

A+ Practice Questions Exam Cram 2 (Exam 220-301, Exam 220-302)

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First and Second Printing Corrections

Pg	Error	Correction
9	Question 36: Which term does not describe the dot information produced by a color monitor?	Which of the following terms is not associated with the dot information produced by a color monitor?
9	Question 36, choice A: Bit-mapped	Dot pitch
17	Question 11, choice A: A port replicator	A translation replicator
19	Question 15:	Add choice d: Port replicator
20	Question 19, choice c: Navigate the Start/Settings/Control Panel path and access the Add New Hardware applet. When the Add New Hardware Wizard starts, select the Details tab. Then simply click on the PC Card component listed in the dialog box.	Navigate the Start/Settings/Control Panel path and access the Add/ Remove Programs applet. Click the Windows Setup tab, select a category, and then click on the Details tab. Then simply click on the PC Card component listed in the Add/Remove Programs dialog box.
28	Question 29, choice a: Install the ISA modem and enter configuration settings for it directly into the operating system.	Install the ISA modem and reserve system resource settings for it directly through the operating system.

<p>33 34</p>	<p>Questions 22, 23, 24, replace figure with:</p>	
<p>54</p>	<p>Objective 1.1, answer 36: b</p>	<p>c</p>
<p>55</p>	<p>Objective 1.3, answer 26: c, d</p>	<p>a, c, d</p>
<p>55</p>	<p>Objective 1.4, answer 30: b</p>	<p>a, b</p>

60	Answer 36, replace with:	The term Triad is not associated with monitors in any way. A color monitor employs a combination of three color phosphors, that is, red, green, and blue (RGB), arranged in adjacent trios of dots or bars called picture elements, pixels, or PELs. The more pixels on a given screen size, the higher the image quality. This quantity, called screen resolution, can be expressed in terms of dot pitch. In a color monitor, the dot pitch is measure from the center of one dot trio to the center of the next trio.
67	Question 26: c, d. Portable...	a, c, d. Portable...
69	Question 30: b. When ...	a, b. When ...
87	Question 26, choice d: Check the jumper settings	Exchange the SCSI signal cable for the correct type.
117	Question 14, choice a: Run an application that will continually change the screen display.	Run an installed application to continually change the screen display.

149	Questions 11 and 12, replace figure with:	<p>The image contains two diagrams. The left diagram shows a front panel of a device with several connectors. A SCSI connector is labeled 'B' and a parallel printer port is labeled 'D'. The right diagram shows the back of a unit with a SCSI connector labeled 'A' and a parallel printer port labeled 'C'.</p>
164	Question 37: An internal SCSI ribbon cable is outfitted with a _____ connector.	An internal SCSI-2 ribbon cable is outfitted with a _____ connector.
164	Question 37, choice d: 68-pin	80 -pin
170	Question 16, choice a: Deletion of the MBR	Incorrect rotational speed for drive's geometry

170	<p>Question 18:</p> <p>What grouping of the BIOS enables you to specify time intervals between notices to back up to pop up periodically when the system is booted?</p>	<p>What section of the BIOS enables you to specify time intervals between notices to back up to pop up periodically when the system is booted?</p>
172	<p>Objective 4.1, answer 25:</p> <p>b</p>	<p>b, c, d</p>
172	<p>Objective 4.3, answer 7:</p> <p>b</p>	<p>a, b</p>
172	<p>Objective 4.3, answer 12:</p> <p>d</p>	<p>c</p>
175	<p>Answer 25:</p> <p>b. Although...</p>	<p>b, c, d. Although...</p>
179	<p>Answer 7:</p> <p>b. SCSI...</p>	<p>a, b. SCSI...</p>
179	<p>Answer 12:</p> <p>d. D is the...</p>	<p>c. D is the...</p>

179	<p>Answer 15:</p> <p>a. As the PnP process has no method for reconfiguring legacy devices during the resource assignment phase, it begins by assigning resources, such as IRQ assignments, to these devices before servicing the system's PnP devices.</p>	<p>a. As the PnP process has no method for reconfiguring legacy devices during the resource assignment phase, the process begins by assigning preconfigured resources, such as IRQ assignments, to these devices before servicing the system's PnP devices.</p>
211	<p>Question 11:</p> <p>Which two networks have full duplex capabilities?</p>	<p>Which network types have full duplex capabilities? (Select all that apply.)</p>
211	<p>Question 11, choice c:</p> <p>Fiber optic</p>	<p>FDDI</p>
224	<p>Objective 6.1, answer 11:</p> <p>a, b</p>	<p>a, b, c</p>
225	<p>Answer 11:</p> <p>a, b. (a) When operating in full-duplex mode, the Ethernet (802.3) transfer rate of 10Mbps is boosted to 20Mbps. (b) Token Ring (802.5) can operate in a high-speed, full-duplex mode (two-way simultaneous communication) to raise the transfer rate to 32Mbps.</p>	<p>a, b, c. (a) When operating in full-duplex mode, the Ethernet (802.3) transfer rate of 10Mbps is boosted to 20Mbps. (b) Token Ring (802.5) can operate in a high-speed, full-duplex mode (two-way simultaneous communication) to raise the transfer rate to 32Mbps. (c) FDDI fiber-optic networks can also be set up for full-duplex operations.</p>
237	<p>Question 22:</p>	

	What do the dots in a pop-up menu indicate about the option?	What do the dots in a pop-up or drop-down Windows menu indicate about the option associated with it ?
237	Question 23: What do the check marks in a pop-up menu indicate about the option?	What do the check marks in a pop-up or drop-down Windows menu indicate about the option associated with it ?
266	Objective 1.1, answer 17: d	b
267	Objective 1.4, answer 13: a	a, c
270	Answer 17: d. The Programs...	b. The Programs...
279	Answer 13: a. After the...	a, c. After the...
281	Answer 37: d. Filenames in Windows NT 4.0 can be a maximum of 256-characters long, including spaces.	d. Filenames in Windows NT can be a maximum of 255 -characters long, including spaces.
281	Answer 39: c. Filenames in Windows 2000 and XP can be up to 215-characters long, including spaces.	c. Filenames in Windows 2000 can be up to 215-characters long, including spaces.

290	<p>Question 18, answer a:</p> <p>With the Remote Installation Services (RIS) server in the network, you can boot up other systems as RIS clients that can download the Windows XP image from the server.</p>	<p>With the Remote Installation Services (RIS) server in the network, you can boot up other RIS systems and download the Windows XP image from them.</p>
310	<p>Question 16, choice a:</p> <p>Accessibilities Options</p>	<p>Accessibility Options</p>
327	<p>Question 2, choice c:</p> <p>c. Restart the system and select the Normal option from the Advanced Options menu Restart the system and select the VGA mode from the Advanced Options menu.</p>	<p>c. Restart the system and select the Normal option from the Advanced Options menu.</p> <p>d. Restart the system and select the VGA mode from the Advanced Options menu.</p>
359	<p>Objective 4.1, answer 40:</p> <p>c</p>	<p>a</p>
363	<p>Answer 40:</p> <p>c. When TCP/IP...</p>	<p>a. When TCP/IP...</p>

First through Third Printing Corrections

9	<p>Question 36</p> <p>36. Which of the following terms is not associated with the dot information produced by a color monitor?</p> <ul style="list-style-type: none">a. Dot pitchb. Pixelc. Triadd. Picture element	<p>36. Which of the following terms is not associated with the dot information produced by a color monitor?</p> <ul style="list-style-type: none">a. PELb. Pixelc. Triadd. Picture element
16	<p>Question 2</p> <p>2. What type of interface is normally used to support an external CD-ROM?</p> <ul style="list-style-type: none">a. IDEb. RS-232Cc. SCSId. MFM	<p>2. Which type of interface would you normally expect to encounter when installing an external CD-ROM drive? (Select two correct answers.)</p> <ul style="list-style-type: none">a. USBb. IDEc. ISAd. SCSI

17	<p>Question 11, answer A</p> <p>a. A translation replicator</p>	<p>a. A port replicator</p>
27	<p>Question 24</p> <p>24. The IRQ1 channel is used _____ and cannot be used for other devices.</p> <p>a. by the primary IDE controller</p> <p>b. for the Real Time Clock interrupt</p> <p>c. by the system's keyboard</p> <p>d. by the printer for LPT1</p>	<p>24. What is the maximum capacity of a double-sided, double-density 3.5" floppy disk?</p> <p>a. 1.44MB</p> <p>b. 1.2MB</p> <p>c. 720kB</p> <p>d. 2.88MB</p>
29	<p>Question 1</p> <p>1. What is an onboard 25-pin female port on an ATX board used for?</p> <p>a. Video card</p> <p>b. Parallel port</p> <p>c. Hard drive</p> <p>d. Mouse</p>	<p>1. What is an onboard 25-pin female port on an ATX board used for?</p> <p>a. Video card</p> <p>b. Parallel port</p> <p>c. Game port</p> <p>d. Mouse</p>

31	<p>Question 14</p> <p>14. How is power supplied to a USB device?</p>	<p>14. How is power supplied to a low-power USB device?</p>
35	<p>Question 31</p> <p>31. Which peripheral connection can be confused in an ATX system?</p> <p>a. Modem, network</p> <p>b. Mouse, keyboard</p> <p>c. Printer, RCA</p> <p>d. Video, game port</p>	<p>31. Which peripheral connections can be easily confused in an ATX system?</p> <p>a. Modem, network</p> <p>b. Mouse, keyboard</p> <p>c. Printer, sound</p> <p>d. Video, game port</p>
54	<p>Objective 1.3, answer 2:</p> <p>2. ϵ</p>	<p>2. a, d</p>
59	<p>Answer to 14, first sentence:</p> <p>c. When turned on, a PC begins carrying out software instructions from its BIOS program, which is permanently stored in the ROM BIOS memory IC located on the system board...</p>	<p>c. When the system is turned on or reset, the PC begins carrying out software instructions from its BIOS program, which is permanently stored in the ROM BIOS memory IC located on the system board...</p>

60	<p>Answer to 36</p> <p>c. The term Triad is not associated with monitors in any way. A color monitor employs a combination of three color phosphors, that is, red, green, and blue (RGB), arranged in adjacent trios of dots or bars called picture elements, pixels, or PELs. The more pixels on a given screen size, the higher the image quality. This quality, called screen resolution, can be expressed in terms of dot pitch. In a color monitor, the dot pitch is measured from the center of one dot trio to the center of the next trio.</p>	<p>c. The term Triad is not associated with monitors in any way. A color monitor employs a combination of three color phosphors, that is, red, green, and blue (RGB), arranged in adjacent trios of dots or bars called picture elements, pixels, or PELs.</p>
64	<p>Objective 1.3, answer 2</p> <p>e. External CD-ROM drives typically connect to a SCSI host adapter or to an enhanced parallel port.</p>	<p>a, d. Historically, most external CD-ROM drives employed SCSI interface connectors. Newer SCSI CD-ROMs employ USB connection.</p>

65	<p>Answer 11</p> <p>b. A docking station is a specialized structure that extends a notebook computer's expansion bus so that it can be used with a collection of desktop devices, such as an AC power source, a full-sized keyboard and CRT monitor, as well as modems, mice, and standard PC port connectors.</p>	<p>b. A docking station is a specialized structure that extends a notebook computer's expansion bus so that it can be used with a collection of desktop devices, such as an AC power source, a full-sized keyboard and CRT monitor, as well as modems, mice, and standard PC port connectors. Port replicators do not provide additional expansion slots for use.</p>
68	<p>Answer 10</p> <p>b. The IRQ1 is the reserved internal interrupt for the keyboard controller. It is not available for other devices, even on systems without a keyboard.</p>	<p>b. The IRQ1 is the reserved internal interrupt for the keyboard controller used to indicate the keyboard buffer is full. It is not available for other devices even on systems without a keyboard</p>
69	<p>Answer 24</p> <p>c. IRQ1 is an internal IRQ used to indicate the keyboard buffer is full.</p>	<p>c. The typical floppy-disk drive controller divides the floppy disk into 80 tracks per side, with 9 or 18 512-byte sectors per side. This provides the system with a 720KB (double-density) or 1.44MB (high-density) of storage on each disk.</p>

99	<p>Question 19</p> <p>19. During the bootup procedure, what usually occurs after the memory test counts up?</p> <p>a. The BIOS message appears on the screen.</p> <p>b. The floppy disk drive light comes on briefly.</p> <p>c. The hard disk drive light comes on briefly.</p> <p>d. The POST is completed and the system beeps</p>	<p>19. During the bootup procedure, what usually occurs after the memory test counts up on the screen?</p> <p>a. The BIOS message appears on the screen.</p> <p>b. The system begins searching for a boot record.</p> <p>c. The hard disk drive light comes on briefly.</p> <p>d. The POST is completed and the system beeps</p>
103	<p>Answer 19</p> <p>19. b</p>	<p>19. c</p>
107	<p>Answer 46</p> <p>46. b. You can use the FDISK /MBR command to restore the hard drive's Master Boot Record along with its partition information.</p>	<p>b. If the clean boot disk has a copy of the FDISK program on it, you may attempt to restore the drive's master boot record (including its partition information) by typing the command FDISK /MBR.</p>

112	<p>Answer 19</p> <p>b. If enabled in the CMOS boot sequence, the floppy disk drive access light comes on briefly after the memory test counts up.</p>	<p>c. If enabled in the CMOS boot sequence, the floppy disk drive access light comes on briefly after the memory test counts up. However, in most systems, the next action is a check of the hard drive.</p>
117	<p>Question 14</p> <p>14. How can you prevent images from being burned into the screen of a video display monitor if it is not set up to blank itself after a period of no activity?</p> <p>a. Run an installed application to continually change the screen display.</p>	<p>14. How can you prevent images from being burned into the screen of a video display monitor if it is not set up to blank itself after a period of no activity?</p> <p>a. Set the Auto off feature under the Display icon in the Control Panel.</p>
124	<p>Question 18, answer D</p> <p>d. So that the user will stop entering data that might be lost if the power does not come back on before the UPS batteries fail</p>	<p>d. So that the host computer can shift into hibernate mode to conserve power.</p>
150	<p>Question 15</p> <p>15. Which IRQ resources are assigned in the PnP configuration process?</p>	<p>15. Which IRQ resources are allocated first in the PnP configuration process?</p>

170	<p>Question 18</p> <p>18. What section of the BIOS enables you to specify time intervals between notices to back up to pop up periodically when the system is booted?</p>	<p>18. What section of the CMOS setup utility enables you to specify time intervals between notices to back up to pop up periodically when the system is booted?</p>
172	<p>Objective 4.1, answer 22</p> <p>22. a</p>	<p>22. b</p>
175	<p>Answer 22</p> <p>22. a. The Pentium MMX processor was available in 166, 200, and 233MHz versions and used a 321-pin, SPGA Socket 7 format</p>	<p>22. b. The Pentium MMX processor was available in 166, 200, and 233MHz versions and used a 321-pin, SPGA Socket 7 format</p>
181	<p>Answer 37</p> <p>37. c. The built-in SCSI connector on a system board is made through a 50-pin BERG header</p>	<p>37. c. The built-in SCSI-2 connector on a system board is made through a 50-pin BERG header.</p>

183	<p>Answer 12</p> <p>12. d. In most Pentium-based systems, the standard I/O functions of the Multi I/O card have been integrated into the system board. In these systems, the BIOS's Integrated Peripherals screen provides configuration and enabling settings for the system board's onboard parallel port. Options of the parallel printer port are normal SPP, EPP, ECP, or ECP+EPP.</p>	<p>12. d. In most Pentium-based systems, the standard I/O functions of the Multi I/O card have been integrated into the system board. In these systems, the CMOS Integrated Peripherals screen provides configuration and enabling settings for the system board's onboard parallel port. Options of the parallel printer port are normal SPP, EPP, ECP, or ECP+EPP.</p>
188	<p>Question 18</p> <p>18. You purchase a 24lb standard weight of 24lb bond paper. How many sheets are involved, and what size are they?</p>	<p>18. You purchase 24 pounds of 24lb bond paper. How many sheets are involved, and what size are they?</p>
195	<p>Question 21</p> <p>21. Where are paper jams likely to occur in a laser printer?</p>	<p>21. Where are paper jams likely to occur in a laser printer? (Select all that apply.)</p>

199	Objective 5.2, Question 21 21. ϵ Question 23: 23. \notin Question 24: 24. a Question 30: 30. \notin	21. a, b, c 23. a 24. d 30. a, b
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206	<p>Answer 21:</p> <p>21. e. Due to the extreme complexity of the laser printer's paper-handling system...</p> <p>Answer 23:</p> <p>23. d. During the troubleshooting process...</p> <p>Answer 24:</p> <p>24. a. Using solvents to clear blockages in the jets can dilute the ink and allow it to flow uncontrollably through the jet.</p>	<p>21. a, b, c. Due to the extreme complexity of the laser printer's paper-handling system...</p> <p>23. a. During the troubleshooting process...</p> <p>24. d. Using solvents to clear blockages in the jets can dilute the ink and allow it to flow uncontrollably through the jet</p>
207	<p>Answer 30:</p> <p>30. b. If the tops of characters are missing...</p>	<p>30. a, b. If the tops of characters are missing...</p>
225	<p>Answer 5</p> <p>a. Network cards capable of supporting transmission rates of both 10Mbps and 100Mbps are classified as 10/100 Ethernet cards.</p>	<p>a. Network cards capable of supporting transmission rates of both 10Mbps and 100Mbps (not MBps) are classified as 10/100 Ethernet cards.</p>

236	<p>Question 14</p> <p>14. Which path can be used to access the Device Manager?</p>	<p>14. Which path can be used to access the Device Manager in Windows 9x?</p>
237	<p>Question 22:</p> <p>22. What do the dots in a pop-up or drop-down Windows menu indicate about the option associated with it?</p> <p>Question 23:</p> <p>23. What do the check marks in a pop-up or drop-down Windows menu indicate about the option associated with it?</p>	<p>22. What do the dots in a Windows pop-up or drop-down menu indicate about the option associated with it?</p> <p>23. What do the check marks in a Windows pop-up or drop-down menu indicate about the option associated with it?</p>
244	<p>Question 11</p> <p>11. What is the purpose of the HIMEM.SYS file?</p> <p>a. Extended memory management</p> <p>b. Expanded memory management</p> <p>c. OS configuration management</p> <p>d. Creating the UMA</p>	<p>11. What is the purpose of the HIMEM.SYS file?</p> <p>a. Extended memory management</p> <p>b. BIOS extension management</p> <p>c. OS configuration management</p> <p>d. Creating the UMA</p>

250	Question 11 11. How is the MS-DOS emulator accessed in Windows 2000? (Select all that apply.)	11. How is the MS-DOS emulator accessed in Windows 2000 and Windows XP? (Select two correct answers.)
252	Question 6: 6. A _____ is the DOS method of organizing files into directories and subdirectories. Question 7: 7. A group of sectors on an HDD is referred to as _____. a. a cluster b. a segment c. a cylinder d. an allocation unit	6. A _____ is the disk management method of organizing files into directories and subdirectories. 7. A group of related sectors on an HDD is referred to as _____. a. a cluster b. a segment c. a cylinder d. a file

256	<p>Question 35, answer c</p> <p>35. How do you identify a compressed file in Windows 2000? (Select two correct answers.)</p> <p>a. The file or folder is listed in a second color.</p> <p>b. The file or folder is listed in italic.</p> <p>c. The file or folder shows compressed/archive attribute listing.</p> <p>d. The file or folder is given a vice-clamp icon.</p>	<p>35. How do you identify a compressed file in Windows 2000? (Select two correct answers.)</p> <p>a. The file or folder is listed in a second color.</p> <p>b. The file or folder is listed in italic.</p> <p>c. The file or folder shows compressed/archive attribute listing in Web style.</p> <p>d. The file or folder is given a vice-clamp icon.</p>
263	<p>Question 25</p> <p>25. Where is the Backup and Restore function located in Windows 2000?</p>	<p>25. Where is the Backup and Restore function located in Windows 9x?</p>
266	<p>Objective 1.1, answer 26:</p> <p>26. b, c</p> <p>Objective 1.2, answer 5:</p> <p>5. d</p>	<p>26. a, b, c</p> <p>5. b</p>

267	Objective 1.4, answer 37 37. d	37. c
268	Answer 22 22. e	22. a
271	Answer 26 26. b, c. Clicking the System icon in the Control Panel...	26. a, b, c. Clicking the System icon in the Control Panel
274	Answer 5 5. d. The correct order of loading for these files during the startup process is COMMAND.COM, CONFIG.SYS, and AUTOEXEC.BAT.	5. b. The correct order of loading for these files during the startup process is CONFIG.SYS, COMMAND.COM, and AUTOEXEC.BAT.

276	<p>Answer 20:</p> <p>20. a. The contents of the Registry are located in two files located in the <u>\Windows</u> directory. These are the USER.DAT and SYSTEM.DAT files.</p> <p>Answer 21:</p> <p>21. b. The Windows 98 Registry backup files are stored in the <u>\Windows\Sysbckup</u> directory in the form of cabinet (.CAB) files.</p>	<p>20. a. The contents of the Registry are stored in two files located in the <u>\Windows</u> directory. These are the USER.DAT and SYSTEM.DAT files</p> <p>21. b. The Windows 98 system makes up to five backup copies of the Registry structure each time it successfully starts Windows. The backed-up content of the Registry is stored in the <u>\Windows\Sysbckup</u> directory in the form of cabinet (.CAB) files, not as .DAO files.</p>
277	<p>Answer 11</p> <p>11. a, c. To access the DOS emulator in Windows 2000 or XP...</p>	<p>11. a, c. To access the MS-DOS emulator in Windows 2000 or XP</p>
281	<p>Answer 38</p> <p>38. a, b. Windows 2000/XP filenames cannot contain the following characters: /, \, :, *, ?, ", ", <, >, and .</p>	<p>38. a, b. Windows 2000/XP filenames cannot contain the following characters: /, \, :, *, ?, ", ", <, >, and .</p>

282	<p>Answer 1</p> <p>1. a. One of the Windows 2000/XP Computer Management consoles, the Storage console, provides a standard set of tools for maintaining the system's disk drives.</p>	<p>1. a. The Windows 2000 Computer Management console can be accessed by alternate-clicking the My Computer icon and selecting the Manage option from the pop-up menu. The console includes the System Tools, Storage, and Services and Applications consoles. The Storage console provides a standard set of tools for maintaining the system's disk drives. These tools include the Disk Management tool, the Disk Defragmenter utility, and a Logical Drives utility.</p>
284	<p>Answer 22</p> <p>22. e. There are at least three methods to defrag...</p>	<p>22. a. There are at least three methods to defrag...</p>
290	<p>Question 18, answer A</p> <p>a. With the Remote Installation Services (RIS) server in the network, you can boot up to other RIS systems and download the Windows XP image from them.</p>	<p>a. With the Remote Installation Services (RIS) server in the network, you can boot up to other systems as RIS clients and download the Windows XP image from the server.</p>

292	<p>Question 1</p> <p>1. What type of utilities can prevent Windows 98/Me operating system upgrades from occurring?</p>	<p>1. What type of utilities can prevent Windows operating system upgrades from occurring?</p>
294	<p>Question 9</p> <p>9. Which command can be used to upgrade a Windows NT 3.51 machine to Windows 2000 Professional?</p>	<p>9. Which command can be used to install Windows 2000 Professional from a Windows NT 3.51 machine?</p>
297	<p>Question 12</p> <p>12. Which file is not required to boot the Windows NT 4.0 operating system?</p> <p>a. BOOT.INI</p> <p>b. NTLDR</p> <p>c. NTDETECT.COM</p> <p>d. HAL.DLL</p>	<p>12. Which file is not required to boot the Windows NT 4.0 operating system?</p> <p>a. BOOT.INI</p> <p>b. NTLDR</p> <p>c. OSKRNL.EXE</p> <p>d. NTDETECT.COM</p>
297	<p>Question 13</p> <p>13. When you restart Windows 2000 in Safe Mode with the command prompt, which of the following files are you executing?</p>	<p>13. When you restart Windows 2000 using the Safe Mode with the command prompt option, which of the following files are you executing?</p>

301	<p>Question 38</p> <p>38. Under what conditions should you consider manually establish a Restore Point? (Select all that apply.)</p> <ul style="list-style-type: none">a. Whenever you can't get into Safe Mode to reconfigure the driver loading processb. When you are installing a new software program and it creates problems with the system that uninstalling the software does not resolvec. Anytime you need to get back to a point where you know the system was functioning correctlyd. When you are updating a driver and it appears to cause problems with the system that rolling back the driver does not resolve	<p>38. Under what conditions should you consider manually establish a Restore Point? (Select all that apply.)</p> <ul style="list-style-type: none">a. Whenever you can't get into Safe Mode to reconfigure the driver loading processb. Before you install a new software program and it creates problems with the system that uninstalling the software does not resolvec. Anytime you need to get back to a point where you know the system was functioning correctlyd. Before you update a driver and it appears to cause problems with the system that rolling back the driver does not resolve
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304	<p>Question 8</p> <p>8. Where is the Print Manager accessed in Windows 9x?</p> <ul style="list-style-type: none">a. Start/Settings/Control Panelb. My Computerc. Start/Settingsd. Network Neighborhood	<p>8. Where can you access the Print Manager in Windows 9x? (Select all that apply.)</p> <ul style="list-style-type: none">a. Start/Settings/Control Panel/Printersb. My Computer/Printersc. Start/Settings/Printersd. Network Neighborhood/Printers
304	<p>Question 11</p> <p>11. You are running a DOS program under Windows and its display has taken up the full screen. What can you do if you wish to switch to another application while this DOS program is running?</p> <ul style="list-style-type: none">a. Alt+Tabb. Ctrl+Tabc. Ctrl+Escd. Alt+Esc	<p>11. You are running an MS-DOS application under Windows 9x and its display has taken up the full screen. What can you do if you wish to switch to another application while this MS-DOS program is running?</p> <ul style="list-style-type: none">a. Alt+Tabb. Ctrl+Tabc. Ctrl+Endd. Alt+F4

309	<p>Question 8</p> <p>8. What part does the disk drive play in Windows 9x memory management?</p>	<p>8. What part does the hard-disk drive play in Windows 9x memory management?</p>
309	<p>Question 11</p> <p>11. What utility is used to optimize memory management in Windows 9x/ME?</p> <p>a. PING</p> <p>b. RAMEN</p> <p>c. MEM</p> <p>d. SCANDSK</p>	<p>11. What Windows 9x/Me utility can be used to view a system's memory allocation so that an optimization plan can be designed?</p> <p>a. Sysinfo</p> <p>b. RAMEN</p> <p>c. MEM</p> <p>d. SCANDSK</p>
312	<p>Objective 2.4, answer 8</p> <p>8. ⓑ</p>	<p>8. a, b, c</p>

315	<p>Objective 2.2, answer 1</p> <p>1. c. Antivirus programs see the changes to the new operating system's core files as a virus activity and will work to prevent them from occurring. Any antivirus programs should be disabled prior to running Windows 98/Me Setup. The program can be re-enabled after the setup process has been completed.</p>	<p>1. c. Active antivirus software might prevent Windows from being installed on a system. These utilities see changes to the operating system's core files as a virus activity and will work to prevent them from occurring. Any antivirus programs should be disabled prior to running Windows Setup. The program can be re-enabled after the setup process has been completed.</p>
316	<p>Answer 9</p> <p>9. d. The WINNT32.EXE program is designed to run under a 32-bit operating system and will not run from the command line. It is used to initiate upgrades form Windows 9x or Windows NT to Windows 2000 or Windows XP.</p>	<p>9. d. The WINNT32.EXE program is designed to run under a 32-bit operating system and will not run from the command line. It is used to initiate clean installs form Windows 9x or Windows NT to Windows 2000 or Windows XP.</p>

317	Answer 12 12. c. NTLDR executes a hardware detection file called NTDETECT.COM, not NTDECT.COM, and uses the system's installed hardware devices information collected in the NTDETECT.COM to upgrade the Windows NT Registry files.	12. c. There is no OSKRNL.EXE file in Windows NT.
321	Answer 8 8. b. The Printers folder...	8. a, b, c. The Printers folder...

323	<p>Answer 5</p> <p>5. d. If a Windows 9x system has a CONFIG.SYS, AUTOEXEC.BAT, or .INI file that has been held over from a previous operating system, it will run more slowly because of some unneeded commands in these files.</p>	<p>5. d. If a Windows 9x system has a CONFIG.SYS, AUTOEXEC.BAT, or .INI file that has been held over from a previous operating system, it will run more slowly because of some unneeded commands in these files.</p> <p>Check the CONFIG.SYS and AUTOEXEC.BAT files for SMARTDRV and any other disk cache software settings. Remove these commands from both files to improve performance. Also, remove any Share commands from the AUTOEXEC.BAT file. The SYSTEM.INI, WIN.INI, PROTOCOL.INI, CONFIG.SYS, and AUTOEXEC.BAT files can be modified through the System Editor (Sysedit) in Windows 9x.</p>
324	<p>Answer 8</p> <p>8. a. A heavily used, heavily fragmented hard drive can affect the system's virtual memory and produce memory shortages as well. Therefore, hard disk storage optimization is a part of Windows 9x memory management.</p>	<p>8. a. A heavily used, heavily fragmented hard drive can affect the system's virtual memory (in particular, the swap file) and produce memory shortages as well.</p>

326	<p>Question 6</p> <p>6. What shortcut keys are used to skip normal startup in the bootup process? (Select all that apply.)</p>	<p>6. Which shortcut keys are used to skip normal startup operations in the Windows 95 bootup process? (Select two correct answers.)</p>
329	<p>Question 1</p> <p>1. Give two reasons an Internet connection message would request a username and password all the time.</p> <p>a. The user is not connecting to the correct ISP.</p>	<p>1. Give two reasons an Internet connection message would request a username and password all the time.</p> <p>a. The user is entering an invalid computer name.</p>
334	<p>Question 23</p> <p>23. Which command-line utility can be used to convert the disk drive file system from FAT to FAT32?</p> <p>a. CONVTER.EXE</p> <p>b. CONVERT.EXT</p> <p>c. CNVRT1.EXE</p> <p>d. CVT1.EXE</p>	<p>23. Which command-line utility can be used to convert the disk drive file system from FAT to FAT32?</p> <p>a. CONVTER.EXE</p> <p>b. CONVERT.EXE</p> <p>c. CNVRT1.EXE</p> <p>d. CVT1.EXE</p>
336	<p>Objective 3.3, answer 17</p> <p>17. a</p>	<p>17. b</p>

337	<p>Answer 6</p> <p>6. a, b. (a) F5 will boot the system to the Safe Mode. (b) F8 will boot the system to the Step by Step Confirmation Mode.</p>	<p>6. a, b. (a) F5 will boot the system to the Safe Mode. (b) F8 will bring the system into the Startup menu.</p>
338	<p>Objective 3.2 answer 2</p> <p>2. d. The VGA mode option was introduced in Windows NT 4.0 expressly for the purpose of managing video driver problems...</p>	<p>2. d. The VGA mode option was introduced into the Windows NT/2000/XP line expressly for the purpose of managing video driver problems</p>
340	<p>Answer 11</p> <p>11. a. The local computer that the printer is connected to, referred to as the print server, should appear in the Windows 9x Network Neighborhood window of the remote computer. If the local computer cannot see files and printers at the print server station, file and print sharing cannot be enabled there.</p>	<p>11. a. The local computer that the printer is connected to, referred to as the print server, should appear in the Windows 9x Network Neighborhood window of the remote computer. If the local computer cannot see files and printers at the print server station, file and print sharing may not be enabled there. Inadequate access rights will not prevent you from "seeing" the printer.</p>

341	<p>Answer 17</p> <p>17. a. Pressing the Ctrl+Alt+Del key combination can activate the Close Program utility. When the Close Program dialog box is onscreen, you can shut down the system by pressing Ctrl+Alt+Del again or by clicking on the Shut Down button.</p>	<p>17. b. Pressing the Ctrl+Alt+Del key combination can activate the Close Program utility. When the Close Program dialog box is onscreen, you can restart the system by pressing Ctrl+Alt+Del again.</p>
346	<p>Question 6</p> <p>6. What describes the pathway used to manually establish IP Address and Subnet Mask settings in Windows 9x?</p> <p>a. Start/Settings/Control Panel/Network/TCP/IP Properties</p> <p>b. Start/Settings/Network/TCP/IP adapter/Properties</p> <p>c. Start/Control Panel/TCP/IP adapter/Properties Start/Control Panel/Network/TCP/IP Properties</p> <p>d. Start/Control Panel/Network/TCP/IP Properties</p>	<p>6. What describes the pathway used to manually establish IP Address and Subnet Mask settings in Windows 9x?</p> <p>a. Start/Settings/Control Panel/Network/TCP/IP Properties</p> <p>b. Start/Settings/Network/TCP/IP adapter /Properties</p> <p>c. Start/Control Panel/TCP/IP adapter/Properties</p> <p>d. Start/Control Panel/Network/TCP/IP Properties</p>

351	<p>Question 33</p> <p>33. Where do you enter the command to run a TCP/IP utility program?</p> <ul style="list-style-type: none">a. At the command promptb. At the TCP/IP Properties windowc. At the window that appears when you double-click the file <u>tcpip.com</u>d. At the Run window, accessed via the Start menu	<p>33. Where do you enter the command to run a TCP/IP utility program?</p> <ul style="list-style-type: none">a. At the command promptb. On the TCP/IP Properties windowc. In the dialog box that appears when you double-click the file <u>tcpip.com</u>d. From the dialog box in the Network Neighborhood Control Panel
353	<p>Question 44</p> <p>44. What is the primary TCP/IP tool used to troubleshoot network connectivity problems?</p>	<p>44. In general, what is the first TCP/IP tool used to begin troubleshoot network connectivity problems?</p>

353	<p>Question 46</p> <p>46. What problems can cause computers or resources to not appear on the network?</p> <p>a. Incompatible protocols loaded</p> <p>b. Incorrect computer name</p> <p>c. Insufficient access rights</p> <p>d. Sharing is not turned on</p>	<p>46. What problems can cause computers or resources to not appear on the network?</p> <p>a. Incompatible protocols loaded</p> <p>b. Incorrect computer name</p> <p>c. Insufficient access rights</p> <p>d. Incompatible file management systems</p>
356	<p>Question 19</p> <p>19. Windows uses which function to share dial-up connections?</p>	<p>19. Windows 9x uses which function to share dial-up connections?</p>
366	<p>Answer 19</p> <p>19. c. Under Windows 9x and Windows Me, applications can cooperatively share...</p>	<p>19. c. Windows 9x applications can cooperatively share...</p>

367	<p>Answer 24</p> <p>24. c. The ICF function can be configured with filters to enable specific traffic to enter the network, such as Web or FTP services running on the internal network that must be made available to external customers. Then you can configure a filter to open the firewall to let just that service pass through. Normally, these filters are configured around services recognized by the TCP and UDP networking protocols.</p>	<p>24. c. The ICF function can be configured with filters to enable specific traffic to enter the network, such as Web or FTP services running on the internal network that must be made available to external customers. Then you can configure a filter to open the firewall to let just that service pass through. For email SMTP and POP3 services the port settings involved are 25 and 110.</p>
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First through Fourth Printing Corrections

73	<p>Objective 1.7, Answer 2</p> <p>2. d. In PC systems, 50-pin shielded cables with Centronic connectors are used for external SCSI connections. A 68-pin Q-cable version was also adopted in SCSI for 32-bit transfers. The Apple Macintosh employs a variation of the SCSI standard that features a proprietary miniature 25-pin D-shell connector.</p>	<p>2. d. In PC systems, 50-pin shielded cables with Centronics connectors are used for external SCSI connections. A 68-pin Q-cable version was also adopted in SCSI for 32-bit transfers. The Apple Macintosh employs a variation of the SCSI standard that features a proprietary miniature 25-pin D-shell connector.</p>
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120	<p>30. What is the main reason to use a static-free vacuum?</p> <ul style="list-style-type: none"> a. It is small and portable and enables you to get in between the keyboard keys and other small spaces. b. It is grounded so ESD does not occur. c. It generates less ESD than a normal vacuum. d. It has a spinning brush to pick up all the lint. 	<p>30. What is the main reason to use a static-free vacuum?</p> <ul style="list-style-type: none"> a. It is small and portable and enables you to get in between the keyboard keys and other small spaces. b. It generates less ESD than a normal vacuum. c. It is grounded so ESD does not occur. d. It has a spinning brush to pick up all the lint.
236	<p>17. How do you navigate to the System Tools in Windows 9x?</p> <ul style="list-style-type: none"> a. Start/Settings/Control Panel/System Tools b. Start/Programs/Accessories/System Tools c. Start/Settings/Control Panel/ Administrative Tools/System Tools d. Start/Programs/Accessories/Administrative Tools/System Tools 	<p>17. How do you navigate to the System Tools in Windows 9x?</p> <ul style="list-style-type: none"> a. Start/Settings/Control Panel/System Tools b. Start/Programs/Accessories/Administrative Tools/System Tools c. Start/Settings/Control Panel/ Administrative Tools/System Tools d. Start/Programs/Accessories/System Tools
288	<p>6. The _____ file is located on the Windows 2000 Installation CD and should be run on the system before installing the operating system to verify that the system's hardware is compatible with Windows</p>	<p>6. The _____ utility is located on the Windows 2000 Installation CD and should be run on the system before installing the operating system to verify that the system's hardware is compatible</p>

	2000.	with Windows 2000.
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349	<p>24. Which network items can be set through the Windows 2000 Networking and Dial-Up-Connection applet's Local Area Connections Properties? (Select all that apply.)</p> <ul style="list-style-type: none">a. Adding the DNS serviceb. Configuring network protocolsc. Configuring network adapter cardsd. Enabling the TCP/IP troubleshooting tools	<p>24. Which network items can be set through the Windows 2000 Network and Dial-up Connections applet's Local Area Connection Properties? (Select all that apply.)</p> <ul style="list-style-type: none">a. Adding the DNS serviceb. Configuring network protocolsc. Configuring network adapter cardsd. Enabling the TCP/IP troubleshooting tools
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This errata sheet is intended to provide updated technical information. Spelling and grammar misprints are updated during the reprint process, but are not listed on this errata sheet.