



# **A+ Operating Systems**

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**Q1.**

At boot up you receive the error message that a device referenced in system.ini, win.ini or the registry cannot be found. Which command should you type at the start run command line to trouble shoot the problem? (Choose two)

- A. TRBLSHT.
- B. SYSEDIT.
- C. REGEDIT.
- D. VXDEDIT.
- E. DLLEDIT.

**Answer: B, C**

**Q2.**

After deleting the default printer from a system with two printers installed Windows will?

- A. Disable remaining printer.
- B. Make the remaining printer the default printer.
- C. Prompt the user to install a new default printer.
- D. Prompt the users to select a new default printer.

**Answer: B**

**Q3.**

In addition to the four files added to boot Windows NT 4.0 system what other file must be present if the system has a SCSI adapter on which the BIOS is not enabled?

- A. SCSI.EXE
- B. SCSI.COM
- C. NTBOOTDD.SYS
- D. NTBOOTDD.COM

**Answer: C**

**Q4.**

During boot up you receive an error message in the CONFIG.SYS file line 10. Which command line utility should you use to fix the error?

- A. EDIT.COM
- B. TYPE.EXE
- C. HELP.EXE
- D. EDLINE.EXE

**Answer: A**

**Q5.**

Why should you run system monitor?

- A. To assist performance diagnostics.
- B. To save a template of the customers system settings.
- C. To slow the system down in order to run a specific program.
- D. To view graphics associated with the program that are running.

**Answer: A**

**Q6.**

You are formatting a hard disk and get the following error 'sector 0 bad, disk not usable'. What is the cause of this error?

- A. A wrong type of drive.
- B. A defective hard drive.
- C. Wrong hard disk driver.
- D. Oversized drive for this system.

**Answer: B**

**Q7.**

Which of the following is a valid entry in the CONFIG.SYS?

- A. PROMPT\$P\$G
- B. PATH=C:\WINDOWS

- C. EMM386=HIMEM.SYS
- D. DEVICE=C:\WINDOWS\HIMEM.SYS

**Answer: D**

**Q8.**

What program is used to edit a text file when a PC starts at the command prompt only?

- A. Edit.
- B. Write.
- C. Notepad.
- D. WordPad.

**Answer: A**

**Q9.**

A customer use a Windows 98 machine with a 20BG hard drive formatted with FAT32 and tries to install an old DOS program but gets an error message that there is not enough space on the hard drive. According to the drive properties more than 12GB free space is remaining on the drive. What is wrong?

- A. Windows 98 is not reporting free space properly.
- B. The DOS program does not recognize a FAT32 partition.
- C. Windows 98 does not support any legacy DOS programmes.
- D. The partitions on the primary hard drive are not set to active.

**Answer: B**

**Q10.**

In Windows which of the following network components must be present to make a dial up connection to the Internet? (Choose two)

- A. TCP/IP.
- B. NETBEUI.
- C. IPX/SPX.
- D. Microsoft client.
- E. Dial up adapter.

**Answer: A, E**

**Q11.**

A Windows 95 user reports receiving "Missing or Bad command.com" error after she modified the root directory. Where can a duplicate copy of command.com be found?

- A. C:\DOS\COMMAND.COM
- B. C:\WINDOWS\COMMAND.COM
- C. C:\PROGRA-1\COMMMAND.COM
- D. C:\WINDOWS\SYSTEM\COMMAND.COM

**Answer: B**

**Q12.**

What are the possible causes for the error message "bad or missing command.com"? (Choose two)

- A. Out of hard disk space
- B. Frozen command.com
- C. Corrupt command.com
- D. System resources below 60%
- E. Old version of command.com

**Answer: C, E**

**Q13.**

How should you create a FAT16 partition in Windows 98?

- A. FAT16 is not supported in Windows 98.
- B. Select Y when prompted for large partition running Fdisk.
- C. Select N when prompted for large disk support running Fdisk.
- D. Select N when prompted for Extended partition when running Fdisk.

**Answer: C**

**Q14.**

You successfully installed Windows 98 and cannot adjust your display resolution. What should you do first?

- A. Flash the BIOS first.
- B. Degauss your monitor.
- C. Update your Windows drivers with the latest available version.
- D. Refresh the device manager from the system control panel.

**Answer: C**

**Q15.**

What would you run from the command prompt to check drive C for surface errors before Windows 9x starts?

- A. CHKDSK C:/M
- B. SCAN C:/SURFACE
- C. SCANREG C:/REPAIR
- D. SCANDISK C:/SURFACE

**Answer: D**

**Q16.**

Which Windows 9x file should be kept at a minimum size of 1KB?

- A. USER.DATABASE
- B. MSDOS.SYS
- C. CONFIG.SYS
- D. AUTEXEC.BAT

**Answer: B**

**Q17.**

After installing Windows 98 it fails to start. The start up process stops after the starting Windows 98 message appears. What should you do to troubleshoot this problem? (Choose two)

- A. Type WIN.EXE at the command prompt to start Windows.
- B. Type WIN/D:M at the command prompt to start Windows.
- C. Run the system information utility from the MS-DOS prompt.
- D. Run the Dr.Watson debugging program from the MS-DOS mode.
- E. Press F8 when Windows is restarting and select safe mode.

**Answer: B, E**

**Q18.**

The Windows 98 system you are working on has a Windows 3.1 application. The print command is not responding. Which command should you type at the run command line to help you troubleshoot the problem?

- A. MKCOMPAT.EXE
- B. PRTCOMPAT.EXE
- C. Make COMPAT.EXE
- D. WIN31.PAT.EXE

**Answer: A**

**Q19.**

A system has lost all sound what could be problem?

- A. The wave table is 32-bit.
- B. The microphone is turned off.
- C. Line imbalance has been set to mute.
- D. A conflict is listed in the device manager.

**Answer: D**

**Q20.**

What is a reason that you will receive a “HIMEM.SYS not loaded” error message?

- A. HIMEM.SYS is missing or corrupt.
- B. HIMEM.SYS not entered in WIN.INI
- C. HIMEM.SYS not entered in BOOT.INI
- D. HIMEM.SYS not entered in AUTOEXEC.BAT

**Answer: A**

**Q21.**

What is the outcome of running disk defragmentation?

- A. File sectors large.
- B. File sectors small.
- C. Faster data transfer.
- D. Slower access speed.

**Answer: C**

**Q22.**

In Windows 2000 where should you go to join a group or domain?

- A. Device Manager.
- B. System properties.
- C. Membership manager.
- D. Network and dial up connections.

**Answer: B**

**Q23.**

A client calls and tells you that while he was installing Windows 98 the system files could not be updated and the system hung. What should be disabled in order to install a system upgrade?

- A. Drive compression.
- B. Fast booting the BIOS.
- C. Antivirus feature in the BIOS.
- D. Plug and play in the BIOS.

**Answer: C**

**Q24.**

A technician needs to convert FAT16 partition to NTFS from a DOS prompt which command should the technician use?

- A. SYS C:A:C:
- B. FDISK/MBR.
- C. FORMAT C:/S.

D. CONVERT C:/FS:NTFS.

**Answer: D**

**Q25.**

What is the correct start order sequence in Windows 9x?

- A. MS-DOS.SYS, IO.SYS, CONFIG.SYS, COMMAND.COM, AUTOEXEC.BAT.
- B. IO.SYS, MS-DOS.SYS, COMMAND.COM, CONFIG.SYS, AUTOEXEC.BAT.
- C. IO.SYS, MS-DOS.SYS, COMMAND.COM, AUTOEXEC.BAT, CONFIG.SYS.
- D. IO.SYS, MS-DOS.SYS, CONFIG.SYS, COMMAND.COM, AUTOEXEC.BAT.

**Answer: D**

**Q26.**

How are hidden files unhidden in Windows 98?

- A. Tools, options, show all files.
- B. Control panel, system, show all files.
- C. Start, settings, file settings, show all files.
- D. Windows explorer, view, folder options, view, show all files.

**Answer: D**

**Q27.**

What does virtual memory do?

- A. Uses hard disk space for extra memory.
- B. Uses shared parallel processor memory.
- C. Borrows memory from other systems on the network.
- D. Uses video and NIC address space and shares available memory with other systems on the network.

**Answer: A**

**Q28.**

If a Windows 2000 system is configured for TCP/IP and DHCP automatic addressing but does not find a DHCP server on the network. What will happen?

- A. Windows 2000 will not be able to start the network.
- B. System will switch automatically to Net BEUI protocol.
- C. Automatic private IP addressing will be used to assign an address.
- D. System will listen to the network to discover what range of addresses is being used and will assign an address in an address in this range.

**Answer: C**

**Q29.**

Which of the following network protocols are included with Windows 2000? (Choose three)

- A. ENX.
- B. DEC NET.
- C. NWLINK.
- D. NETBEUI.
- E. APPLETTALK.

**Answer: C, D, E**

**Q30.**

Running Windows 98, you notice that the Device manager does not list the CD-ROM properties. The CD-ROM appears to be running flawlessly. What could be the problem?

- A. Safe mode driver in Win.ini.
- B. Wrong driver in Win.ini.
- C. Real mode driver in config.sys.
- D. Missing driver in autoexec.bat.

**Answer: C**

**Q31.**

What can viruses infect? (Choose three)

- A. CD-ROM.

- B. Boot Sectors.
- C. System files.
- D. Network files.
- E. Write protected floppy.

**Answer: B, C, D**

**Q32.**

You try to boot from the diskette and receive the following error message, 'BOOT: could not find NTLDR, please insert another disc'. The disc was formatted under which operating system?

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

**Answer: D**

**Q33.**

A client calls and tells you that after installing Windows 98 on a 13GB hard drive only 8GB can be seen from My computer. How can you fix this problem? (Choose two)

- A. Reinstall Windows 98 from the OEMCD.
- B. Install Windows 98 SE with large hard drive support.
- C. Use fdisk inside of Windows 98 from DOS prompt.
- D. Reformat the hard drive overlay that comes with the drive.
- E. Contact the mother board manufacturer for a BIOS upgrade.

**Answer: B, E**

**Q34**

Which files must be present in the root directory of the system partition to boot a Windows NT 4.0 system?

- A. NTLDR, BOOT.INI, NTDETECT.COM.
- B. IO.SYS, MS-DOS.SYS, NTLDR, SYSTEM.
- C. IO.SYS, MS-DOS.SYS, BOOT.INI, COMMAND.COM.
- D. NTLDR, COMMAND.COM, NTDETECT.COM, BOOT.INI.

**Answer: A**

**Q35.**

You have just installed a new modem under Windows 98 and can no longer connect with your Internet service provider with the original dial up networking entry. What should you do?

- A. Change the string to ATZ in modem properties.
- B. Call your telephone company to report a dead line.
- C. Configure the modem to use dial up networking.
- D. Select the new modem from the dial up networking properties.

**Answer: D**

**Q36.**

What is the correct BOOT order?

- A. POST, BIOS, GUI, MBR.
- B. BOOT SECTOR, POST, MBR, GUI.
- C. MBR, POST, BOOT SECTOR, GUI.
- D. POST, BIOS, BOOT SECTOR, GUI.

**Answer: D**

**Q37.**

Windows 2000 supports creation of which types of volume? (Choose three)

- A. Parity.
- B. Raid-5.
- C. Spanned.
- D. Mirrored.
- E. Switched.

**Answer: B, C, D**

**Q38.**

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

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

**Answer: D**

**Q39.**

A user accidentally deleted the file DIALER.EXE from the Windows directory. Which command is used to restore this file from a Windows 9x installation CD?

- A. COPY.
- B. XCOPY.
- C. XCOPY 32.
- D. EXTRACT.

**Answer: D**

**Q40.**

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

- A. Disk clean up wizard.
- B. Temporary file manager.
- C. Internet connection wizard.
- D. Control panel, Internet options.
- E. Internet explorer, Internet options.

**Answer: A, D, E**

**Q41.**

When users deletes files, empties the recycle bin, what happens to the files?

- A. Clusters are flushed.
- B. The file is moved to C:\Windows\temp.
- C. Sectors of hard drive are blanked/erased.

- D. Associated entries in the FAT are removed.

**Answer: D**

**Q42.**

A user complains that she is unable to log into the network. What is the logical thing to check in the trouble shooting process?

- A. DHCP settings
- B. Drive mappings.
- C. Network protocol.
- D. Network password.

**Answer: D**

**Q43.**

You receive a s"ervice fail to start error messag"e on a Windows NT 4.0 Workstation. Which utility should you use to find out which service failed?

- A. EDIT.COM
- B. REGEDT32.EXE
- C. EVENT VIEWER.
- D. MSCONFIG.EXE.

**Answer: C**

**Q44.**

What is the main function of a WINS server on the network?

- A. It assigns IP addresses.
- B. It assigns computer names.
- C. It resolves NetBIOS names to IP addresses.
- D. It allows dual booting between operating systems.

**Answer: C**

**Q45.**

Before upgrading Windows NT 4.0 to Windows 2000 which command should you use to check the existing operating system for compatibility?

- A. RDISK.
- B. FDISK.
- C. DISKCLN.
- D. CHKUPGRD.

**Answer: D**

**Q46.**

While trying to access your Internet service provider you receive this error message 'MPREXE caused an invalid page fault in kernel32.dll' what does this mean?

- A. Your ISP is down.
- B. The modem is not working.
- C. The TCP/IP stack is corrupt.
- D. Your password file is corrupt.

**Answer: D**

**Q47.**

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

- A. Remove the PC card control panel and add it when needed.
- B. Disable the PC card socket from the device properties page.
- C. Remove the PC card network adapter and add it when needed.
- D. Disable the PC card network adapter from device properties page.

**Answer: D**

**Q48.**

Windows 2000 offers a power-saving mode that saves everything in memory to disk, turns off the monitor and hard disk, then turns off the computer. When the computer is restarted, the desktop is restored exactly as it was left. A power failure while the computer is in this mode will not cause data loss. What is this mode

called?

- A. Sleep.
- B. Snooze.
- C. Standby.
- D. Hibernate.

**Answer: D**

**Q49.**

How does Windows 95 store compressed data?

- A. As .ZIP files
- B. In a hidden subdirectory.
- C. Copies each file on a host drive.
- D. Compressed volume file.

**Answer: D**

**Q50.**

In the Windows 2000 explorer, opening the C:\WINNT folder shows no files. What is the cause?

- A. Virus infection
- B. System files have been deleted.
- C. System files all have the hidden file attribute set.
- D. Windows explorer automatically hides system files from view.

**Answer: D**

**Q51.**

Which of the following are advantages that Windows 9x has over Windows NT/2000? (Choose two)

- A. Stability.
- B. Security.
- C. Software compatibility.
- D. Legacy hardware compatibility
- E. Ability to connect to a netware server.

**Answer: C, D**

**Q52.**

Which protocol is used by the World Wide Web?

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

**Answer: B**

**Q53.**

An application installation can't make changes to AUTOEXEC.BAT and CONFIG.SYS files on a Windows 95 computer. Which options can you use to resolve this issue? (Choose two)

- A. Reinstall the operating system.
- B. Delete the files and rerun install.
- C. From a command prompt type ATTRIB-R and the file name.
- D. Restart the computer in MSDOS mode and type scan disk/autofix.
- E. In Windows Explorer right click the file, select properties and uncheck read only.

**Answer: C, E**

**Q54.**

To reach a secured Internet site named test.com which of the following addresses must you type on the URL line of your browser?

- A. HTTP://TEST.COM
- B. HTTPS://TEST.COM
- C. TELLNET HTTP://TEST.COM
- D. HTTP://CURE.HTML/TEST.COM

**Answer: B**

**Q55.**

A user calls and complains that a system bought years ago has USB ports build in, but when a new USB mouse is plugged in the system it does not recognize that a device has been added. What do you suspect is the problem?

- A. The system is running Windows 95.
- B. The system does not have the drivers loaded properly.
- C. The device was plugged in the machine while it was running.
- D. The device was plugged in while the machine was off and then booted

**Answer: A**

**Q56.**

**A user clicks the print shortcut on the standard tool bar of an application and the document prints to the wrong printer. What can you do to correct this? (Choose two)**

- A. Change the desired printer drivers.
- B. Set the desired printers at the first order sort.
- C. Use file menu and the print command to set the desired printer.
- D. Change the desired printer's location on the network.
- E. Set the desired printer as the default in the application.

**Answer: C, E**

**Q57.**

Which files are required by the Windows 9x startup process? (Choose two)

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

**Answer: A, D**

**Q58.**

A user calls and states that her antivirus software has detected a virus. What is the best way to detect and remove the virus?

- A. Run chkdsk and then run the antivirus software
- B. Run scandisk and then run the antivirus software
- C. Run the antivirus software from within the operating system.
- D. Boot from a clean startup disk and then run the antivirus software.

**Answer: D**

**Q59.**

On a Windows 9x system all that is seen are truncated file names instead of actual long filename. What utility is being used?

- A. File Manager
- B. System Editor
- C. Program Manager
- D. Windows Explorer

**Answer: A**

**Q60.**

Your customer can only connect to 28.8Kbps even with a 56Kbps modem. The ISP has all v.90/x2 modems. What should you suggest?

- A. Disable v.90 in the modem properties.
- B. Check the internet for the latest v.90 updates for the modem.
- C. Replace the existing modem with an x2 modem v.90 modem. Connect only at 28Kbps.
- D. Optimize the dial up setting because modem speeds faster than 28.8Kbps can only be achieved under the most ideal conditions.

**Answer: B**

**Q61.**

While logged on as administrator you installed an application on a Windows NT 4.0 workstation. After creating a shortcut in the all users profile you test the application shortcut and it works fine? The users calls and says that the application does not run? What is the problem?

- A. Application was not installed by the user.
- B. NTFS permissions prevent her from running the application.

- C. The shortcut points to a different file from the newly installed copy.
- D. The Everyone group is missing in the application security properties.

**Answer: B**

**Q62.**

Which of the following can the Add/remove hardware applet perform in Windows 2000? (Choose two)

- A. Configure the registry.
- B. Uninstall the device driver.
- C. Troubleshoot an existing device.
- D. Reconfigure multiple display layout.
- E. Disable a PC card drive before it is removed.

**Answer: B, C**

**Q63.**

You have just added a Windows 98 workstation to a TCP/IP network and you can't log into the Windows NT server where your account has been set up. Which commands should you use to check for network connectivity? (Choose two)

- A. WINIPCFG.
- B. IPCONFIG.
- C. REGEDT32.
- D. NETCONFIG.
- E. WINIPCONFIG.

**Answer: A, B**

**Q64.**

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

- A. Xcopy only copied data files
- B. Xcopy /s only copies system files
- C. Xcopy only copies application files.
- D. Xcopy /s copies files and subdirectories

**Answer: D**

**Q65.**

Which command can repair a master boot record?

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

**Answer: A**

**Q66.**

A user is connected to Internet through an ISDN connection. He visits three different sites. Suddenly a message is given indicating that the site is unavailable. What might be the problem?

- A. The host server is down.
- B. The local IP has changed.
- C. The host protocol is incorrect.
- D. The net BEUI time exceeded.

**Answer: A**

**Q67.**

What is the purpose of a driver?

- A. Tells the operating system how to interact with the device.
- B. Improves performance of installed devices by optimizing access patterns.
- C. Provides more useful memory by moving device control data to extended memory.
- D. Modifies application programs to work correctly with devices attached to a system.

**Answer: A**

**Q68.**

What must be done from the command prompt before the MSDOS.SYS file can be edited in Windows 9x?

- A. RUN SYSEDIT
- B. RUN REGEDIT
- C. ATTRIB-S-H-R MSDOS.SYS
- D. ATTRIB+S+H+R MSDOS.SYS

**Answer: C**

**Q69.**

What advantages does protected mode memory have over real mode memory?  
(Choose Two)

- A. Applications will never crash.
- B. Needed for 16 Bit applications.
- C. OS manages the memory resources.
- D. Application accesses RAM directly.
- E. OS controls application access to stabilize system.

**Answer: C, E**

**Q70.**

Which component of Windows 95 contains key entries?

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

**Answer: A**

**Q71.**

How do you connect to Newsgroups when using an ISP to connect to the Internet?

- A. Contact inter-NIC for connection information.
- B. Open Control Panel and select the news group option.
- C. Obtain the IP address for the NNTP server from the ISP.
- D. Contact the ISP and get IP address of the FTP server.

**Answer: C**

**Q72.**

Which TCP/IP utilities are used to determine the IP address of known Internet domain names? (**Choose three**)

- A. PING.
- B. TRACERT.
- C. IPCONFIG.
- D. Net-ping.
- E. Nslookup.

**Answer: A, B, E**

**Q73.**

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

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

**Answer: A**

**Q74.**

Which protocol must be used on a network where the Windows 2000 clients are granted Internet access?

- A. TCP/IP
- B. Internet
- C. NWLINK.
- D. NETBEUI.

**Answer: A**

**Q75.**

What should do you first if your Windows NT 4 system will not boot?

- A. Go to safe mode.
- B. Restore from backup.
- C. Use the last known good configuration.
- D. Reinstall NT using three boot disks and the CD.

**Answer: C**

**Q76.**

A client who is using Windows 95 calls and states that a folder has just been shared however the folder does not appear as a shared folder. What is causing the problem?

- A. Disk quotas are in place.
- B. Available RAM is insufficient.
- C. Available hard drive space is insufficient.
- D. More than 300 shared folders already exists.

**Answer: D**

**Q77.**

What tab in the system configuration utility allows you to view located items at boot up?

- A. Startup
- B. General
- C. System.ini
- D. Config.sys

**Answer: A**

**Q78.**

When reinstalling Windows 95 on an existing installation on the same directory how are the existing group items preserved?

- A. Automatically.
- B. By saving all .INI files.
- C. By saving all .GRP files.
- D. By saving all .INI, SYSTEMDAT and .GRP file.

**Answer: A**

**Q79.**

What can be tested with the PING command?

- A. IP connectivity.
- B. Modem functions.
- C. Computer domain name.
- D. Corruption on a hard drive.

**Answer: A**

**Q80.**

How many entries can be contained within the root directory with the original version of Windows 95?

- A. 512
- B. 1024
- C. 65,536
- D. No Limit

**Answer: A**

**Q81.**

In Windows 2000 what is the valid way to set a printer as a default printer?

- A. In the printers folder right click the printer and choose set as a default printer.
- B. In the printers folder right click the printer choose properties and click set as default printer.
- C. In device manager right click the printer choose properties and click set as default printer.
- D. In the printers wizard choose modify and an existing printer choose the printer and choose the set as default printer.

**Answer: A**

**Q82.**

You have taken a hard drive from a computer formatted using Windows 98 and installed it as a second drive into a computer running Windows 95. The BIOS recognized the drive and you are now at the Windows 95 desktop. When you double click on my computer the second drive does not appear. Why?

- A. You forgot to run convert.
- B. You forgot to install new driver.
- C. The new drive is write protected.
- D. The new drive is partitioned with FAT32.

**Answer: D**

**Q83.**

What is the correct syntax for the following command?

- A. FORMAT
- B. FORMAT A:
- C. FORMAT A;
- D. FORMAT A://

**Answer: B**

**Q84.**

Which of the following are loaded in safe mode? (Choose two)

- A. IO.SYS
- B. CONFIG.SYS
- C. Hard drive support
- D. Sound card support
- E. ECP printing capability

**Answer: A, C**

**Q85.**

Which statements are found in the autoexec.bat file? (Choose two)

- A. PROMPT \$P\$G
- B. DEVICE=HIMEM.SYS
- C. DEVICE:SETVER.EXE

- D. DEVICE=SEQUEL\Windows\EMM386.EXE.
- E. LH C:\Windows\COMMAND\MSCDEX /D:TOSCD001

**Answer: A, E**

**Q86.**

If you receive the “No operating system found” message on the monitor during boot up what might be the cause?

- A. No power to the CPU.
- B. Bootable CD ROM in the CD drive.
- C. Unformatted floppy in the floppy drive.
- D. Unbootable CD ROM in the CD drive.

**Answer: C**

**Q87.**

You have configured a dual boot system consisting of Windows 98 in FAT32 partition and Windows 2000 using an NTFS partition. You checked your Windows 2000 installation and it looks good. However when you boot to Windows 98 you cannot see the files in the NTFS partition. What might be the source of the problem?

- A. The partition has not been made active.
- B. Windows 98 file sharing is not turned on.
- C. Windows 98 is not compatible with NTFS
- D. NTLDR does not load when starting Windows 98.

**Answer: C**

**Q88.**

What causes a disk defragmenter to take an excess amount of time to complete?

- A. Hard disk access modifies drive content.
- B. User does not have sufficient drive access.
- C. User does not require enough drive space.
- D. Hard disc errors exceed available drive space.

**Answer: A**

**Q89.**

What is the correct order for preparing a hard disk for Windows 98?

- A. FDISK, format, reboot.
- B. Format, FDISK, reboot.
- C. FDISK, reboot, format.
- D. Reboot, format, FDISK.

**Answer: C**

**Q90.**

What key can be pressed during the Windows 2000 boot process to display the advanced option menu?

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

**Answer: C**

**Q91.**

In Windows 2000 which file can you edit to alter multiple OS boot options?

- A. IO.SYS
- B. BOOT.INI
- C. SYSTEM.INI
- D. MS-DOS.SYS

**Answer: B**

**Q92.**

To become a member of a domain on a network running Windows 2000 you select?

- A. My computer, tools menu

- B. Open control panel, network icon
- C. Right click My computer, properties, network identification.
- D. Right click My network places, right click local area connection.

**Answer: C**

**Q93.**

How do you connect to newsgroups when using an ISP to connect to Internet?

- A. Connect to the INTERNIC for connection information.
- B. Open control panel and select the Newsgroups option.
- C. Obtain the IP address for the NNTP server from the ISP.
- D. Connect the ISP and get the IP address of the FTP server.

**Answer: C**

**Q94.**

You have just been hired by an ISP to provide technical support to their 1200 online computers. You are training with a season tech support provider and are listening as she receives a call from a customer who can't logon in and is prompted for log in repeatedly. She asked the customer to run scan disk and disk defragmenter. She did this because she suspects?

- A. Malfunctioning modem.
- B. A corrupted password file.
- C. Suspects an upper memory problem.
- D. Is waiting until a network comes back.

**Answer: D**

**Q95.**

What should you try on Windows 95 operating system if your sound card is not working and appears with an exclamation point in the device manager tab under the system control panel? (Choose two)

- A. Make sure that the speakers are compatible.
- B. Make sure the sound card is on IRQ14.
- C. Select the default multimedia CODEC device.
- D. Start the hardware conflict troubleshooter from Windows help.
- E. Select the properties of the sound card and examine the resources panel for conflicting

resources settings.

**Answer: D, E**

**Q96.**

The user gets an out of memory message when he tries to print. The service technician checks and there is plenty of free space on the hard drive. What is causing this error?

- A. Drivers need upgrading.
- B. Spool folder was deleted.
- C. Printer needs more memory.
- D. System needs more memory.

**Answer: D**

**Q97.**

You receive a call from the customer that the sound on his Windows NT computer has stopped working. What should you do first?

- A. Check the computer for a virus.
- B. Check the configuration and device manger.
- C. Reinstall the software and drivers for the sound card.
- D. Check the Volume control applet to make sure that the devices are not muted.

**Answer: D**

**Q98.**

You install a piece of shareware and the software has left a residual program that runs at start up. Which GUI utility removes the startup program in Windows 98?

- A. Disk clean up.
- B. Scheduled tasks.
- C. Maintenance wizard.
- D. System configuration utility.

**Answer: D**

**Q99.**

You are having problems with a system and want to check the registry for errors. At the DOS prompt which command should you use?

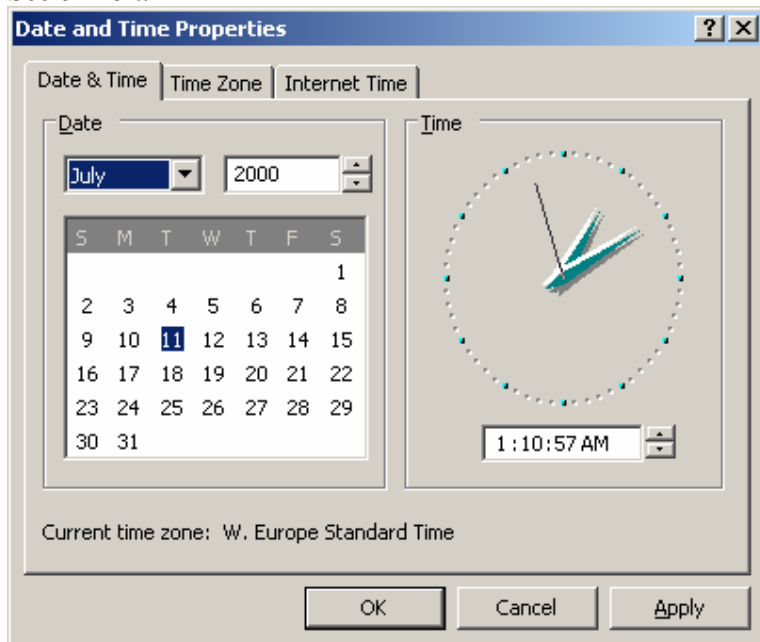
- A. SCANREG /FIX
- B. SCANREG /REDO
- C. SCANREG /REPAIR
- D. SCANREG /RESTORE

**Answer: A**

**Q100.**

Two customers live in the same time zone. When customer A sends e-mail to customer B the e-mail has the wrong time. The time on the e-mail is one hour before the current time according to the date and time on the e-mail header. What change would you make to date or time properties?

See exhibit.



- A. Adjust the time one hour earlier.
- B. Adjust the proper time zone.
- C. Adjust the time one hour ahead.
- D. Uncheck automatically adjust for daylight savings.

**Answer: C**

**Q101.**

You have connected your Windows 2000 system to an Ethernet network and are using the TCP/IP protocol with DHCP. You verify that you have received an appropriate IP address but you are unable to see any other computers in my Network places. You have another system nearby configured similarly that is able to see other computers. Which command can you use to test connectivity between the two systems?

- A. PING.
- B. NET TEST.
- C. IPCONFIG.
- D. WINIPCFG.

**Answer: A**

**Q102.**

An executable file in Windows Explorer on a Windows 98 machine has the generic windows icon next to it and will not open or execute. What can cause this? (Choose two)

- A. A user changed the icon image.
- B. The application associated with the file is hidden.
- C. The application associated with the file was deleted.
- D. The application associated with the file is read only.
- E. A user has moved the application file to a new location.

**Answer: C, E**

**Q103.**

A client calls for service on a Windows 9x system. A video card and drivers were installed and now windows will not start. What should be done to resolve the problem?

- A. Replace monitor cabling.
- B. Reinstall the monitor bonus software.
- C. Delete video drivers from the system directory.
- D. Start the safe mode and change the video standard VGA.

**Answer: D**

**Q104.**

Which of the following files need to be included on a boot diskette for Windows 9x to enable CD-ROM support? (Choose three)

- A. BOOT.INI.
- B. CDHLP.SYS.
- C. MSCDEX.EXE.
- D. COMMAND.COM.
- E. AUTOEXEC.BAT.

**Answer: C, D, E**

**Q105.**

The system you are upgrading is running Windows 95A. You have installed a new 20GB drive as a slave and the BIOS recognize the new drive. However when you try to partition the new drive the largest you can create is only 2GB. Why?

- A. FAT32 is enabled.
- B. FAT table is corrupt.
- C. FAT16 has a 2GB limit.
- D. Drive should be set to master.

**Answer: C**

**Q106.**

You change the video resolution. When you restart the system you can no longer see anything on the screen. Even though you are sure that the system booted up properly. What should you do to safely restart the system so that you can access the display properties in safe mode?

- A. Press CTRL+ALT+DEL twice
- B. Press the reset button on the computer.
- C. Press ALT + F4 and then press enter.
- D. Pull the power cord from the back of the computer.

**Answer: C**

**Q107.**

What is the minimum number of partitions needed to fully utilize a 5GB hard drive under Windows 95b Service Release 2?

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

**Answer: A**

**Q108.**

What IRQs are assigned first?

- A. BIOS configured.
- B. Windows 9x legacy.
- C. Hardware configured.
- D. Windows 9x plug and play.

**Answer: A**

**Q109.**

In Windows 98 what should you do to cancel a document which is already in the print queue?

- A. Select the print setup option in the application.
- B. Double Click the printer's icon in the printer folder and cancel printing.
- C. Select Add/Remove printers from the control panel choose your printer and edit the queue order.
- D. Right click the printer icon on the menu bar of the application you are printing from and go to the properties.

**Answer: B**

**Q110.**

What does a differential backup do?

- A. Complete backup of all files.
- B. Back up of files with the archive bit turned off.
- C. Backup files that differ from the first full back up.

- D. Back up of all selected files that have changed since the last full backup.

**Answer: D**

**Q111.**

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

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

**Answer: C**

**Q112.**

Which of the following are ways to set the system time? (Choose three)

- A. Command prompt, time.
- B. Device manager, select clock.
- C. Control panel, select date/time.
- D. Task bar properties, show clock.
- E. Double click on the clock in the system tray.

**Answer: A, C, E**

**Q113.**

Your antivirus software detects a boot sector virus. What is a valid option for removing the virus?

- A. Run Scandisk
- B. Run fdisk /mbr
- C. Run format c:/s
- D. Reload the operating system by using an unattended installation.

**Answer: B**

**Q114.**

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

- A. HIMEM.SYS
- B. MS-DOS.SYS
- C. CONFIG.SYS
- D. SCAN DISK.LOG
- E. COMMAND.COM
- F. PROGRAMS.TXT

**Answer: B, C, D, F**

**Q115.**

In which directory is local user profile settings stored by default in Windows 2000?

- A. C:\USERS.
- B. C:\NET\LOGON.
- C. C:\WIN NT\USER.DAT.
- D. C:\Documents and settings.

**Answer: D**

**Q116.**

A user starts Windows 2000 professional and logs in successfully but doesn't appear to have a task bar. Otherwise the system starts normally and all the user's icons appear on the desktop. How can you locate the start menu?

(Choose two)

- A. Reveal the secret start menu by pressing F1 + N
- B. Display a hidden start menu by pressing CTRL+ESC.
- C. Find the hidden start menu by left clicking each edge of the desktop.
- D. Create the duplicate start menu by pressing the desktop and pressing ALT+TAB.
- E. Erase the damaged start menu by clicking my computer and pressing ALT+ ENTER.

**Answer: B, C**

**Q117.**

Which command should you use to test connectivity to every router between your system and a destination system?

- A. PING.
- B. ROUTE.
- C. TRACERT.
- D. WINIPCFG.

**Answer: C**

**Q118.**

The system you are working on continues to hang just after Windows logo appears. You suspect that the application in the start up folder is causing the problem. Which key can you hold down after seeing the Windows logo to stop the application in the start up folder from executing?

- A. ALT
- B. ESC
- C. CRLT
- D. SHIFT

**Answer: D**

**Q119.**

Which protocol needs to be installed for Internet access on a network?

- A. TCP/IP.
- B. TELENT.
- C. IPX/SPX.
- D. Net BEUI.

**Answer: A**

**Q120.**

A program request memory that the memory manager can't provide in Windows 9x. This is referred to as?

- A. Page out.
- B. Page fault.

- C. Disc block.
- D. Rap block.

**Answer: B**

**Q121.**

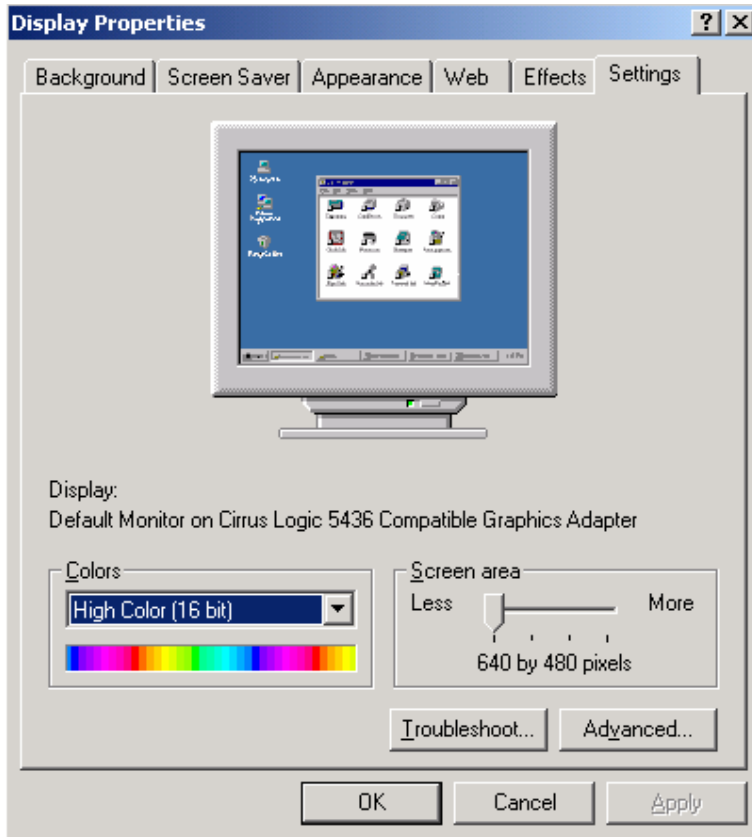
In a peer-to-peer network printing demands are slowing the network terminals. One quick remedy for the problem would be to?

- A. Install more memory on the network printers.
- B. Disable printing on one computer that is connected to the network.
- C. Set one of your computer systems to work as a network print server.
- D. Try to run your print jobs after hours when there is less network traffic.

**Answer: C**

**Q122.**

Your customer calls and explains that he can't display an entire web page even though he has a 17 inch monitor. He has to use the scroll bars to go from right side to the left side. What change would you make to display settings. See exhibit.



- A. Click advanced and change to large font.
- B. Click advance and change the screen size.
- C. Slide the screen area bar over to 800 into 600.
- D. Adjust contrast control until the screen has shrunk in size.

**Answer: C**

**Q123.**

After installing a program on Windows 2000 system you received the following notification:

"Files that are required for windows to run properly have been replaced by recognized versions. To maintain system stability windows must restore the original versions of these files."

Which feature of Windows 2000 calls this notification to appear?

- A. Windows file protection.
- B. Windows system guard.
- C. Windows folder security.
- D. Windows computer shield.

**Answer: A**

**Q124.**

Which domain name qualifies to universities and colleges?

- A. .CC
- B. .WS
- C. .ORG
- D. .EDU
- E. .COM

**Answer: D**

**Q125.**

A customer tries to log in to an Internet service provider and repeatedly prompted to enter their username and password. Which of the following are the possible causes? (Choose two)

- A. Net BEUI is not installed.
- B. IPX/SPX is not installed.
- C. The modem is not functioning.
- D. There customer account is no longer active.
- E. They are using an incorrect username and password combination.

**Answer: D, E**

**Q126.**

There are four major technologies that work together under Plug and Play operating system; namely system bios, device drivers, and \_\_\_\_\_.

- A. Scan disc.
- B. Data keeper.
- C. Software peripherals.
- D. Hardware peripherals.

**Answer: D**

**Q127.**

A customer is running Windows NT and has 20GBs of unformatted hard disc space. The customer wants to format the 20GB drive, move the data from his 5GB drive and label the 20GB drive as the drive B. What Windows NT applet can perform all these tasks for you?

- A. File administrator.
- B. Partition magician.
- C. Drive administrator.
- D. Disk administrator.

**Answer: D**

**Q128.**

Which tasks should be performed before installing or upgrading software? (Choose three)

- A. Copy IO.SYS.
- B. Backup the .INI files.
- C. Copy boot.sec.dos.
- D. Confirm OS compatibility.
- E. Determine minimum memory required.

**Answer: B, D, E**

**Q129.**

Which type of file is in the Windows 9x registry?

- A. Flat text file.
- B. Relational database.
- C. Hierarchical database.
- D. Spreadsheet template.

**Answer: C**

**Q130.**

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

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

**Answer: B, C**

**Q131.**

What are the safest ways to edit the registry in the Windows 95? (Choose two)

- A. Edit.
- B. Regedit.
- C. Regedt32.
- D. Device manager.
- E. Control panel applets.

**Answer: D, E**

**Q132.**

Windows 2000 has been installed with no changes made to files and folder. Which files having the extensions below would show under Windows Explorer? (Choose three)

- A. INI.
- B. INF.
- C. BIN.
- D. DLL.
- E. COM.

**Answer: A, B, D**

**Q133.**

In Windows 2000 you can install printers by using which of the following?

- A. Device Manager.
- B. Add printer Wizard.
- C. System Information.
- D. Add/remove Hardware Wizard.

**Answer: B**

**Q134.**

What keys are used to get the interactive startup in Windows 98 during the boot sequence?

- A. <F1>
- B. <DEL>
- C. <END>
- D. <CTRL>

**Answer: D**

**Q135.**

In Windows NT native support is provided for which of the following peripheral interfaces? (Choose three)

- A. USB.
- B. Serial.
- C. SCSI-2
- D. IEEE 1394
- E. PS/2 keyboard.

**Answer: B, C, E**

**Q136.**

What does a check mark next to an item on a windows menu indicate concerning command?

- A. Active.
- B. Inactive.
- C. Available.
- D. Unavailable.

**Answer: A**

**Q137.**

In which folder is REGEDIT found in Windows 9x?

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

**Answer: A**

**Q138.**

A user is using multiple monitors in Windows 98 and states that a mouse can only be used with the primary monitor. The problem is that the user is in an MSDOS based program. How should the MSDOS program be run?

- A. In full screen mode.
- B. With a high refresh rate.
- C. In protected screen mode.
- D. With high resolution in use.

**Answer: A**

**Q139.**

What is a static IP address?

- A. DHCP client.
- B. A permanently assigned address.
- C. One that must be grounded before use.
- D. One that was generated by a capacitor.
- E. One that was generated for that session only.

**Answer: B**

**Q140.**

How do most of FTP servers authenticate users?

- A. Securely.
- B. Nominally.
- C. Individually.

- D. Anonymously.

**Answer: D**

**Q141.**

After a RAM upgrade to a Windows 9x operating system a user experiences random lockups and program errors. You suspect that the new memory is at fault. How can you quickly test extended memory?

- A. Restart and use the Maintenance Wizard.
- B. Restart in safe mode and run Dr. Watson.
- C. Use an emergency boot disk with himem.sys.
- D. Close all programs and open system information.

**Answer: D**

**Q142.**

A client calls you and says that the files have been deleted from the removable drive and the customer wants to recover them. However the files are not in the recycle bin. What can be the cause of this problem?

- A. Removable hard drive data is corrupt.
- B. Removable hard drive is in sleep mode.
- C. Removable hard drive is a compressed drive.
- D. Files on the removable hard drive are deleted immediately.

**Answer: D**

**Q143.**

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

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

**Answer: B**

**Q144.**

You installed Windows NT Workstation 4.0 on your Windows 98 computer so that you can dual boot. After installation you try looking for data on your Windows 98 partition but cannot see it. What is the problem? The Windows 98 partition.....

- A. Is formatted with FAT16
- B. Is formatted with FAT32
- C. Was deleted during the installation.
- D. Is not set as active in the Windows NT settings.

**Answer: B**

**Q145.**

A Windows 95 Computer is upgraded to Windows 2000. After restarting the computer for the first time, one of the applications is no longer working? What should be done?

- A. Run Scanreg
- B. Run msconfig
- C. Run regedit32
- D. Reinstall the application

**Answer: D**

**Q146.**

A client calls and says that the peer-to-peer network is no longer working. Which components should have been installed? (Choose three)

- A. Client
- B. Protocol
- C. Adapter
- D. Dial up Adaptor
- E. File and Print Sharing

**Answer: A, B, C**

**Q147.**

From a command prompt using a Windows NT 4.0 installation CD what will be accomplished by running

the command WINNT/B?

- A. Create the Windows NT 4.0 diskettes.
- B. Backup the Windows NT 4.0 system registry.
- C. Install Windows NT 4.0 with backup diskettes.
- D. Install Windows NT 4.0 without prompting for boot diskettes.

**Answer: D**

**Q148.**

In order to send e-mail over the Internet successfully you must have which two main parts of the e-mail address?

- A. E-mail name and domain name.
- B. Domain name and network type.
- C. E-mail name and company address.
- D. Domain name and company address.

**Answer: A**

**Q149.**

What is the minimum number of steps to install a USB peripheral, if we assume that Windows 2000 includes a device driver for that peripheral and USB ports are active?

- A. Plug in the device while the system running  
Windows 2000 will automatically recognize the device, install the drivers and activate the device.
- B. Shut down the system, plug the device and start the system.  
Windows 2000 will automatically recognize the device, install the drivers and activate the device.
- C. Plug in the device, start the system, run the Add/Remove hardware wizard and choose the appropriate device.  
Windows 2000 will automatically install the drivers and activate the device.
- D. Shut down the system, plug in the device, start the system run the Add/Remove hardware wizard, choose the appropriate driver from the list and restart the system.

**Answer: A**

**Q150.**

Which conversion does the Windows98 drive converter perform?

- A. FAT16 partition into NTFS partition.
- B. FAT32 partition into a FAT16 partition.
- C. Fat16 partition into a FAT32 partition and a FAT32 partition into a FAT16 partition.
- D. FAT16 partition into a FAT32 partition but not a FAT32 partition into a FAT16 partition.

**Answer: D**

**Q151.**

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

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

**Answer: C, E, F**

**Q152.**

What MS-DOS prompt command is used to hide the file REPORT.DOC known to exist in the current directory?

- A. ATTRIB H=REPORT.DOC
- B. ATTRIB +H REPORT.DOC
- C. ATTRIB/H REPORT.DOC
- D. ATTRIB H: REPORT.DOC

**Answer: B**

**Q153.**

A customer wants to set his new computer to use a data/fax internal modem to dial up to an Internet service provider (ISP). He has joined the ISP and has all of the ISP information. What should you do first to accomplish this goal?

- A. Obtain an ISP account after installing PPP and dial up networking.
- B. Install dial up networking in TCP/IP and setup all appropriate settings.
- C. Install PPP and dial up networking after establishing a new account with an ISP.
- D. Obtain an account from an ISP then reinstall the modem TCP/IP and dial up networking.

**Answer: B**

**Q154.**

Which Windows 98 utility can be used to improve the access time on a hard disk?

- A. FDISK.
- B. DRVICE SPACE.
- C. DISK CLEAN UP.
- D. DISK DEFRAGMENTER.

**Answer: D**

**Q155.**

A user clicks the print shortcut icon on standard tool bar of the application and the document prints to the wrong printer. What should you do to correct this?

- A. Set the desired printer as default.
- B. Change the desired printer driver.
- C. Drag the desired printer to the desktop.
- D. Change the desired printer's location on the network.

**Answer: A**

**Q156.**

With a Windows 9x system only 1MB of hard drive space is left on the boot drive and the operating system crashes. Which file may have run out of space?

- A. SYSTEM.INI
- B. WIN386.SWP
- C. PAGE FILE.SYS
- D. SWAP FILE.TMP

**Answer: B**

**Q157.**

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

- A. No operating system found.
- B. Wrong syntax on the specified lines.
- C. Autoexec.bat in wrong directory.
- D. Too many trailing spacing on the specified line.

**Answer: B**

**Q158.**

What operating systems transition would be the easiest to implement?

- A. Windows 95 to Windows 98.
- B. Windows NT to Windows 98.
- C. Windows 3.1 to Windows NT.
- D. Windows 2000 to Windows 98.

**Answer: A**

**Q159.**

What applet should you use to add Windows components distributed on the Windows 2000 Professional CD?

- A. System settings.
- B. Regional settings.
- C. Add/Remove programs.
- D. Windows 2000 Professional resource kit.

**Answer: C**

**Q160.**

During boot up which function key allows you to boot directly to safe mode in Windows 9x?

- A. <F4>
- B. <F5>
- C. <F6>
- D. <F7>

**Answer: B**

**Q161.**

How are the virtual memory options set in Windows 98?

- A. Settings, control panel, virtual memory.
- B. Setting, control panel, 386enhanced, virtual memory.
- C. Settings, control panel, system, performance, virtual memory.
- D. Settings, control panel, system, device manager, virtual memory.

**Answer: C**

**Q162.**

What is the diagnostic tool that takes its snap shot of a PC's condition during a system fault?

- A. Dr Watson.
- B. System information.
- C. System file checker.
- D. Windows report tool.

**Answer: A**

**163.**

What shows information on resources used by a device in Windows 2000? (Choose three)

- A. WINMSD.EXE.
- B. DEVICE MANAGER.
- C. MSCONFIG.EXE.
- D. HARDWARE PROFILES.
- E. SYSTEM INFORMATION.

**Answer: A, B, E**

**Q164.**

What is the one way to change a long file name in Windows 9x?

- A. Windows explorer, file, rename.
- B. Windows explorer, tools, rename.
- C. MS-DOS prompt, long file\_name, rename.
- D. My computer, control panel, system, rename.

**Answer: A**

**Q165.**

Where would you capture a printer port for a network printer in Windows 9x, My Computer, control panel?

- A. Printer palette, File, Properties, Details.
- B. Printer applet, File, Properties, Details.
- C. Network Applet, File, Properties, Detail
- D. Add/Remove program applet, properties, Detail

**Answer: B**

**Q166.**

What is one type of networking that Windows 98 provide?

- A. WAN
- B. DOMAIN
- C. PEER-TO-PEER
- D. CLIENT SERVER

**Answer: C**

**Q167.**

Dr. Watson has standard view and a(n)?

- A. Selected view

- B. Protected view
- C. Advanced view
- D. Diagnostic view

**Answer: C**

**Q168.**

You have a networked PC that has file and print sharing enabled and your computer can be seen in the Network Neighborhood by other computers. However, no one else can connect to anything on your computer. Why can't anyone see any folders on your computer?

- A. You have not shared any directories.
- B. Shared directories are password protected.
- C. Other computers are using the ROM protocol.
- D. Other computers do not have file and print sharing enabled.

**Answer: A**

**Q169.**

A customer calls and says that they can send e-mails without any problem but can't receive any e-mail. What should you check? (Choose two)

- A. Modem settings.
- B. Account password.
- C. SMTP server settings.
- D. Dial up adapter settings.
- E. Incoming mail server settings.

**Answer: B, E**

**Q170.**

Your client reports that he is running Windows 98 and has a 2GB hard drive. The disk is formatted as FAT16 but it is running out of disk space. What is the simplest and the quickest way to increase his disk space?

- A. Convert the drive to FAT32.
- B. Run the space recovery utility.
- C. Replace the hard disk drive with a larger one.

- D. Back up the data, format the drive and restore the data.

**Answer: B**

**Q171.**

How do you rearrange Start menu programs in Windows 9x?

- A. Click start and choose arrange.
- B. Click corresponding applet in control panel.
- C. Right click on start button and select explorer.
- D. Right click on the Desktop and choose start menu.

**Answer: C**

**Q172.**

To create a start up disk for Windows 9x open the Add/remove Program applet and click create disk from the \_\_\_\_\_?

- A. Install tab.
- B. Create disk tab.
- C. Startup Disk tab .
- D. Windows setup tab.

**Answer: C**

**Q173.**

**What are Home/office desk, presentation, and portable/laptop examples of?**

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

**Answer: D**

**Q174.**

What must you do to make a Windows 98 system dual boot with Windows 2000 within a single partition?

- A. Install Windows 2000 in NTFS.
- B. Install Windows 2000 in FAT 32.
- C. Delete FAT32 partition and install.
- D. Run Windows 2000 setup/dual boot.

**Answer: B**

**Q175.**

Where is Disk Management located in Windows 2000?

- A. Control panel.
- B. Device manager.
- C. Administrative tools.
- D. Computer management.

**Answer: D**

**Q176.**

A user accidentally deleted the file dialer.exe from the windows directory. Which command is used to restore this one file from a Windows 9x installation CD?

- A. COPY.
- B. XCOPY.
- C. XCOPY32.
- D. EXTRACT.

**Answer: D**

**Q177.**

In the Windows 98 Device Manager what does a black exclamation point on a yellow field next to a sound card indicate?

- A. Sound card is installed but disabled.
- B. Sound card is not functioning properly.

- C. Sound card is present physically but Windows is not detecting it.
- D. Driver for the sound card is installed but sound card is not present physically.

**Answer: B**

**Q178.**

Which Windows 9x file can load device drivers?

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

**Answer: C**

**Q179.**

Why is the semicolon used when editing the win.ini file? (Choose two)

- A. Inserts a comment line.
- B. Prevents a device driver from loading.
- C. Connects to devices loading in windows.
- D. Pauses the win.ini file while loading windows.
- E. Enables peripheral devices where while loading windows.

**Answer: A, B**

**Q180.**

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

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

**Answer: D, E**

**Q181.**

Your client wants to be able to share one Internet connection with other PCs. Which versions of Windows 9x has been designed to do this?

- A. Windows 98.
- B. Windows 98 SE.
- C. Windows 95 OSR2.
- D. Windows 95 retail version.

**Answer: B**

**Q182.**

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

- A. Reload the DOS applications from the MS-DOS command prompt.
- B. Configure the setver command to allow you to run the Dos program.
- C. Install a third party program that will allow you to run DOS program.
- D. Select prevent this program from detecting windows in the advanced properties of the DOS application.

**Answer: D**

**Q183.**

If a network card is installed in a Windows 98 workstation and there is no network connectivity what should you do to find out if the device is functioning correctly?

- A. Run net config.
- B. Look at Device Manager.
- C. Click Network Neighborhood.
- D. Check Networking Properties dialogue box.

**Answer: B**

**Q184.**

You have just installed a Windows 98 workstation using the IPX protocol in a Microsoft network but can't browse any other stations on the network. The client for the Microsoft networks is installed in the control panel network configuration. What should you do to allow the workstation to browse the network?

- A. Enable file and print sharing.
- B. Verify the workstations IPX address.
- C. Enable browsing services in the control panel.
- D. Enable NetBIOS support in the network configuration.

**Answer: D**

**Q185.**

After updating a device driver on a Windows NT 4.0 workstation the computer fails to boot to the GUI. What should you do to correct the problem?

- A. Reload the operating system.
- B. Run Scandisc and Disc Defragmenter.
- C. Press F5 to enter Safe mode and delete the last device installed.
- D. Press the spacebar when the load last unknown good message appears.

**Answer: D**

**Q186.**

A user's system is running slowly after installing a new application in Windows 98. What should you be checked? (Choose two)

- A. Scan REG log.
- B. Available system RAM.
- C. Speed rating of RAM chips.
- D. Rotation speed of hard drive.
- E. Free space on the hard drive.

**Answer: B, E**

**Q187.**

What does an incremental backup do?

- A. Full backup of all files.

- B. Same differential backup.
- C. Backup of file only that have increased in size.
- D. Backup all files that have the archived bit turned on.

**Answer: D**

**Q188.**

In Windows9x the System Configuration Editor is used to view and edit which of the following files?  
(Choose three)

- A. WIN.INI
- B. BOOT.INI.
- C. SYSTEM.INI.
- D. MS-DOS.SYS.
- E. CONFIG.SYS.

**Answer: A, C, E**

**Q189.**

A client calls you and states that the Taskbar is missing from Windows 98. What is the cause of the problem?

- A. The system is running in safe mode.
- B. The registry is corrupt and must be restored from the backup.
- C. WIN.INI has been modified by a newly installed application.
- D. SYSTEM.INI has been damaged by a newly installed application.

**Answer: B**

**Q190.**

Which statement is found in the autoexec.bat file?

- A. FILES=40.
- B. PATH=C:\.
- C. DOS=HIGH,UMB.
- D. DEVICE=HIMEM.SYS.

**Answer: B**

**Q191.**

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

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

**Answer: C, E, F**

**Q192.**

Which command allows viewing or editing of common configuration files?

- A. SYSEDIT.
- B. REGEDIT.
- C. CFGEDIT.
- D. AUTOEDIT.

**Answer: A**

**Q193.**

You are using a Windows 9x operating system. Which actions can you take to print a document without spooling the print job?

- A. Set the printer to full start-duplex mode.
- B. Set the printer to half-duplex mode.
- C. Select disable spooler in the spool settings dialogue box.
- D. Select print directly to the printer in the spool settings dialogue box.

**Answer: D**

**Q194.**

How is the disc defragmenter utility started in Windows 9x? (Choose two)

- A. Start, programs, defragmenter.
- B. Right click on drive, disc defragmenter.
- C. Right click on drive, properties, tools, and disc defragmenter.
- D. Start, programs, accessories, system tools, disc defragmenter.
- E. Start, settings, control panel, system, device manager, disc defragmenter.

**Answer: C, D**

**Q195.**

What does the Windows utility Scandisk check and fix? (Choose two)

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

**Answer: B, C**

**Q196.**

The Windows 9x system you are working on boots up with an error message 'Bad or Missing command.com'. What may correct this error after the booting of an emergency repair disk?

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

**Answer: B**

**Q197.**

What is the proper convention for accessing network printer?

- A. \\printername\systemname
- B. \systemname\printername
- C. \\systemname\printername

D. \printername\\systemname

**Answer: C**

**Q198.**

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

- A. Right click on a Desktop, New, Shortcut, browser for a target application.
- B. Windows explorer, tools, create shortcut, browse for a target applications.
- C. Start, Program, Accessories, Create Short cut, browse for target application.
- D. Start, settings, Control Panel, Add/Remove programs, browse for target application.

**Answer: A**

**Q199.**

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

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

**Answer: A, C, E**

**Q200.**

How can the operating system version that is currently running be found?

- A. Right click the Task bar and select properties.
- B. Right click the Desktop and select properties.
- C. Right click the My computer icon and select properties.
- D. Open any application, select help from the toolbar and Choose abort

**Answer: C**

**Q201.**

Where can you change network identification in Windows 2000?

- A. Device manager.
- B. Network properties.
- C. System properties.
- D. Network and dial up connections.

**Answer: C**

**Q202.**

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

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

**Answer: A**

**Q203.**

Which components can be added from the Windows 9x network Control Panel? (Choose three)

- A. Client.
- B. Switch.
- C. Printer.
- D. Adapter.
- E. Protocol.

**Answer: A, D, E**

**Q204.**

What is the first step you should take to connect to a shared printer over your network?

- A. From the Control Panel choose connect to network printer.
- B. From Windows Explorer choose connect to a network printer.
- C. From the printers folder double click, add printer and choose network printer.
- D. From Control Panel select add new hardware and choose network printer.

**Answer: C**

**Q205.**

On a Windows 2000 client machine which of the following tools is used to add a drive letter? (Choose two)

- A. Right click My Computer.
- B. Right click Control panel.
- C. Right click My network places.
- D. Right click Network and dial up connection.

**Answer: A, C**

**Q206.**

You receive the following message when booting Windows NT 4.0 Workstation. "boot could not find NTLDR. Please insert another disk". What should you do to fix the disk?

- A. Extract the file from the CD
- B. Run the emergency repair process.
- C. Copy the file from any Windows system.
- D. Copy the file from another Windows NT system.

**Answer: B**

**Q207.**

Your Windows 9x computer locks up and you are unable to close the program. How can you terminate the program without shutting down the system?

- A. Press CTRL+ALT+ DEL twice
- B. Use software release utility UNLOCKIT.EXE.
- C. Select the Close Program option in the Control Panel.
- D. Press CTRL+ALT+ DEL. Select the program not responding and click the END Task button

**Answer: D**

**Q208.**

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

- A. Desktop shortcuts can not be used in this way.
- B. The shortcut has a different icon from the default.
- C. The shortcut file is corrupt and needs to be replaced.
- D. The program file for that shortcut is corrupt or deleted.

**Answer: D**

**Q209.**

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

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

**Answer: C**

**Q210.**

A recently installed application launches each time Windows 95 starts. In order to disable the auto launch what should you check? (Choose two)

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

**Answer: B, C**

**Q211.**

Where are the boot options stored for Windows 2000?

- A. SYS.CFG
- B. BOOT.INI
- C. START.INI
- D. BOOT.CFG

**Answer: B**

**Q212.**

What file will bring up a Windows NT 4.0 command prompt?

- A. CMD.EXE
- B. CMD.COM
- C. CMMD.PIF
- D. COMMAND.COM

**Answer: A**

**Q213.**

Which utility is used to partition a new hard drive in Windows 95?

- A. Fdisk.
- B. Format.
- C. Partition manager.
- D. Windows explorer.

**Answer: A**

**Q214.**

Which of the following are valid ways of creating a new folder in Windows Explorer? (Choose two)

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

**Answer: A, E**

**Q215.**

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

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

**Answer: C**

**Q216.**

What must an IDE hard drive have in order for a PC to boot?

- A. Active partition.
- B. Passive partition.
- C. Dynamic partition.
- D. Extended partition.

**Answer: A**

**Q217.**

After a certain ShareWare package is installed on a Windows 98 system, the computer no longer starts and you suspect a damage of the registry. To restore a backup copy of registry which command line utility could you run from MS-DOS?

- A. CHKDSK.
- B. CHKREG.
- C. SCANREG.
- D. SCANDISK.

**Answer: C**

**Q218.**

Your customer complains that Internet access is very slow and that sometimes the service will time out

while trying to open a page visited frequently. You check the Internet setting and notice that the temporary Internet folder settings are set to 600MB. What changes should you make?

- A. Change the size to 600MB.
- B. Uninstall the browser software and reinstall it.
- C. Leave the settings alone and click delete history.
- D. Reset the size to 20MB and clear all files in the folder.

**Answer: D**

**Q219.**

Which of the following file extension types can be run from the command prompt? (Choose three)

- A. .EXE
- B. .BAT
- C. .DLL
- D. .COM
- E. .RUN

**Answer: A, B, D**

**Q220.**

You work for an ISP and receive a tech support call from a customer who can't connect. You determine that gets a dial tone and dials a number but no handshake occurs. Instead the customer hears a voice coming through the modem but can't hear what it is saying. What should be done to correct this problem?

- A. Replace the modem, it is defective.
- B. Check the modem dialing properties.
- C. Uninstall and reinstall the modem drivers.
- D. Unplug the telephone cable and plug it back in.

**Answer: B**

**Q221.**

What are valid methods to make a bootable floppy disc in Windows 9x? (Choose three)

- A. FDISK A:
- B. Format a: from a command prompt.

- C. Format a:/s from a command prompt.
- D. Control panel, Add/remove programs, start up disk.
- E. In Explorer right click on a drive, format, floppy system files.

**Answer: C, D, E**

**Q222.**

A new modem installed in Windows 2000 is not on a Hardware Compatibility List. What are you likely to be prompted for?

- A. Manufacturer's driver diskette.
- B. Serial number of your modem.
- C. Connection speed of your modem.
- D. Telephone number of your service provider.

**Answer: A**

**Q223.**

Which types of profiles can be used on a Windows 2000 Professional client? (Choose three)

- A. Local.
- B. Static.
- C. Roaming.
- D. Dynamic.
- E. Mandatory.

**Answer: A, C, E**

**Q224.**

What happens when Windows 98 detects a corrupted registry?

- A. Windows 98 needs to be reinstalled.
- B. You must boot to safe mode and restore from your backups.
- C. Windows will automatically restore a backup copy of the registry.
- D. You must boot from your emergency disk and restore the registry.

**Answer: C**

**Q225.**

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

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

**Answer: A**

**Q226.**

Under Windows 2000 you consistently receive out of memory messages when running multiple applications. To avoid having to upgrade RAM immediately you? (Choose two)

- A. Increase the paging file size in the system Control Panel.
- B. Increase the temporary file size in some of your applications.
- C. Decrease the temporary file size in some of your applications.
- D. Decrease the amount of time spent on running some of your applications.

**Answer: A, B**

**Q227.**

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

- A. Local users and groups, drivers.
- B. Hard ware profiles, device driver.
- C. Device manager, computer name.
- D. System properties, hardware, signing.

**Answer: D**

**Q228.**

What file is needed to start up Windows NT 4.0?

- A. NT.INI

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

**Answer: B**

**Q229.**

Which registry files in Windows 9x are stored in the Windows directory?

- A. SYSTEM.IDX and USER.IDX
- B. SYSTEM.DAT and USER.DAT
- C. SYSTEM.EXE and USER.EXE
- D. SYSTEM.ADM and USER.ADM

**Answer: B**

**Q230.**

Which software applications are likely to interfere with a drive defragmenter? (Choose two)

- A. Login screen.
- B. Video drivers.
- C. Screen savers.
- D. Anti Virus software.
- E. Background wallpaper.

**Answer: C, D**

**Q231.**

In Windows 9x the system configuration editor is used to view and edit which of the following files? (Choose three)

- A. WIN.INI
- B. BOOT.INI
- C. SYSTEM.INI
- D. MS-DOS.SYS
- E. CONFIG.SYS

**Answer: A, C, E**

**Q232.**

Which statement is correct?

- A. Anything in config.sys can be run from a command prompt.
- B. Anything in autoexec.bat can be run from a command prompt.
- C. Nothing in config.sys or autoexec.bat can be run from a command prompt.
- D. Anything in config.sys or autoexec.bat can be run from a command prompt.

**Answer: B**

**Q233.**

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

- A. The .REG file gets deleted.
- B. The .REG file displays in a text editor.
- C. The .REG file is merged into the registry.
- D. The .REG file gets changed from HEX to binary.

**Answer: C**

**Q234.**

Where can you start the Device Manager in the Windows 2000? (Choose two)

- A. Computer manager.
- B. System applet in Control Panel.
- C. Services tool on the Administrative Tools menu.
- D. The event viewer on the Administrative Tools menu.
- E. Computer Management applet in the Administrative Tools control panel.

**Answer: B, E**

**Q235.**

Which protocol is used to transfer e-mail?

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

**Answer: C**

**Q236.**

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

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

**Answer: B, C, D**

**Q237.**

Which protocol needs to be bound to the dialup adapter for Windows 9x to ensure Internet access?

- A. SMTP
- B. POP3
- C. TCP/IP
- D. NetBEUI

**Answer: C**

**Q238.**

Which of the following are required Windows NT 4 start up files? (Choose two)

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

**Answer: A, B**

**Q239.**

What is the first thing to do if you receive an 'Out of memory error' in Windows 9x?

- A. Add more RAM.
- B. Reinstall Windows.
- C. Add a bigger hard drive.
- D. Check the system resources in the System Control Panel.

**Answer: D**

**Q240.**

A user states that after opening an e-mail, attachment files were either missing or caused an error when opening. What would cause this cause this problem?

- A. A possible virus.
- B. An incorrect setting in config.sys.
- C. Autoexec.bat loading improperly.
- D. An incorrectly installed e-mail program.

**Answer: A**

**Q241.**

When a customer calls in and says 'my system will not boot, it was fine this morning but now it is saying that it can't find the operating system'. Which question should you ask? (Choose two)

- A. Have any files been deleted.
- B. Are you using the same keyboard?
- C. Are using a different computer.
- D. Are any floppy disks in the floppy drive?
- E. Is the floppy disk drive a 5 1/4-or 3/2 inch drive?

**Answer: A, D**

**Q242.**

What mode is used to install a printer that does not have a driver and is not included in the list of printers?

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

**Answer: A**

**Q243.**

Which of the following are bypassed in safe mode? (Choose three)

- A. Modem driver.
- B. Config.sys.
- C. Autoexec.bat.
- D. Generic VGA driver.
- E. Floppy drive support.

**Answer: A, B, C**

**Q244.**

Scandisk.ini is an initialization file used by scan disk to?

- A. Hold undo information.
- B. Store its operating settings.
- C. Store the location of system files.
- D. Store corrupt sectors detected on the disk.

**Answer: B**

**Q245.**

Which command can be used to remove an NTFS volume if the PC that contains it no longer has Windows NT 4 installed?

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

D. DELTREE.

**Answer: B**

**Q246.**

Your customer calls and complains that sometimes the icons on this desktop look different. But after booting the systems the icons return to normal. However it is very inconvenient to have to reboot every time this happens. What should you tell them to press?

- A. <Alt>+<F4> to refresh memory.
- B. <Alt>+<TAB> to refresh memory.
- C. <Shift>+<F4> to refresh memory.
- D. <Shift>+<F8> to refresh desktop.

**Answer: D**

**Q247.**

How are hidden files unhidden in Windows 95?

- A. Tools, options, show all files.
- B. Windows explorer, view, options, show all files.
- C. Windows explorer, file, preferences, unhide all files.
- D. Control panel, device manager, file attributes, unhide.

**Answer: B**

**Q248.**

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

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

**Answer: A**

**Q249.**

A customer complains that Windows 9x frequently reports KERNEL32.DLL errors. To solve this delete the \_\_\_\_\_ and reboot: it will recreate itself?

- A. System folder.
- B. KERNEL32.DLL.
- C. Win386.swp file.
- D. Windows directory.

**Answer: C**

**Q250.**

You see a dialogue box on your Windows NT 4.0 workstation stating that Dr.Watson has detected an error and is creating a log file. Where can you find the file to review what has caused the error?

- A. SQL\.
- B. C:\Winnt.
- C. C:\Winnt\system.
- D. C:\Winnt\system32.

**Answer: B**

**Q251.**

Which switch(syntax:command/switch) should you type after a DOS command to get a list of switches available for the particular command as well as an explanation of what they do?

- A. /?
- B. /#
- C. /\*
- D. /&

**Answer: A**

**Q252.**

You just got Windows NT stop error or blue screen. How can you print an error message that was generated?

- A. Do a print screen.
- B. Reboot and go to the system log.
- C. Reboot and open file 0000.chk.
- D. Reboot and browse the temp folder.

**Answer: B**

**Q253.**

What should you do first when a print job is stalled in Windows NT 4.0?

- A. Restart the PC.
- B. Restart the spooler.
- C. Try another printer cable.
- D. Try another printer driver.

**Answer: B**

**Q254.**

Which GUI text editors are used to edit the win.ini and autoexec.bat files? (Choose two)

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

**Answer: B, C**

**Q255.**

A user on your company's network has worked for several hours on a document that was retrieved from the network. The document was saved several times by clicking the save icon. The user returns from lunch and is now seeing a file not found error. What could cause this?

- A. Network drive is read only.
- B. User hard drive has crashed.
- C. File is restricted to administrative use.
- D. Users disconnected the network drive.

**Answer: D**

**Q256.**

Where is the DIR command located?

- A. C:\WINDOWS.
- B. COMMAND.COM.
- C. C:\WINDOWS\SYSTEM.
- D. C:\WINDOWS\COMMAND

**Answer: B**

**Q257.**

Which file gets executed in Windows 95 when a user chooses shut down and restarts in MS DOS mode?

- A. CMD.COM.
- B. CONFIG.SYS.
- C. DOSTART.BAT.
- D. AUTOEXEC.BAT.

**Answer: C**

**Q258.**

After installing a new local printer, you print a test page. All of the printed text is in printer code and the printer prints several additional blank pages. What are the possible causes? (Choose two)

- A. Printer snake virus.
- B. Wrong printer driver.
- C. Overload paper tray.
- D. Unsecured/loose printer cable.
- E. High printer resolution settings.

**Answer: B, D**

**Q259.**

Which sequence of key strokes will toggle a user between simultaneously running application in windows?

- A. <FN>+<TAB>.
- B. <ALT>+<TAB>.
- C. <CTRL>+<TAB>.
- D. <SHIFT>+<TAB>.

**Answer: B**

**Q260.**

What is the proper command to install the Windows 2000 Recovery Console as a startup option from the Windows 2000 installation CD-ROM located in Drive E?

- A. E:\i386\setup.exe /console.
- B. E:\i386\console.exe /install.
- C. E:\i386\winnt32.exe /cmdcons.
- D. E:\i386\Win2000.exe/ recovery.

**Answer: C**

**Q261.**

When control panel is opened an invalid page default (kernel32) error is received. What is most likely the cause of this problem?

- A. Kernel 32 is missing.
- B. .DLL file is missing.
- C. Kernel 32 is damaged.
- D. .CPL file is damaged.

**Answer: D**

**Q262.**

How can you get a print out the system configuration on a Windows 9x operating system?

- A. From the system monitor, click the print button.
- B. From the device manager, click the print button.
- C. From the DOS prompt type sys and press<printscrn>.
- D. From a DOS prompt type msd press <printscrn>.

**Answer: B**

**Q263.**

A custom application is conflicting with another application. What can you do to fix the problem temporarily on a Windows NT system?

- A. Run MS config.
- B. Run REGEDT32.
- C. Reinstall the application.
- D. Run the application in a protected memory space.

**Answer: D**

**Q264.**

How can a user find a network printer on a Windows 9x workgroup?

- A. By protocol
- B. By cable name
- C. By manufacturer
- D. By NetBIOS name

**Answer: D**

**Q265.**

Which of the following are required to make a Windows NT 4.0 boot diskette? (Choose three)

- A. NTLDR
- B. BOOT.INI
- C. MS-DOS.SYS.
- D. NTDETECT.COM.
- E. OSLOADER.EXE.

**Answer: A, B, D**

**Q266.**

Where would you rename a printer that you shared on the network using Windows 9x? (Choose two)

- A. My computer, printers.
- B. Start, settings, printers.
- C. Start, accessories, system utility, printers.
- D. Start, programs, accessories, system tools, printer setup.
- E. My computer, control panel, system, device manager, ports, printers.

**Answer: A, B**

**Q267.**

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

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

**Answer: C, E, F**

**Q268.**

Which file must be changed to add multiboot capabilities in Windows 9x?

- A. IO.SYS.
- B. SYSTEM.INI.
- C. MS-DOS.SYS.
- D. CONFIG.SYS.

**Answer: C**

**Q269.**

Which information is monitored using the system monitor application within Windows 95? (Choose two)

- A. Anti virus applications.

- B. Virtual memory manager.
- C. Interrupt settings usage.
- D. Hardware compatibility protocol.
- E. Network clients and server information.

**Answer: B, E**

**Q270.**

Which of the following devices can be shared via the network using Windows 98? (Choose Three)

- A. Printer
- B. Modem
- C. Monitor
- D. CD-ROM
- E. Keyboard

**Answer: A, B, D**

**Q271.**

Some files are backed up from the NTFS partition using the Windows 2000 backup utility. These files are then restored to a FAT32 partition. Which of the following file properties are retained? (Choose two)

- A. Encryption.
- B. Permission.
- C. Compressions.
- D. File attributes.
- E. Long file names.

**Answer: D, E**

**Q272.**

What are valid ways to display the task manager in Windows 2000? (Choose three)

- A. Press <CLT>+<ALT>.
- B. Press <CLT>+<SHIFT>and <ESC>.
- C. Click start choose run and type task man.
- D. Right click on the Taskbar and choose Task Manager.
- E. Press <CLT>+<ALT>+<DEL> and then click Task Manager.

**Answer: B, D, E**

**Q273.**

How can a Windows 2000 Desktop shortcut icon be created for opening a specific application?

- A. Open the application go to file and choose create shortcut.
- B. Right click on the application file within Windows explorer and choose create shortcut.
- C. In control panel right click on the application file and choose create short cut.
- D. Right click on the application files from the documents options of the start menu and select create shortcut.

**Answer: B**

**Q274.**

A client wants to have two drives to organize their data and administrator drive. What steps would be taken if FDISK?

- A. Create primary partition, create an additional partition.
- B. Create primary DOS partition, create an extra DOS partition.
- C. Create primary DOS partition, create extended DOS partition.
- D. Create extended DOS partition, create an extra DOS partition.

**Answer: C**

**Q275.**

A customer with a Windows 9x system can't print but the printer is online and print jobs are queued. What could be the problem?

- A. Spooler is overloaded.
- B. Work of flying printing is selected.
- C. The printer is energy-restrict mode.
- D. The printer and CPU frequencies are mismatched.

**Answer: A**

**Q276.**

What program is used to edit a specific registry key under Windows 2000?

- A. REGEDIT.
- B. REGMON.
- C. SCANREG.
- D. REGEDT32.

**Answer: D**

**Q277.**

The system you are working on boots up with the error message 'no operating system'. Which command gets rid of the problem?

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

**Answer: B**

**Q278.**

The system you are working on hangs after starting windows message appears. You suspect that something in either config.sys or autoexec.bat is causing the problem. Which key can you hold down after seeing this starting windows message to have windows ignore those two files at start up?

- A. <ALT>
- B. <ESC>
- C. <CTRL>
- D. <SHIFT>

**Answer: D**

**Q279.**

What must be done to start the upgrade procedure from Windows 95, 98 or NT to Windows 2000 professional?

- A. Boot from the Windows 2000 CD-Rom.
- B. Boot from the Windows 2000 floppy disc.
- C. Copy the Windows 2000 CD to the hard drive and reboot.
- D. Start Windows 2000 setup program from within the operating system.

**Answer: D**

**Q280.**

Where in Windows 2000 should you connect or disconnect the network printer?

- A. Start, settings, task.
- B. Start, settings, printer.
- C. Start, settings, network.
- D. Start, settings, connections.

**Answer: B**

**Q281.**

What is the 32-bit command line interpreter in Windows 2000?

- A. CMD.EXE
- B. CMD.COM
- C. COMMAND.EXE
- D. COMMAND.COM

**Answer: A**

**Q282.**

Which file system supports encryption on Windows 2000?

- A. NTFS.
- B. CDFS.
- C. FAT16.
- D. FAT32.

**Answer: A**

**Q283.**

What is the smallest unit of storage that Windows 9x can access on a hard drive?

- A. File.
- B. Track.
- C. Sector.
- D. Cluster.

**Answer: D**

**Q284.**

A customer deleted a file from a Windows NT 4.0 Workstation. Windows fails to boot. What did the customer delete inadvertently?

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

**Answer: A**

**Q285.**

You are having problems with a particular system and want to replace the current copy of the registry with an older copy. At a DOS prompt which command should you type?

- A. SCANREG/REVISE.
- B. SCANREG/RESTORE.
- C. SCANREG/REPLACE.
- D. SCANREG/REVERSE.

**Answer: B**

**Q286.**

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

- A. System.

- B. DOS prompt.
- C. Device manager.
- D. Add/remove hardware.

**Answer: C**

**Q287.**

A customer called after deleting a file from a DOS prompt. The file did not go to the Recycle bin. The customer wants to make sure that the deleted files are placed in the Recycle bin in the future. How would this accomplish delete file using? (Choose two)

- A. My computer.
- B. Windows explorer.
- C. The DEL command.
- D. The Erase command.
- E. The Deltree command.

**Answer: A, B**

**Q288.**

Windows 9x/2000 menu designate a hot key with A(n) character?

- A. Flashing.
- B. Bold face.
- C. Italicized.
- D. Underscored.

**Answer: D**

**Q289.**

What OEM installation CD is not bootable?

- A. Windows 95
- B. Windows 98
- C. Windows 2000
- D. Windows NT 4.0

**Answer: A**

**Q290.**

Windows 9x safe mode uses with generic video driver?

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

**Answer: A**

**Q291.**

What files can be edited with SYSEDIT in Windows 9x? (Choose two)

- A. IO.SYS.
- B. WIN.INI.
- C. MS-DOS.SYS.
- D. COMMAND.COM.
- E. AUTOEXEC.BAT.

**Answer: B, E**

**Q292.**

A customer calls and reports an error message when trying to connect to an Internet provider. The server can't negotiate an appropriate protocol. What is the most likely cause of this problem?

- A. The modem is not plugged.
- B. The dial up network number is wrong.
- C. TCP/IP is not installed or is corrupt.
- D. The customer is using the wrong username and password.

**Answer: C**

**Q293.**

Which types of disks does Windows 2000 support? (Choose two)

- A. Basic.
- B. Primary.
- C. Dynamic.
- D. Standard.
- E. Extended.

**Answer: A, C**

**Q294.**

What type of memory stores data in a swap file on a hard drive?

- A. High memory.
- B. Virtual memory.
- C. Extended memory.
- D. Random access memory.

**Answer: B**

**Q295.**

You are working on a system that has a malfunctioning mouse. In the device manager which key will toggle from one device to another?

- A. TAB
- B. HOME
- C. ENTER
- D. ARROW KEY

**Answer: D**

**Q296.**

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

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

**Answer: C**

**Q297.**

A user uninstalled an application in the Windows 98 and it still appears in a starts Menu. How do you remove it? (Choose two)

- A. Shut down and reboot the PC.
- B. Delete the item in the device manager.
- C. Right click the menu item on the start menu and select delete.
- D. Right click the desktop and choose display properties, click start menu.
- E. Right click the taskbar, choose properties and click remove under customize start menu.

**Answer: C, E**

**Q298.**

What is a dynamic IP address?

- A. WINS assigned address.
- B. DHCP assigned address.
- C. Manually entered address.
- D. Permanent assigned address.

**Answer: B**

**Q299.**

A Windows 98 computer is having display related problems. You need to adjust the graphics hardware acceleration so that you can trouble shoot the problem. From which location can you do this?

- A. Control panel, system, performance, graphics.
- B. Control panel, system, display settings, graphics.
- C. Control panel, system, device manager, properties, graphics.
- D. Control panel, system, hardware profiles, and display settings, graphics.

**Answer: A**

**Q300.**

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

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

**Answer: B**

**Q301.**

You are trying to run multiple programs Windows 95 system and are receiving an out of memory error. What could be the cause of this error?

- A. Synchronize buffer is too small.
- B. Bandwidth has been reduced due to virtual memory usage.
- C. Dynamic swap file is too large due to fragmented space on your host drive.
- D. The dynamic swap file is limited due to the small amount of free space on your host drive.

**Answer: D**

**Q302.**

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

- A. Programs load faster.
- B. Fewer resources required.
- C. Greater file security allowed.
- D. Drive mapping more reliable.
- E. Increase storage efficiencies.

**Answer: A, D, E**

**Q303.**

Which of the following operating systems may be upgraded to Windows 2000 professional? (Choose two)

- A. OS/2.
- B. Windows 3.x.

- C. Windows 9x.
- D. Windows NT 4.0.
- E. Windows for Workgroups 3.x.

**Answer: C, D**

**Q304.**

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

- A. Video refresh rate is set to high.
- B. Windows you are trying to drag is maximized.
- C. Video resolution is different on both the monitors.
- D. Application does not support multiple monitors.

**Answer: B**

**Q305.**

Which Windows NT 4.0 utility should you use right after installing a new hard drive to make it usable?

- A. FDISK.
- B. FORMAT.
- C. DISKEDT32.
- D. DISK ADMINISTRATOR.

**Answer: D**