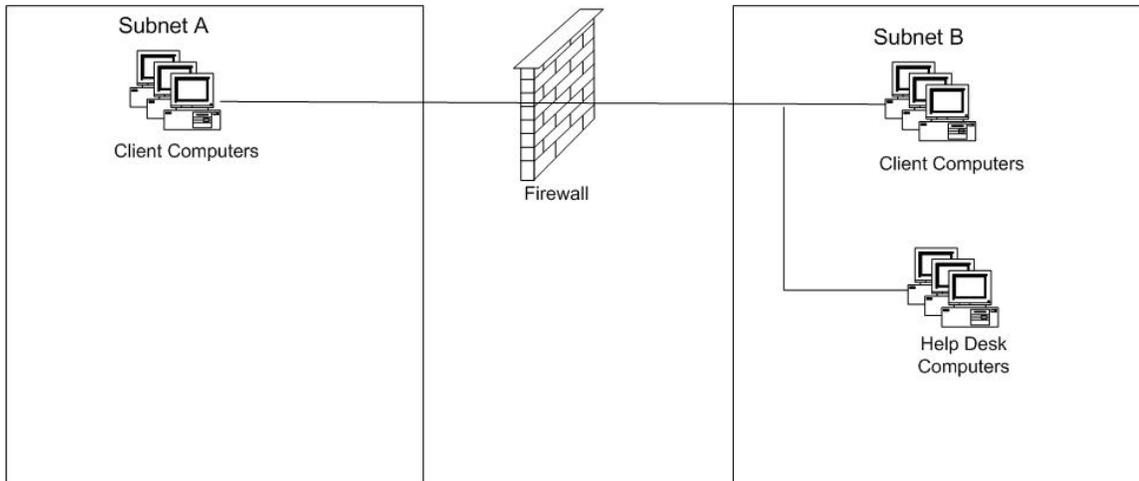
**Explanation:** In this scenario the anonymous access check box on the web site properties dialog box is selected. This permits people to access the web site anonymously without any form of authentication. We should clear this check box to ensure that no anonymous connections can be established to the site. All users would then be required to provide a valid user name and password.

**Incorrect Answers:**

- B. In this scenario the anonymous access check box on the web site properties dialog box is selected. This permits people to access the web site anonymously without any form of authentication. We should clear this check box.
- C. Session state data is holds information about a user that you want to track when that user visits to your Web site. It is not related to authentication and is thus inappropriate to this problem.
- D. By using permissions we will prevent unauthorized people from access the web site. Permissions rely on and Access Control List (ACL), which contains a list of all user accounts and groups that have been granted access to the web site as well as the type of access that they have been granted. When a user attempts to gain access to the resource, the ACL must contain an entry for the user account or a group to which the user belongs. The entry must allow the type of access that is requested by the user before that user can gain access to the resource. If the access control entry does not exist or the entry does not match the type of access the user requests, the user will not be granted access to the resource. This type of access control does not rely on username/password authentication as required in this scenario.

**Q. 12**

**You are a help desk technician for your company. A portion of your company's network is shown in the exhibit.**



Michael is an employee in your company's marketing department. Michael uses a Windows XP Professional computer that is located on Subnet A. You use a Windows XP Professional computer that is located on Subnet B. The company's firewall does not use Network Address Translation (NAT).

Michael sends you a Remote Assistance invitation. In Windows messenger, you accept the invitation, but you cannot connect to Michael's computer.

Next, you run the Ping command, which verifies connectivity to Michael's computer.

You need to establish a Remote Assistance connection with Michael's computer. What should you do next?

- A. Ask your firewall administrator to open the TCP/IP ports that are used by Windows Messenger.
- B. Ask your firewall administrator to open the TCP/IP ports that are used by Remote Desktop Services.
- C. Instruct Michael to create an invitation file and then e-mail the file to you as a file attachment. When you receive the e-mail, open the file attachment.
- D. Instruct Michael to edit the System properties for his computer and add your domain user account to the **Remote Desktop Users** list on the **Remote** tab.

**Answer: B.**

**Explanation:** The problem in this scenario is that the firewall is blocking the Remote Desktop Protocol port 3389. Remote Assistance uses the Remote Desktop Protocol port 3389 for outbound RDP traffic. This port is typically blocked on most firewalls, in which case we cannot connect to the Remote Desktop. We must configure the firewall to enable Remote Desktop Services program, which is Mstsc.exe, to make outbound TCP connections on port 3389.

**Incorrect Answers:**

- A. The Windows Messenger uses port 1863 for instant messaging; ports 6891 through 6900 for file transfers; and port 1503 for Whiteboard and application sharing. Remote Desktop Services on the other hand uses port 3389 for outbound traffic. Enabling the ports used by Windows Messenger will thus not enable us to connect to the Remote Desktop.
- C. E-mail can be used to send the invitation which Michael has already done. However, the firewall is preventing outbound traffic from our computer via port 3389. This port is used to create a connection to a remote desktop and should be configured to allow the Remote Desktop Services program to send outbound traffic.
- D. The remote computer must be configured with a list of users that are permitted to connect remotely to the computer before the user will be able to send a Remote Assistance invitation. As an invitation has been sent, therefore our user account is on the remote Desktop Users list.

**Q. 13**

You are a help desk technician for your company. An employee name Marc is attempting to open a Microsoft Word document **Phonelist.doc** by using Internet Explorer. However, when he types **http://Server1/Files/Phonelist.doc** into the address bar in Internet Explorer, he receives the following error message: **“404: Page not found.”**

You verify that **Phonelist.doc** exists in a shared folder named **Files** on **Server1**.

You need to ensure that Marc can access **Phonelist.doc** by using Internet Explorer. What should you do?

- A. Instruct Marc to run the **IPconfig/flushdns** command on his computer.
- B. Grant Marc’s domain user account **Allow-Read** permission on the File shared folder.
- C. Grant Marc’s domain user account **Allow-Read** permission on **Phonelist.doc**.
- D. Instruct Marc to type **file://server1/File/Phonelist.doc** into the address bar in Internet Explorer.

**Answer: D.**

**Explanation:** The error message 404 indicates that the web page cannot be located at the URL address specified by the user. This is because the user specified a web server address, which is denoted by **http://** in the URL. He should use **file://** in the URL to specify a file server. The correct URL for opening the file with a web browser in this scenario is **file://server1/File/Phonelist.doc**.

**Incorrect Answers:**

- A. The **IPconfig/flushdns** command is used to clear the DNS cache on the user’s client computer. This command is useful for when the server has been restarted and has a new IP address that does not match the one held in cache on the user’s client computer. This command will not aid the user in opening a file in a web browser, particularly as the user has not specified the URL correctly.

- B. If Marc did not have the required permissions to the file, he would have received an access denied error, not a page not found error.
- C. If Marc did not have the required permissions to the file, he would have received an access denied error, not a page not found error.

**Q. 14**

You are the desktop administrator for your company. Maria is one of your company's software developers. Her client computer runs Windows XP Professional and Internet Information services. Her computer is configured with the values shown in the following table:

Setting	Configured value
Computer name	MKP01
IP addresses	172.24.67.45 172.24.67.46

Other than these settings, Maria's computer uses the default configuration values.

The default web site on Maria's computer contains a static HTML page. Maria adds a new virtual web site named Web2 to her computer. She installs a new web application in Web2. However, when she types **http://MKP01** in the address bar of her web browser, the browser displays the HTML page from the default web site.

You need to ensure that Maria can use her web browser to access the application in web2. What should you do?

- A. Instruct Maria to access the web application by typing **http://Web2** in the address bar of her web browser.
- B. Instruct Maria to access the web application by typing **http://172.24.67.45** in the address bar of her web browser.
- C. Configure the Web2 virtual web site to use the host header name **Web2**. Instruct Maria to access the web application by typing **http://MKP01/Web2**.
- D. Configure the Web2 virtual web site to use the IP address 172.24.67.46. Instruct Maria to access the web application by typing **http://172.24.67.46** in the address bar of her web browser.

**Answer: C.**

**Explanation:** In Windows XP Professional, the default web site uses the name default.html. When a user specifies only a server name as the URL in his or her web browser, the web browser searches for default.html or index.html in the root of that server. In this scenario that server name is MKP01. Therefore when Maria types **http://MKP01**, default.html is loaded. Maria must specify the server name, followed by the new website folder

name in the URL. In this scenario that would be http://MKP01/Web2. The browser will then search for a default.html or index.html file in the Web2 folder.

**Incorrect Answers:**

- A. We need to specify the server name and the site name in the URL. We cannot specify only the site name as the web browser will search for a server by that name.
- B, D. We could assign one of these IP addresses to the virtual site and use that IP address to access the site. This however has not been configured in this scenario. We have not altered the default setting therefore both IP addresses still point to the default web site.

**Q. 15**

**You are the desktop administrator for your company. You have just set up a new Windows XP Professional computer at home. The computer is always connected to the internet via an ADSL modem. The computer is configured to have a static IP address assigned by your Internet Service Provider.**

**You enable the internet connection Firewall on the ADSL connection. You use the Ping command on your office computer to try to connect to your home computer. However, you receive the following error message: "Request timed out."**

**You examine the internet connection firewall on your home computer. A portion of the log file is shown here.**

```
2001-06-25 15:23:02 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
2001-06-25 15:23:07 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
2001-06-25 15:23:13 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
2001-06-25 15:23:18 DROP ICMP 172.30.23.1 172.30.23.103 - - 60 -
- - - 8 0 -
```

**You need to ensure that you can connect to your home computer by using the Ping command from your office computer. You also need to prevent any unauthorized access of your home computer by internet users.**

**How should you configure your home computer?**

- A. Clear the **Internet Connection Firewall** Check box on the **Advanced** Tab of the ADSL connection.
- B. Clear the **Log dropped packets** check box on the **security Logging** tab of the internet connection firewall settings.
- C. Select the **Allow incoming echo requests** check box on the **ICMP** tab of the Internet connection firewall settings.

- D. Select the **Allow incoming router requests** check box on the **ICMP** tab of the Internet connection firewall settings.
- E. Select the **Allow outgoing destination reachable** check box on the **ICMP** tab of the Internet connection firewall settings.

**Answer: C.**

**Explanation:** The ping command sends a series of ICMP echo requests to the specified computer. However, the ICMP echo requests are being dropped by the firewall and are therefore not reaching the specified computer. We need to configure the firewall to allow the ICMP echo requests so that they can pass to the specified computer.

**Incorrect Answers:**

- A. Clearing the **Internet Connection Firewall** Check box on the **Advanced** Tab of the ADSL connection will allow access on any ports.
- B. Clearing the **Log dropped packets** check box on the **security Logging** tab of the internet connection firewall settings will only stop the logging. It will not allow the ICMP echo requests to pass through the firewall.
- D. The ping command sends ICMP echo requests, not router requests.
- E. There is no **Allow outgoing destination reachable** check box on the **ICMP** tab.

**Q. 16**

**You are the desktop administrator for your company. The company network consists of a single Active Directory domain. All employees have Windows XP Professional computers that use DHCP for their TCP/IP configuration.**

**A new user reports that he cannot access network resources. No other users report problems. When you run IPconfig.exe on the user's computer, you receive the following log.**

**Windows IP Configuration**

**Ethernet adapter Local Area Connection:**

**Connection-specific DNS Suffix. :**  
**IP address. .... :169.254.96.107**  
**Subnet Mask. .... :255.255.0.0**  
**Default Gateway. .... :**

**You must ensure that the new user can connect to the network. What should you do?**

- A. Run the **Netstat -e** command on the new user's computer.
- B. Run the **IPconfig/renew** command on the new user's computer.

- C. Run the **Nbstat -RR** command on the new user's computer.
- D. Add the IP address of the DHCP server to the HOSTS file.
- E. Disable Automatic Private IP addressing (APIPA) on the new user's computer.

**Answer: B.**

**Explanation:** When the client computer cannot contact the DHCP server for IP address configuration, Windows XP uses APIPA (Automatic Private IP Address) for IP configuration. This allows the client computer to communicate with other computers and printers on a single subnet. APIPA uses the private IP address range of 169.254.0.1 through 169.254.255.254 and a subnet mask of 255.255.0.0. 169.254.96.107 is thus an APIPA address that was assigned by Windows because the computer did not receive an IP configuration from a DHCP server. By running the Ipconfig/renew command we will force the computer to attempt to contact the DHCP server again so that it renew the client IP configuration.

**Incorrect Answers:**

- A. The Netstat -e command is used to display Ethernet statistics. It will not renew the client IP configuration.
- C. The Nbstat -RR command is used to release and reregister the clients address in WINS. WINS however is used for pre-Windows 2000 computers. This is not the case in this scenario. The problem in this scenario is a lack of a valid DHCP IP address.
- D. The DHCP server is contacted by using a DHCPdiscover broadcast packet. It is therefore not necessary to add the DHCP server's IP address to the HOST file.
- E. To disable APIPA you would need to configure a static IP address. The network however uses dynamic IP addressing.

**Q. 17**

**You are a help desk technician for your company. Marie is a member of your company's sales department. Marie asks you to configure her XP portable computer so that she can dial in to the company network when she is out of the office.**

**The company uses two servers for Routing and Remote Access: one is Microsoft Windows NT server 4.0 computer, and the other is a Windows 2000 Server computer. Each server contains four modems. Each modem connects to a dial-up telephone line, and a single telephone number distributes incoming calls across the eight telephone lines.**

**Company security policy requires that dial-up logon credentials be encrypted and use the maximum possible security when they are transmitted.**

**You need to ensure that Marie can dial in and log on by using her domain user account. You also need to ensure that company security policy is enforced. How should you configure the security settings for the dial-up connection?**

- A. Select the **Typical (recommended settings)** option. Select the **Require data encryption (disconnect if none)** check box.
- B. Select the **Typical (recommended settings)** option. Select the **Require secured password** list item from the validation list.
- C. Select the **Typical (recommended settings)** option. Select the **Automatically use my Windows logon name and password (and domain if any)** check box.
- D. Select the **Advanced (custom settings)** option. On the **advanced security settings** tab, clear all check boxes except the **Microsoft CHAP Version 2 (MS-CHAP v2)** check box.

**Answer: D.**

**Explanation:** MS-CHAP version 2 encrypts all authentication traffic and thus meets the company security policy.

**Incorrect Answers:**

- A. The **Require data encryption (disconnect if none)** check box will encrypt the data but not the authentication. It will therefore still permit unencrypted authentication.
- B. We need to ensure the MS-CHAP v2 is used as it has the strongest encryption. The only way to do this is with the advanced settings.
- C. The **Automatically use my Windows logon name and password (and domain if any)** check box will not provide encryption of authentication information.

**Q. 18**

**You are the desktop administrator for your company. All employees have Windows XP Professional computers. Twenty engineers at the company use portable computers.**

**An engineer named Tom wants to install an external parallel-port tape backup drive to use the removable storage features of Windows XP Professional. The tape drive is included on the Hardware Compatibility List (HCL)**

**Tom connects the tape drive to his computer and installs the manufacturer-provided drivers and software. When Tom attempts to create a media library for removable storage, the tape drive is not listed as an available library to select.**

**You need to enable Tom to install the driver for the tape drive. What should you do?**

- A. Add Tom to the local Backup Operator group on his computer.
- B. Run the **Sigverif** utility to verify the digital signer and version information for the print device driver.
- C. Disable Enhanced Parallel Port (EPP) support in the system BIOS on Tom's computer.

- D. Ensure that the Driver Signing Options are set to **Warn-Prompt me each time to choose an action.**

**Answer: A.**

**Explanation:** The backup operators group has permission to access storage devices and to bypass file permissions to backup files. We should therefore add Tom to this group so that he can inherit these permissions and would then gain access to storage devices.

**Incorrect Answers:**

- B. Tom needs access to the tape drive, which is a storage device, and not the print device.
- C. disabling Enhanced Parallel Port support will not enable Tom to access the storage device as he does not have the required permissions to the device. Furthermore, should be enabled, not disabled.
- D. The tape drive is on the hardware compatibility list and the driver and software provided by the manufacturer has been installed. Driver signing are used to ensure that device drivers that have been tested by Microsoft and found to be compatible with Windows XP Professional are used. These devices that are compatible are then added to the hardware compatibility list.

**Q. 19**

**You are the desktop administrator for your company. Initially, all employees use Windows 2000 Professional computers. You upgrade all computers to Windows XP Professional users experience no problems after the upgrade is complete.**

**A new user is issued a new client computer that is identical to all other client computer in the company. The user installs Windows XP Professional on this computer from a network installation point. The user now reports that he cannot change his Display settings to anything other than 640 x 480 resolution with 16 color.**

**You verify that this computer has the same video hardware as all the other client computers. You also verify that the hardware vendor does not currently offer a video driver for Windows XP Professional.**

**You need to enable the user to change his Display settings to higher resolution and color quality. What should you do?**

- A. Reboot the computer in safe mode and select the standard VGA video driver.
- B. Install the Windows 2000 Professional version of the video drivers on the computer.
- C. On the **Monitor** tab in the Advanced Display settings, specify the correct driver for the monitor.
- D. On the **Color Management** tab in the Advanced Display settings, specify the appropriate color profile for the monitor.

**Answer: B.**

**Explanation:** In this scenario, the computers that were upgraded worked properly but the new computer did not. This suggests that the Windows XP installation CD does not have drivers for the video adapter and that the upgraded computers are still using the Windows 2000 drivers. It also suggests that the Windows 2000 driver is compatible with Windows XP Professional and that we could therefore use the Windows 2000 video adapter driver on the Windows XP Professional computer.

**Incorrect Answers:**

- A: The standard VGA video driver only supports VGA video mode, which is 640 x 480 and 16 bit color. This is the only mode that is available on the computer because Windows XP Professional has installed the standard VGA video adapter driver for the video adapter card. Therefore, selecting the standard video driver in safe mode will not alter the situation.
- C, D: The question states that the display settings cannot be changed which would indicate a Video adapter driver problem.

**Q. 20**

**You are the desktop administrator for Southridge Video. You have recently installed Windows XP Professional on a portable computer that meets the minimum installation requirements for the operating system.**

**After the installation, you attempt to configure hibernation, but this option is unavailable. To ensure that the option becomes available, you update the BIOS on the computer. After, the update, the computer displays a STOP error every time you attempt to restart the computer. You cannot successfully start the computer.**

**You need to start the computer and enable hibernation. What should you do?**

- A. Use system Restore to restore the last restore point.
- B. Restart the computer with the last known good configuration.
- C. Use the Recovery console to add the correct Advanced Configuration and Power Interface (ACPI) HAL to the computer.
- D. Reinstall Windows XP Professional to enable Advanced Configuration and Power Interface (ACPI) and power management support.

**Answer: A.**

**Explanation:** When we install Windows XP, a restore point is automatically created. We can roll back the system to this point by starting in safe mode and using the restore wizard.

**Incorrect Answers:**

- B. The Last Known Good Configuration is used to load Windows XP Professional with the hardware and registry settings that were automatically saved by Windows XP Professional on the last successful boot

of Windows XP Professional. In this scenario we have not changed any registry settings. We therefore cannot use the Last Known Good Configuration to resolve this problem.

- C. We cannot use the Recovery Console to add the ACPI HAL.
- D. It is not necessary to reinstall Windows XP Professional as Windows XP Professional will enable ACPI if it is supported by the system BIOS.

**Q. 21**

**You are the desktop administrator for the sales department at your company. All employees have Windows XP Professional portable computers.**

**Sales department users require dial-in access to the company network when they travel to customer locations. These users must also be able to fax documents to customers from their computers.**

**You need to configure network dial-up access immediately for a user named Anne. First, you insert a 56-Kbps PCMCIA fax modem into Anne's computer. You restart the computer and log on as a local administrator. Then, you start the Network Connection Wizard. However, the modem does not appear in the list of devices that you can select for marking the dial-up connection.**

**You need to be able to install Anne's modem. What should you do?**

- A. Disable the portable computers' built-in serial ports.
- B. Manually install the modem device driver provided by the manufacturer.
- C. Decrease the maximum port speed on the modem's COM port to **57600**.
- D. Set the Driver signing Options to **Ignore - Install the software anyway and do not ask for my approval**.
- E. Use the Add or Remove Windows components wizard to install the Fax service.

**Answer: B.**

**Explanation:** In this scenario the device is not listed therefore it has not been installed. This is because Windows XP Professional did not detect the device at start up and thus did not automatically install the device drivers. If a device is not installed automatically by Plug and Play enumeration during startup, we must use the Add/Remove Hardware Wizard to manually install the device drivers.

**Incorrect Answers:**

- A. In this scenario the device is not listed therefore it has not been installed. This is because Windows XP Professional did not detect the device at start up and thus did not automatically install the device drivers. We should therefore attempt to install the device manually before attempting to reconfigure the computer's hardware configuration. Furthermore, the portable computer's built-in serial ports should be enabled, not disabled.
- C. We will not be able to decrease the modem's COM port speed as the modem has not been installed.

- D. The computer did not detect the device at startup and therefore it did not attempt to install the device driver. Furthermore, when the driver signing option is set to warn or block and the device drivers are unsigned, the user will be informed. In this scenario there was no message to inform us that the driver was unsigned.
- E. In this scenario the modem is not listed because it has not been installed. As the modem has not been installed, the fax service will not work.

**Q. 22**

**You are the desktop administrator for your company. All employees have Windows XP Professional computers. All employees are members of the local Users group on their own computers.**

**A user in the graphics department has a removable disk cartridge drive on his computer. The disk cartridge contains an unsupported, third-party file system. When he tries to save data to the disk cartridge, the user is prompted to reformat the disk cartridge. However, he receives an “Access denied” error message when attempting to reformat.**

**You need to enable the user to save data to the disk cartridge. What should you do?**

- A. Instruct the user to format the cartridge as FAT32.
- B. Remove the **Read-only** attribute from the disk cartridge.
- C. Add the user to the Power Users local group on the computer.
- D. Grant the user **Allow-Full Control** permission on the disk cartridge.
- E. Configure the local security settings to allow the user to format and eject removable media.

**Answer: E.**

**Explanation:** In the local security settings, we can set the permission to allow or deny someone the ability to format and/or eject removable media. The user in this scenario is receiving an access denied message which suggests the local security policy is denying him this permission.

**Incorrect Answers:**

- A. The user is receiving an access denied message. This indicates that he does not have the necessary permissions to access the resource. Therefore attempting to format with a different file system would not make any difference.
- B. If the cartridge was set to Read only the user would receive a message indicating that the cartridge is read-only. He would not receive an access denied message.
- C. By adding the user to the Power Users group, the user will inherit the permissions assigned to that group. This could give the user too much permissions and privileges. It also does not guarantee that the local Power Users group has the necessary permissions to access the device.

- D. NTFS file permissions are only supported on NTFS volumes. The file system used on the computer in this scenario is a third party file system. Therefore NTFS permission will not be supported on this computer.

**Q. 23**

**You are the desktop administrator for your company. All employees have Windows XP Professional computers. A user named Anne is given a new portable computer. She successfully installs her printer and scanner hardware.**

**Two weeks later, Anne installs and update print driver. When she restarts her computer, she receives the following error message:**

**“STOP.IRQL\_NOT\_LESS\_OR\_EQUAL”**

**Anne restarts the computer again, and she receives the same error message.**

**You need to ensure that Anne can successfully start Windows XP Professional. What should you do?**

- A. Restart Anne’s computer with the last known good configuration.
- B. Restart Anne’s computer in safe mode. Log on as a local administrator and set the Driver Signing Options to **Ignore-Install the software anyway and do not task for my approval**.
- C. Restart Anne’s computer in safe mode. Create a local computer policy to enable Windows File Protection.
- D. Restart Anne’s computer in recovery console. Enable the new print driver with the **Service\_system\_start** parameter.

**Answer: A.**

**Explanation:** If the system is unable to start after installing a troublesome driver, the first step in troubleshooting is to start the computer with the Last Known Good Configuration. This will load the last hardware and registry configuration that was automatically saved by Windows XP on the last successful start up of Windows XP. This will thus restore the registry to what it was at the time of the last successful logon.

**Incorrect Answers:**

- B. In this scenario the driver has been installed and is the cause of the problem. By setting the Driver Signing Option to ignore, all new drivers installed on the computer will be installed regardless of whether they are signed or not. This will not affect drivers that are already installed.
- C. Windows File Protection prevents the replacement of protected system files that may occur during the installation of new device drivers. This would prevent a similar problem in the future but will not resolve the current problem.

- D. In this scenario the driver has been installed and is the cause of the problem. We therefore want to disable the driver, not enable it.

**Q. 24**

**You are the desktop administrator for your company. A graphics designer name Pierre installs a new application and an updated video driver on his Windows XP Professional computer.**

**After the installation, Pierre restarts his computer and logs on. However, when he moves Windows and dialog boxes, the display is distorted.**

**You need to find the correct video driver for the new application. Meanwhile, you need to ensure that Pierre can run his other applications without video distortion.**

**What should you do?**

- A. Use device Manager to roll back the video driver.
- B. Restart the computer with the last known good configuration.
- C. Run the **Msconfig** utility, and select the **/BASEVIDEO** check box.
- D. Use the Add Hardware Wizard to scan for new hardware. Install any found hardware.

**Answer: A.**

**Explanation:** Device Manger in XP has the added functionality of rolling back to a previous driver. To do this in Device Manager right-click the device for which the previous version of the driver is desired and then click Properties. Click the Drivers tab and click "Roll Back Driver".

**Incorrect Answers:**

- B. The Last Known Good Configuration is a copy of the hardware and registry configuration that was automatically saved by Windows XP on the last successful start up of Windows XP. Windows XP considers a startup successful when a user logs on at that computer. When this occurs, the Last Known Good Configuration is overwritten. In this scenario we have already logged on therefore Windows XP considered the startup to be successful and replaced the Last Known Good Configuration with the current settings.
- C. The Msconfig utility is a system configuration utility. When the /basevideo check box is selected, the computer is run in VGA mode. This however will not restore the old driver.
- D. As driver has already been installed for the video adapter, the Add/Remove Hardware Wizard will not detect any new hardware.

**Q. 25**

You are a help desk administrator for your company. You install Windows XP Professional on all portable computers in the marketing department.

Users in this department bring their computers from their offices to a conference room for a weekly marketing meeting. These users need a simple method to manually place their computers in a low-power state without using the Start button. Additionally, they need their computers to start as quickly as possible.

You need to configure the Power Options on the portable computers to meet these requirements. What should you do?

- A. Configure the power button on each computer to enable hibernation.
- B. Configure the computers to enable standby when the lid is closed.
- C. Configure all the computers to use the Portable/Laptop power scheme.
- D. Configure the computers to use the **Minimal Power Management** power scheme.
- E. Configure the Critical Battery Alarm on the computers to hibernate when the battery capacity reaches 3 percent.

**Answer: B.**

**Explanation:** 'Standby' is the quickest sleep mode to wake up from. The hard disks and screen are turned off but the RAM is kept running by using a small amount of power. You can configure the machine to do different things when the lid is closed, such as shutdown, hibernate or standby. Here we should use standby to enable the machines to wake quickly.

**Incorrect Answers:**

- A. The Hibernation option copies the contents of RAM to the hard disk and then shuts down the computer. When the computer is reactivated, the operating system is restarted and the contents of the RAM that was save to the hard disk is reloaded. This process takes longer than waking from standby mode.
- C. Configuring all the computers to use the Portable/Laptop power scheme will enable the computers to standby or shutdown after a certain amount of idle time.
- D. In the Minimal Power Management power scheme, some power management features, such as timed hibernation or a timed event that can put the disk drive in a sleep mode, are disabled. This will not enable a quick standby.
- E. As a precaution we should configure the Critical Battery Alarm on the computer. However, this will not resolve the problem at hand. We need a quick, manual way of putting the laptops into standby mode.

**Q. 26**

**You are the desktop administrator for your company. You upgrade all client computers from Microsoft Windows NT workstation 4.0 to Windows XP Professional.**

**After the upgrades, a user named Anne reports that her computer now starts with Display settings of 640 x 480 screen resolution and 16 colors. She is unable to change these settings. She also wants to be able to select Windows XP themes.**

**You need to enable Anne to use the Windows XP interface options. What should you do?**

- A. Update the driver for the video adapter to support increased screen resolution and color depth.
- B. On the **Color Management** tab in the Advanced Display settings, add the color profile for Anne's monitor.
- C. In the advanced properties for the video adapter, clear the **enable Write Combining** check box.
- D. Roll back the current video adapter driver to the previous Windows NT workstation 4.0 video adapter driver.

**Answer: A.**

**Explanation:** In this scenario the Windows NT video driver is incompatible with Windows XP therefore it needs to be updated.

**Incorrect Answers:**

- B. This is a video driver problem, not a monitor problem.
- C. Windows XP Professional supports write combining, which improves video performance by speeding up the display of information to our screen. However, increased speed can also cause screen corruption. This is not the problem in this scenario as write combining does not cause a video adapter to run in VGA mode, i.e. 640 x 480 resolution with 16 colors. This is a video driver (or lack of) problem.
- D. In this scenario the Windows NT driver is incompatible with Windows XP. We have not installed any other video drivers and therefore we cannot use the roll back option.

**Q. 27**

**You are the desktop administrator for your company. All employees have Windows XP Professional portable computers.**

**A sales representative named Richard has a local user account on his computer. Richard is issued a portable USB print device. You log on to his computer and disable the restrictions on loading unsigned drivers. All other local computer policies are configured with the default settings.**

**You restart Richard's computer. Then Richard connects the USB print device, but the printer does not appear in the Printers folder, and Richard cannot print any documents.**

**You need to ensure that Richard can install the printer and print successfully. What should you do?**

- A. Add Richard to the local Print Operators group on his computer.
- B. Add the **/fastdetect** switch in the Boot.ini file on Richard's computer.
- C. Disable the **Prevent users from installing printer drivers** local security policy setting.
- D. Modify the Driver signing Options, selecting the **Make this action the system default** check box.

**Answer: C.**

**Explanation:** Windows XP Professional has a setting in the local security policy that prevents users from installing printer drivers on the local computer. This is preventing Richard from installing the print drivers on the computer and must be disabled so that he can install the drivers for his print device.

**Incorrect Answers:**

- A. Richard does not have to be a member of the Print Operators group to install printer drivers.
- B. The **/fastdetect** switch is a startup parameter. With this switch, serial mouse detection is disabled on all ports. This is not related to the loading of the printers.
- D. If 'driver signing' were blocking the installation of the driver, Windows would inform us and would not install the driver.

**Q. 28**

**You are a help desk technician for your company. Initially, all your client computers run Microsoft NT workstation 4.0. You upgrade these computers. Now some run Windows 2000 Professional and others run Windows XP Professional.**

**Users now report display problems. When they run an application named App2, their displays become garbled, or their computers do not display the application window correctly. They do not experience this problem when running other applications.**

**How should you reconfigure each computer?**

- A. In the Display settings, adjust the screen resolution to a lower value.
- B. In the Monitor properties, adjust the screen refresh rate to a lower value.
- C. In the Advanced Display settings, configure the display DPI settings to 120 dots per inch.
- D. In the Compatibility settings for app2, select the **Run in 256 colors** check box.

**Answer: D.**

**Explanation:** In this scenario app2 is the only program that has problems with the current display settings. We can therefore set the compatibility settings for App2 only to run in 256 colours.

**Incorrect Answers:**

- A. Other programs work fine with the current settings. Changing these settings will affect all programs. We only need to change the settings for App2.
- B. Other programs work fine with the current settings. Changing these settings will affect all programs. We only need to change the settings for App2.
- C. Other programs work fine with the current settings. Changing these settings will affect all programs. We only need to change the settings for App2.

**Q. 29**

**You are the desktop administrator for your company. All users have Windows XP Professional computers. Users in the sales department have portable computers. The portable computers are used to create customer presentations and perform online ordering.**

**Sales representatives want to be able to use large external monitors to display their presentations at customer locations. These users also want to use the displays on the portable computers to show their speaker notes and extra data.**

**You verify that the video adapters in the portable computers support multiple monitor and dual-view capabilities. However, the sales representatives report that when they attach the external monitors to their computers, the option to define separate desktop displays does not appear in the Display settings.**

**You need to enable the sales representatives to display multiple desktops. What should you do?**

- A. Obtain and install an updated driver from the video adapter manufacturer.
- B. Instruct the sales representatives to disable all hardware video acceleration during their presentations.
- C. Configure the monitors on the sales representatives' computers to use the Presentation power scheme.
- D. Create a monitor profile on the sales representatives' computers for the external monitors at the customer sites.

**Answer: C.**

**Explanation:** Windows XP Professional has a presentation power scheme which enables a user to have one display on the laptop screen and another display on an external monitor.

**Incorrect Answers:**

- A. In this scenario the video adapter is working properly therefore we do not need to update the driver.

- B. We should disable all hardware video acceleration when we have problems with the video adapter with one display. Disabling all hardware video acceleration will not enable different displays.
- D. We cannot create a monitor profile to support multiple displays.

**Q. 30**

**You are the desktop administrator for your company's network. All employees use Windows XP Professional computers. All employees in the research department use both desktop and portable computers. All computers in the research department have four-port USB hubs attached.**

**A user in the research department connects a portable USB hard disk to the USB hub attached to his portable computer. However, the port on the USB hub shuts down and the hard disk does not function. The user experiences no problem when he attaches the same hard disk to his desktop computer's USB hub.**

**When the user attaches a USB mouse or keyboard to the portable computer's USB hub, the port and device function normally. When he attaches the hard disk directly to the USB port on his portable computer, the device functions normally.**

**You need to ensure that the USB hub on the user's portable computer can use the USB hard disk. What should you do?**

- A. Replace the portable hard disk's USB cable with a shorter USB cable.
- B. Replace the portable computer's bus-powered USB hub with a self-powered USB hub.
- C. Enable the **Assign IRQ to USB** option in the computer's system BIOS.
- D. Disable all USB power management features for the USB Root Hub.
- E. In the properties of the USB Root Hub, increase the reserved USB bandwidth for the external USB hub.

**Answer: E.**

**Explanation:** In this scenario the default reserved bandwidth is 10%. This needs to be increased to accommodate the hard drive.

**Incorrect Answers:**

- A. It is unlikely that the cable is too long.
- B. This is not necessary. The hub will get enough power from the USB bus.
- C. Windows will assign an IRQ as necessary. The other USB devices work ok so this is not the problem.
- D. The other USB devices work ok so this is not the problem.

**Q. 31**

**You are the desktop administrator for Trey Research. You need to build a RIPrep image of a Windows XP Professional computer.**

**You successfully install Windows XP Professional on a computer in your lab. Then, you log on to the computer by using a local administrator account. You install a virus scanner and three other standard applications.**

**Next, you run RIPrep.exe to create a RIS image of the computer. Then you deploy this image to 50 computers by using RIS**

**Users report that when they log on to their computers, the shortcuts for the three standard applications are unavailable.**

**You need to ensure that the RIPrep image includes the shortcuts for the domain user accounts. What should you do?**

- A. Open Control Panel. In the system properties, change the local user profile to a roaming profile. Then run **RIPrep.exe**.
- B. Open control panel. In the system properties, copy the All users profile to the Default user profile. Grant the Everyone group **Allow-Full Control** permission on the copied profile.
- C. Open control panel. In the system properties, copy the local administrator account profile to the Default user profile. Grant the Everyone group **Allow-Full Control** permission on the copied profile. Then run **RIPrep.exe**.
- D. Run **RIPrep.exe** before installing the standard applications. Open control panel. In the system properties, copy the local administrator account profile to the Default user profile.

**Answer: C.**

**Explanation:** In this scenario the software was installed under the Administrator account. Therefore the shortcuts for the domain user accounts will be in the Administrator profile. We need to copy this profile to the Default User profile so that users will be able to receive this profile.

**Incorrect Answers:**

- A. This will not affect the profile used by new users.
- B. In this scenario the software was installed under the Administrator account. Therefore the shortcuts for the domain user accounts will be in the Administrator profile. Thus we need to copy the Administrator profile and not the All Users profile.
- D. The applications need to be installed before we take an image of the hard disk.

**Q. 32**

You are the desktop administrator for Baldwin Museum of Science. You are configuring a Windows XP Professional desktop computer for a new employee named Maria.

Maria will be using the Magnifier utility. You need to configure the computer so that Maria can more easily distinguish between interface colors and fonts. You also need to configure Maria's screen to display fonts and colors designed for easy reading.

What should you do?

- A. In Accessibility Options, enable the **Use High Contrast** Display setting.
- B. Enable the Invert Colors setting for the Magnifier utility's configuration screen.
- C. In the Display Properties, change the Appearance settings to use the Windows Classic theme instead of the Windows XP theme.
- D. In the display properties, change the system display settings to enable large fonts.

**Answer: A.**

**Explanation:** We can use the Accessibility Program in Control Panel to enable and configure features that assist users who have low vision. To open the Accessibility dialog box click Start, click Control Panel, and then click Accessibility Options. In the Accessibility Options dialog box, select the Display tab to have access to options for visually-impaired users. Select the Use High Contrast check box to change the screen display to use colors and fonts designed for easier reading. Click the Settings button to select a high-contrast color scheme for your Windows XP system. The default high-contrast scheme is High Contrast Black (Large). Choose a scheme from the drop-down list in the "High contrast appearance" screen; picking a scheme with the word "large" or "extra large" in the scheme name is typically best. Use the Cursor Options section of the dialog box to change the appearance of the cursor so that it is easier to see. If we prefer the wizard interface to enable features, we could open the Accessibility Wizard.

To open the Accessibility Wizard click Start, point to All Programs, point to Accessories, point to Accessibility, and then click Accessibility Wizard. When the wizard starts, click Next to begin setting accessibility options. Use the wizard options that apply to features for users with low vision. The following three options are displayed on the "Text size options" screen. Click Next after making your selection. On the next screen, the options that are displayed depend on the choices that you selected in the previous screen. Click Next to continue. After we have completed the first part of the Accessibility Wizard and the Set Wizard Options section, completes the process to set the Accessibility Features. To set wizard options for users with low vision, click the "I am blind or have difficulty seeing things on screen" option, and then click Next. Select the scroll bar and window border size that is comfortable, and then click Next. Select the icon size that is comfortable, and then click Next. Select the high-contrast color scheme that is comfortable, and then click Next. Select the size and color of the mouse cursor that is comfortable, and then click Next. Adjust the cursor blink rate and size that is comfortable, and then click Next. Click Finish to apply your settings.

**Q. 33**

You are the desktop administrator for your company. All employees use Windows XP Professional computers. All employees are members of the local power users group on their client computers.

There are three daily work shifts, and employees share computers with employees who work on different shifts.

Each client computer has a defined set of desktop icons and shortcuts in addition to the system icons. All users must be able to access these icons and shortcuts. Users can place their own icons and shortcuts on the desktop, but these icons and shortcuts should be invisible to other users of the computer

You want to prevent users from adding or removing icons and shortcuts to the default desktop. You also want to allow users to customize their own desktops.

What should you do?

- A. For the Power Users group, remove **Allow-Modify** permission from the Documents and settings\All Users folder.
- B. For each user, remove **Allow-Full Control** and **Allow-Modify** permissions from the Document and settings\%username% folder.
- C. For the power users group, assign the **Deny-Full Control** permission on the documents and settings folder.
- D. For the power users group, assign the **Deny-Full Control** permission on the documents and settings/Default User folder.

**Answer: A.**

**Explanation:** In this scenario the shortcuts are in the All Users folder. By removing the modify permission from this folder the users will not be able make changes that would affect other users. The users will be able to add their own shortcuts because these are placed in their individual profiles.

**Incorrect Answers:**

- B. The users need modify access to their own profiles.
- C. This would disallow all access to the user profiles.
- D. This would prevent any new users from logging on because they will not be able to create a new profile.

**Q. 34**

You are the desktop administrator for wide world importers. The company has a main office in New York and a branch office in Paris. A user named Irene travels to and from the branch office.

During Irene's last trip, the desktop administrator at the Paris office configured Irene's Windows XP Professional portable computer to display the French date and time settings. When Irene returns to the

**main office in New York, all of her e-mail messages display the French date and time settings. You need to change Irene's date and time settings back to the English format. What should you do?**

- A. In the Regional and Language Options, apply the English user interface.
- B. In the Regional and Language Options, apply the English input language keyboard.
- C. In the regional and language options, apply the English (United States) Standards and Formats.
- D. In the date and time options, select the English language.
- E. In the date and time options, change the Time Zone to Eastern Time (US & Canada).

**Answer: C.**

**Explanation:** In this scenario we must change the date format to English. To do this we must open Control Panel, open Regional and Language Options, select Regional Options tab, and under Standards and Formats select English.

**Incorrect Answers:**

- A:** We want to change the Date format not the user interface.
- B:** We want to change the Date format not the input language.
- D:** We cannot select the preferred language in date and time options.
- E:** We want to change the Date format not the time zone.

**Q. 35**

**You are a help desk technician for your company. You have created a Windows installer package and a transform file with custom changes for a third-party application. You install the Windows installer package on your Windows XP Professional computer. After the installation is complete, you notice that none of the custom changes have been applied.**

**You need to install the Windows installer package and the custom changes on your computer only. What should you do?**

- A. Start the Windows Installer service, and install the package.
- B. Create a ZAP file for the package, and redeploy the package.
- C. From a command prompt, use the **Msiexec** utility to repair the package.
- D. Install the Windows installer package by using an .mst file.

**Answer: D.**

**Explanation:** In this scenario we installed the Windows installer package but not the transform file. A transform file is an .mst file which should be used when installing the package.

**Incorrect Answers:**

- A. As the service is running, the program is installed.
- B. The program has installed properly with an .msi file therefore we need not create a .zap file.
- C. The package installed so it does not need repairing, it just needs the .mst file added.

**Q. 36**

**You are the desktop administrator for Wingtip Toys. Management requires that a standard user profile be created for all domain user accounts. Additionally, the standard profile must be protected so that domain users cannot make permanent changes to the standard profile.**

**You create a company standard user profile. You require all domain us accounts to use this profile. Later, users report that the changes they make to their desktop are overwriting the standard profile settings.**

**What should you do to ensure permanent changes cannot be made to the standard user profile?**

- A. Open the local default user profile. Rename ntuser.dat to ntuser.man.
- B. Enable the local Group Policy to exclude directories in roaming profile for all users in the Wingtip Toys domain.
- C. Open control panel. In system properties, copy the standard user profile to the profile server. Grant the Everyone group Allow-Full Control permission on the copied profile. Change the profile type from Local to Roaming.
- D. Open control panel. In system properties, copy the standard user profile folder to the profile server. Grant the Everyone group Allow-Full Control permission on the copied profile. Name the directory that contains the standard user profile to standard man.

**Answer: A.**

**Explanation:** A mandatory user profile is a preconfigured user profile. The user can still modify the desktop, but the changes are not saved when the user logs off. The next time the user logs on, the mandatory user profile is downloaded again. User profiles become mandatory when you rename the NTuser.dat file on the server to NTuser.man. This extension makes the user profile read-only.

**Incorrect Answers:**

- B:** Simply rename the use profiler to ntuser.man. Changing the Group Policy in this way is not possible.
- C:** Making the profile roaming would allow the users to keep their settings as they use different clients in the network. But this is not the requirement. The requirement was that no changes can be made to the standard user profile.
- D:** Renaming the directory where the profile file is copied to standard man has no significance.

## Q. 37

You are the desktop administrator for your company. You install Windows XP Professional on all client computers in the company.

You create a Group Policy for the Engineers Organizational Unit. The Group Policy successfully installs the latest service pack to all computers in the engineers OU by using a Windows installer package.

Next, you apply the same Group Policy to the marketing OU. However, the Group Policy does not install the service pack on the 15 computers in the marketing department. The marketing OU is configured as shown in the exhibit.



You ask all users in the marketing department to restart their computers. However, after the computers have been restarted, the Group Policy still does not assign the service pack to these computers.

You need to ensure that the service pack is successfully installed on the computers in the Marketing OU. What should you do?

- Move the user accounts for the marketing department into the marketing OU.
- Move the computer accounts for the marketing department into the marketing OU.
- Restart the Windows installer service on all of the computers in the marketing OU.
- Log on as a local administrator, and run the **GPUpdate /target:computer** command.

**Answer: B.**

**Explanation:** In this scenario there are no computer accounts in the OU. Therefore we must move the computer accounts to the OU so the GPO will apply to them.

**Incorrect Answers:**

- A. The GPO is assigned to the computers not the users.
- C. Will not make any difference because there are no computer accounts in the OU.
- D. This is the **Incorrect** command.

**Q. 38**

**You are the desktop administrator for your company. The company has an Active Directory domain that includes 15 Microsoft Windows NT Workstation 4.0 computers and 20 new Windows XP Professional computers**

**Domain users of Windows NT Workstation 4.0 computers can run an older application on heir computers. However, domain users of Windows XP Professional computers cannot run the same legacy application on their computers.**

**You need to enable all users of Windows XP Professional computers to run this application. Your solution must not give the users administrative control of their computers.**

**You create an Organizational unit name Pro and a Group Policy Object name Legacy. How should you reconfigure the Windows XP Professional computers?**

- A. Add the domain user accounts to the Pro OU. Import the Basicwk.inf security template to the legacy GPO.
- B. Add the domain user accounts to the Pro OU. Import the Compatws.inf security template to the Legacy GPO.
- C. Add the computer accounts to the Pro OU. Import the Basicwk.inf security template to the legacy GPO.
- D. Add the computer accounts to the Pro OU. Import the Compatws.inf security template to the Legacy GPO.

**Answer: D.**

**Explanation:** The compatws template relaxes security to permit legacy programs to run.

**Incorrect Answers:**

- A. This is a computer setting, not a user setting.
- B. This is a computer setting, not a user setting.
- C. This is the default template. We need the compatws template.

**Q. 39**

You are a help desk technician for Trey Research. All employees use Windows XP Professional computers. A user named Anne reports a problem browsing the internet. She says that she cannot use a search to browse to [www.treyresearch.com](http://www.treyresearch.com)

You use remote assistance to examine search engines on Anne's computer, you receive the same message. Anne verifies that she is able to use the search engine to browse the company intranet without problems.

You need to ensure that Anne can use any search engine to browse the Internet from her computer. What should you do?

- A. Instruct Anne to click the **Search** button on the internet explorer toolbar and then type her search keywords in the form displayed by internet explorer.
- B. Instruct Anne to use **https://** instead of **http://** when typing the URLs for the search engines. Instruct Anne to ensure that Internet Explorer displays a lock icon in its status bar before she submits information in a form on a web page.
- C. On Anne's computer, open the Security properties for internet explorer. Add [www.treyresearch.com](http://www.treyresearch.com) to the **Trusted Sites** list. Clear the **Require server verification for all sites in this zone** check box.
- D. On Anne's computer, open the Security properties for internet explorer. In the security settings for the internet zone, select the **Submit non-encrypted form data** option.

**Answer: C.**

**Explanation:** The Trusted sites zone is intended for sites that we consider absolutely safe. In our scenario the [www.treyresearch.com](http://www.treyresearch.com) should be considered safe, since it is the URL of the company. The **Require server verification for all sites in this zone** check box specifies whether Internet Explorer verifies that the server for a web site is secure before connecting to any web site in this zone. By clearing this option http traffic would be allowed and https would not be required.

**Incorrect Answers:**

- A:** This is a security configuration problem. The user does not need to be instructed how to perform the search – the procedure is correct.
- B:** It would be awkward for the users to type https://. It is better to clear the **Require server verification for all sites in this zone** check box for the zone [www.treyresearch.com](http://www.treyresearch.com). This would allow http traffic.
- D:** This option is the default setting. No encrypted data would be needed to access the site [www.treyresearch.com](http://www.treyresearch.com).

**Q. 40**

You are a help desk technician for your Litware, Inc. Litware, Inc. maintains a secure intranet web site at intranet.litwareinc.com. All employees use Windows XP Professional computers.

A user named Katherine reports that she cannot access the secure web site by using internet explorer. When she types http://intranet.litware.com into the internet explorer address bar, an error message reports that the digital certificate is not from a trusted source.

You confirm that the intranet web server is using a digital certificate issued by your company's Enterprise Certificate Authority. The Enterprise Certificate Authority is located on a server named certificates.litwareinc.com

You need to ensure that Katherine can access the secure intranet web site without receiving an error message. What should you do?

- A. Ask a network administrator to modify the properties for IIS on intranet.litwareinc.com and set the SSL port number to 443.
- B. Ask your network administrator to create a Certificate Trust List (CTL) that includes your Enterprise Certificate Authority. On Katherine's computer, open the Certificates settings for internet explorer and import the CTL.
- C. On Katherine's computer, open the security properties for Internet Explorer. Add intranet.litwareinc.com to the **Trusted Sites** list.
- D. On Katherine's computer, open the Security properties for Internet Explorer. Open the **Trusted Sites** dialog box, and select the **Require server verification for all sites in this zone** check box.
- E. On Katherine's computer, open Internet Explorer's list of certificates. Import a copy of the certificate used by the intranet.litwareinc.com server into Katherine's Trusted Publishers certificates store.

**Answer: E.**

**Explanation:** The Internet Explorer Certificate Manager enables you to install and remove trusted certificates for clients and CAs. Many CAs have their root certificates already installed in Internet Explorer. You can select any of these installed certificates as trusted CAs for client authentication, secure e-mail, or other certificate purposes, such as code signing and time stamping. If a CA does not have its root certificate in Internet Explorer, you can import it. Each CA's Web site contains instructions that describe how to obtain the root certificate. To install or remove clients and CAs from the list of trusted certificates click **Internet Options** on the **Tools** menu, and then click the **Content** tab. Click Certificates and then click the Trusted Publishers tab. To add other certificates to the list, click **Import**. The Certificate Manager Import Wizard steps you through the process of adding a certificate.

**Incorrect Answers:**

- A. This is the default setting and so does not need to be changed.

- D. You do not need to create a new list. You can add certificates to the existing list.
- E. The Trusted sites zone is intended for sites that you consider absolutely safe. For the most part, IE will accept just about any type of content from such sites, without considering potential harm. The only exception is that users will be prompted before downloading unsigned ActiveX controls or ActiveX controls that have not been marked as safe. We want to avoid this prompting.
- F. The **Require server verification for all sites in this zone** setting specifies whether Internet Explorer should verify that the server for a Web site is secure before connecting to any Web site in this zone. This setting does not concern digital certificates.

**Q. 41**

**You are a help desk technician for your company. Irene is a user in the human resources department. She often works with documents that contain confidential information.**

**Irene creates a folder named Private on volume C. Volume C is an NTFS volume on her Windows XP Professional computer. Then she adds the confidential files to the Private folder. Whenever Irene opens a file, any subsequent temporary files are created within the same folder as the source document.**

**You need to configure Irene's computer so that only she can access the confidential documents. You also need to minimize the impact of the configuration on her computer's performance.**

**What should you do?**

- A. In the **Encrypted data Recovery Agents** policy for the local computer, import a certificate. Compress the contents of volume C.
- B. Instruct Irene to modify the properties of each file in the Private folder by selecting the option to encrypt the contents of the files.
- C. Instruct Irene to modify the properties of the Private folder by selecting the option to encrypt the contents of the folder. Then instruct Irene to accept the default setting on the **Confirm Attributes Changes** dialog box.
- D. Ensure that Irene has Allow-Full Control permission on the Private folder. Instruct Irene to modify the properties of the Private folder and then select the option to compress the contents of the folder.

**Answer: C.**

**Explanation:** By encrypting the files Irene will ensure that only she and an **Encrypted data Recovery Agent** can access the files.

**Incorrect Answers:**

- A. Compressing the volume will not encrypt the files.
- B. This would work but it would be easier to encrypt the folder. This will cause any new files created in the folder to inherit the encryption.

D. Compressing the folder will not encrypt the files.

**Q. 42**

**You are a help desk technician for your company. Your company's network includes an Active Directory domain and Windows XP Professional computers that are configured as members of the domain.**

**Company policy prohibits users from accessing their computers unless they are authenticated by a domain controller. However, users report that they can log on to their computers, even though a network administrator has told them that a domain controller is not available.**

**As a test, you log off of your computer and disconnect it from the network. You discover that you can log on by using your domain user account.**

**You need to ensure that users cannot access their computers unless they are authenticated by a domain controller. How should you configure the local computer policy on these computers?**

- A. Enable the **Require domain controller to unlock** policy.
- B. Set the **Number of previous logons to cache** policy to **0**.
- C. Remove all user and group accounts from the **Log on locally** user right.
- D. Remove all user and group accounts from the **Access this computer from the network** user right.

**Answer: B.**

**Explanation:** If we log on to a computer and we are authenticated by a Domain Controller, our logon is cached. If we try to log on again, but no Domain Controller is available, Windows will look for a cached logon. If one exists, we will be permitted to log on. To disable this ability, we should configure Windows not to cache logons.

**Incorrect Answers:**

- A. This setting does not exist.
- C. This will disable all logons even if a DC is available for authentication.
- D. This will not affect the user's ability to log on locally.

**Q. 43**

**You are a help desk technician for your company. All users have Windows XP Professional computers.**

**A user named Richard reports that he cannot access [www.southridgevideo.com](http://www.southridgevideo.com), an internet web site, by using Internet explorer. Whenever, Richard types <http://www.southridgevideo.com> into the Internet**

explorer address bar, he receives the following error message; “your security settings prohibit the display of unsigned ActiveX Controls.”

According to company policy, users should download unsigned ActiveX control only from Internet Web sites that have been approved by the company's information security department.

You verify that [www.southridgevideo.com](http://www.southridgevideo.com) is listed as an approved web site. On Richard's computer, you also verify that internet explorer is configured with the default settings.

You need to ensure that Richard can access [www.southridgevideo.com](http://www.southridgevideo.com) without receiving an error message. You also want to comply with company properties for internet explorer on Richard's computer.

Which two actions should you perform next? (Each correct Answer: presents part of the solution. Choose two)

- A. Add [www.southridgevideo.com](http://www.southridgevideo.com) to the **Trusted Sites** list.
- B. Remove [www.southridgevideo.com](http://www.southridgevideo.com) from the **Restricted Sites** list.
- C. In the internet zone settings, enable the **Allow unsigned ActiveX control** option.
- D. Open the **Local intranet sites** dialog box and clear the **Include all network paths** check box.
- E. Open the **Trusted sites** dialog box and clear the **Require server verification for all sites in this zone** check box.
- F. Open the **Intranet sites** dialog box. In Advanced properties, add [www.southridgevideo.com](http://www.southridgevideo.com) to the list of web sites.

**Answer: A, E.**

**Explanation:** The Trusted sites zone is intended for sites that you consider absolutely safe. For the most part, Internet Explorer will accept just about any type of content from such sites, without considering potential harm. The only exception is that users will be prompted before downloading unsigned ActiveX controls or ActiveX controls that have not been marked as safe.

The **Require server verification for all sites in this zone** check box specifies whether Internet Explorer verifies that the server for a web site is secure before connecting to any web site in this zone. By clearing this option http traffic would be allowed and https would not be required.

**Incorrect Answers:**

- B:** [www.southridgevideo.com](http://www.southridgevideo.com) has not been added to the Restricted Sites list. Unsigned drivers are disabled by default in the Internet zone.
- C:** Enabling the **Allow unsigned ActiveX control** option in the Internet zone would give access to [www.southridgevideo.com](http://www.southridgevideo.com) but it would also allow downloading of unsigned from any internet site. This would break company policy which only allows downloading of unsigned drivers from approved sites.
- D:** This is not a problem with a local intranet site. It is a problem with a public internet site.

**F:** The Intranet zone does not allow unsigned controls by default.

**Q. 44**

**You are the desktop administrator for your company. The network consists of a single Active Directory domain. All users have Windows XP Professional computers, and all users store their data on file servers. No company or user data is stored locally on client computers.**

**Users from the sales department have portable computers. When these users travel, they must be able to use company data files even when they are not connected to the network.**

**Caching of offline files is enabled on all shared folders on the file servers. Offline files are configured on all computers used by employees of the sales department. Additionally, these users select several folders to be made available offline.**

**However, sales department users report that when they are out of the office, the offline files are no available to them. You need to ensure that the offline files are available to the sales users, even when they are not connected to the network.**

**What should you do?**

- A. Grant the sales users **Allow-Full Control** permission on the shared folders.
- B. Change the caching options for the shared folder to allow automatic caching of documents.
- C. Add the servers containing the sales department files to the **Exception** list on the offline files configuration.
- D. In the Advanced properties for Offline Files, select the **Notify me and begin working offline** check box on each of the sales department client computer.

**Answer: D.**

**Explanation:**

The portable clients must be configured to begin to work offline when they are disconnected from the network. To configure this we must open Control Panel on the client computers and then open Folder Options. On the Offline Files tab, click Advanced and under When a network connection is lost, select **Notify me and begin working offline**. This is the preferred option for portable notebook systems and it specifies that you can continue working offline if you lose your connection to a computer or the network. Any network files will continue to be available to you.

**Incorrect Answers:**

- A:** This is an Off-line configuration problem, not a NTFS permission problem.
- B:** We do not want or need automatic caching on all clients. We just want the Sales users to be able to work offline.

C: There might be other users to these servers. There is not Exception list on the offline files configuration.

**Q. 45**

**You are a help desk administrator for your company. Eric, an employee in the marketing department, uses a Windows XP Professional computer.**

**Eric often works with a file named Plan.xls, which is stored in a folder named \\MktFiles\Plans. Initially, he can work with the file when he is out of the office and offline, without copying it to his local hard disk. However, Eric now reports that he can no longer open the file when he is out of the office.**

**You need to ensure that Eric can always access Plan.Xis when he is out of office and offline. What should you do?**

- A. Instruct Eric to increase the amount of hard disk space used for offline files on his computer.
- B. Instruct Eric to right-click the \\MktFiles\Plans\Plan.xls file and select **Make available offline** from the context menu.
- C. Instruct Eric to open Windows explorer, select **Folder Options** from the Tools menu, and select the **Enable offline files** check box on the **Offline Files** tab.
- D. Instruct Eric to open Windows Explorer, select **Folder Options** from the Tools menu, and select the **Synchronize all offline files before logging off** check box on the **Offline Files** tab.

**Answer: B.**

**Explanation:** Eric used to be able to work with the Plan.xls offline. He cannot use offline any longer. Apparently the amount of disk space available for offline folders has been exceeded.

Disk space is always reserved for those files that the local user makes available offline. But some files are automatically made available to the local user by the administrator. We need to ensure that Eric always can access the Plan.Xis file. So we instruct him to configure this particular share available for him for offline use.

**Procedure:**

- Browse to the network share, for example using My Network connections.
- Right-click on the network share, and choose select **Make available offline** from the context menu.
- The Offline Files Wizard starts. Continue the Wizard and select appropriate options. For example:
- Automatically synchronize the Offline Files when I log on and log off my computer check box, and then click Next .
- Select the Create a shortcut to the Offline Files folder on my desktop check box, and then click Finish

**Incorrect Answers:**

**A:** Increasing the amount of hard disk space is only a temporarily solution. The new limit could be reached in the future. It would be better to instruct Eric to make the folder available offline.

- C:** This is the general offline configuration. It must already have been enabled since the file plan.Xis was available offline before.
- D:** The file will not be synchronized since the amount of disk space available for offline folders has been exceeded.

**Q. 46**

**You are a help desk technician for your company. Your company uses a custom database application to track sales information. The database application saves its data in files with a .dta file extension. The .dta files are stored in the same shared folder as several shared Microsoft word 2002 documents.**

**Your manager reports that the application's .dta files are becoming corrupted. Each time the files are corrupted, they must be restored from a tape backup.**

**Users with portable computers often select the Word 2002 documents in the shared folder to be made available offline. You discover that several users also select the .dta files to be made available offline.**

**You need to ensure that users cannot make the .dta files available offline. Your solution must not affect user access to the other files in the folder.**

**What should you do?**

- A. Use Remote Assistance to disable offline files on the local computer policy of all portable computers.
- B. Modify the file share that contains the .dta files, and disable offline file caching.
- C. Ask a network administrator to modify the file permissions on the .dta files to assign all users the **Deny-Change** permission.
- D. Ask a network administrator to modify the domain security policy to add the .dta file type to the **File not caching** domain group policy.

**Answer: D.**

**Explanation:** With this option, we can select the file extensions of files that should not be available offline.

**Incorrect Answers:**

- A. This will disable all offline access. The Word documents need to be available offline.
- B. This will disable all offline access. The Word documents need to be available offline.
- C. This will disable the users ability to read or write to the files.

**Q. 47**

**You are the desktop administrator for your company's network. You are preparing a Windows XP Professional computer for Carlos, a new user in the sales department. This computer formerly belonged to an employee named Anne. Carlos requires access to all of Anne's files, but he does not have the appropriate permissions.**

**You log on as the local administrator and attempt to reassign permission so Carlos can access Anne's files. However, you receive an "access denied" error message.**

**You need to ensure that Carlos can access Anne's file. What should you do?**

- A. Copy Anne's account and name the new account **Carlos**.
- B. Give Carlos ownership of the files and folders on the computer.
- C. Grant Carlos **Allow-Change Permissions** permission on the files and folders on the computer.
- D. Take ownership of the files and folders on the computer, and grant Carlos **Allow-Full Control** permission.

**Answer: D.**

**Explanation:** If an administrator has been removed from the access control list of a file or folder, the administrator needs to take ownership of the files to enable him to change the permissions on the files.

**Incorrect Answers:**

- A. Each account has a different Security Identifier (SID). The permissions on the files are specific to the SID of the user account. When we copy an account, the new account is assigned a different SID which means the permissions will not apply to the new account.
- B. You cannot give ownership of a file; you can only take it.
- C. We are unable to change the permissions on the files because we are denied access to them.

**Q. 48**

**You are the desktop administrator for your company. You install a new printer on your Windows XP Professional computer. You share this printer with several users in your department.**

**When you attempt to print to this printer, the output is several pages of unreadable characters. Other users report similar results.**

**You need to ensure that the appropriate users can successfully print to this printer. What should you do?**

- A. Configure the printer to print directly to the print device. Instruct the other users to make the same configuration.
- B. Configure the printer to use the WinPrint print processor and to use RAW as the default data type.

- C. Configure the printer to hold mismatched documents. Disable the advanced printing features.
- D. Run the AddPrinter Driver Wizard to install the correct printer driver on your computer. Instruct the other users to disconnect and then reconnect to your shared printer.

**Answer: D.**

**Explanation:** Unreadable text usually indicates an incorrect printer driver. We need to install the correct driver. The users will need to disconnect and reconnect to download the new driver.

**Incorrect Answers:**

- A. This will not make any difference with an incorrect driver.
- B. This is the default setting so it does not need to be configured.
- C. This will not make any difference with an incorrect driver.

**Q. 49**

**You are the desktop administrator for your company. You upgrade all computers in the company from Windows 98 to Windows XP Professional.**

**Andrew, a user in the graphics department, works with very large graphics and desktop publishing file. She wants to be able to save his files in a folder named GFX on drive C of his computer. However, Andrew does not have enough free space on the drive.**

**You install a new hard disk on Andrew's computer and create an NTFS volume named NewVolume. You attempt to mount NewVolume to the GFX fold. However, the option to mount the volume to a folder s unavailable**

**You need to be able to mount the volume to the GFX folder. Which command should you run on Andrew's computer?**

- A. Convert c:/fs:ntfs
- B. Convert c:/V/NoSecurity
- C. Fsutil objected create NewVolume c:\GFX
- D. Fsutil hardlink create c:\GFXNewVolume

**Answer: A.**

**Explanation:** Mounted volumes are only available on NTFS drives. The system was upgraded from Windows 98 so the file system will be FAT32. This command will convert the drive to NTFS while keeping the file structure in tact.

**Incorrect Answers:**

- B. Windows XP only allows us to convert file systems (fs) to NTFS.
- C. This command is incorrect.
- D. This command is incorrect.

**Q. 50**

**You are a help desk technician for your company, which includes a main office and one branch office. All employees in the main office have Windows XP Professional computers. All employees in the branch office have Microsoft Windows NT Workstation 4.0**

**Users in the branch office require access to a network printer shared on a Windows XP Professional computer in the main office. Branch office users access this printer by using their web browser software. These users cannot install the printer on their own computers.**

**Branch offices users now report that they are prompted to insert a manufacturer' disk whenever they try to access the printer by connecting to the company intranet web site. Users in the main office do not report any problems using the printer.**

**You need to make the printer accessible to the branch office users. What should you do?**

- A. Enable the Basic authentication method on the Printers intranet site.
- B. Enable support for ActiveX control on the branch office computers.
- C. Configure the browsers on the branch office computers to support automatic logon.
- D. Disable the Advanced printing features on the Windows XP Professional print server.
- E. Install the Windows NT Workstation 4.0 printer drivers on the Windows XP Professional print server.

**Answer: E.**

**Explanation:** We need to install the Windows NT drivers on the print server so that the drivers are downloaded to the Windows NT clients when they connect to the shared printer.

**Incorrect Answers:**

- A. The client machines are prompting for a driver disk. This suggests that the clients are successfully connecting to the print server.
- B. ActiveX controls are not used for printing.
- C. The client machines are prompting for a driver disk. This suggests that the clients are successfully connecting to the print server.
- D. There is no need to disable advanced printing features.

**Q. 51**

You are the desktop administrator of your company's network. You install a print device on a Windows XP Professional computer. This print device should be used only by the desktop administration staff and by managers. You share the printer on the network as DTA-Print and assign Allow-Print permissions to the DTA-S group, which includes staff members' computers

Later, the managers report that they must wait a long time for their jobs to print. You discover that the desktop administration staff generates many problematic print jobs. As a result, the managers' print jobs must wait a long time in the print queue.

You need to ensure that the managers' print jobs as quickly as possible while minimizing hardware costs. What should you do?

- A. Install a second printer for the same print device on the Windows XP Professional computer. Share this printer as DTA-Manager and grant **allow-Print** permission to the DTA-Microsoft group only. Configure a priority setting of **1** on DTA-Print. Configure a priority setting of **99** on DTA-Manager.
- B. Install a second printer for the same print device on the Windows XP Professional computer. Share this printer as DTA-Manager and grant **allow-Print** permission to the DTA-Microsoft group only. Configure a priority setting of **99** on DTA-Print. Configure a priority setting of **1** on DTA-Manager.
- C. Connect a second print device to the Windows XP Professional computer. Create a printer pool from the first defined printer. Configure a priority setting of **1** on the printer pool. Grant **Allow-Manage Documents** permission to DTA-Microsoft group.
- D. Connect a second print device to the Windows XP Professional computer. Create a printer pool from the first defined printer. Configure a priority setting of **99** on the printer pool. Grant **Allow-Manage Documents** permission to DTA-Microsoft group.

**Answer: A.**

**Explanation:** Any print jobs sent to the printer with the higher priority will be printed first. 99 is the highest priority and 1 is the lowest. We only want the managers to be able to use the higher priority printer so set the permissions accordingly.

**Incorrect Answers:**

- B. The management printer must have the higher priority. 1 is the lowest priority.
- C. There is no need for a second print device. Furthermore, this configuration will not ensure the managers print jobs print first.
- D. There is no need for a second print device. Furthermore, this configuration will not ensure the managers print jobs print first.

**Q. 52**

**You are the desktop administrator for Southridge Video. A user named Marie installs the Fax service with the default options on her Windows XP Professional computer. Her computer is configured to use an internal fax modem.**

**Maria now reports that she can successfully send faxes from her computer. However, her computer's Fax monitor never Answer:s incoming calls.**

**How should you correct this problem?**

- A. Restart Marie's computer.
- B. Use the Fax console to redirect faxes to the My Faxes folder.
- C. Reinstall the Fax service, selecting the option to receive faxes.
- D. Use the Fax configuration Wizard to enable the fax modem to receive faxes.

**Answer: D.**

**Explanation:** The fax service is not able to receive faxes by default. This option needs to be configured.

**Incorrect Answers:**

- A. This will not resolve the problem. The option to receive faxes must be manually configured.
- B. We cannot redirect the faxes because they are not being received.
- C. It is not necessary to reinstall the service. The option to receive faxes just needs to be enabled.

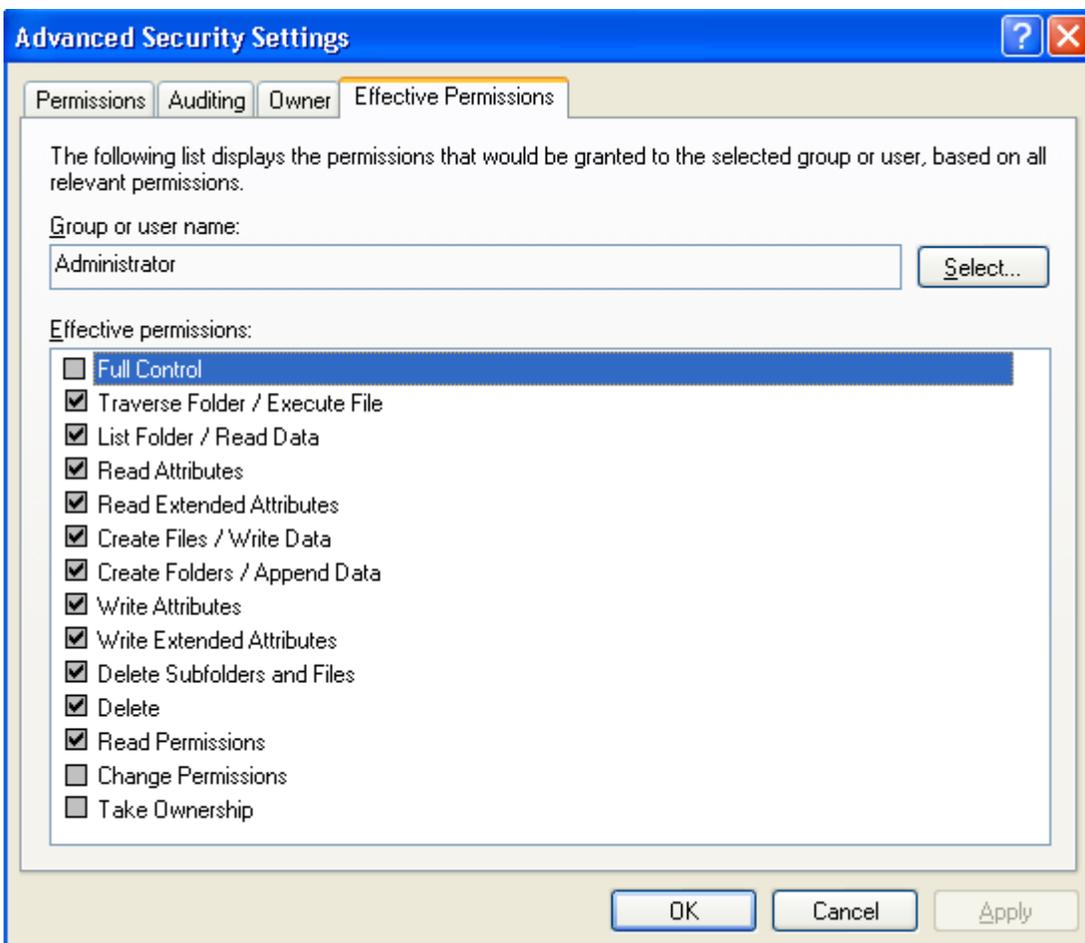
**Q. 53**

**You are the desktop administrator for your company. The company network consists of a single Active Directory domain. Helene, a domain user in the human resources department reports that her Windows XP Professional computer us running out of hard disk space.**

**You decide to implement file compression on the archive folders stored on her hard disk. You log on to her computer as a local administrator and attempt to compress the folders. However, you receive the following error message.**



You discover that the local administrators group on Helene's computer has the effective NTFS permissions shown in the exhibit.



You need to compress files and folders on Helene's computer. What should you do?

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- A. Instruct Helene to unencrypt the files and folders that you want to compress.
- B. Take ownership of the files and folders. Then select the Compression attribute for the files and folders.
- C. Grant the local administrator account **Allow-Full control** permission on the files and folders.
- D. Grant the local administrator account **Allow-Modify** permission on the files and folders.

**Answer: B.**

**Explanation:** In this scenario we are denied access to the folder. We can override these access restrictions by taking ownership of the folder.

**Incorrect Answers:**

- A. Encryption is not mentioned in this question. Furthermore, if the file were encrypted, an administrator has the authority to decrypt the files.
- C. We do not have permission to change the permissions, therefore we need to take ownership of the folder first.
- D. We do not have permission to change the permissions, therefore we need to take ownership of the folder first.

**Q. 54**

**You are the desktop administrator for your company. You are configuring a Windows XP Professional computer named MKT1. Twenty members of the marketing department will use MKT1 interactively. All of these users will require access to files on this computer. However, the users should not be able to overwrite or delete other users' files.**

**You create the folder structure on MKT1 and grant the permissions shown in the following table.**

<b>Group</b>	<b>NTFS permission</b>
<b>Everyone</b>	<b>Allow-read</b>
<b>Users</b>	<b>Deny-full control</b>
<b>Marketing users</b>	<b>Allow-read &amp; execute</b>
<b>Creator owner</b>	<b>Allow-modify</b>
<b>Administrators</b>	<b>Allow-full control</b>

**Now, users in the marketing department report that they cannot access, modify, or save any files to the folders on MKT1.**

**You need to grant the appropriate permissions to users in the marketing department. What should you do?**

- A. Remove Allow-Read permission from the Everyone group.

- B. Remove Deny-Full control permission from the users group.
- C. Grant the everyone group Allow-Modify permission on the folders.
- D. Grant the marketing users group Allow-Modify permission on the folders.
- E. Grant the Marketing users group Allow-full control permission on the folder.

**Answer: B.**

**Explanation:** When we deny full control to a group, we are denying all access. The Deny permission overrides all other permissions, including read and write, that a user may be assigned in all groups that the user is a member of. We therefore need to remove this restriction for the users group as all users are part of this group.

**Incorrect Answers:**

- A. This will not resolve the problem because the Deny permission overrides all other permissions users have in the other groups and all users are automatically part of the users group.
- C. This will not resolve the problem because the Deny permission overrides all other permissions users have in the other groups and all users are automatically part of the users group.
- D. This will not resolve the problem because the Deny permission overrides all other permissions users have in the other groups and all users are automatically part of the users group.
- E. This will not resolve the problem because the Deny permission overrides all other permissions users have in the other groups and all users are automatically part of the users group.

**Q. 55**

**You are a help desk technician for your company, which is in the process of deploying Windows XP Professional to all client computers.**

**You upgrade Pierre's Windows 98 portable computer to Windows XP Professional. After the upgrade, Pierre reports that some of his older software applications no longer work properly. Also, one of the hardware devices on his computer is not currently supported by Windows XP Professional. Pierre requests that you reinstall Windows 98 and all of his applications so that he can use his computer normally.**

**You need to restore Pierre's computer to its pre-upgraded state while retaining all of the applications, documents, and personal data on the computer. You want to accomplish this task in the minimum amount of time. What should you do?**

- A. Copy Pierre's documents and personal data to a shared folder on the network. Reinstall Windows 98 and Pierre's applications. Copy the documents and personal data to the My Documents folder on Pierre's computer.
- B. On Pierre's computer, run **Setup.exe** from a Windows 98 installation CD.
- C. On Pierre's computer, use the Add or Remove Programs Wizard to remove the **Windows XP Professional installation** item.

- D. On Pierre's computer, use a third-party disk-imaging software utility to apply a disk image that contains Windows 98 and Pierre's applications.

**Answer: C.**

**Explanation:** Windows XP includes an uninstall feature which allows us to uninstall Windows XP and return to the previous operating system.

**Incorrect Answers:**

- A. This is not necessary. We can uninstall Windows XP therefore we do not need to reinstall Windows 98.  
B. This will reinstall Windows 98. This is not necessary. We can uninstall Windows XP therefore we do not need to reinstall Windows 98.  
D. The question does not mention having a backup image of Windows 98.

**Q. 56**

**You are deploying new Windows XP Professional computers in your company. All employees will receive new computers, and their old Windows 98 and Windows 2000 Professional computers will be sold to another company.**

**You must ensure that each employee's documents, personal data, Microsoft Office XP settings, and desktop settings are copied from their old computers to their new computers. You want this data to be copied to the new computer when Windows XP Professional is installed.**

**What should you do?**

- A. Run the **Scanstate** utility on each employee's computer. Save the information generated by the utility to a shared folder on the network. Run the **Loadstate** utility in the installation script for each employee's new computer, specifying the shared folder on the network as the state source.  
B. Start each employee's old computer in the Recovery console. Copy the Registry files, documents, and personal data to a removable storage device. In each new computer's installation script, copy the information from the removable storage device to each new computer.  
C. Use Windows Explorer to copy all documents and personal data from each employee's old computer to each new computer. Run the **Regedit** command to export the Registry to a .REG file. In the installation script for each new computer, copy the documents and personal data to the computer, and import the .REG file.  
D. Run the **Sysprep** utility on each employee's old computer. Use a third-party disk-imaging software utility to create an image of the hard disk. After installing Windows XP Professional, apply the hard-disk image to each new computer.

**Answer: A.**

**Explanation:** The scanstate and loadstate tools are part of the User State Migration Tool. These tools can be used to collect user data and settings from one machine and load them on to another machine.

**Incorrect Answers:**

- B. This is an unnecessarily long way of achieving the desired results.
- C. This is an unnecessarily long way of achieving the desired results.
- D. The image will be an image of the old system. Applying the image will overwrite the XP installation.

**Q. 57**

**You are the desktop administrator for your company. You plan to install Windows XP Professional on a client computer. The computer contains a PCI network adapter, a PCI video adapter, and an industry standard architecture (ISA) SCSI adapter that hosts the hard disk and a CD-ROM drive.**

**After the installation begins, you receive an error message indicating that setup cannot find a hard disk.**

**You verify that the SCSI hard disk is connected and functional. Nevertheless, the error message persists when you restart setup. The installation will not resume.**

**What should you do to complete the installation?**

- A. Disable the APM features in the system BIOS.
- B. Enable UDMA in the system BIOS for the primary hard disk.
- C. Reserve an IRQ for the ISA SCSI adapter in the system BIOS.
- D. Set the system BIOS boot device option to boot from the SCSI hard disk.
- E. Restart Setup and install the driver for the SCSI adapter while initially copying the files.

**Answer: E.**

**Explanation:** During the early text-mode phase of the setup process, you can press F6 and install the driver for the SCSI adapter.

**Incorrect Answers:**

- A. APM is not the problem.
- B. UDMA is enabled by default. This will not affect the ability of Windows to detect the SCSI adapter.
- C. This will not fix the problem. Windows cannot detect the SCSI adapter so it cannot assign it an IRQ.
- D. The system cannot find the hard disk so it cannot boot from it.

**Q. 58**

You are the administrator of your company's network, which includes an Active Directory domain. Your company hires Julie to help deploy Windows XP Professional to 200 new computers. You create a new domain user account for Julie and add it to the Domain Users group.

Julie is able to perform the Windows XP Professional installation on the new computers, but she is unable to add the computers to the Active Directory domain. She verifies that the computers are connected to the network and that they are receiving IP configuration information from your company's DHCP server.

You need to ensure that Julie can add the new computers to the Active Directory domain. You also need to ensure that Julie does not have any unnecessary security privileges on the network. What should you do?

- A. Add Julie's domain user account to the Server Operators domain user group.
- B. Use the Delegation of Control Wizard to grant Julie's domain user account the right to create new objects in the computers container.
- C. On a domain controller, use the Local Computer Policy MMC to add Julie's domain user account to the **add workstations to domain** user right policy.
- D. Install the Active Directory users and computers MMC on Julie's Windows XP Professional computer. Add Julie's domain user account to the domain Administrators domain user group.

**Answer: C.**

**Explanation:** Julie needs the right to add workstations to the domain. If you configure this right on one Domain Controller, the right will be replicated to the other Domain Controllers.

**Incorrect Answers:**

- A. This will give her more rights than necessary.
- B. This will enable her to create any object in the computers container.
- D. This will give her more rights than necessary.

**Q. 59**

You are the desktop administrator for your company. You are responsible for automating the deployment of Windows XP Professional to new computers in your company. You are preparing a Windows XP Professional computer, which you will use to test disk imaging.

You install Windows XP Professional on the test computer and run the Sysprep utility. You use a third-party software package to create a disk image to a new computer and then restart the computer.

**Instead of completing the Windows XP Professional installation, the computer starts the Windows Welcome program, requiring you to enter additional setup information.**

**Because you will be deploying a large number of computers, you want to ensure that the disk image can be applied without additional user interaction. What should you do?**

- A. Use a network-based RIS server to apply the disk image to new computers.
- B. On the test computer, run the **Sysprep-factory** command. Re-create the disk image by using the third-party software.
- C. Use setup manager to create a Sysprep Answer: file. Copy the Answer: file to a floppy disk, and insert the disk into new computers when the disk image is applied.
- D. Create an Unattend.txt Answer: file. Copy the file to the C:\Winnt\System32 folder on the test computer. Run the **Sysprep** utility and re-create the disk image by using the third-party software.

**Answer: C.**

**Explanation:** There is not a parameter for specifying the mini-Setup Wizard Answer: file. The Answer: file must be renamed to Sysprep.inf. Sysprep.inf can exist either in the %systemdrive%\Sysprep folder (located on the hard disk of the destination computer), or on a floppy disk. If the Sysprep folder is named differently, Setup ignores it.

**Incorrect Answers:**

- A:** A RIS server is not required in this scenario. RIS would still need a Sysprep Answer: file.
- B:** Factory is not used to automate the installation further. The -factory command restarts the computer in a network-enabled state without displaying Windows Welcome or mini-Setup. This is used to make configuration changes and testing. When you have finished your desired set of tasks in Factory mode, run Sysprep.exe with the -reseal parameter to prepare the computer for end-user delivery.
- D:** The **Answer:** file must be renamed to Sysprep.inf, and must reside either on a floppy diskette or in the Sysprep folder in the root of the drive on which Windows XP is installed.

**Q. 60**

**You are the desktop administrator for Adventure Works. You perform a clean installation of Windows XP Professional on 25 computers. All of these computers are part of a workgroup named Dev.**

**All of the computers in Dev are configured to require a user name and password for logon. Thirty day after the installation, all users in the Dev workgroup report that they cannot log on to their computers.**

**How should you correct this problem?**

- A. Use the Windows product Activation wizard on all computers to activate Windows XP Professional via the Microsoft Clearing House.

- B. On each computer, log on as a local administrator and reset the user password at the next logon.
- C. Restart each computer in safe mode, and change the local account policy expiration from 30 days to zero days.
- D. Restart each computer in safe mode. Use system restore, specifying the restore point that was created after the clean installation of Windows XP Professional.

**Answer: A.**

**Explanation:** Windows XP must be activated within 30 days of installation. If it is not activated, you will only be able to use the activation wizard when you log in. You will not be able to use Windows until it has been activated via the Microsoft Clearing House, typically via the Internet.

**Incorrect Answers:**

- B. The passwords are not the problem. The default password expiration is 42 days.
- C. The local account policy does not expire.
- D. This will not negate the need to activate Windows.

#### **Q. 61**

**You are the desktop administrator for your company. You install a new driver for the network adapter card on your Windows XP Professional computer. When you restart the computer, the monitor displays a STOP error with no text before you are able to log on. Every time you restart the computer, a STOP error halts the start process.**

**You need to correct the error without affecting the user data on the computer. You also need to restore the original network adapter driver.**

**What should you do?**

- A. Restart the computer with the last known good configuration.
- B. Restart the computer by using the Recovery console, and stop the Network Connections service.
- C. Restart the computer by using a Windows XP Professional CD, and select the option to perform an Automated System Recovery (ASR) restore when prompted.
- D. Restart the computer by using a Windows XP Professional bootable floppy disk, and disable the network adapter. Restart the client computer, and enable the network adapter.

**Answer: A.**

**Explanation:** This will restore the registry to what it was at the time of the last successful logon.

**Incorrect Answers:**

- B. This will not stop the faulty driver from loading at startup.

- C. This will restore the system files. User data will be lost. This should only be used as a last resort.
- D. We will not be able to boot with a floppy. The driver would still be loaded which would cause startup to fail.

**Q. 62**

**You are the desktop administrator for your company. A graphics designer named Eric installs a photo editing application on his Windows XP Professional computer. After the installation, performance on his computer is significantly slowed.**

**In an attempt to resolve the problem, Eric uninstalls the photo editing application and restarts his computer. However, performance is not improved**

**You want to ensure that you preserve Eric's data and his computer settings while returning his computer to its previous working condition as quickly as possible.**

**What should you do?**

- A. Restart the computer with the last known good configuration.
- B. Use disk Defragmenter on the computer's hard disk.
- C. Restore Windows XP Professional by using the most current system restore point.
- D. Restore Windows XP Professional by using an Automated system recovery (ASR) backup.

**Answer: C.**

**Explanation:** We can roll the system back to the latest restore point. This will restore the system to what it was at the time of the last restore point.

**Incorrect Answers:**

- A. This will only restore the registry to what it was at the time of the last logon. The application was installed at this time.
- B. This will not restore the system to its previous state.
- D. This will restore the system files, but user data could be lost.

**Q. 63**

**You are the desktop administrator for your company. A remote sales representative named Laura uses a Windows XP Professional portable computer.**

Laura travels to customer locations daily, and she usually works from home. She does not use a docking station when she starts the computer at home. Each time Laura starts her computer, she is prompted to choose between the Docked and Undocked hardware profiles from the Hardware Profile Menu.

You need to ensure that Laura is not prompted to choose a hardware profile each time she start her computer. You also need to allow her computer to start automatically with the undocked profile and without delay.

How should you configure Laura's computer?

- A. Modify the BIOS settings, and disable support for the docking station.
- B. Modify the hardware profiles, and remove the Docked hardware profile.
- C. Modify the Device Manager settings to disable all devices used by the docking station.
- D. Configure the hardware profiles so that the Undocked hardware profile is the default hardware profile for startup.

**Answer: B.**

**Explanation:** There is no need for the docked profile because Laura does not use a docking station.

**Incorrect Answers:**

- A. There is no such BIOS setting.
- C. She would still be prompted to choose a hardware profile.
- D. She would still be prompted to choose a hardware profile. After a set period of time, the undocked profile would be selected by default.

**Q. 64**

You are the desktop administrator for your company. All users in the network have Windows XP Professional computers. Users in the research department have dual-processor computers.

Users in the research department report that when they run 16-bit Windows programs, their computer performance becomes very slow. You use system monitor to monitor the users' computers. You discover that when the users are running their 16-bit applications, one processor shows a sustained utilization of more than 90 percent while the other processor only shows utilization of less than 10 percent.

You need to improve application performance for the users in the research department. What should you do?

- A. Configure each application to run in a separate memory space.
- B. Configure each application to run in AboveNormal priority class.
- C. For each application, set the compatibility mode to Windows 95.
- D. Configure processor affinity for each application to allow it to run on both processors.

**Answer: C.**

**Explanation:** If we run a program and it does not function as expected, it is recommended that we run the program in one of the compatibility environments. This is a legacy application so it is likely that it would run better in a Windows 95 environment.

**Incorrect Answers:**

- A. This will not affect the performance of the program or the processor usage.
- B. This will have an adverse affect on other processeses.
- D. 16-bit programs are single threaded. This means they can only run on one processor, not two.

**Q. 65**

**You are a help desk technician for your company. All users have Windows XP Professional computers.**

**Ten users run a custom application named Finance on their computers. Finance stores user passwords in a file named Passwords.ini**

**By default, the passwords.ini file is stored in a folder named C:\Winnt\App1. The location and name of the file can be changed by an administrator. Each Passwords.ini file is unique. Each computer contains a single logical drive, which is drive C and is formatted as NTFS**

**In order to comply with a new company security policy, you need to ensure that the Passwords.ini files are encrypted. What should you do?**

- A. In the Properties of the C:\Winnt\App1 folder, use Windows Explorer to select the option to encrypt the contents of the folder. Accept the default settings on the **Confirm Attributes Changes** dialog box.
- B. Ask a network administrator to share a new encrypted folder named PassFiles on a network server and to permit users to read the files contained within the folder. Copy the passwords.ini file from each computer into the PassFiles folder. On each computer, configure Finance to use the Passwords.ini file in the PassFiles folder.
- C. Create a folder named C:\Files. Copy the Passwords.ini file to the C:\Files folder. In the properties of the C:\Files folder, select the option to encrypt the contents of the folder. Accept the default settings on the **Confirm Attributes Changes** dialog box. Configure Finance to use the C:\Files\Passwords.ini file.
- D. Create a folder named C:\Files. Move the passwords.ini file to the C:\Files folder. Instruct the user of each computer to open the properties of the C:\Files folder and select the option to encrypt the contents of the folder. Accept the default settings on the **Confirm Attributes Changes** dialog box. Configure Finance to use the C:\Files\Passwords.ini files.

**Answer: D.**

**Explanation:** The user must encrypt the files. If the administrator encrypts the files, the user will not be able to access them.

**Incorrect Answers:**

- A. The user must encrypt the files.
- B. Each Passwords.ini file is unique. We cannot have 10 files with the same name in one shared folder.
- C. The file is copied so the original is left unencrypted.

**Q. 66**

**You are the desktop administrator for your company. You set up a new Windows XP Professional computer at home. The computer is always connected to the internet via an ADSL modem.**

**You enable the internet connection firewall on the ADSL connection. After several days, you notice that the computer is running slower than normal.**

**You examine the internet connection firewall on your home computer. A portion of the log file is shown here.**

```
2001-10-25 15:28:36 CLOSE TCP 172.30.23.1 172.30.23.103 3738 80 -  
-----  
2001-10-25 15:28:36 CLOSE TCP 172.30.23.104 172.30.23.103 1076 80  
-----  
2001-10-25 15:28:53 OPEN-INBOUND TCP 172.30.23.104 172.30.23.103 1077 80 -----
```

**You want to prevent the activity shown in the log. How should you configure the internet connection firewall?**

- A. Clear the **Telnet Server** check box on the **services** tab.
- B. Clear the **Allow incoming echo requests** on the **ICMP** tab.
- C. Clear the **Web server (HTTP)** check box on the **services** tab.
- D. Clear the **Internet Mail server (SMTP)** check box on the **services** tab.
- E. Clear the **Log successful connections** checkbox on the **security Logging** tab.

**Answer: C.**

**Explanation:** The fields in the log file seen above are: date time action protocol src-ip dst-ip src-port  
We see that the protocol is TCP and source port is 80. The logged traffic is traffic involving a local Web Server.  
We simply disable the Web server (HTTP) service to avoid this kind of traffic. A firewall is a security system

that acts as a protective boundary between a network and the outside world. Windows XP includes Internet Connection Firewall (ICF) software you can use to restrict what information is communicated between the Internet and your home or small office network.

**Incorrect Answers:**

- A:** Telnet uses TCP port 23, not TCP port 80.
- B:** ICMP does not use TCP port 80.
- D:** SMTP use TCP port 25, not TCP port 80.
- E:** We want to disable traffic not to disable logging.

**Q. 67**

**You are the desktop administrator for your company. Your company's software developers use Windows XP Professional and IIS on their client computers to develop web-based applications.**

**One of the developers reports that he can no longer access the web-based application on his desktop by using his web browser. When you attempt to access the application by using your web browser, you receive the following error message, "Cannot find server or DNS Error."**

**You verify that the world wide web publishing service is started on the developer's computer. You also verify that you are using the correct URL to access the developer's computer by using your web browser.**

**You need to ensure that the developer can access the web application by using his web browser. How should you configure the developer's computer?**

- A. Start the default web site.
- B. Start the IIS Admin Service.
- C. Run the **IPconfig/registerdns** command.
- D. In the default web site properties, disable the host header setting.

**Answer: A.**

**Explanation:** In this scenario the web site needs to be started as well as the WWW service.

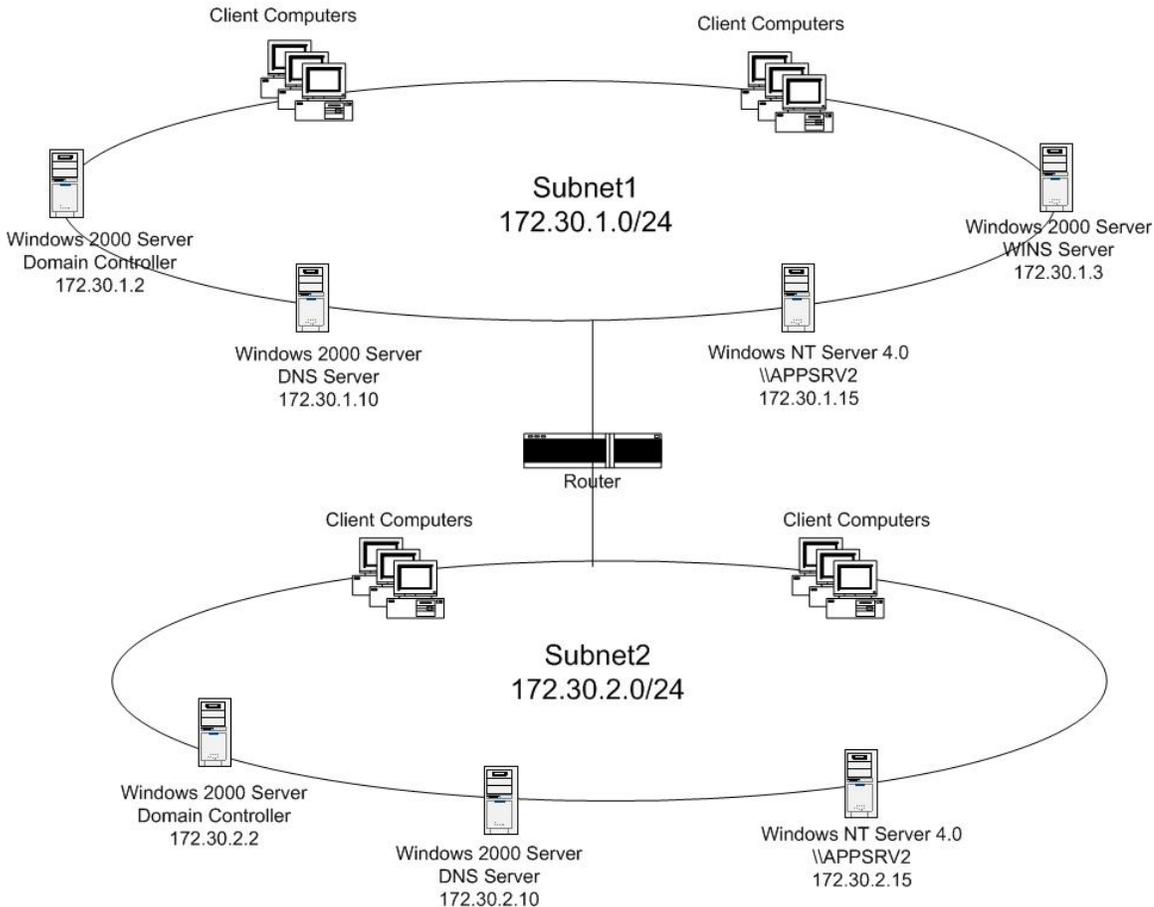
**Incorrect Answers:**

- B:** This will not affect a users ability to connect to the web site.
- C:** This will register the IP address of the computer with DNS. This will not affect a users ability to connect to the web site.
- D:** The question says the correct URL is being used, so the host header should not be disabled.

**Q. 68**

You are the administrator of your company's network. The network consists of a single Windows XP Professional and Windows 2000 Professional client computers. All computers have manually configured IP addresses.

A portion of your network is shown in the configuration exhibit.



You install a new Windows XP Professional client computer on Subnet2. The user of this computer reports that she cannot access an application hosted on APPSRV1.

When she tries to access the application, she receives the following error message, “Network path not found.”

The user verifies that she can access resources on other servers located on both subnets.

You view the configuration of her network connection, as shown in the Network Connection Details exhibit.

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**You need to ensure that the user can access the application on APPSRV1. What should you do?**

- A. Configure the computer to use the address of the ns server on Subnet1.
- B. Configure the computer to use the address of the WINS server on Subnet1.
- C. Configure the computer to use DHCP to automatically receive its TCP/IP configuration.
- D. Configure the computer to use an IP address from Subnet1 as an alternate configuration.

**Answer: B.**

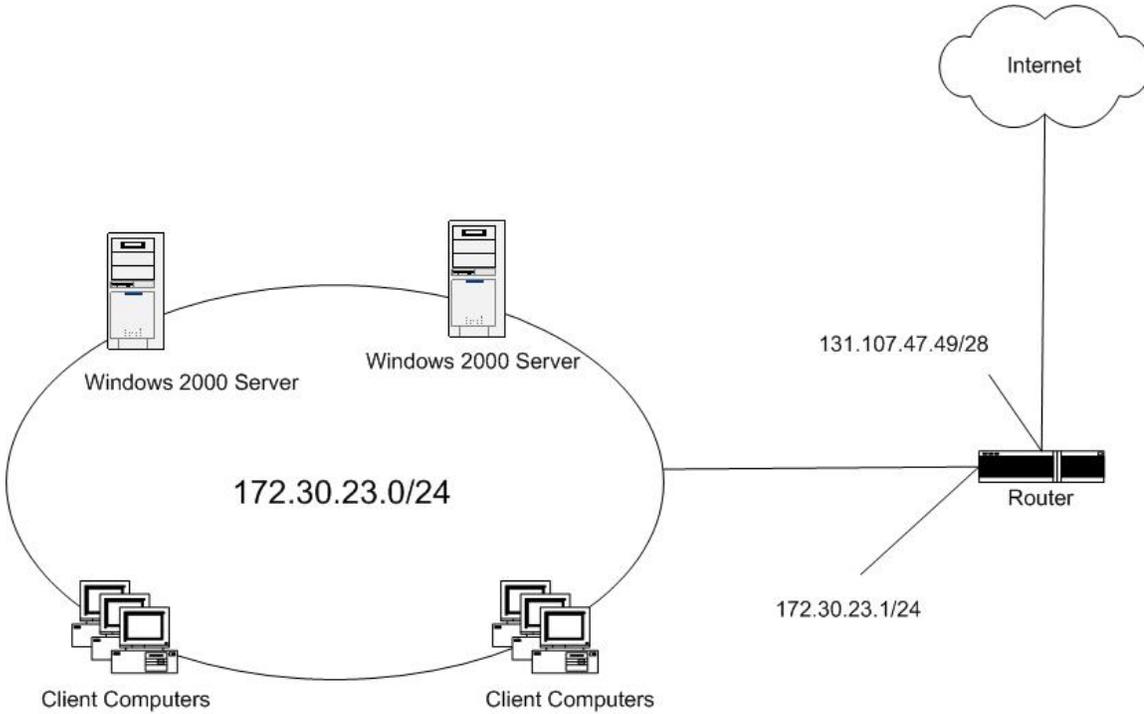
**Explanation:** The application server is a Window NT machine so it will use a NetBIOS name. NetBIOS names are resolved with WINS servers. The Windows NT machine will register with the WINS server on subnet 1.

**Incorrect Answers:**

- A. DNS is not used for NetBIOS names.
- C. All computers have static IP addresses.
- D. This would cause the client to be unable to communicate with any computers because she'd have a subnet 1 IP address while being located on subnet 2.

**Q. 69**

You are a help desk technician for your company. A portion of your network is shown in the exhibit.



All employees use Windows XP Professional computers. All client computers in the web development department require manually configured IP addresses to access a web-based application on the internet. All other client computers used DHCP for their TCP/IP configuration.

A new user in web development reports that he cannot access internet resource from his computer. No other users in the web development department are reporting any connectivity problems.

You run the Netstat -r command on the new user’s computer and receive the following log entries.

**Active Routes:**

Network	Netmask	Gateway	Interface	Metric
0000	0000	172.30.23.57	174.30.23.57	1
127.0.0.0	255.0.0.0	127.0.0.1	127.0.0.1	1
172.30.23.0	255.255.255.0	172.30.23.1	172.30.23.57	1
172.30.23.57	255.255.255.255	127.0.0.1	127.0.0.1	1
127.30.255.255	255.255.255.255	172.30.23.57	127.30.23.57	1
244.0.0.0	240.0.0.0	127.30.23.57	127.30.23.57	1
255.255.255.255	255.255.255.255	127.30.23.57	127.30.23.57	1

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**You need to configure the new user's computer to have internet access. What should you do?**

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

**Answer: C.**

**Explanation:** The default gateway should be set to the internal interface of the router. This is 172.30.23.1.

**Incorrect Answer:**

- A. The network uses a 24 bit subnet mask which is 255.255.255.0.
- B. The network uses a 24 bit subnet mask which is 255.255.255.0.
- D. This is the external address of the router. The default gateway should be set to the internal interface of the router.

**Q. 70**

**You are the desktop administrator for your company. Your company has offices in Los Angeles and New York. Both offices are connected by a wide area network (WAN) connection. The networks at both offices include Windows XP Professional computers. The company uses a single Active Directory domain that includes a Microsoft exchange 2000 server computer. Neither office is connected to the Internet.**

**Peter is a member of the marketing department in the New York office. Peter needs to use Remote Assistance to obtain help from another marketing employee in Los Angeles. However, when Peter attempts to send a remote assistance invitation by using Windows Messenger, and error message reports that he does not have a Net Passport.**

**You need to ensure that Peter can send a Remote Assistance invitation by using Windows messenger. How should you configure Peter's computer?**

- A. Configure Windows Messenger to log on by using an exchange account.
- B. Install MSN Explorer. Configure to log on using a valid Net Passport.
- C. Configure Windows Messenger to log on using a valid Net Passport user name and password.
- D. Install a modem. Configure the modem to dial up to an internet service provider when an internet connection is required.

**Answer: A.**

**Explanation:** Windows messenger can be configured to use an Exchange 2000 server within a corporate environment.

**Incorrect Answers:**

- B. This requires an internet connection.
- C. This requires an internet connection.
- D. This will not resolve the problem because the other user would also need an internet connection.

**Q. 71**

**You are a help desk technician for your company. Michael and Veronica are users in your company's marketing department. Michael and Veronica use Windows XP Professional portable computers.**

**Michael and Veronica use Internet explorer to connect to a web-based internet e-mail service. Michael reports that he is required to provide a user name and password each time he accesses the web site. However, Veronica is not required to log on each time she accesses the web site. The web site remembers Veronica's user name and password.**

**You need to configure Michael's computer so that the web site can remember his user name and password. How should you configure internet explorer on Michael's computer?**

- A. Set the security level for the internet zone to **medium**.
- B. Set the privacy configuration for First party cookies to **accept**.
- C. Modify the privacy configuration so that the **Always allow session cookies** check box is selected.
- D. Modify the security configuration so that the internet e-mail web site is included in the **Trusted Sites** list.

**Answer: B.**

**Explanation:** A cookie is a text file that the web site places on our hard disk. In this case, the text file would contain the username and password. First-party cookies are cookies that are associated with the host domain. Third-party cookies are cookies from any other domain.

**Incorrect Answers:**

- A. This would affect all the security settings. We only need to change one setting.
- C. Session cookies are deleted when the user disconnects from the website. We need a permanent cookie so the information is still there after we disconnect from the website.
- D. This will not resolve the problem. The site needs to write a cookie to our hard disk.

**Q. 72**

You are a help desk technician for your company. Andrew is a salesperson who works remotely. Andrew uses a Windows XP Professional portable computer. He connects to the company network by dialing in to a company remote access server and logging on to the company Active Directory domain. Andrew dials in to several different branch offices, depending on where he is located.

Andrew's user account is a member of the local Administrators group on his computer. He reports that he cannot enable the internet connection firewall on a new dial-up connection that he created. In the past, he enabled the internet connection firewall on other dial-up connections that he created.

You need to ensure that Andrew can enable the internet connection firewall on new dial-up connections that he creates. What should you do?

- A. Remove Andrew's user account from the local administrator group. Add his user account to the local Power Users group.
- B. Ask a domain administrator to remove the **Prohibit use of internet connection firewall on your DNS domain** group policy in the domain. Instruct Andrew to connect to the company network and to log on to the domain.
- C. Instruct Andrew to disable internet connection sharing (ICS) Discovery and control on his computer. Instruct Andrew to delete and re-create the new dial-up connection.
- D. Instruct Andrew to delete and re-create the new dial-up connection. Instruct Andrew to share the new dial-up connection by using internet connection sharing (ICS).

**Answer: B.**

**Explanation:** A group policy is preventing Andrew from using Internet Connection Firewall (ICF) on connections to a branch office. This group policy might not apply to all Andrew's remote connections. Andrew must ask a domain administrator to disable this group policy. The **Prohibit use of internet connection firewall on your DNS domain** setting determines whether users can enable the Internet Connection Firewall (ICF) feature on a connection, and if the ICF service can run on a computer. This setting is location aware. It only applies when a computer is connected to the same DNS domain network it was connected to when the setting was refreshed on that computer. If a computer is connected to a DNS domain network other than the one it was connected to when the setting was refreshed, this setting does not apply. This is designed to protect the integrity of corporate networks but it does not prevent users with laptops, for example, from taking their computers home and using these features on their own networks.

**Incorrect Answers:**

- A:** The Power Users group has less rights and permissions compared to the Local Administrators group. You must be an administrator for the system in order to enable and manipulate ICF.
- C:** Recreating a new dial-up connection will not resolve the problem. A network policy blocks configuration of ICF.
- D:** Recreating a new dial-up connection will not resolve the problem. A network policy blocks configuration of ICF.

**Q. 73**

**You are a help desk technician for your company. Your Windows XP Professional computer is connected to the company network, which is connected to the internet via a T1 line. Your computer hosts a web site that is accessed by other help desk technicians.**

**You set up a new Windows XP Professional computer at home. The home computer is connected to the internet via a cable modem that is always on. The home computer is configured to use a static IP address assigned by your internet service provider.**

**You want to use a remote desktop connection to control your home computer while you are at work. However, you want to prevent any other internet traffic from reaching the home computer. You verify that your company's internet firewall permits remote desktop connection traffic.**

**Which two actions should you take? (Each Answer: presents part of the solution. Choose two)**

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

**Answer: D, E.**

**Explanation:** Enable the Internet Connection Firewall. This can be configured to block all ports except the ports used by Remote Desktop. This will block all internet traffic except Remote Desktop traffic.

**Incorrect Answers:**

- A. The office is protected by a firewall so you do not need to enable it on our computer.
- B. This question is not related to internet connection sharing.
- C. This question is not related to internet connection sharing.
- F. We want to block this port as stated in the question. All internet traffic (except Remote Desktop) should be blocked.
- G. The computer has a permanent internet connection so a dial up connection is not needed.

**Q. 74**

**You are the desktop administrator for your company. You are using RIS to install Windows XP Professional on a new computer. You start the computer, but instead of connecting to your network RIS server, your computer returns the following error message, “Operating system not found.”**

**You verify that the computer contains a PXE-compliant network adapter that is connected to your network.**

**You need to start the computer and connect to your network RIS server. What should you do?**

- A. Ask a network administrator to modify the network DHCP server to include a DHCP reservation for the computer.
- B. Ask a network administrator to modify the RIS server permissions to grant your domain user account **Allow-Read** permission on the RIS images.
- C. Modify the computer’s BIOS settings, and ensure that the computer is configured to boot from the network.
- D. Modify the computer’s BIOS settings, and ensure that the computer’s boot password is the same as the RIS server’s Administrator password.

**Answer: C.**

**Explanation:** The error in this scenario occurs because the computer is trying to boot from the hard disk which has no operating system installed. To use RIS the computer must be configured to boot from the network.

**Incorrect Answers:**

- A. DHCP reservations are not necessary to use RIS.
- B. This needs to be done but it is not the cause of the error message in the question.
- D. There is no such thing as a boot password.

**Q. 75**

**You are deploying new Windows XP Professional computers in your company. All employees will receive new computers, and their old Windows 98 and Windows 2000 Professional computers will be sold to another company.**

**You must ensure that each employee’s documents, personal data, Microsoft Office XP settings, and desktop settings are copied from their old computers to their new computers. You want this data to be copied to the new computer when Windows XP Professional is installed.**

**What should you do?**

- A. Run the **Sysprep** utility on each employee's old computer. Use a third-party disk-imaging software utility to create an image of the hard disk. Apply the hard-disk image to each new computer.
- B. Run the **Scanstate** utility on each employee's computer. Save the information generated by the utility to a shared folder on the network. Run the **Loadstate** utility in the installation script for each employee's new computer, specifying the shared folder on the network as the state source.
- C. Copy the user profiles on each employee's old computer to a shared folder on the network. Copy the user profiles from the shared folder to each employee's new computer
- D. Start each employee's old computer in the Recovery console. Copy the Registry files, documents, and personal data to a removable storage device. In each new computer's installation script, copy the information from the removable storage device to each new computer.

**Answer: B.**

**Explanation:** The Scanstate and Loadstate tools are part of the User State Migration Tool. The Scanstate tool records all the user settings. The Loadstate tool loads the saved user settings to the new machines.

**Incorrect Answers:**

- A. This would load an image on to the new computer which is exactly the same as the old computer: i.e. the same operating system.
- C. The user profiles would be incompatible with Windows XP.
- D. The registry files would be incompatible with Windows XP.

**Q. 76**

**You are responsible for installing Windows XP Professional on the Windows 2000 Professional computers at your company. Before you begin the installation, you create a network shared folder named \\FileSrv01\WinXP. You copy the Windows XP Professional installation files to this folder.**

**Next, you use a 56-Kbps connection to the internet to download updates from the Windows Update web site to \\FileSrv01\XPUpdates.**

**Now, you need to install Windows XP Professional on the computers. Because your office's internet connection is used for other purposes, you want to use the least possible WAN bandwidth while performing the installations. You also want to download updates to be applied to the computers with the least possible administrative effort.**

**Which action should you take on each computer?**

- A. Run the [\\FileSrv01\WinXP\Winnt32\dudisable](#) command.
- B. Run the [\\FileSrv01\WinXP\Winnt32\copydir:i386\XPUpdates\dudisable](#) command.
- C. Run the [\\FileSrv01\WinXP\Winnt32](#) command, accept the Dynamic updates defaults, and install the updates.

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- D. Run the `\\FileSrv01\WinXP\Winnt32\dupprepare:\\FileSrv01\XPUpdates` command. Then, run the `\\FileSrv01\WinXP\Winnt32\dushare:\\FileSrv01\XPUpdates` command.

**Answer: D.**

**Explanation:** The /dupprepare switch prepares the downloaded update files to be used during an installation with the /dushare switch. When you run Winnt32.exe with the /DUShare switch, the Dynamic Update wizard is not displayed to the user and no attempt is made to connect to Windows Update.

**Incorrect Answers:**

- A. The /dudisable switch disables the dynamic update wizard but the installation will only use the original installation files without the downloaded updates.
- B. This is an incorrect command.
- C. If we accept the defaults, the installation wizard will connect to the internet to download the updates.

**Q. 77**

**You are the desktop administrator for your company. Your Windows XP Professional computer is configured to use an external fax modem.**

**The fax modem is configured to send and receive faxes. You install a new application that requires the computer to be restarted.**

**After the computer restarts, you can no longer send and receives faxes. When you open the Fax console, you notice that the options to send and receive faxes are unavailable.**

**You need to configure your computer to send and receive faxes. What should you do?**

- A. Turn the fax modem off and then on again.
- B. Configure the Fax service to start automatically. Then start the Fax server.
- C. Use the fax configuration wizard to configure the fax modem to send and receive faxes.
- D. Log on as a local administrator, and grant your user account **Allow Full Control** Permission on the fax printer driver.

**Answer: C.**

**Explanation:** The Fax modem device is configured to send and receive faxes, but to receive a fax from within Windows XP, you must first enable and configure the Fax service; you have to select the Enable Receive check box in the Fax Configuration Wizard to receive faxes.

**Incorrect Answers:**

- A: Turning the fax modem on and off will not resolve the problem.

- B:** The fax service needs to be configured to receive. Just starting it automatically will not enable it to receive faxes.
- D:** This is a configuration task that needs to be done, not a permission problem.

**Q. 78**

You are a help desk technician for your company. All users have computers that run Windows XP Professional. Users in the software development department use computers that have a dual-boot configuration. These computers have both Windows XP Professional and Windows 98 installed.

The hard disks on these computers are configured as shown in the table.

Physical disk	Drive letter	File system	Volume type
0	C	FAT 32	Windows 98 Boot
0	D	FAT 32	Windows XP Professional system and Boot
1	E	FAT32	Data

A software developer converts drives D and E on his computer to NTFS. He inadvertently run Convert.exe on drive C. He is now worried that he will no longer be able to start Windows 98 after his computer restarts.

You need to stop the user's conversion process so that he can continue to access Windows 98. What should you do?

- A. Run the **Fsutil behavior set disabledlastaccess 1** command on the computer before restarting the computer.
- B. Configure the Read-only and system attributes on the root of drive C before restarting the computer.
- C. Restart the computer in the Recovery console. Run the **Fixmbr** command and then the **Fixboot** command
- D. Delete the **Autocheck autoconv\??\c:/fs:ntfs** string from the BootExecute value in HKEY\_LOCAL\_MACHINE\_SYSTEM\CurrentControlSet\Control\SessionManager

**Answer: D.**

**Explanation:** When we run the convert.exe utility, the registry key is modified so that the process will continue at the next reboot.

**Incorrect Answers:**

- A. Fsutil is a file system command line tool. The "fsutil behavior set disablelastaccess 1" command would disable NTFS Last Access Update. File system performance would be increased somewhat and not much else is lost by this action. However it would not prevent the file system from being converted to NTFS on next reboot.

- B. Changing these attributes will not stop the pending file system conversion.
- C. These will rewrite the first two sectors of the hard disk. These will not affect the file conversion.

**Q. 79**

You are a help desk technician for your company. All employees use Windows XP Professional computers.

A salesperson named Philippe receives a removable disk drive cartridge from his supervisor. Philippe now reports that he cannot edit files on the cartridge, he receives an “access denied” error message. Philippe’s supervisor is currently out of the office.

You place the cartridge in the removable drive on your computer. You receive the same “access denied” error message when you try to access the files and folders.

You call Philippe’s supervisor. She asks you to grant permission to access the contents of the cartridge only to Philippe. However, she also wants to prevent Philippe from changing permissions on the contents of the cartridge.

Which two actions should you take? (Each correct Answer: presents part of the solution. Choose two)

- A. As administrator, take ownership of the files and folders.
- B. As administrator, grant your help desk user account **Allow-Full Control** permission on the files and folders.
- C. Grant Philippe **Allow-Modify** permission on the files and folders.
- D. Grant Philippe **Allow-Full Control** permission on the files and folders.
- E. Grant Philippe **Allow-Take Ownership** permission on the files and folders.

**Answer: A, C.**

**Explanation:**

- A. We need to take control of the files and folders. This will enable us to bypass the permissions on the files so that we can change the permissions.
- C. The modify permission will allow Phillippe to edit the files but will not allow him to change the permissions on the files.

**Incorrect Answers:**

- B. We do not require full control permission on the files. We can take ownership of the files then give Phillippe permissions on the files.
- D. This will give Phillippe the required permission to change the permissions on the files.
- E. This will give Phillippe the required permission to change the permissions on the files.

**Q. 80**

You are a help desk technician for your company. An employee named Anne is using her Windows XP Professional portable computer to work with a file named MarketingPlan.doc, which is located in a folder named \\Mfiles01\Plans.

Anne needs to make the file available on her portable computer, when she is out of the office. You verify that she has permission to make the file available offline. However, when Anne Right-clicks the file, the menu option labelled Make available offline is not visible.

You need to ensure that Anne can make the file available offline. What should you do?

- A. Instruct Anne to map a network drive to the [\\Mfiles\Plans](#) folder.
- B. Instruct Anne to move the MarketingPlan.doc file from the [\\Mfiles01\Plans](#) folder to a shared folder that is formatted as NTFS.
- C. Ask a network administrator to modify the permissions on the MarketingPlan.doc file to grant **Anne Allow-Read & Execute** permission.
- D. Ask a network administrator to open the properties of the Plans shared folder and ensure that the **Allow caching of files in this shared folder** check box is selected.

**Answer: D.**

**Explanation:** Enabling offline files is a two step process. First, it must be enabled on the shared files by allowing the caching of the files. Only when this is done will Anne be able to make the files available to her offline.

**Incorrect Answers:**

- A. There is no need to map a drive to the folder.
- B. We do not require NTFS to enable offline files.
- C. These permissions affect her ability to enable the files to be available offline.

**Q. 81**

You and Stephan are the desktop administrators for your company. You install a printer on your Windows XP Professional computer. You share this printer on the company network.

You want to ensure that only members of the DTAdmins local group can use this printer, and that only you and Stephan can manage the printer and all print jobs.

You also want to ensure that members of the DTAdmins local group can manage only their own print jobs.

**How should you configure security on this printer?**

- A. Grant **Allow-Print** permission to the DTAdmins group. Grant **Allow-Manage Documents** permission to your user account and o Stephan's user account.
- B. Grant **Allow-Print** permission to the DTAdmins group. Grant **Allow-Manage Documents** and **Allow-Manage Printers** permissions to your user account and o Stephan's user account.
- C. Grant **Allow-Manage Documents** permission to the DTAdmins group. Grant **Allow-Manage printers** permission to your user account and o Stephan's user account.
- D. Grant **Allow-Print** permission to the DTAdmins group. Remove Allow-Manage Documents permission from the Creator Owner group. Grant **Allow-Manage Printers** permission to your user account and o Stephan's user account.

**Answer: B.**

**Explanation:** By default, anyone with Allow-Print permission can manage their own print jobs. This is because anyone who sends a print job is placed in the Creator Owner group. The creator owner of a document can manage it. To manage other people's documents we need Allow Manage Documents permission. To manage the printer we need Allow Manage Printer permissions

**Incorrect Answers:**

- A. This does not give you the permission to manage the printer.
- C. This will allow members of the DTA group to manage any document.
- D. This will prevent members of the DTA group from managing their own documents.

**Q. 82**

**You are a help desk technician for your company. A user named Bruno has a Windows XP Professional portable computer that contains two hard disks, which are configured as logical drives C and D. Both hard disks are formatted as NTFS.**

**You run the Cachemove utility to move Bruno's Client Side Cache (CSC) to the D:\Data\CSC folder. Bruno now reports that his offline files cannot be synchronized. He does not receive any error messages or warnings to indicate the source of the problem.**

**Whenever Bruno tries to synchronize the files, Synchronization Manager reports that the synchronization completed successfully. However, when he opens the file, it is not the correct version. You verify that the D:\Data\CSC folder exists on Bruno's computer.**

**You need to ensure that Bruno can synchronize his offline files. What should you do?**

- A. On Bruno's computer, re-initialize the offline files CSC.

- B. Instruct Bruno to delete the offline files on his computer.
- C. On Bruno's computer, modify the NTFS permissions on drive D to grant Bruno the ability to create new folders.
- D. Ask a network administrator to modify the server-based file permissions on Bruno's files so that Bruno has **Allow-Read** permission on each file.

**Answer: A.**

**Explanation:** The Offline Files cache is a folder structure located in the %SystemRoot%\CSC folder, which is hidden by default. The CSC folder, and any files and subfolders it contains, should not be modified directly; doing so can result in data loss and a complete breakdown of Offline Files functionality.

This is what has happened in our scenario. We can overcome this problem by re-initializing the offline files. In Folder Options, on the Offline Files tab, press CTRL+SHIFT, and then click Delete Files. Answer: the question "Do you wish to re-initialize the cache?" with yes and restart the computer.

Windows 2000 introduced the capability to cache offline files (also known as client-side caching [CSC]). This technology allows network users to access files on network shares, even when the client computer is disconnected from the network.

**Incorrect Answers:**

- B:** Only deleting the offline files will not resolve the problem. It could help if Bruno, after deleting the offline files, performed a synchronization of files by using the Synchronization Manager.
- C:** This is not a NTFS permission problem. The CSC has to be re-initialized.
- D:** This is not a NTFS permission problem. The CSC has to be re-initialized.

**Q. 83**

**You are the desktop administrator for your company. All employees use Windows XP Professional computers.**

**A user named Julie is a member of the sales user group. She reports that she cannot save a sales report spreadsheet o a shared folder on another computer.**

**You examine the shared folder, which has the permissions shown in the following table.**

User or group	Permission	Permission type
Everyone	Allow-Full control	Shared folder
Sales	Allow-read & Execute	NTFS
Managers	Allow-modify	NTFS
Admins	Allow-full control	NTFS

**You need to ensure that Julie can save her spreadsheet to the shared folder. What should you do?**

- A. Grant Julie **Allow-Modify** shared folder permission.
- B. Grant the Sales group **Allow-Modify** NTFS permission.
- C. Grant Julie **Allow-Full Control** shared folder permission.
- D. Grant the sales group **Allow-Create Files/Append Data** NTFS permission.

**Answer: B.**

**Explanation:** Julie does not have enough NTFS permission to write to the folder. This is the only Answer: that gives her enough permission. (Although it does give her MORE than enough along with everyone else in the sales group).

**Incorrect Answers:**

- A. The shared folder permission is not restricting her because the everyone group has full control.
- C. The shared folder permission is not restricting her because the everyone group has full control.
- D. This is a non-existent permission.

**Q. 84**

**You are the desktop support technician for Margie's travel. Every day, a user named Andrea successfully faxes travel itineraries from her Windows XP Professional computer.**

**Andrea's computer is configured to use an external fax device. The fax device is configured to receive faxes. However, Fax monitor does not Answer: any incoming calls.**

**You need to configure Andrea's computer to receive faxes. What should you do?**

- A. Restart Andrea's computer.
- B. Turn the external fax device off and then on again.
- C. Use the fax monitor to manually **Answer:** the incoming fax calls.
- D. Configure the fax device to automatically **Answer:** incoming fax calls after the first ring.

**Answer: D.**

**Explanation:** In Windows XP the Fax Service is only enabled to send faxes by default. We can either manually receive each individual fax or we can configure the Fax Service to automatically receive faxes. We can use the Fax Configuration Wizard to configure Fax to automatically receive faxes. We can specify after how many rings the fax will attempt to Answer: the fax line. In this scenario we can specify the fax device to automatically Answer: after the first ring.

**Incorrect Answers:**

- A:** Restarting the computer will not resolve the problem.
- B:** Turning the fax device off and on will not resolve the problem.
- C:** The fax monitor can be used to manually receive incoming fax calls. However it would be better to configure the Fax Service to automatically receive faxes.

**Q. 85**

**You are the desktop administrator for Wide World Importers. You have installed Windows XP Professional on a portable computer for a user named Bruno. Bruno travels between the main office in New York and the branch office in Tokyo. Bruno needs to create documents in the English and Japanese languages.**

**You need to provide an easy method for Bruno to switch between languages. You also need to allow Bruno to create documents in the selected language immediately.**

**How should you configure the Regional and Language Options on Bruno's computer?**

- A.** In the Languages options, configure the **Language bar** to show additional Language bar icons.
- B.** In the Languages options, select the **Install files for complex script and right-to-left languages (including Thai)** check box.
- C.** In the Languages options, select the **Install Files for East Asian languages** check box. Add **Japanese** as an input language.
- D.** In the Advanced options, select **Japanese** as the Language for non-Unicode programs. In the **Language** options, add the **Japanese keyboard/ME layout**.

**Answer: C.**

**Explanation:** In the Windows operating systems, a locale is a set of user preference information related to the user's language, environment and/or cultural conventions. We must install the Japanese input locale, and in order to do so we must install the Japanese language group. The Japanese language group is included in the East Asian language collection.

In order to use one of the locales it is necessary to have the appropriate Language Group installed. Open Control Panel, start Regional Options, click on Languages tab. In Supplemental language support box, check the **Install Files for East Asian languages** and click OK. Additional files will be copied to your machine. We may need to provide the Windows XP CD or the network share name. After reboot, support for new languages will become available.

**Incorrect Answers:**

- A:** The Language bar is used for Speech and Handwriting Recognition, not for multiple input languages.  
HOW TO: Use the Language Bar in Windows XP (Q306993)

- B:** The Complex Script and Right-to-Left Language Collection can be installed to support languages such as Arabic, Hebrew, Indic, or Thai. This option is not used for Japanese.
- D:** Non-UNICODE programs options are only used for legacy programs. There seems to be no such requirement here.

**Q. 86**

**You are the desktop administrator for Contoso,Ltd. A graphic designer named Peter saves all his files in the My Documents folder on his Windows XP Professional computer. Peter now needs o work on several computers each day to complete his work.**

**Peter needs to be able to access his files at any time. You implement a roaming user profile and home directory for Peter. However, Peter reports that when he uses his roaming profile, it takes 10 minutes for him to log on to computers other than his own.**

**You need to reduce the amount of tie it takes for Peter to log on to computers when using his roaming profile. What should you do?**

- A. Change the UNC path of Peter's roaming profile to his home directory folder.
- B. Log on as a local administrator on Peter's computer. Change the roaming profile to a local profile.
- C. Log on as a local administrator on Peter's computer. Edit the local Group Policy to exclude **Directories in Roaming Profile**.
- D. Log on as a local administrator on Peter's computer. In the properties of the My Documents folder, change the **Target folder location** to Peter's home directory.

**Answer: D.**

**Explanation:** Every time Peter logs on to another computer than his own, the whole content of the My Documents folder has to be copied. This increases Peter's logon time. By changing the Target folder location of the My Documents folder to Peter's home directory these files and folders would be moved to a central location in a server and would not have to be copied during the logon process.

**Incorrect Answers:**

- A. This will not affect the logon time. The UNC path must point to his profile. If you moved his profile to the home directory then changed the UNC path, it would take him longer to log on to his own machine.
- B. We need a roaming profile, not a local one.
- C. Logon time could be improved by using the **Exclude directories in roaming profile** policy and adding the My Documents folder to the list of excluded folders. But it would prevent Peter from accessing his files when he using other computers than his own.

**Q. 87**

You are the desktop administrator for Blue Yonder Airlines. You have recently upgraded a client computer to Windows XP Professional. Before the upgrade, the computer had the Multilanguage edition of Windows 2000 Professional installed.

After the upgrade, the users of this computer report that the Regional and Language Options no longer provides the option to switch between the English and the Japanese user interface. As a result, only the English user interface can be used.

You need to configure the computer to use the Japanese and English user interfaces. What should you do?

- A. Use the Regional and language options to add the **Japanese** Input Language.
- B. Run **Muisetup.exe** from the Multilanguage CD-ROM to install the Japanese user interface. Restart the computer.
- C. Use the regional and language options to install files for East Asian languages, and to switch between the English to the Japanese user interface.
- D. Use the Regional and Language Options to install files for complex script and to right-to-left languages, and to switch between the English to the Japanese user interface.

**Answer: B.**

**Explanation:** The users want to be able to switch between the English and Japanese user interface. They have a multilingual version of Windows XP Professional but they are not able to switch to Japanese using the Regional and Language options. The Japanese language has to be added. User Interface languages can be easily added or removed through use of MUISetup.exe, the installation tool. The tool is very similar to the Regional Options control panel, and can be used by administrators to select which of the available languages to add or remove.

**Incorrect Answers:**

- A:** We have to add the Japanese language pack.
- C:** We have to add the Japanese language pack.
- D:** We have to add the Japanese language pack.

**Q. 88**

You are the desktop administrator for your company. You upgrade all client computers from Windows 98 to Windows XP Professional.

A user now reports a problem. When she tries to restore her data from a backup tape created in Windows 98, Windows Backup cannot read or restore the data from the tape.

**You need to enable the user to restore her data. What should you do?**

- A. Grant the user **Allow-Modify** permission on Removable Storage.
- B. Import the tapes into an existing application media pool. Log on as a local administrator and perform the restoration.
- C. Create a new system media pool in Removable Storage. Add the tapes to the media pool. Perform the restoration.
- D. Restore the data to a Windows 98 computer. Back up the data in non-compressed mode. Restore the data on the user's computer.

**Answer: D.**

**Explanation:** Windows XP uses Ntbackup to backup and restore files. Windows 98 (Windows 98, Windows Me) on the other hand uses Msbackup. The problem is that Ntbackup does not recognize the software compression format that Msbackup uses.

The solution is to restore the data in a machine that uses Msbackup. Then you could either copy it to the Windows XP machine or make a new backup that does not use software compression.

**Incorrect Answers:**

- A:** Ntbackup cannot restore Msbackups that use software compression.
- B:** Ntbackup cannot restore Msbackups that use software compression.
- C:** Ntbackup cannot restore Msbackups that use software compression.

**Q. 89**

**You are the desktop administrator for your company. All employees use Windows XP Professional computers.**

**Users in the sales department have portable computers. Each of these users also has a portable USB hard disk and a digital camera. You install these devices on the portable computers by using built-in Windows XP Professional drivers**

**One user installs an updated camera driver from the manufacturer and restarts his computer. After the installation, he receives an error message indicating that a service or driver failed to start. When he logs on to his computer, he discovers that he can no longer access his digital camera.**

**How should you correct this problem?**

- A. Restart the user's computer with the last known good configuration.
- B. Restart the user's computer in safe mode. Log on as the local administrator and set the Driver Signing Options to **Warn-Prompt me each time to choose an action.**

- C. Restart the user's computer in safe mode. In device manager, select the **Roll Back Driver** option in the digital camera's properties.
- D. Restart the user's computer in the Recovery console. Enable the new digital camera driver with the **Service\_system\_auto** parameter.

**Answer: C.**

**Explanation:** Windows XP supports a Roll Back Driver option that we can use to roll back the system to a previous working driver. This will resolve the problem in this scenario.

**Incorrect Answers:**

- A. The user has logged in so the registry settings will not be changed.
- B. The driver has already been installed. We need to uninstall the driver.
- D. The camera worked before the driver was updated so the camera does not need to be enabled. The driver is causing the problem.