

# EXAM CRAM

Includes  
Coverage of  
Windows 7

# CompTIA® **A+**

220-701  
220-702

Practice Questions

Fourth Edition

CD FEATURES 1,000+ TEST QUESTIONS



PEARSON

PATRICK REGAN

# CompTIA® A+ 220-701 and 220-702 Practice Questions Exam Cram, Fourth Edition

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ISBN-13: 978-0-7897-4791-4

ISBN-10: 0-7897-4791-X

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# Dedication

*I dedicate this book to my mother.*

# Acknowledgments

Publishing a book takes the collaboration and teamwork of many individuals. Thanks to everyone involved in this process at Pearson Education, especially Betsy and Chris. To the editorial and technical reviewers, thank you for making sure that my work was sound and on target.

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# Introduction

Welcome to *CompTIA A+ Practice Questions Exam Cram*. The sole purpose of this book is to provide you with practice questions that are complete with answers and explanations to help you learn, drill, and review for the CompTIA A+ certification exam. The book offers many questions that will help you practice each exam objective and will help you assess your knowledge before you write the real exam. The detailed answers to every question will help you reinforce your knowledge about different issues involving the concepts associated with the updated A+ exam (2009 Edition), which also includes topics on Windows 7 and IPv6.

## Who This Book Is For

If you have studied the content for both the 220-701 and 220-702 exam and feel you are ready to put your knowledge to the test, but you are not sure that you want to take the real exam yet, this book is for you! If you have answered other practice questions or unsuccessfully taken the real exam, and want to do more practice questions before going to take the real exam, this book is for you, too! Even when the exam is done and you have passed with flying colors and have the A+ certificate in your pocket, keep the book handy on your desktop to look for answers to your everyday security issues.

## What You Will Find in This Book

This book is all about practice questions! The practice questions in the book, some very easy and others with a little complicated problem scenario, all are intended to raise your confidence level before you take the real exam. You will find questions that you will face in real life.

This book is organized according to the objectives published by CompTIA for the 220-701: CompTIA A+ Essentials and 220-702: CompTIA A+ (2009 Edition) exams. Each chapter corresponds to an exam objective, and in every chapter, you will find the following three elements:

- ▶ **Practice Questions:** These are the numerous questions that will help you learn, drill, and review exam objectives. All of the questions in this section are multiple-choice type. Choose the correct answer based on your knowledge of security.
- ▶ **Quick-Check Answer Key:** After you have finished answering the questions, you can quickly grade your exam from this section. Only correct

answers are given in this section. No explanations are offered yet! Even if you have answered a question incorrectly, do not be discouraged. Just move on! Keep in mind that this is not the real exam. You can always review the topic and do the questions again.

- ▶ **Answers and Explanations:** This section provides you with correct answers as well as further explanations about the content posed in that question. Use this information to learn why an answer is correct and to reinforce the content in your mind for the exam day.

---

## Note

It is not possible to reflect a real exam on a paper product. As mentioned earlier, the purpose of the book is to help you prepare for the exam and not provide you with real exam questions. Neither the author nor the publisher can guarantee that you will pass the exam only by memorizing the practice questions given in this book.

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## Hints for Using This Book

Because this book is a paper practice product, you might want to complete your exams on a separate piece of paper so that you can reuse the practice questions again and again without having previous answers in your way. Also, a general rule of thumb across all practice questions products is to make sure that you are scoring in the high 80% to 90% range for all topics before attempting the real exam. The higher percentages you score on practice question products, the better your chances for passing the real exam. Of course, we cannot guarantee a passing score on the real exam, but we can offer you plenty of opportunities to practice and assess your knowledge level before you enter the real exam.

When you have completed the exam on paper, use the companion CD to take a timed exam. This will further help you gain confidence and make a self-assessment in case you need more study. Your results will indicate the exam objectives in which you need further study or hands-on practice.

## Need Further Study?

Are you having a hard time correctly answering these questions? If so, you probably need further review of all exam objectives. Be sure to see the following sister products to this book:

*CompTIA A+ Exam Cram, Fifth Edition* by David L. Prowse, (ISBN: 9780789747921)

*CompTIA A+ Cert Flash Cards Online (220-701, 220-702), Retail Packaged Version, Third Edition*, by Scott Honeycutt (ISBN: 9780132674553)

# 3

## CHAPTER THREE

# Operating System and Software

The previous domains covered basic hardware. While hardware is what makes a computer run, you need an operating system to put it all together. It is the operating system that coordinates all the hardware components and gives you an interface to tell the computer what you want to do. Therefore, you need to understand the most common operating system, Microsoft Windows.

This domain for the 220-701 exam counts as 20%. The given objectives for this domain are as follows:

- ▶ 3.1—Compare and contrast the different Windows Operating Systems and their features
- ▶ 3.2—Given a scenario, demonstrate proper use of user interfaces
- ▶ 3.3—Explain the process and steps to install and configure the Windows OS
- ▶ 3.4—Explain the basics of boot sequences, methods, and startup utilities

### **3.1 Compare and contrast the different Windows Operating Systems and their features**

- ▶ Windows 2000, Windows XP 32-bit vs. 64-bit, Windows Vista 32-bit vs. 64-bit, Windows 7 32-bit vs. 64-bit
  - ▶ Side bar, Aero, UAC, minimum system requirements, system limits
  - ▶ Windows 2000 and newer upgrade paths and requirements
  - ▶ Windows OS Upgrade Advisor
  - ▶ Microsoft Assessment and Planning Toolkit
  - ▶ Terminology (32-bit vs. 64-bit, x86 vs. x64)
  - ▶ Application compatibility, installed program locations (32-bit vs. 64-bit), Windows compatibility mode
- ▶ User interface, start bar layout

**Quick Check**

1. What is the minimum amount of RAM needed to install Windows XP Professional?
  - A. 64 MB
  - B. 128 MB
  - C. 256 MB
  - D. 512 MB
2. What is the minimum amount of RAM needed to install Windows Vista Home Basic Edition?
  - A. 256 MB
  - B. 512 MB
  - C. 1 GB
  - D. 2 GB
3. What is the minimum amount of RAM needed to install Windows Vista Ultimate Edition?
  - A. 256 MB
  - B. 512 MB
  - C. 1 GB
  - D. 2 GB
4. What is the minimum amount of RAM needed to install Windows 7 Enterprise Edition – 64-bit?
  - A. 512 MB
  - B. 768 MB
  - C. 1 GB
  - D. 2 GB
5. Which of the following is the minimum amount of memory for a 32-bit version of Windows 7?
  - A. 512 MB
  - B. 1 GB
  - C. 2 GB
  - D. 4 GB

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

**Quick Check**

6. What is the minimum free disk space you need to install Windows XP?
- A. 1.5 GB
  - B. 5 GB
  - C. 10 GB
  - D. 20 GB
7. What is the minimum free disk space required to install Windows Vista?
- A. 5 GB
  - B. 10 GB
  - C. 15 GB
  - D. 20 GB
8. What is the minimum free disk space required to install a 32-bit version of Windows 7 Professional Edition – 32-bit?
- A. 8 GB
  - B. 12 GB
  - C. 16 GB
  - D. 20 GB
9. What is the minimum disk space to install the 64-bit version of Windows 7?
- A. 10 GB
  - B. 15 GB
  - C. 20 GB
  - D. 30 GB
10. What is the maximum amount of RAM that Windows XP Professional supports?
- A. 1 GB
  - B. 2 GB
  - C. 4 GB
  - D. 8 GB

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

11. What is the maximum amount of memory that Windows Vista Home Basic (32-bit) recognizes?
- A. 1 GB
  - B. 2 GB
  - C. 4 GB
  - D. 8 GB
12. What is the maximum amount of memory that Windows Home Basic (64-bit) recognizes?
- A. 1 GB
  - B. 2 GB
  - C. 4 GB
  - D. 8 GB
13. What is the maximum amount of memory that Windows 7 Ultimate (64-bit) recognizes?
- A. 4 GB
  - B. 16 GB
  - C. 64 GB
  - D. 192 GB
14. What is the maximum amount of memory that Windows 7 Starter Edition can use?
- A. 1 GB
  - B. 2 GB
  - C. 3 GB
  - D. 4 GB
15. What is the maximum amount of memory that Windows 7 Enterprise (32-bit) can use?
- A. 1 GB
  - B. 2 GB
  - C. 3 GB
  - D. 4 GB

**Quick Check**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **129**

Quick Answer: **127**  
Detailed Answer: **130**

Quick Answer: **127**  
Detailed Answer: **130**

**Quick Check**

16. Which of the following is not a user interface for Windows Vista? (Choose the best answer.)

- A. Basic
- B. Classic
- C. Standard
- D. X
- E. Aero

Quick Answer: **127**  
Detailed Answer: **130**

17. Which of the following are new features or updates that have been added to Windows Vista? (Choose all that apply.)

- A. Sidebar with gadgets
- B. Internet Explorer 7
- C. Media Player 11
- D. Full support for IPv6

Quick Answer: **127**  
Detailed Answer: **130**

18. Which of the following are new features of Windows Vista? (Choose all that apply.)

- A. Enables users to be more productive
- B. Makes it easier to carry out common tasks
- C. Provides a more secure desktop environment
- D. Provides a higher level of reliability

Quick Answer: **127**  
Detailed Answer: **130**

19. Which of the following does Windows Vista include to make it easier for users to quickly find information such as documents and emails? (Choose the best answer.)

- A. Windows Search (also known as Instant Search), which searches as you type.
- B. A new index service that indexes 25% faster than previous versions.
- C. A new folder structure to help better organize documents and emails.
- D. All of the provided options are correct.

Quick Answer: **127**  
Detailed Answer: **130**

20. Which of the following describes Windows Aero?

- A. A new hardware-based graphical user interface intended to be cleaner and more aesthetically pleasing than those of previous versions of Windows
- B. A special theme that is based on the Aerospace industry
- C. A background theme that shows the blue skyline
- D. A search-oriented desktop interface

Quick Answer: **127**  
Detailed Answer: **130**

**Quick Check**

21. Which Aero feature found in Windows 7 enables you to minimize all windows except the one on which you want to focus?

- A. Aero Snap
- B. Aero Shake
- C. Aero Peek
- D. Aero task switching

22. Which of the following does not support adding Windows Vista to a Windows domain? (Choose all that apply.)

- A. Windows Vista Starter
- B. Windows Vista Home Basic
- C. Windows Vista Home Premium
- D. Windows Vista Business
- E. Windows Vista Enterprise
- F. Windows Vista Ultimate

23. Which of the following describes the Windows Sidebar?

- A. An abbreviated Start menu of commonly used programs
- B. A mini browser used to open favorite websites quickly
- C. A virtual PC environment that allows you to run older software packages
- D. A transparent panel where a user can place Desktop gadgets

24. Where do you place the gadgets in Windows 7?

- A. The Windows Control Panel
- B. Windows Desktop
- C. The Documents folder
- D. The Sidebar

25. You work as a desktop support technician at Acme.com. Because you need to connect to the domain, you need to install Windows Vista Business Edition on a new computer for the graphics department. The new computer has the following specifications:

- ▶ 1.4 GHz Intel processor
- ▶ 384 MB of RAM
- ▶ 15 GB disk space
- ▶ Super VGA video card
- ▶ Integrated sound card
- ▶ Intel 10/100 network adapter

Quick Answer: **127**  
Detailed Answer: **130**

Quick Answer: **127**  
Detailed Answer: **130**

Quick Answer: **127**  
Detailed Answer: **130**

Quick Answer: **127**  
Detailed Answer: **131**

Quick Answer: **127**  
Detailed Answer: **131**

**Quick Check**Quick Answer: **127**Detailed Answer: **131**

Which hardware does not meet the minimum requirements to install Windows Vista? (Choose all that apply.)

- A. The processor
  - B. The amount of RAM
  - C. The hard drive
  - D. The video card
  - E. The network adapter
- 26.** Because you need to connect to the domain, you need to install Windows Vista Business Edition on a computer for the graphics department. The computer has the following specifications:
- ▶ 1.5 GHz AMD processor
  - ▶ 512 MB of RAM
  - ▶ Drive C (system drive) has 8 GB of free disk space.
  - ▶ Drive D (program drive) has 25 GB of free disk space.
  - ▶ Integrated sound card
  - ▶ Intel 10/100 network adapter.

Quick Answer: **127**Detailed Answer: **131**

Which hardware does not meet the minimum requirements to install Windows Vista?

- A. You should add a faster processor to the computer.
  - B. You should add more memory to the computer.
  - C. You need to free up space on Drive C.
  - D. You should install Windows Vista on Drive D.
- 27.** You have a computer that has a 120 GB hard drive divided into two partitions. Each partition is 60 GB. Windows XP Professional has been installed on the first partition. The second partition has not been defined. You want to set up the computer to dual boot between Windows XP Professional and Windows Vista Business Edition. What do you need to do to set this up?
- A. Format the second partition with the NTFS file system, boot from the Windows Vista DVD, and install Windows Vista on the second partition.
  - B. Format the first partition with the NTFS file system, boot from the Windows Vista DVD, and install Windows Vista on the first partition.
  - C. Boot from the Windows Vista DVD and upgrade the Windows XP partition to Windows Vista.
  - D. Install Windows XP on the first partition, boot from the Windows Vista DVD, and install Windows Vista on the second partition.

Quick Answer: **127**Detailed Answer: **131**

**Quick Check**

- 28.** Which version of Windows can be upgraded to Windows Vista Home Basic Edition?
- A. Microsoft Windows XP Professional
  - B. Microsoft Windows XP Home
  - C. Microsoft Windows XP Tablet PC
  - D. Microsoft Windows 2000 Professional SP3
- 29.** Which version of Windows XP is eligible for an in-place upgrade to Windows Vista Business?
- A. Windows XP Home
  - B. Windows XP Professional
  - C. Windows XP Tablet PC Edition
  - D. All of the above
- 30.** Which version of Windows is eligible for an in-place upgrade to Windows 7 Ultimate – 64-bit?
- A. Windows 7 Ultimate – 32-bit
  - B. Windows 7 Home Premium 32-bit
  - C. Windows Vista Ultimate – 64-bit
  - D. Windows XP Professional
- 31.** Which version of Windows Vista is eligible for an in-place upgrade to Windows 7 Professional – 32-bit?
- A. Windows Vista Home Basic – 32-bit
  - B. Windows Vista Business – 32-bit
  - C. Windows Vista Home Premium – 32-bit
  - D. Windows Vista Ultimate – 32-bit
- 32.** What can you use to determine if your machine running Windows XP will be able to run Windows 7?
- A. Windows 7 Upgrade Advisor
  - B. Windows 7 Compatibility Checker
  - C. Windows 7 Configuration Tool
  - D. Windows 7 Diagnostics Tool

Quick Answer: **127**  
Detailed Answer: **131**

Quick Answer: **127**  
Detailed Answer: **131**

Quick Answer: **127**  
Detailed Answer: **131**

Quick Answer: **127**  
Detailed Answer: **131**

Quick Answer: **127**  
Detailed Answer: **131**

**Quick Check**

33. What is an inventory, assessment, and reporting tool that can help you plan your company's migration to Windows 7?

- A. Windows 7 Upgrade Advisor
- B. Windows Microsoft Assessment and Planning Toolkit
- C. Windows 7 Compatibility Center
- D. Windows PC Scout

Quick Answer: **127**

Detailed Answer: **132**

34. Which version of Windows 7 cannot upgrade to Windows Anytime Upgrade?

- A. Windows 7 Starter
- B. Windows 7 Enterprise Professional
- C. Windows 7 Home Basic
- D. Windows 7 Ultimate

Quick Answer: **127**

Detailed Answer: **132**

35. While all editions of Windows Vista can support multiple core processors, which of the following cannot support dual processors?

- A. Windows Vista Business Edition
- B. Windows Vista Home Premium Edition
- C. Windows Vista Ultimate Edition
- D. Windows Enterprise Edition

Quick Answer: **127**

Detailed Answer: **132**

36. Which versions of Windows Vista are eligible to be upgraded to Windows Vista Enterprise? (Choose two answers.)

- A. Vista Home Premium
- B. Vista Business
- C. Vista Home Basic
- D. Vista Ultimate

Quick Answer: **127**

Detailed Answer: **132**

37. You are the network administrator for Acme.com. You have ordered some new computers, and the new computers only have one partition with Windows Vista Home Basic. Unfortunately, each computer must run Windows Vista Business Edition so that they can connect to the Windows domain. When you upgrade Windows Vista, which directory will hold the old operating system files and directories in case you need to access the Documents and Settings folders and Program Files folder?

- A. Windows\panther folder
- B. Windows folder
- C. Windows.OLD folder
- D. Files and Settings folder
- E. Explorer folder

Quick Answer: **127**

Detailed Answer: **132**

**Quick Check**

- 38.** You work as a helpdesk technician for Acme.com. You have a Windows XP computer that you need to upgrade, but you are not sure if the older sound card and video card are compatible. What should you do?
- A.** Run the Windows Vista Program Compatibility Assistant tool
  - B.** Run the Windows Vista Upgrade Advisor
  - C.** Run the Windows Update tool
  - D.** Open the device manager and update its drivers
- 39.** You work as a helpdesk technician for Acme.com. You have a new computer that has Windows Vista Home Basic Edition. You need to be able to watch and record live television feeds and be able to rip DVDs. What do you need to do that is the most cost effective?
- A.** Upgrade the system to Windows Vista Home Premium.
  - B.** Upgrade the system to Windows Vista Business Edition.
  - C.** Upgrade the system to Windows Vista Ultimate.
  - D.** You don't have to do anything. Windows Home Basic edition already has this functionality.
- 40.** What can you use to determine which edition of Windows Vista you have? (Choose the best answer.)
- A.** Task Manager
  - B.** Start menu
  - C.** Notification area
  - D.** Welcome Center
- 41.** You are tasked with upgrading computers running Windows XP Pro to Windows Vista Enterprise Edition. You verify the video cards are Windows Display Driver Model (WDDM) compatible. What else do you need to do to support Aero? (Each correct answer presents part of the solution. Choose four.)
- A.** Set the monitor settings to a refresh rate higher than 10
  - B.** Press the Windows Logo Key + Tab
  - C.** Set the resolution to 1280 × 1024 or higher
  - D.** Set Color to 32 bit
  - E.** Set the Theme to Windows Vista
  - F.** Set the Color Scheme to Windows Aero

Quick Answer: **127**  
Detailed Answer: **132**

Quick Answer: **127**  
Detailed Answer: **132**

Quick Answer: **127**  
Detailed Answer: **132**

Quick Answer: **127**  
Detailed Answer: **132**

**Quick Check**

42. You work as a desktop support technician at Acme.com. You receive a call from a user reporting that she has been using Flip 3D to allow her to work with several folders and applications for a large project. When she loaded a new program, Flip 3D stopped working. What should you do? (Choose the best answer.)
- A. Add more Random Access Memory (RAM) to the computer
  - B. Close one application at a time and retry Flip 3D
  - C. Change the Theme to Windows Vista
  - D. Replace the card with a card that supports Windows Display Driver Model (WDDM)
43. You have multiple desktop and laptop workstations. What do you need to enable Windows Aero? (Choose the best answer.)
- A. Ensure that the color depth is set to 16 bit
  - B. Ensure that the color depth is set to 32 bit
  - C. Ensure that the screen resolution is set to  $800 \times 600$
  - D. Ensure that the screen resolution is set to  $1280 \times 1024$
  - E. Ensure that the monitor refresh rate is greater than 10 hertz
  - F. Ensure that the theme is set to Windows Vista
44. You work as a support technician at Acme.com. On your desktop, the user interface features of Windows Aero are not being displayed on a system that is running Windows Vista Ultimate edition. You have a 17-inch monitor that supports a refresh rate up to 100 hertz and has a resolution of  $1024 \times 768$ . The video card has 32 MB video memory. What do you need to enable the Windows Aero features? (Choose the best answer.)
- A. The operating system should be upgraded.
  - B. The video card should be replaced.
  - C. The monitor should be replaced.
  - D. The display theme should be changed.
45. You have a computer running Windows Vista (32-bit). Where are the programs usually stored?
- A. C:\Program Files
  - B. C:\Program Files (x86)
  - C. C:\Programs
  - D. C:\Windows\System32

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

**Quick Check**

46. You have a computer running Windows Vista (64-bit). Where are the programs usually stored when you install a 32-bit program?
- A. C:\Program Files
  - B. C:\Program Files (x86)
  - C. C:\Programs
  - D. C:\Windows\System32
47. You have a computer running Windows Vista (64-bit). Where are the programs usually stored when you install a 64-bit program?
- A. C:\Program Files
  - B. C:\Program Files (x86)
  - C. C:\Programs
  - D. C:\Windows\System32
48. What is the name of a pane on the side of the Microsoft Windows Vista desktop where you can keep your gadgets organized and always available?
- A. Gadget organizer
  - B. Windows Sidebar
  - C. Sync Center
  - D. Taskbar
49. If you upgrade Windows XP to Windows Vista, where are the previous operating system, user data, and programs saved?
- A. C:\
  - B. C:\BAK
  - C. C:\Windows\System32
  - D. C:\Windows.OLD
50. What do you call the area on the far-right side of the taskbar that includes a clock and group of icons that shows the status of a program or provides access to certain settings?
- A. Quick Launch toolbar
  - B. Notification area
  - C. Start menu
  - D. Control Panel

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

Quick Answer: **127**  
Detailed Answer: **133**

**Quick Check**

51. In Windows 7, what replaced the Quick Launch toolbar used in Windows XP?

- A. Gadget holder
- B. Pin to Taskbar
- C. Sidebar
- D. Notification area

52. When you first start Windows XP and log on, what do you call the background that serves as a surface for your work?

- A. Desktop
- B. Notification area
- C. Start menu
- D. Explorer

53. Which version of Windows includes User Account Control (UAC)? (Choose all that apply.)

- A. Windows XP 32-bit
- B. Windows XP 64-bit
- C. Windows Vista Home Basic Edition
- D. Windows Vista Ultimate Edition
- E. Windows 7 Ultimate Edition

Quick Answer: **127**

Detailed Answer: **134**

Quick Answer: **127**

Detailed Answer: **134**

Quick Answer: **127**

Detailed Answer: **134**

### 3.2 Given a scenario, demonstrate proper use of user interfaces

- ▶ Windows Explorer
- ▶ Libraries in Windows 7
- ▶ My Computer
- ▶ Control Panel
- ▶ Command prompt utilities
- ▶ telnet
- ▶ ping
- ▶ ipconfig
- ▶ Run-line utilities
- ▶ msconfig
- ▶ msinfo32
- ▶ DxDiag
- ▶ Cmd
- ▶ REGEDIT

- ▶ My Network Places
  - ▶ Taskbar/systray
  - ▶ Administrative tools
  - ▶ Performance monitor, Event Viewer, Services, Computer Management
  - ▶ MMC
  - ▶ Task Manager
  - ▶ Start menu
54. Which of the following is the component that allows you to manage files and directories on a Windows computer?
- A. Control Panel
  - B. Windows Explorer
  - C. File Manager
  - D. Device Manager
55. What is used in Windows 7 to help you view, organize, manage, and find files stored in different folders, on different disk drives, and on other PCs in the network?
- A. My Computer
  - B. Libraries
  - C. My Documents
  - D. Windows 7 Viewer
56. Which of the following is not a default library that comes with Windows 7?
- A. Documents library
  - B. Music library
  - C. Movie library
  - D. Picture library
57. Which two folders are included in the Documents library by default?
- A. My Documents
  - B. Temporary Document
  - C. All Music
  - D. Public Documents

**Quick Check**

Quick Answer: **127**  
Detailed Answer: **134**

Quick Answer: **127**  
Detailed Answer: **134**

Quick Answer: **127**  
Detailed Answer: **134**

Quick Answer: **127**  
Detailed Answer: **134**

Quick Answer: **127**  
Detailed Answer: **134**

**Quick Check**

58. You want to see all of the drives that your Windows XP computer has. Which Windows component should you use?

- A. My Computer
- B. Control Panel
- C. Command prompt
- D. MMC

Quick Answer: **127**  
Detailed Answer: **134**

59. On a computer running Windows Vista and 7, what key command can you press from within Windows Explorer to display the menu bar?

- A. Ctrl+Alt
- B. Shift+Alt
- C. Alt
- D. Ctrl

Quick Answer: **127**  
Detailed Answer: **135**

60. What is the primary utility used to configure the Windows interface?

- A. My Computer
- B. Control Panel
- C. MMC
- D. Device Manager
- E. Msconfig

Quick Answer: **127**  
Detailed Answer: **135**

61. You open the Control Panel. How do you change from Category view to Icon view?

- A. Change to Classic view
- B. Open the Administrative Tools
- C. Open the View menu and select Large Icons
- D. Login as an administrator and access the Control Panel

Quick Answer: **127**  
Detailed Answer: **135**

62. How do you remove a software package that you installed on a computer running Windows XP?

- A. Open the Control Panel and click Add or Remove Programs
- B. Right-click the desktop and click Uninstall a Program
- C. Right-click My Computer and click Uninstall a Program
- D. Press Ctrl+C and click Uninstall a Program

Quick Answer: **127**  
Detailed Answer: **135**

**Quick Check**

- 63.** How do you remove a software package that you installed on a computer running Windows Vista or Windows 7?
- A.** Open the Control Panel and click Uninstall a Program from the Programs section
  - B.** Right-click the desktop and click Uninstall a Program
  - C.** Right-click My Computer and click Uninstall a Program
  - D.** Press Ctrl+C and click Uninstall a Program
- 64.** You have a Windows XP computer. How would you add IIS to Windows XP?
- A.** Open the Control Panel and click Uninstall a Program. Then click Set Program Access and Defaults.
  - B.** Open the Control Panel and click Uninstall a Program. Then click Add/Remove Windows Components.
  - C.** Right-click My Computer and click Manage.
  - D.** Open the Administrative Tools and click Services.
- 65.** In Windows 2000, where would you optimize virtual memory?
- A.** Control Panel/Computer Management
  - B.** Control Panel/System/Device Manager
  - C.** Control Panel/System/Performance
  - D.** Control Panel/System/Advanced
- 66.** In Windows XP, what is a shortcut to access the System Properties without using the Control Panel?
- A.** Right-click the C drive and click Properties
  - B.** Right-click the taskbar and click Properties
  - C.** Right-click My Computer and click Properties
  - D.** Right-click the desktop and click Properties
- 67.** What command starts the System Configuration Utility?
- A.** msinfo
  - B.** dxdiag
  - C.** msconfig
  - D.** regedit

Quick Answer: **127**  
Detailed Answer: **135**

Quick Answer: **127**  
Detailed Answer: **135**

Quick Answer: **127**  
Detailed Answer: **135**

Quick Answer: **127**  
Detailed Answer: **135**

Quick Answer: **127**  
Detailed Answer: **135**

**Quick Check**

68. What utility would you use to disable a program that automatically starts up during startup?

- A. msinfo
- B. dxdiag
- C. msconfig
- D. regedit

Quick Answer: **127**

Detailed Answer: **136**

69. What utility is used to start the System Information utility?

- A. msinfo32
- B. dxdiag
- C. msconfig
- D. regedit

Quick Answer: **127**

Detailed Answer: **136**

70. You have a computer running Windows 7. What program can you use to decrease the time it takes to boot your computer by specifying how many processors are used for the boot process?

- A. msinfo32
- B. dxdiag
- C. msconfig
- D. regedit

Quick Answer: **127**

Detailed Answer: **136**

71. You just got a call from your new boss. You need to know how much memory the computer has and what system drivers are loaded. What utility should you use to view this information?

- A. msinfo32
- B. dxdiag
- C. msconfig
- D. regedit

Quick Answer: **127**

Detailed Answer: **136**

72. You are trying to play a game but you are having problems. You want check the status of DirectX. What utility should you use?

- A. msinfo32
- B. dxdiag
- C. msconfig
- D. regedit

Quick Answer: **127**

Detailed Answer: **136**

**Quick Check**

73. How can you manually change a value in the registry?

- A. msinfo32
- B. dxdiag
- C. msconfig
- D. regedit

74. Where are the system registry files stored?

- A. C:\Windows
- B. C:\Windows\System32
- C. C:\Windows\Registry
- D. C:\Windows\System32\Config

75. Which subtree is used to store information about the type of hardware that's installed, drivers, and other system settings?

- A. HKEY\_CLASSES\_ROOT
- B. HKEY\_CURRENT\_USER
- C. HKEY\_LOCAL\_MACHINE
- D. HKEY\_USERS

76. When using the Registry Editor, which of the following keys contains file extension associations?

- A. HKEY\_CURRENT\_USER
- B. HKEY\_USERS
- C. HKEY\_LOCAL\_MACHINE
- D. HKEY\_CLASSES\_ROOT

77. In Windows XP, what happens when you press the Windows key + L?

- A. Windows XP opens the Start menu.
- B. Windows XP logs the current user off.
- C. Windows XP refreshes the desktop.
- D. Windows XP locks the computer.

78. What keys do you press to access the Windows Security Dialog box in Windows XP?

- A. Ctrl+Enter
- B. Ctrl+Alt+Del
- C. Ctrl+L
- D. F1

Quick Answer: **127**  
Detailed Answer: **136**

Quick Answer: **127**  
Detailed Answer: **137**

Quick Answer: **127**  
Detailed Answer: **137**

Quick Answer: **127**  
Detailed Answer: **137**

Quick Answer: **127**  
Detailed Answer: **137**

Quick Answer: **127**  
Detailed Answer: **137**

**Quick Check**

79. What key combination opens the Start menu in Windows XP?

- A. Ctrl+Esc
- B. Alt+Esc
- C. Ctrl+Alt+Esc
- D. Shift+Esc

Quick Answer: **127**

Detailed Answer: **137**

80. What keys do you press to switch between applications in Windows XP?

- A. Alt+Tab
- B. Alt+Enter
- C. Alt+Ctrl
- D. Alt+Ctrl+Del

Quick Answer: **127**

Detailed Answer: **137**

81. What keys do you press to switch between applications in Windows Vista or Windows 7? (Choose two answers.)

- A. Alt+Tab
- B. Alt+Enter
- C. Alt+Ctrl
- D. Alt+Ctrl+Del
- E. Start+Tab

Quick Answer: **127**

Detailed Answer: **138**

82. Which Windows utility can be used to automate many routines or periodic functions?

- A. The Scheduled Tasks tool
- B. The Task Manager utility
- C. The Device Manager
- D. The MSCONFIG utility

Quick Answer: **127**

Detailed Answer: **138**

### 3.3 Explain the process and steps to install and configure the Windows OS

- ▶ File systems
- ▶ FAT32 vs. NTFS
- ▶ Directory structures
- ▶ Create folders
- ▶ Navigate directory structures
- ▶ Files
- ▶ Creation
- ▶ Extensions

- ▶ Attributes
  - ▶ Permissions
  - ▶ Verification of hardware compatibility and minimum requirements
  - ▶ Installation methods
  - ▶ Boot media, such as CD, floppy, or USB
  - ▶ Network installation
  - ▶ Install from image
  - ▶ Recover CD
  - ▶ Factory recovery partition
  - ▶ Operating system installation options
  - ▶ File system type
  - ▶ Network configuration
  - ▶ Repair install
  - ▶ Disk preparation order
  - ▶ Format drive
  - ▶ Partition
  - ▶ Start installation
  - ▶ Device Manager
  - ▶ Verify
  - ▶ Install and update device drivers
  - ▶ Driver signing
  - ▶ User data migration—User State Migration Tool (USMT)
  - ▶ Virtual memory
  - ▶ Configure power management
  - ▶ Suspend
  - ▶ Wake-on LAN
  - ▶ Sleep timers
  - ▶ Hibernate
  - ▶ Standby
  - ▶ Demonstrate safe removal of peripherals
- 83.** The smallest unit of storage for an operating system is a:
- A.** Head
  - B.** Cluster
  - C.** Sector
  - D.** Cylinder

Quick Answer: **127**Detailed Answer: **138**

**Quick Check**

84. The master boot record holds which of the following?

- A. Partition table
- B. Volume boot sector
- C. File allocation table
- D. Root directory

85. The top of a file structure tree is which of the following?

- A. Partition table
- B. Root directory
- C. Subdirectory
- D. MBR

86. How many primary partitions without an extended partition can reside on a basic MBR disk under Windows XP?

- A. 1
- B. 3
- C. 4
- D. 128

87. What advantages does NTFS have over the FAT32 file system? (Choose all that apply.)

- A. It supports folder and file permissions.
- B. It supports larger partition sizes.
- C. It can be accessed and modified using many standard DOS disk utilities.
- D. It supports compression, encryption, disk quotas, and file ownership.

88. Of the following methods, which two are valid for creating a new folder in Windows Explorer? (Select two answers.)

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

Quick Answer: **127**

Detailed Answer: **138**

Quick Answer: **127**

Detailed Answer: **138**

Quick Answer: **127**

Detailed Answer: **138**

Quick Answer: **127**

Detailed Answer: **138**

Quick Answer: **128**

Detailed Answer: **139**

**Quick Check**

- 89.** On an NTFS volume, which of the following can be used to control the amount of disk space network users can consume?
- A.** Disk Cleanup
  - B.** Security Center
  - C.** Disk Quotas
  - D.** Disk Defragmenter
- 90.** Which of the following uses permissions to control access to network resources?
- A.** FAT
  - B.** FAT32
  - C.** CDFS
  - D.** NTFS
- 91.** What is the native file system for Windows 2000 and Windows XP Professional?
- A.** NTFS4
  - B.** FAT32
  - C.** FAT16
  - D.** NTFS5
- 92.** How many logical drives can be created on a FAT drive?
- A.** 8
  - B.** 23
  - C.** 38
  - D.** 44
- 93.** Which method is used to change file attributes from the Windows Explorer?
- A.** Edit the appropriate Registry entry with RegEdt32
  - B.** Right-click the file and select Properties
  - C.** Highlight the file and choose the Select Options entry from the System Tools menu
  - D.** Highlight the file and choose the Select Options entry from the View menu

Quick Answer: **128**  
Detailed Answer: **139**

Quick Answer: **128**  
Detailed Answer: **139**

Quick Answer: **128**  
Detailed Answer: **139**

Quick Answer: **128**  
Detailed Answer: **139**

Quick Answer: **128**  
Detailed Answer: **139**

**Quick Check**

94. You want to make a source document you've prepared for your staff a read-only file so that it cannot be altered. Which of the following methods can you use in Windows Explorer to change the file's attributes?
- A. Edit the appropriate Registry entry for the file using Regedt32.
  - B. Right-click on the file, select Properties, and place a check mark in the Read Only check box.
  - C. Highlight the file, choose the Select Options entry in the System Tools menu, and select the Read Only option.
  - D. Highlight the file, choose the Select Options entry in the View menu, and select the Read Only option.
95. Which of the following does Windows 2000 Professional use to start Setup? (Select all that apply.)
- A. Install
  - B. Winnt32
  - C. Setup
  - D. Winnt
96. You want to upgrade to Windows XP Professional, but you're not sure that your system can support it. What should you do to make sure that the system will support the upgrade?
- A. Run the HCL.EXE utility from the distribution CD
  - B. Run the ACL.EXE utility from the distribution CD
  - C. Run the Upgrade.exe utility from the distribution CD
  - D. Run the Checkupgradeonly utility from the distribution CD
97. You must do which of the following to perform a clean Windows Vista installation?
- A. Boot from the Windows Vista installation DVD
  - B. Input a valid product key
  - C. Select a partition on which to install Windows Vista
  - D. All of the above

Quick Answer: **128**Detailed Answer: **139**Quick Answer: **128**Detailed Answer: **139**Quick Answer: **128**Detailed Answer: **139**Quick Answer: **128**Detailed Answer: **139**

**Quick Check**

98. When installing Windows XP Professional, which function key must the technician press to load the drivers for a SCSI hard drive?

- A. F6
- B. F8
- C. F4
- D. F2

Quick Answer: **128**  
Detailed Answer: **139**

99. From what page of the Windows Vista installation can you select the Load Driver option to load a third-party disk driver?

- A. Preparing Your Desktop page
- B. Where Do You Want to Install Vista? page
- C. Select Your Computer's Current Location page
- D. Thank You page

Quick Answer: **128**  
Detailed Answer: **140**

100. To perform an in-place upgrade, from where must you launch Windows Vista setup?

- A. Within Windows
- B. Booted from a CD/DVD
- C. Connect to Microsoft.com
- D. From Windows PE 2.0

Quick Answer: **128**  
Detailed Answer: **140**

101. What is the proper order of operations for preparing a disk drive for use?

- A. Format, partition, run Setup, reboot, load drivers
- B. Partition, format, run Setup, load drivers, reboot
- C. Format, partition, run Setup, load drivers, reboot
- D. Partition, format, run Setup, reboot, load drivers

Quick Answer: **128**  
Detailed Answer: **140**

102. What is the process called when you are assigning part or all of the drives for use by the computer?

- A. Formatting
- B. Modification
- C. Partitioning
- D. None of the above

Quick Answer: **128**  
Detailed Answer: **140**

**Quick Check**

**103.** You want to make changes to the hardware. Where should you look to make the changes? (Select all that apply.)

- A.** Device Manager
- B.** Administrative Tools
- C.** Hardware Wizard
- D.** None of the above

Quick Answer: **128**

Detailed Answer: **140**

**104.** Where do you go to enable Driver Signature Verification in Windows XP Professional?

- A.** Navigate Start/All Programs/Accessories/System Tools and select the Driver Signing option from the submenu
- B.** Navigate Start/Control Panel/System icon and then select the Hardware tab and click the Driver Signing button
- C.** Navigate Start/Control Panel/Administrative Tools/Computer Management and select the Driver Signing option from the System Tools snap-in
- D.** Navigate Start/Control Panel/Add Hardware and click on the Enable Driver Signing option in the Add Hardware Wizard Welcome page

Quick Answer: **128**

Detailed Answer: **140**

**105.** Because your company upgraded its PCs to Windows XP Professional, you have encountered numerous problems associated with employees loading manufacturer's drivers for particular equipment they work with. In many cases, the new drivers have created hardware conflicts and operational failures in the systems. What can you do to stop this practice from occurring and to force the employees to use drivers that are known to work with Windows XP?

- A.** Access the Driver Signing Options page located under the Control Panel, System icon, Hardware tab, Driver Signing button to establish how the system responds when it detects an unsigned driver. Set the option to Substitute.
- B.** Access the Driver Signing Options page located under the Control Panel, System icon, Hardware tab, Driver Signing button to establish how the system responds when it detects an unsigned driver. Set the option to Warn.
- C.** Access the Driver Signing Options page located under the Control Panel, System icon, Hardware tab, Driver Signing button to establish how the system responds when it detects an unsigned driver. Set the option to Disable.
- D.** Access the Driver Signing Options page located under the Control Panel, System icon, Hardware tab, Driver Signing button to establish how the system responds when it detects an unsigned driver. Set the option to Block.

Quick Answer: **128**

Detailed Answer: **140**

**Quick Check**

**106.** What is the default setting for Driver Signing in Windows XP?

- A.** Warn
- B.** Block
- C.** Ignore
- D.** None

Quick Answer: **128**  
Detailed Answer: **140**

**107.** You are preparing to install a new copy of Windows XP on a network computer in your company. However, the user wants to retain his My Documents, My Pictures, Desktop, and Favorites folders, along with his display properties, mapped network drives, network printers, browser settings, and folder options from his old Windows Me system. What can you do to achieve both goals?

- A.** Access the Windows XP user state migration tool (USMT) to transfer the user configuration settings and files to a clean Windows XP installation without going through the upgrade process.
- B.** Run the Windows XP Recovery Process utility to move the files to a server on the network and then reinstall them after the operating system installation has been completed.
- C.** Run the Windows XP Automated System Recovery (ASR) utility to move the files to a server on the network and then reinstall them after the operating system installation has been completed.
- D.** Run the Windows XP Backup/Restore utility from NTBACKUP to move the files to a server on the network and then reinstall them after the operating system installation has been completed.

Quick Answer: **128**  
Detailed Answer: **140**

**108.** What tool can copy user files and settings from one Windows computer to another?

- A.** Microsoft System Information
- B.** Microsoft Configuration Tool
- C.** User State Migration Tool
- D.** Windows Transfer utility

Quick Answer: **128**  
Detailed Answer: **141**

**109.** Which command would you use with the USMT to copy user profiles from a source computer?

- A.** scanstate
- B.** loadstate
- C.** copystate
- D.** migstate

Quick Answer: **128**  
Detailed Answer: **141**

**Quick Check**

**110.** If you want to migrate user settings from a Windows XP computer to a Windows 7 computer using USMT, which parameter should you use with the ScanState.exe command?

- A. /xp
- B. /target:xp
- C. /targetxp
- D. No options are required.

Quick Answer: **128**Detailed Answer: **141**

**111.** Which of the following files is used for virtual memory in Windows XP machine?

- A. PAGEFILE.SYS
- B. N386.SWP
- C. NTLDR
- D. BOOT.SYS

Quick Answer: **128**Detailed Answer: **141**

**112.** In Windows XP, where do you configure the virtual memory settings?

- A. Open the Control Panel, double-click the System applet, and select the Advanced tab.
- B. Open the Control Panel, double-click the System applet, and click the Device Manager button.
- C. Open the Control Panel, double-click the System applet, and select the Performance tab.
- D. Open the Control Panel and double-click the Paging applet.

Quick Answer: **128**Detailed Answer: **141**

**113.** You have two PATA hard drives in a system that keeps getting slower. The system is used to create and manipulate large multimedia files. How can you improve the system's disk drive subsystem performance?

- A. Set the virtual memory setting to maximum.
- B. Move the system's swap file to the D: drive where there is less traffic and more room to expand.
- C. Set the virtual memory setting to variable so that Windows can make the swap file as large as necessary.
- D. Set the virtual memory setting to minimum so that the system has to directly interface with the application, eliminating an extra processing step.

Quick Answer: **128**Detailed Answer: **141**

**Quick Check**

**114.** Which power-saving mode provides the best power savings and still permits the computing session to be activated later?

- A.** Hibernate mode
- B.** Suspend mode
- C.** Standby mode
- D.** Shutdown mode

Quick Answer: **128**  
Detailed Answer: **141**

**115.** Where would you enable Hibernation on a Windows XP laptop?

- A.** In Screen Savers in the Control Panel
- B.** In the system BIOS
- C.** In Power Management in the Control Panel
- D.** In Power Options in the Control Panel

Quick Answer: **128**  
Detailed Answer: **141**

**116.** A salesperson from your company has contacted you, asking how she can configure her new notebook PC to go into Hibernate mode to conserve her battery life on long trips. How can she get to the Hibernate configuration page from the Windows XP desktop?

- A.** Start, All Programs, System Tools, Power Options, Hibernate
- B.** Start, Control Panel, Power Options, Hibernate Tab, Enable Hibernation
- C.** Start, Control Panel, Power Options, Advanced Tab, Enable Hibernate Support
- D.** Start, Settings, Power Options, Hibernate, Enable

Quick Answer: **128**  
Detailed Answer: **142**

**117.** You have a laptop computer with Windows Vista or Windows 7. You want to ensure that the laptop is powered off if it is idle for a period of more than 60 minutes. What should you enable?

- A.** Standby mode
- B.** Sleep mode
- C.** Hibernate mode
- D.** Screen saver

Quick Answer: **128**  
Detailed Answer: **142**

**118.** You want to ensure that your computer can be awakened remotely from a low power state. What should you include in the computer?

- A.** NICs that can hibernate
- B.** NICs with wake-on-LAN capability
- C.** NICs that can sleep
- D.** Processors with wake-on-LAN capability

Quick Answer: **128**  
Detailed Answer: **142**

**Quick Check**

**119.** All computers running Windows Vista or Windows 7 contain a wake-on-LAN-compliant network card. To conserve energy, a corporate policy states that all computers should be powered off at night. You need to recommend a plan that allows Windows Update installations to run at night and consume minimal power. You configure the Enabling Windows Update Power Management to Automatically Wake Up the System to Install Scheduled Updates option and enable Windows Updates for all computers. What should you do next?

- A.** Instruct users to sleep their computers at night.
- B.** Instruct users to hibernate their computers at night.
- C.** Instruct users to shut down their computers at night.
- D.** Instruct users to leave their computers on at night.

**120.** What power-saving mode in Windows Vista or Windows 7 saves work and opens programs to memory?

- A.** Sleep
- B.** Hybrid Sleep
- C.** Hibernate
- D.** Power-Eco

**121.** When detaching a removable device from a laptop computer running Windows XP, what would be your first step?

- A.** Use the Safely Remove Hardware icon to eject the device
- B.** Power down the device manually
- C.** Use the Add/Remove hardware applet in Control Panel to remove the device
- D.** Use Device Manager to disable the device

**122.** Which of the following sleep modes is known as Standby?

- A.** S1
- B.** S2
- C.** S3
- D.** S4

**3.4 Explain the basics of boot sequences, methods, and startup utilities**

- ▶ Disk boot order/device priority
- ▶ Types of boot devices (disk, network, USB, other)
- ▶ Boot options
- ▶ Safe mode
- ▶ Boot to restore point

Quick Answer: **128**

Detailed Answer: **142**

Quick Answer: **128**

Detailed Answer: **142**

Quick Answer: **128**

Detailed Answer: **142**

Quick Answer: **128**

Detailed Answer: **142**

- ▶ Recovery options
- ▶ Automated System Recovery (ASR)
- ▶ Emergency Repair Disk (ERD)
- ▶ Recovery console

**123.** Which of the following must you do before you can boot from a bootable CD-ROM?

- A.** Make sure the hard drive is formatted with NTFS
- B.** Change the BIOS boot sequence to CD-ROM, A, C
- C.** Press the F8 key during the boot sequence
- D.** Make a bootable diskette

Quick Answer: **128**

Detailed Answer: **143**

**124.** You upgrade the video driver on a Windows XP computer. Now the computer will not boot up properly. What should you do to fix it? (Choose two answers.)

- A.** Revert to the Last Known Good Configuration
- B.** Run the Recovery Console
- C.** Start the computer in Safe Mode and roll back the driver
- D.** Re-install the operating system.

Quick Answer: **128**

Detailed Answer: **143**

**125.** After installing a new network interface card (NIC) driver on a Windows XP computer system, the computer system reboots continuously. What can you do to correct this problem?

- A.** Reinstall the operating system
- B.** Reinstall device drivers for the network interface card (NIC)
- C.** Use the Last Known Good Configuration
- D.** Remove the network interface card (NIC)

Quick Answer: **128**

Detailed Answer: **143**

**126.** Windows Vista will not start after you've installed some software. How can you repair Windows Vista?

- A.** Boot to the Windows Vista DVD and perform a Startup Repair.
- B.** Boot into the Windows Recovery Console and type Fixmbr. Reboot Windows Vista.
- C.** Boot into the Windows Recovery Console and type Fixboot. Reboot Windows Vista.
- D.** Edit the Boot.ini file and add the Advanced RISC Computing (ARC) path that points to the Windows Recovery Console.

Quick Answer: **128**

Detailed Answer: **143**

**Quick Check**

**127.** What program can you use to quickly restore your computer's system files to an earlier point in time without affecting your data on a computer running Windows 7?

- A.** System Restore
- B.** Shadow Copy
- C.** System Image Backup
- D.** Safe Mode

Quick Answer: **128**

Detailed Answer: **143**

**128.** How do you create a system repair disc in Windows 7?

- A.** Start the computer in Recovery console, and select the Create a System Repair Disc.
- B.** Click the Start button; then select all Programs, select Maintenance, and select Create a System Repair Disc.
- C.** Boot the system, use the Windows PE disk, and execute the RDisk command.
- D.** Start the Microsoft Backup program, and select the Create a System Repair Disc option.

Quick Answer: **128**

Detailed Answer: **144**

**129.** What option can you use to repair a master boot record or a volume boot record on a Windows XP computer?

- A.** Boot to Windows XP and start the Windows Recovery Console
- B.** Boot with the Windows XP installation CD and start the Windows Recovery Console
- C.** Boot to Windows PE and start the Windows Recovery Console
- D.** Edit the Boot.ini file and add the Advanced RISC Computing (ARC) path that points to Windows PE

Quick Answer: **128**

Detailed Answer: **144**

**130.** You need to remove a driver that is causing Windows to not boot. What should you do?

- A.** Access Device Manager to find out more about the issue
- B.** Access the Display console to change the necessary video card settings, screen resolution, themes and skins, and display adapters
- C.** Start Windows in Safe Mode and remove the problematic driver
- D.** All of the above

Quick Answer: **128**

Detailed Answer: **144**

**Quick Check**

- 131.** Which of the following Interactive Startup options should you select if you want to start Windows XP using only basic files and drivers, and network connections?
- A. Start Windows Normally option
  - B. Safe Mode option
  - C. Safe Mode with Command Prompt option
  - D. Safe Mode with Networking option
- 132.** Which of the following recovery options are available when booting from the Windows XP installation CD?
- A. Automated System Recovery (ASR)
  - B. Safe Mode
  - C. Last Known Good Configuration
  - D. Emergency Recovery Disk (ERD)
- 133.** What tool is used in Windows 2000 that uses a specially formatted bootable floppy disk that contains information about a particular Windows installation that can be used to restore a computer to a boot state if the registry or other component is damaged?
- A. Emergency Recovery Disk (ERD)
  - B. Automated System Recovery (ASR)
  - C. Recovery Console
  - D. PE Disk
- 134.** You turn on the computer and it boots to a black screen without loading an operating system. What could cause Windows not to boot from the C drive or the CD/DVD disk?
- A. You have accidentally installed Linux on top of Windows.
  - B. The network cable is not connected to the network card.
  - C. The BOOT.INI file was modified.
  - D. You have a USB thumb drive connected to the computer.
- 135.** What command can you use to repair the boot environment located on the system partition on a computer with Windows 7 using the Windows PE disc?
- A. BCDBoot
  - B. BCDEdit
  - C. Diskpart
  - D. DrvLoad

Quick Answer: **128**  
Detailed Answer: **144**

Quick Answer: **128**  
Detailed Answer: **144**

Quick Answer: **128**  
Detailed Answer: **144**

Quick Answer: **128**  
Detailed Answer: **145**

Quick Answer: **128**  
Detailed Answer: **145**

# Quick-Check Answer Key

- |                    |                    |                 |
|--------------------|--------------------|-----------------|
| 1. A               | 30. C              | 59. C           |
| 2. B               | 31. B              | 60. B           |
| 3. B               | 32. A              | 61. A           |
| 4. D               | 33. B              | 62. A           |
| 5. B               | 34. B              | 63. A           |
| 6. A               | 35. B              | 64. B           |
| 7. C               | 36. C and B        | 65. D           |
| 8. C               | 37. C              | 66. C           |
| 9. C               | 38. B              | 67. C           |
| 10. C              | 39. A              | 68. C           |
| 11. C              | 40. D              | 69. A           |
| 12. D              | 41. A, D, E, and F | 70. C           |
| 13. D              | 42. B              | 71. A           |
| 14. B              | 43. B, E, and F    | 72. B           |
| 15. D              | 44. B              | 73. D           |
| 16. D              | 45. A              | 74. D           |
| 17. A, B, C, and D | 46. B              | 75. C           |
| 18. A, B, C, and D | 47. A              | 76. D           |
| 19. A              | 48. B              | 77. D           |
| 20. A              | 49. D              | 78. B           |
| 21. B              | 50. B              | 79. A           |
| 22. A, B and C     | 51. B              | 80. A           |
| 23. D              | 52. A              | 81. A and E     |
| 24. B              | 53. C, D, and E    | 82. A           |
| 25. B and C        | 54. B              | 83. B           |
| 26. C              | 55. B              | 84. A           |
| 27. A              | 56. C              | 85. B           |
| 28. B              | 57. A and D        | 86. C           |
| 29. D              | 58. A              | 87. A, B, and D |

- |                     |               |                     |
|---------------------|---------------|---------------------|
| <b>88.</b> B and D  | <b>104.</b> B | <b>120.</b> A       |
| <b>89.</b> C        | <b>105.</b> D | <b>121.</b> A       |
| <b>90.</b> D        | <b>106.</b> A | <b>122.</b> C       |
| <b>91.</b> D        | <b>107.</b> A | <b>123.</b> B       |
| <b>92.</b> B        | <b>108.</b> C | <b>124.</b> A and C |
| <b>93.</b> B        | <b>109.</b> A | <b>125.</b> C       |
| <b>94.</b> B        | <b>110.</b> C | <b>126.</b> A       |
| <b>95.</b> B and D  | <b>111.</b> A | <b>127.</b> A       |
| <b>96.</b> D        | <b>112.</b> A | <b>128.</b> B       |
| <b>97.</b> D        | <b>113.</b> B | <b>129.</b> B       |
| <b>98.</b> A        | <b>114.</b> A | <b>130.</b> C       |
| <b>99.</b> B        | <b>115.</b> D | <b>131.</b> D       |
| <b>100.</b> A       | <b>116.</b> B | <b>132.</b> A       |
| <b>101.</b> B       | <b>117.</b> C | <b>133.</b> A       |
| <b>102.</b> C       | <b>118.</b> B | <b>134.</b> D       |
| <b>103.</b> A and C | <b>119.</b> B | <b>135.</b> A       |

# Answers and Explanations

- 1. Answer: A.** The minimum amount of RAM for Windows XP Home and Professional is 64 MB. Per Microsoft's website, it is usually recommended that you have 128 MB or more because 64 MB will limit performance and some features. You should go with a minimum of 512 MB and should consider 1 GB or more if you want decent performance. Therefore, the other answers are incorrect.
- 2. Answer: B.** Per Microsoft's website, the minimum amount of RAM to install Windows Vista Home is 512 MB. However, you should plan at least 1 GB as a minimum, and more would give you even better performance. Therefore, the other answers are incorrect.
- 3. Answer: B.** Per Microsoft's website, the minimum amount of RAM to install Windows Vista Ultimate is 512 MB. However, they also recommend that you should have at least 1 GB of system memory. Of course, you should consider even more for better performance. Therefore, the other answers are incorrect.
- 4. Answer: D.** To install Windows 7 Professional, Ultimate, or Enterprise 32-bit Editions, you need 1 GB of memory, and to install Windows 7 Professional, Ultimate, or Enterprise 64-bit Editions, you need 2 GB of memory. Of course, you should consider even more for better performance. Therefore, the answers are incorrect.
- 5. Answer: B.** You need a 1-GHz processor or faster and at least 1 GB of system memory to install Windows 7.
- 6. Answer: A.** To install Windows XP, you need a minimum of 1.5 GB. Of course, you will need more for programs and data. Therefore, the other answers are incorrect.
- 7. Answer: C.** Per Microsoft's website, you need at least 15 GB of available disk space to install Windows Vista. Of course, you will need much more if you want to install programs and store data. Therefore, the other answers are incorrect.
- 8. Answer: C.** Per Microsoft's website, you need at least 16 GB of available disk space to install a 32-bit version of Windows 7 Professional Edition. Of course, you need much more if you want to install programs and store data. Therefore, the other answers are incorrect.
- 9. Answer: C.** You need 16 GB of free disk space to install the 32-bit version of Windows 7 and 20 GB to install the 64-bit version of Windows 7.
- 10. Answer: C.** Windows XP was originally built for a 32-bit memory bus that will only recognize up to 4 GB of RAM. Therefore, the other answers are incorrect.
- 11. Answer: C.** Windows Vista Home Edition (32-bit) is aimed at a system with a 32-bit memory bus that will only recognize up to 4 GB of RAM. Therefore, the other answers are incorrect.
- 12. Answer: D.** Windows Vista Home Basic Edition (64-bit) can recognize up to 8 GB of memory. Therefore, the other answers are incorrect.
- 13. Answer: D.** Windows 7 Ultimate (64-bit) can recognize up to 192 GB of memory. Therefore, the other answers are incorrect.

14. **Answer: B.** The maximum amount of RAM that the Windows 7 Starter uses is 2 GB.
15. **Answer: D.** The maximum amount of memory that Windows 7 Enterprise (32-bit) can use is 4 GB.
16. **Answer: D.** X is a reference to the operating system used by some Apple Macintosh computers. Depending on the system hardware and the desires of the user, Windows Vista offers four user interfaces, including Basic (Answer A), Windows Classic (Answer B), Standard (Answer C), and Windows Aero.
17. **Answer: A, B, C, and D.** Sidebar with gadgets (Answer A), Internet Explorer 7 (Answer B), Media Player 11 (Answer C), and full support for IPv6 (Answer D) have been added to Windows Vista. Internet Explorer 7 is available as a download for Windows XP. Media Player 11 is available as a download for Windows XP. Windows XP had a test environment only for IPv6. The Sidebar with gadgets is introduced in Windows Vista.
18. **Answer: A, B, C, and D.** Windows Vista introduces many new features that enable users to be more productive (Answer A), make it easier to carry out common tasks (Answer B), provide a more secure desktop environment (Answer C), and provide a higher level of reliability (Answer D). While its interface and tools make it easier for users to organize, search for, and view information, it is designed to allow users to focus on the most important aspects of their job.
19. **Answer: A.** Vista includes Windows Search (also known as Instant Search or Search as You Type), which is significantly faster (Answer B) and more thorough than before. In addition, search boxes have been added to the Start menu, Windows Explorer, and several of the applications that are included with Vista. Although in Windows Vista the folders structure (Answer C) is slightly different than Windows XP, these changes will not necessarily help you find files faster and will not help you search through emails.
20. **Answer: A.** Windows Aero is a new hardware-based graphical user interface intended to be cleaner and more aesthetically pleasing than those of previous versions of Windows. Therefore, the other answers are incorrect.
21. **Answer: B.** When you click the title bar of a window and shake it back and forth with the mouse, Windows 7 minimizes the windows, except the one you shook. Shaking the active window again restores the other windows to their previous states.
22. **Answer: A, B, and C.** Windows Vista Starter, Windows Vista Home Basic, and Windows Vista Home Premium are designed as operating systems for the home, which does not require connecting to a company's Windows domain. Windows Vista Business and Windows Vista Enterprise are aimed specifically at corporations; therefore, they can be added to a domain. Windows Ultimate includes everything for home users and business applications; therefore, it allows Windows Vista to be added to a domain.
23. **Answer: D.** The sidebar and gadgets were introduced in Windows Vista. Gadgets are small programs used to perform a small specialized applications, such as clocks, calendars, or search tools. In Windows Vista, these gadgets display in a sidebar placed on the desktop.

24. **Answer: B.** Gadgets were introduced in Windows Vista. In Windows Vista, you would store the gadgets in the Sidebar; in Windows 7, you place the gadgets directly on the desktop.
25. **Answer: B and C.** The system requirements specify a minimum of 512 MB of RAM and 20 GB hard drive. The system in the question only has 384 MB of RAM and a 15 GB hard drive. The other system requirements include a 1 GHz processor (Answer A) and a super VGA monitor (Answer D), which the system already has. Windows Vista does not require network connectivity, but if it is available, it can be used for updates and to communicate with network resources.
26. **Answer: C.** The system requirements specify 15 GB free hard disk space. The system in question only has 8 GB of free disk space. The other system requirements include a 1 GHz processor (Answer A) and 512 MB of RAM (Answer B). The storage for programs (Answer D) is not a requirement to install Windows Vista.
27. **Answer: A.** To have a system dual boot between Windows XP and Windows Vista, you have to install each operating system onto two different partitions. Because Windows XP is already on the first partition, you need to install Windows Vista on the other partition. Therefore, the other answers are incorrect.
28. **Answer: B.** The only edition that can be upgraded to Windows Vista Home Basic Edition is Windows XP Home Edition. Therefore, the other answers are incorrect.
29. **Answer: D.** You can upgrade to Windows Vista Business from Windows XP Pro, Windows XP Home, Windows XP Media Center, and Windows XP Tablet PC.
30. **Answer: C.** To perform an in-place upgrade to Windows 7, you need to upgrade from a like version and edition of Windows Vista. Therefore, to perform an in-place upgrade to a 64-bit version of Windows 7 Ultimate, you need a 64-bit version of Windows Vista Ultimate. Answer A is incorrect because you cannot perform an in-place upgrade from 32 bit to 64 bit. Answer B is incorrect because you cannot perform an in-place upgrade from 32 bit to 64 bit. Answer D is incorrect because you cannot upgrade directly from Windows XP to Windows 7. Instead, you need to upgrade first to Windows Vista and then upgrade to Windows 7.
31. **Answer: B.** To perform an in-place upgrade to Windows 7, you need to upgrade from a like version and edition of Windows Vista. Therefore, to perform an in-place upgrade to a 32-bit version of Windows 7 Professional, you need a 32-bit version of Windows Vista Business. Therefore, the other answers are incorrect.
32. **Answer: A.** In general, if your PC can run Windows Vista, it can run Windows 7. If you are not running Windows Vista, or are just not sure if your system is ready to run Windows 7, you can use the Windows 7 Upgrade Advisor. Answer B is incorrect because there is no Windows 7 Compatibility Checker. Answer C is incorrect because the Windows 7 Configuration tool (msconfig.exe) is used to troubleshoot problems with startup programs and services. Answer D is incorrect because the official Windows 7 Diagnostic tool doesn't come with Windows 7.

- 33. Answer: B.** The Microsoft Assessment and Planning Toolkit (MAP) is used as an inventory, assessment, and reporting tool that can help you plan for your company to migrate to Windows 7 without using agents on each of company's computers. Answer A is incorrect because the Windows 7 Upgrade Advisor is used to determine if a single computer can be upgraded to Windows 7. Answer C is incorrect because the Windows 7 Compatibility Center is a website that lists hardware and software compatible with Windows 7. Answer D is incorrect because there is no Microsoft website and tool that can enable you to determine the best PC, device, or software for Windows 7.
- 34. Answer: B.** You can perform an upgrade between two editions of Windows 7 by purchasing Windows Anytime Upgrade. Different from Windows Vista, Windows 7 Anytime Upgrade does not require any disc because no matter which edition is installed, the entire operating system is placed on the computer's local drive. Windows Enterprise is excluded from Anytime Upgrade because it is only available through volume license and includes all features available from Windows 7. Therefore, the other answers are incorrect.
- 35. Answer: B.** Windows Vista Business Edition (Answer A), Enterprise Edition (Answer D), and Ultimate Edition (Answer C) can support dual processors, but Windows Vista Home Basic and Home Premium cannot.
- 36. Answer: B and C.** You can upgrade Windows Vista Starter, Home Basic (Answer C), and Business Editions (Answer B) to Enterprise. You must do a clean install if you want to move from Home Premium (Answer A) and Ultimate Editions (Answer D) to Enterprise Edition.
- 37. Answer: C.** When you perform a clean installation of Windows Vista on a hard disk partition that contains an existing Windows installation (assuming you did not reformat the hard disk), the previous operating system, user data, and program files are saved to a Windows.OLD folder. Therefore, the other answers are incorrect.
- 38. Answer: B.** When you want to see if a system is compatible with Windows Vista, you should run the Windows Vista Upgrade Advisor. The Windows Vista Program Compatibility Assistant Tool (Answer A) will not check hardware compatibility. The Windows Update tool (Answer C) is used to update Windows, not check compatibility. Updating drivers (Answer D) will not check compatibility.
- 39. Answer: A.** The only two versions of Windows Vista that support DVD ripping and the ability to watch TV are Windows Vista Home Premium and Windows Vista Ultimate. Therefore, Windows Vista Business Edition (Answer B) and Windows Home Basic Edition (Answer D) are incorrect. Of course, to be cost effective, Windows Vista Home Premium is less expensive than Windows Vista Ultimate. Therefore, Answer C is incorrect.
- 40. Answer: D.** You can quickly see what version of Windows Vista a system is running by looking at the Welcome Center. Therefore, the other answers are incorrect.
- 41. Answers: A, D, E, and F.** To enable Windows Aero, you must set the monitor settings to a refresh rate higher than 10, set Color to 32 bit, set the Theme to Windows Vista, and set the Color Scheme to Windows Aero.

42. **Answer: B.** If an application is not compatible with Windows Aero, it might cause Flip 3D to stop functioning. Adding more RAM (Answer A), changing the theme (Answer C), and replacing the driver (Answer D) will not fix an application that is not compatible with Windows Aero.
43. **Answer: B, E, and F.** For Windows Aero to function, you must have the color depth set to 32 bit, the monitor refresh rate greater than 10 hertz, and the theme set to Windows Vista. Therefore, the other answers are incorrect.
44. **Answer: B.** Because the video card only has 32 MB of video RAM, you need to upgrade the card to one that has at least 64 MB. More memory might be needed if you have a high resolution. You don't have to upgrade Windows Vista (Answer A) because Windows Vista Ultimate already supports Windows Aero. You do not have to replace the monitor (Answer C) because it has a high enough resolution and refresh rate (10 Hertz is the minimum). You might still need to set the theme to Windows Vista (Answer D) and the color scheme to Windows Aero, but you will not be able to do that until you upgrade the video card.
45. **Answer: A.** When you install programs on a 32-bit version of Windows Vista or 7, programs are usually stored in C:\Program Files. Therefore, the other answers are incorrect.
46. **Answer: B.** When you install 32-bit programs on a 64-bit version of Windows Vista or 7, programs are usually stored in C:\Program Files (x86). Therefore, the other answers are incorrect.
47. **Answer: A.** When you install 32-bit programs on a 64-bit version of Windows Vista or 7, programs are usually stored in C:\Program Files. Therefore, the other answers are incorrect.
48. **Answer: B.** Gadgets are easy-to-use mini programs that give you information at a glance and provide easy access to frequently used tools. Windows Sidebar helps you to organize your gadgets. There is no official Gadget Organizer in Windows Vista (Answer A). The Sidebar is the gadget organizer. The Sync Center (Answer C) is a feature of Windows Vista that allows you to keep information in sync between your computer and mobile devices, network servers, and programs that support Sync Center. The Taskbar (Answer D) is at the bottom of the screen and allows you to manage your running programs.
49. **Answer: D.** When you upgrade Windows, the previous version of Windows files will be kept in the C:\Windows.OLD. Therefore, the other answers are incorrect.
50. **Answer: B.** The notification area includes a clock and group of icons, and it is kept on the far right side of the taskbar. When you move your cursor to a particular icon, you will see the icon's name or the status of the settings. Double-clicking the notification area usually opens the program or setting associated with it. The Quick Launch toolbar (Answer A) is usually next to the Start button and shows little icons you can use to quickly start programs. The Start menu (Answer C) is a list of shortcuts organized so that you can find a program you want to start. It is accessed by clicking the Start button. The Control Panel (Answer D) is used to configure Windows.

- 51. Answer: B.** The Quick Launch toolbar is gone; now, you can right-click an application in the Start menu and select Pin to Taskbar from the context menu. This creates a permanent icon on the taskbar for the application you selected, whether it is running.
- 52. Answer: A.** The desktop is the main screen/graphical space that you see after you turn on your computer and log on to Windows. Like the top of the actual office desk, it serves as a surface for your work. The notification area (Answer B) includes a clock and group of icons, and it is kept on the far-right side of the taskbar. When you move your cursor to a particular icon, you will see the icon's name or the status of the settings. Double-clicking the notification area usually opens the program or setting associated with it. The Start menu (Answer C) is a list of shortcuts organized so that you can find a program you want to start. It is accessed by clicking the Start button. Windows Explorer (Answer D) is used to access and manage the folders and files.
- 53. Answer: C, D, and E.** User Account Control (UAC), introduced with Windows Vista and included with Windows 7, is a feature in Windows that can help prevent unauthorized changes to your computer. It is not included with Windows XP (Answers A and B).
- 54. Answer: B.** Windows Explorer enables the user to use drag-and-drop techniques and other graphical tools to manage the file system. The Control Panel (Answer A) is a graphical tool that enables you to configure Windows. File Manager (Answer C) is a legacy application used in older Windows to manage files. Device Manager (Answer D) is used to manage your devices.
- 55. Answer: B.** A library is used in Windows 7 to help you view, organize, manage, and find files stored in different folders, on different disk drives, and on other PCs in the network. To make libraries faster for viewing and searching, libraries are automatically indexed. Answer A is incorrect because My Computer existed in Windows XP. However, Computer, found in Windows Vista and 7 is used to access all your drives. Answer C is incorrect because My Documents stores your personal documents on your system. Answer D is incorrect because the Windows 7 Viewer can quickly view a file such as a picture.
- 56. Answer: C.** The default libraries that come with Windows 7 are the Documents library (Answer A), the Music library (Answer B), the Pictures library (Answer D), and the Video library. There is no Movie library.
- 57. Answer: A and D.** The two folders included in the Documents library are the My Documents folder and the Public Documents. Answer B and C are incorrect because there is no Temporary Document folder, and the All Music folder is not included in the Document library.
- 58. Answer: A.** When you open My Computer, you will see all drives recognized by the system that have been assigned drive letters. The Control Panel (Answer B) is a graphical tool that allows you to configure Windows. The command prompt (Answer C) opens a window where you can perform commands. The command prompt is sometimes used to run certain programs or configure certain parts of Windows that cannot be managed with the Windows GUI interface. The Microsoft Management Console (MMC), Answer D, is an interface used by tools included with Windows, such as the Administrative Tools, to configure and manage Windows and its programs. The Computer Management Console is an example of the MMC. If you open the MMC by itself, you will not see the drives that have been assigned. You will first have to add a snap-in.

59. **Answer: C.** To open the menu bar, press the Alt key, which can also be used in combination with a letter or number to perform a function. The Ctrl+Alt key combination (Answer A) does not do anything. Shift+Alt (Answer B) by itself does not do anything. Instead, you have to use Shift+Alt with a letter or number key to perform a function. The Ctrl key (Answer D) can be used with other keys to perform certain tasks or functions.
60. **Answer: B.** The Control Panel is a graphical tool used to configure the Windows environment and hardware devices. It can also be used to access the Administrative Tools and the Device Manager. My Computer (Answer A) allows you to view all of the drives using Windows Explorer. The Microsoft Management Console (MMC), Answer C, is an interface used by tools included with Windows, such as the Administrative Tools, to configure and manage Windows and its programs. The Computer Management Console is an example of the MMC. If you open the MMC by itself, you will not see the drives that have been assigned. You will first have to add a snap-in. The Computer Management Console is an example of the MMC. The Device Manager (Answer D) is used to manage your devices. MSCONFIG is used to control the startup of programs and services.
61. **Answer: A.** While viewing Classic view, the Control Panel will show icons similar to what was found in Windows 2000. Therefore, the other answers are incorrect.
62. **Answer: A.** To cleanly uninstall a program, you need to open the Control Panel. If you are in Standard view, you can click Add or Remove Programs. If you are in Classic view, you can double-click Add or Remove Programs. Therefore, the programs listed in the other answers are incorrect.
63. **Answer: A.** Windows Vista or 7 is different from Windows XP in that you would click Uninstall a Program while in Standard view or click Programs or Features while in Classic view. Therefore, the other answers are incorrect.
64. **Answer: B.** To add or remove Windows components including IIS, Indexing Services, and management and monitoring tools, you need to access the Add/Remove programs applet and then click Add/Remove Windows Components. Therefore, the other answers are incorrect.
65. **Answer: D.** You can configure the size and placement of the virtual-memory swap file in Windows 2000 and Windows XP in the Advanced Tab of the System applet in Control Panel. Therefore, the other answers are incorrect.
66. **Answer: C.** When you right-click My Computer and click Properties, you open the System Properties dialog box. This is equivalent to opening the System applet using the Control Panel. Right-clicking the C drive (Answer A) opens the properties for the C drive, where you can run tools or rename the volume. Right-clicking the taskbar (Answer B) and clicking properties allows you to configure the taskbar properties. Right-clicking the Desktop (Answer D) allows you to configure the Display settings.
67. **Answer: C.** To start the System Configuration Utility, you execute the `msconfig.exe` command. The System Configuration Utility allows you to troubleshoot startup problems, including items loaded with the SYSTEM.INI, BOOT.INI, Services, and Startup. `msinfo32` (not `msinfo`, Answer A) is used to start the System Information utility. The `dxdiag` utility (Answer B) is a DirectX diagnostic tool that can show you what version of DirectX you have and can be used to run a series of tests. `Regedit` (Answer D) is used to access the Windows Registry.

- 68. Answer: C.** To start the System Configuration Utility, you execute the `msconfig.exe` command. The System Configuration Utility allows you to troubleshoot startup problems, including items loaded with the `SYSTEM.INI`, `BOOT.INI`, Services, and Startup. The `msinfo32` (not `msinfo`, Answer A) is used to start the System Information utility. The `dxdiag` utility (Answer B) is a DirectX diagnostic tool that can show you what version of DirectX you have, and it can be used to run a series of tests. `Regedit` (Answer D) is used to access the Windows Registry.
- 69. Answer: A.** `Msinfo32.exe` is used to start the System Information utility. It was designed to assist technical support personnel in identifying a PC and its components. The `dxdiag` utility (Answer B) is a DirectX diagnostic tool that can show you what version of DirectX you have and can be used to run a series of tests. The System Configuration Utility (Answer C) allows you to troubleshoot startup problems, including items loaded with the `SYSTEM.INI`, `BOOT.INI`, Services, and Startup. `Regedit` (Answer D) is used to access the Windows Registry.
- 70. Answer: C.** The System Configuration Utility (Answer C) enables you to troubleshoot startup problems, including items loaded with the `SYSTEM.INI`, `BOOT.INI`, Services, and Startup. To specify the number of processors to use during boot up, click the Boot menu and select the Advanced options. Answer A is incorrect because `msinfo32.exe` starts the System Information utility. It was designed to assist technical support personnel to identify a PC and its components. Answer B is incorrect because the `dxdiag` utility is a DirectX diagnostic tool that can show you what version of DirectX you have and can run a series of tests. Answer D is incorrect because `Regedit` is used to access the Windows Registry.
- 71. Answer: A.** `Msinfo32.exe` is used to start the System Information utility. It was designed to assist technical support personnel in identifying a PC and its components. The `dxdiag` utility (Answer B) is a DirectX diagnostic tool that can show you what version of DirectX you have and can be used to run a series of tests. The System Configuration Utility (Answer C) allows you to troubleshoot startup problems including items loaded with the `SYSTEM.INI`, `BOOT.INI`, Services, and Startup. `Regedit` (Answer D) is used to access the Windows Registry.
- 72. Answer: B.** The `Dxdiag.exe` utility is a DirectX diagnostic tool that can show you what version of DirectX you have and can be used to run a series of tests. `Msinfo32.exe` (Answer A) is used to start the System Information utility. It was designed to assist technical support personnel in identifying a PC and its components. The System Configuration Utility (Answer C) allows you to troubleshoot startup problems including items loaded with the `SYSTEM.INI`, `BOOT.INI`, Services, and Startup. `Regedit` (Answer D) is used to access the Windows Registry.
- 73. Answer: D.** The Registry is the central information database for Windows organized into a tree-structured hierarchy database. `Regedit` is short for Registry Editor and is the utility that allows you to view and directly edit the registry. `Msinfo32.exe` (Answer A) is used to start the System Information utility. It was designed to assist technical support personnel in identifying a PC and its components. The `Dxdiag.exe` utility (Answer B) is a DirectX diagnostic tool that can show you what version of DirectX you have and can be used to run a series of tests. The System Configuration Utility (Answer C) allows you to troubleshoot startup problems including items loaded with the `SYSTEM.INI`, `BOOT.INI`, Services, and Startup.

- 74. Answer: D.** The registry is the central information database for Windows. Several files that make up the registry are stored in %SystemRoot%\System32\Config, which is usually C:\Windows\System32\Config. In addition, there are registry files stored in the user's profile folder (%UserProfile%\NTUser.dat and %UserProfile%\Local Settings\Application Data\Microsoft\Windows\Userclass.dat). Therefore, the other answers are incorrect.
- 75. Answer: C.** HKEY\_LOCAL\_MACHINES contains information about the type of hardware installed, drivers, and other system settings. Information includes the bus type, system memory, device drivers, and startup control data. The data in the subtree remains constant regardless of the user. HKEY\_CLASSES\_ROOT key (Answer A) contains the file extension associations and OLE information. HKEY\_CURRENT\_USER (Answer B) is a copy from HKEY\_USERS for a specific user and holds the current settings for the user currently logged on. When the user logs off, the settings are copied back to HKEY\_USERS (Answer D).
- 76. Answer: D.** HKEY\_CLASSES\_ROOT key contains the file extension associations and OLE information. HKEY\_CURRENT\_USER (Answer A) is a copy from HKEY\_USERS for a specific user and holds the current settings for the user currently logged on. When the user logs off, the settings are copied back to HKEY\_USERS (Answer B). HKEY\_LOCAL\_MACHINES (Answer C) contains information about the type of hardware installed, drivers, and other system settings. Information includes the bus type, system memory, device drivers, and startup control data.
- 77. Answer: D.** When you press the Window key + L, you lock Windows. Therefore, the other answers are incorrect.
- 78. Answer: B.** To open the Windows Security Dialog box in Windows XP, you press the Ctrl+Alt+Del keys. From the Windows Security Dialog box, you can lock the computer, log off, shut down the computer, change the password, or open the Task Manager. Ctrl+L (Answer C) locks Windows. Ctrl+Esc opens the Start menu. The F1 key (Answer D) is usually used to access help. Ctrl+Enter does not do anything for Windows but might have special meaning to other programs (for example, Ctrl+Enter inserts a page break in Microsoft Word).
- 79. Answer: A.** Pressing the Ctrl+Esc key combination pops up the Start menu along with the taskbar in Windows 2000/XP. Alt+Esc (Answer B) can be used to toggle between programs running in Windows. Ctrl+Alt+Esc (Answer C) and Shift+Esc (Answer D) do not do anything for Windows but might have special meaning to other programs running in Windows.
- 80. Answer: A.** To switch between programs, you can use the Alt+Tab key combination. You can also use Alt+Esc. Alt+Enter (Answer B) and Alt+Ctrl (Answer C) do not have any special meaning for Windows but might have special meaning for other programs running in Windows. Alt+Ctrl+Del (Answer D) opens the Security Window or the Task Manager or it allows you to log on.

- 81. Answer: A and E.** To switch between programs, you can use Alt+Tab, which works in all versions of Windows. Windows Vista also offers Flip 3D, which can be initiated by pressing the Start+Tab keys. To open the Windows Security Dialog box in Windows XP, you press the Ctrl+Alt+Del keys (Answer D). From the Windows Security Dialog box, you can lock the computer, log off, shut down the computer, change the password, or open the Task Manager. Alt+Enter (Answer B) and Alt+Ctrl (Answer C) do not do anything for Windows but might have special meaning for other programs running in Windows. For example, Alt+Ctrl+down arrow can invert your screen with some video drivers.
- 82. Answer: A.** The Windows utility for scheduling tasks is located under the Control Panel's Scheduled Tasks icon. This utility is used to schedule operating system and application operations so that they start and run automatically. This enables users and technicians to schedule routine tasks, such as backups and defragmentation operations, to occur without a user or technician being involved. Also, these tasks can be scheduled to run at the most convenient times, such as the middle of the night when no one is using the machine. Tasks can be scheduled to run daily, weekly, monthly, or at prescribed times and dates. The Task Manager (Answer B) is used to view all running programs and processes and allows you to manage those programs and processes, including stopping programs and processes and viewing PC performance. Device Manager (Answer C) allows you to manage devices and drivers. The MSConfig utility (Answer D) allows you to manage the startup of programs and services.
- 83. Answer: B.** A cluster, which can be made up of one or more sectors, is the smallest amount an operating system can address. A head (Answer A) is a component of the disk. Usually, you have one head for each side of each platter. A sector (Answer C) is 512 bytes. While it is smaller than a cluster, it is not addressable by the operating system. The Operating system only sees clusters. Cylinders (Answer D) are the concentric circles that are mapped on the platters of a disk.
- 84. Answer: A.** The Master boot record, always found on the first sector of a hard drive, tells the system ROM BIOS how the hard drive is divided (master partition table) and which partition to boot from. The volume boot sector (Answer B) holds the boot program. The file allocation table (Answer C) is the index for the FAT/FAT32 file system listing each cluster. The root directory (Answer D) is the first entry in a volume.
- 85. Answer: B.** The top of the file structure tree is called the root directory. For example, the top of the C drive would be designed as C:\. The partition tables (Answer A) specify how the disk is divided. The volume boot sector (Answer B) contains instructions of how to boot an operating system from a volume or partition. The Master Boot Record (MBR), Answer D, is the first part of a hard disk that contains the boot program and partition table.
- 86. Answer: C.** MBR can support up to four primary partitions or three primary partitions and one extended partition. Therefore, the other answers are incorrect.
- 87. Answer: A, B, and D.** The NTFS file system comes from the Windows NT family, including Windows 2000, Windows XP, Windows Vista, and Windows 7, and is a more sophisticated file system that has a number of enhancements that set it apart from FAT. It supports larger partition sizes than FAT32. It allows for file-level security to protect system resources and supports compression, encryption, disk quotas, and file ownership. NTFS cannot be accessed by DOS disk utilities (Answer C).

- 88. Answer: B and D.** To create a new file or folder, you just need to right-click the empty area of the Display Window, select New, and then select Folder. You can also open the File menu, select New, and then select Folder. Therefore, the other answers are incorrect.
- 89. Answer: C.** Disk quotas are used to control the amount of disk space a network user can consume on a single partition or volume. For Windows 2000, XP, Vista, and 7, disk quotas are only available on NTFS partitions/volumes. Disk Cleanup (Answer A) is used to free used disk space. Security Center (Answer B) is used to manage certain features of Windows, including the Windows Firewall and Windows Updates. Disk Defragmenter (Answer D) is used to optimize a hard drive by moving files back together.
- 90. Answer: D.** NTFS uses permissions to control access to files and folders. FAT (Answer A), FAT32 (Answer B), and CDFS (Answer C) do not have file- or folder-level permissions.
- 91. Answer: D.** The Windows 2000 and XP operating systems support several file management system formats, including FAT (Answer A), FAT16, FAT32 (Answer B), CDFS (the compact disk file system is used on CD-ROMs—Answer C), and NTFS4, along with its own native NTFS5 format. Windows Vista and 7 use NTFS V6.0.
- 92. Answer: B.** Under the FAT file system, there is room for one primary partition and the extended partition on a hard disk drive. The extended partition can be created on any unused disk space after the primary partition has been established and properly configured. The extended partition can be subdivided into 23 logical drives (the letters of the alphabet minus A, B, and C). Therefore, the other answers are incorrect.
- 93. Answer: B.** To change file attributes from Explorer, right-click the desired file, select the Properties option from the pop-up list, move to the General page, and click the desired attribute boxes. Therefore, the other answers are incorrect.
- 94. Answer: B.** To change a file's attributes in Windows Explorer, right-click the desired file, select the Properties option from the pop-up list, move to the General page, and click on the desired attribute boxes. Therefore, the other answers are incorrect.
- 95. Answer: B and D.** Windows 2000 has two different executables used to start the setup program, depending on the OS you are using to start the install. These executables are WINNT.EXE and WINNT32.EXE. Therefore, the other answers are incorrect.
- 96. Answer: D.** Before you install Windows XP Professional from the CD, it is recommended that you run the Windows XP version of Checkupgradeonly. This file checks the system for possible hardware compatibility problems and is located on the installation CD under \i386\winnt32. You can also check the Microsoft Windows XP Hardware Compatibility Lists (HCL) page. Therefore, the other answers are incorrect.
- 97. Answer: D.** To install Windows Vista, you boot from a Windows Vista installation DVD. You will then choose a partition to install it on, and you must provide a valid product key to complete the installation.
- 98. Answer: A.** During the early part of installation, you are given the option to press F6 so that you can insert a floppy disk or CD/DVD that contains a SCSI driver. Therefore, the other answers are incorrect.

- 99. Answer: B.** To load special drivers such as SCSI drivers, you need to select the Load Drivers option from the Where Do You Want to Install Vista? page. Therefore, the other answers are incorrect.
- 100. Answer: A.** To do an in-place upgrade, you must insert the installation DVD into the drive while Windows is running. Therefore, the other answers are incorrect.
- 101. Answer: B.** Installing a new operating system on a hard drive has evolved into these five basic steps: Partition the drive for use with the operating system. Format the drive with the basic operating system files. Run the appropriate Setup utility to install the complete operating system. Load all the drivers necessary for the operating system to function with the system's installed hardware devices. Reboot the system to activate all the system components. Therefore, the other answers are incorrect.
- 102. Answer: C.** Partitioning is the process of assigning part or all of the drive for use by the computer. Formatting (Answer A) prepares the partition (sometimes referred to as a volume) by creating the file system. There is no official step called modification (Answer B).
- 103. Answer: A and C.** While many hardware changes can be made through the Hardware wizard, it is often easier to use Device Manager, which provides a simple and well-organized method to manage hardware in the system. Administrative Tools give access to many MMC programs, including the Computer Management console.
- 104. Answer: B.** Driver Signing is controlled through the Windows 2000/XP Control Panel's System icon. In the System applet, select the Hardware tab and click on the Driver Signing button. The Driver Signing Options page displays. On this page, you can establish how the system should react when it detects an unsigned driver. Therefore, the other answers are incorrect.
- 105. Answer: D.** The drivers that the employees are downloading are not working with the hardware under the new operating system. Microsoft has a program called Driver Signing that allows hardware manufacturers to verify that their drivers work with given Microsoft operating systems. To prevent the employees from installing drivers that don't work, you need to enforce the use of driver signing to verify drivers before they are installed. On the Windows XP Driver Signing Options page, you can establish how the system should react when it detects an unsigned driver. The Block option does not permit any unsigned drivers to be loaded into the system. Therefore, the other answers are incorrect.
- 106. Answer: A.** The Warn setting causes Windows to notify the user when an unsigned driver has been detected. It also produces an option to load or not load the driver. This is the default setting for Driver Signing. Therefore, the other answers are incorrect.
- 107. Answer: A.** Windows XP has a special tool, called the User State Migration Tool (USMT), that administrators can use to transfer user configuration settings and files from systems running Windows 9x/Me and Windows NT systems to a clean Windows XP installation. This enables user information to be preserved without going through the upgrade process. The purpose of Recovery tools (Answer B), including the ASR (Answer C), is to recover after a system has failed or files have been deleted, not to migrate users from one system to another. The Backup utility (Answer D) is for recovery, not for moving settings over.

- 108. Answer: C.** If you cannot do an in-place upgrade, you can still move your data files and settings from one Windows Installation (Windows XP, Windows Vista, and Windows 7) to another or from one computer running Windows to another using the Windows Easy Transfer program or the User State Migration Tool (USMT). Answer A is incorrect because the Microsoft System Information (msinfo32.exe) is designed to assist technical support personnel in identifying a PC and its components. Answer B is incorrect because the Microsoft Configuration Tool enables you to troubleshoot startup problems including items loaded with the SYSTEM.INI, BOOT.INI, Services, and Startup. Answer D is incorrect because there is no Windows Transfer utility included with Windows.
- 109. Answer: A.** To migrate data from a source computer to a network or removable disk, use the scanstate. When the target computer is ready, you can then use the loadstate to migrate the data to the target. Therefore, the other answers are incorrect.
- 110. Answer: C.** When you want to migrate from a Windows XP computer, you should use the /targetxp. Therefore, the other answers are incorrect.
- 111. Answer: A.** Virtual memory is using disk as RAM. Of course, using the paging file is many times slower than regular RAM. In Windows XP, the paging file called PAGEFILE.SYS is a virtual memory file that sets aside hard drive space to be used as RAM. Fortunately, it provides more memory by using hard drive space as a temporary storage area. Therefore, the other answers are incorrect.
- 112. Answer: A.** To configure virtual memory in Windows XP, you open the control panel and double-click the System applet to open the System Properties. Then select the Advanced tab. Therefore, the other options are incorrect.
- 113. Answer: B.** It is possible to optimize the system's performance by distributing its swap file (PAGEFILE.SYS) space among multiple drives. It can also be helpful to relocate the swap file away from slower or heavily used drives. You should not place the swap file on mirrored or striped volumes. Also, don't create multiple swap files in logical disks that exist on the same physical drive. Setting the virtual memory setting to maximum will not increase performance. Instead of setting the virtual memory to the minimum size or setting it to the maximum (Answers A and D), you should set the minimum and maximum size to the same so that the paging file does not have to shrink or grow. You cannot set the virtual memory to a variable (Answer C).
- 114. Answer: A.** Hibernate mode saves the computing session that is stored in RAM to the hard disk and then shuts down the system. When the system is reactivated, the computing session is fully restored into memory and restarted at the place it left off. Standby mode (Answer C) still uses some power to keep the memory alive so that it can quickly come back after the machine has been put in Standby mode. There is no such thing as suspend mode (Answer B). If you shut down the computer (Answer D), you will not be able to continue with the current session.
- 115. Answer: D.** To access and enable hibernate, you need to open the Power Options properties in the Control Panel. Then click the Hibernate tab and select Enable Hibernation. Therefore, the other answers are incorrect.

- 116. Answer: B.** In Windows 2000 and XP, the power management functions are located in the Control Panel under the Power Options icon. These functions include options for configuring hard drive and display shutdown times, standby mode timing, and the hibernate functions. Standby settings are configured under the Power Schemes tab, and the hibernation function is enabled under the Hibernate tab (Enable Hibernate Support in Windows 2000 and Enable Hibernation in Windows XP). Therefore, the other answers are incorrect.
- 117. Answer: C.** If a Windows Vista or 7 computer hibernates, the system state, along with the contents of the system memory, are saved to a file (Hiberfil.sys) on the hard disk and the computer is shut down. The Hiberfil.sys file will be the same size as the amount of physical memory. No power is required to maintain this state because the data is stored on the hard disk. You can then continue where you left off within a short time. Standby mode (Answer A) still keeps everything in RAM and only maintains enough to keep the content alive. There is no sleep mode (Answer B) in Windows Vista or 7. Enabling the screen saver (Answer D) will not save power.
- 118. Answer: B.** Wake-on LAN is a technology that allows someone to turn on a network computer remotely by sending a special data packet (called a Magic Packet) to the network adapter. Even if the computer is hibernating, the network adapter is still “listening” on the network, so when the special packet arrives, the network adapter can turn on the computer. It is the NIC that must have the wake-on-LAN compatibility, not the processor (Answer D). You need wake-on-LAN capability, not hibernate (Answer A) or sleep (Answer C).
- 119. Answer: B.** If you hibernate the computer, you can send the magic wake-on-LAN packet to wake up a computer so that you can update the computer. If you shut down the computer (Answer C), you would not be able wake it up. If you have the users leave their computers on at night (Answer D), you will not be saving any power. You could use sleep mode, but hibernate will save more power because sleep mode (Answer A) consumes a little power to keep the contents in RAM active.
- 120. Answer: A.** Sleep mode is a power-saving state that saves work and opens programs to memory. To maintain the contents of memory while the computer is in sleep mode, the system still consumes a small amount of power. The advantage of sleep mode is that you can continue where you left off, typically within a few seconds. When the machine goes into hibernate (Answer C), it will save all content onto disk and then power off. Different from sleep, hibernate does not keep content in RAM. Hybrid Sleep (Answer B) is a combination of sleep and hibernate. It saves your work to your hard disk and puts your mobile PC into a power-saving state. If you suffer power failure, your data will not be lost. There is no such thing as Power-Eco (Answer D).
- 121. Answer: A.** Any time you have a component that you want to remove from a laptop, you should use the Safely Remove Hardware icon so that it will properly shut down the component before you disconnect it. Therefore, the other answers are incorrect.
- 122. Answer C.** When a computer goes into S3 mode, it is going into Stand By mode/ suspend to RAM. Answer A is incorrect because S1 is the S1—Stand By (Power On Suspend). Answer B is incorrect because the S2 is Stand By CPU. Answer D is incorrect because the S4 is Hibernate.

- 123. Answer: B.** The BIOS might be set to boot from the hard drive before it tries to boot from the CD-ROM. In this case, the boot sequence must be changed to make it possible to boot from the CD-ROM. The F8 key (Answer C) will allow you to enter Safe Mode, VGA Mode, or Last Known Good Configuration. Unfortunately, none of those modes will help boot from the CD-ROM. Lastly, having an NTFS-formatted hard drive (Answer A) and creating a bootable diskette (Answer D) will not help your system boot from a CD-ROM disc.
- 124. Answer: A and C.** If you start in Safe Mode, you can roll back the driver. You can also try to boot to VGA mode, which boots to 640×480. You could try the Last Known Good Configuration, but if you have logged on already, that most recent logon becomes the Last Known Good Configuration. In addition, if Windows tries to load the driver before you log on, you will not be able to log on. You could try the Recovery Console (Answer B), but it would be much easier and faster to use the Safe Mode and roll back the driver. Re-installing the operating system (Answer D) should be a last resort and should not be necessary in this situation.
- 125. Answer: C.** The Last Known Good Configuration feature is a recovery option that you can use to start your computer by using the most recent settings that worked. The Last Known Good Configuration feature restores registry information and driver settings that were in effect the last time the computer started successfully. Use the Last Known Good Configuration feature when you cannot start Windows after you make a change to your computer, or when you suspect that a change that you just made might cause a problem. For example, you can use this feature if you cannot start Windows after you install a new driver for your video adapter, or if you installed an incorrect driver and have not yet restarted your computer. Reinstalling the device driver for the NIC (Answer B) is not an option because the machine continuously reboots. You could try to remove the network interface card (Answer D) or reinstall the operating system (Answer A), but these are drastic measures and should not be necessary in this situation.
- 126. Answer: A.** Because it will not start, you can try to do a repair. As you boot from the Windows Vista DVD, you will be given a Startup repair option. The ARC paths in the BOOT.INI (Answer D) are found with Windows 2000 and XP machines, not Windows Vista. The Windows Recovery Console (Answers B and C) was found in Windows XP and was replaced by several tools located in the System Recovery Options menu.
- 127. Answer: A.** System Restore helps restore your computer's system files to an earlier point in time. Restore points are created automatically every day and just before significant system events, such as the installation of a program or device driver. Answer B is incorrect because the shadow copy automatically creates backup copies of the data stored in data folders on specific drive volumes at scheduled times. Answer C is incorrect because the System Image Backup is a copy of the system drives required for Windows to run and is one of the fastest ways to restore your hard disk. It can also include additional drives. Answer D is incorrect because the Safe Mode starts Windows with a minimal set of drivers and services. It is typically used when Windows does not start properly.

- 128. Answer: B.** To create a system repair disc in Windows 7, click the Start button, and select All Programs, Maintenance, Create a System Repair Disc. Therefore, the other answers are incorrect.
- 129. Answer: B.** By default, the Windows Recovery Console is not installed on Windows XP. Therefore, you need to boot to the Windows XP CD. The Windows Recovery Console (Answer A) is available in Windows Vista, not Windows XP. Windows PE (Answer C) does not allow you to start the Windows Recovery Console. Modifying the Boot.ini file (Answer D) will not allow the Windows Recovery Console to load.
- 130. Answer: C.** If you start in Safe Mode, only the drivers and services that are necessary to start Windows are loaded. You can then fix the problem and restart Windows in normal operation mode. If the machine does not boot, you will not be able to use Device Manager (Answer A) or access the display console (Answer B).
- 131. Answer: D.** The Safe Mode with Networking option starts Windows using only basic files, drivers, and network connections. If you start Windows normally (Answer A), all drivers are loaded. Safe Mode without the Networking option (Answer B) will not load the drivers and software for the network connections. Safe Mode with the command prompt (Answer C) does not provide a GUI interface for you to access all the tools that you can access with Safe Mode.
- 132. Answer: A.** ASR is short for Automated System Recovery. It allows you to restore the system disk (usually the C: drive) including the Windows files, all Registry settings, and all user programs and data, so you can recover a completely crashed system. To use this procedure, you must be able to boot the Windows XP Pro Setup program from the installation CD-ROM. If you start in Safe Mode (Answer B), only the drivers and services that are necessary to start Windows are loaded. The Last Known Good Configuration (Answer C) feature is a recovery option that you can use to start your computer by using the most recent settings that worked. The Last Known Good Configuration feature restores registry information and driver settings that were in effect the last time the computer started successfully. Use the Last Known Good Configuration feature when you cannot start Windows after you make a change to your computer, or when you suspect that a change that you just made might cause a problem. The Emergency Recovery Disk (ERD), Answer D, is the primary tool that allows you to repair a Windows 2000 computer.
- 133. Answer: A.** The Emergency Recovery Disk (ERD) is the primary tool that allows you to repair a Windows 2000 computer. It has been replaced by the Automated System Recovery in Windows XP. ASR (Answer B) is short for Automated System Recovery. It allows you to restore the system disk (usually the C: drive), including the Windows files, all Registry settings, and all user programs and data, so you can recover a completely crashed system. To use this procedure, you must be able to boot the Windows XP Pro Setup program from the installation CD-ROM. The Recovery Console (Answer C) shows you a command prompt so that you can run commands that can be used to diagnose and fix a problem. The PE Disk (Answer D) is a bootable disk used to fix and troubleshoot a range of problems, and it can be used to install Windows.

- 134. Answer: D.** With many systems, if you turn on a computer while the USB thumb drive is connected to a computer, the computer will try to boot from the USB thumb drive. As a result, you usually get a black screen. Windows is most likely still available on the C: drive (Answer A) and the boot.ini has not been modified (Answer C). You just need to remove the USB thumb drive and reboot the computer. The network cable (Answer B) is not a factor unless the computer has been configured to boot from the network.
- 135. Answer: A.** BCDBoot (found on the Windows PE disk) is a tool used to quickly set up a system partition or to repair the boot environment located on the system partition. Answer B is incorrect because the BCDEdit manages the BCD Store, which describes the boot application and boot application settings, such as the boot menu. Answer C is incorrect because the diskpart is a text-mode command interpreter to manage disks, partitions, and volumes. Answer D is incorrect because the DrvLoad adds out-of-box drivers.

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