



A+ Operating System Technologies  
EXAM #: 220-222  
Number of questions: 348

Version 9.0

All rights reserved. This material is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this material may result in severe civil and criminal penalties.

© Copyright 1999, 2000, 2001 and 2002 CheatExams Inc.

Q1. Your client reports that he is running Windows 98 and has a 2 GB hard drive. It is formatted as FAT16; he is nearly out of disk space. What is the simplest and quickest way to increase his disk space?

- A. Convert the drive to FAT32.
- B. Run the Space Recovery utility.
- C. Replace the hard drive with a larger one.
- D. Back up the data, format the drive and restore the data.

**Answer:** A

Q2. You are prompted, 'No Operating System' when you boot your computer. Which command can be run from a boot disk to resolve the problem.

- A. FORMAT/MBR
- B. SYS.COM
- C. FDISK.EXE
- D. REPAIR.COM

**Answer:** B

Q3. Where in Windows 98 can you adjust graphics acceleration?

- A. Control Panel, System, Performance, Graphics.
- B. Control Panel, System, Display settings, Graphics.
- C. Control Panel, Display, Advanced.
- D. Control Panel, Hardware Profiles, Display, Graphics.

**Answer:** A

Q4. What two utilities are best for editing the Windows 95 registry?

- A. Edit
- B. Regedit
- C. Regedt32
- D. Device Manager
- E. Control Panel applets

**Answer:** B, E

Q5. You backup files on your 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

Q6. What type of file is the Windows 9x registry?

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

**Answer:** C

Q7. Which of these statements would be found in the autoexec.bat file?

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

**Answer:** B

Q8. What is the proper command to install the Windows 2000 Recovery Console as a start up option if the CD Rom is 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

Q9. Where on a Windows 9x system should you go to verify the type of network adapter that is installed?

- A. Control Panel, Ports
- B. Control Panel, Network
- C. Control panel, Adapters
- D. Network Neighborhood

**Answer:** B

Q10. 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

Q11. Converting a disk 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 mappings are more reliable.
- E. Increase storage efficiencies.

**Answer:** A, D, E

Q12. In which order do the following items boot?

- 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

Q13. Which tasks should be performed before installing or upgrading software? (Choose three.)

- A. Copy IO.SYS
- B. Backup .INI files
- C. Copy BOOTSEC.DOS
- D. Confirm OS compatibility.
- E. Determine minimum memory required.

**Answer:** B, D, E

Q14. Which of the following operating systems are upgradable to Windows 2000 Professional? (Choose two.)

- A. OS/2
- B. Windows 3.x
- C. Windows 9x
- D. Windows NT 4.0
- E. Windows for Groups 3.x

**Answer:** C, D

Q15. You have just installed a new modem under Windows 98 and can no longer connect with your Internet service provider with the original Dialup 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 Dialup Networking.
- D. Select the new modem from the Dialup Networking connection's properties.

**Answer:** D

Q16. Which of the following files are required to make a Windows NT 4.0 boot diskette? (Choose three.)

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

**Answer:** A, B, D

Q17. Where are processes and background applications loaded? (Choose two.)

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

**Answer:** B, C

Q18. Which of these volume types are supported by Windows 2000? (Choose three.)

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

**Answer:** B, C, D

Q19. What does an incremental backup do?

- A. Full backup of all files.
- B. Same as a differential backup.
- C. Backup only files that have increased in size.
- D. Backup all files that have the archived option turned on.

**Answer:** D

Q20. What command creates an Emergency Repair Disk for Windows NT 4.0?

- A. EBD.BAT
- B. RDISK.EXE
- C. ERD.EXE/S
- D. Add/Remove Programs

**Answer:** B

Q21. 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 the sound card is not present physically.

**Answer:** B

Q22. A custom application is conflicting with another application. What can you do to fix the problem temporarily on a Windows NT system?

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

**Answer:** D

Q23. Your client wants to be able to share one Internet connection with other PCs. Which version of Windows 9x should be used?

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

**Answer:** B

Q24. A customer tries to log in to an Internet service provider and is repeatedly prompted to enter her username and password. Which of the following are possible causes? (Choose two.)

- A. NetBEUI is not installed.
- B. IPX/SPX is not installed.
- C. The modem is not functioning.
- D. Her account is no longer active.
- E. She is using an incorrect username and password combination.

**Answer:** D, E

Q25. 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

Q26. Which command allows you to view or edit configuration files?

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

**Answer:** A

Q27. A user's system is running slowly after installing a new application in Windows 98. What should 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

Q28. How can you get a print out of 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 a DOS prompt type sys and press <printscr>.
- D. From a DOS prompt type msdn and press <printscr>.

**Answer:** D

Q29. A client calls you and states that the taskbar is missing from Windows 98. It you check to see if it has not been hidden-that is not the problem. What is the most likely 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

Q30. 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

**Answer:** A, C

Q31. Where in Windows 2000 should you connect or disconnect a network printer?

- A. Start, Settings, Task
- B. Start, Settings, Printers
- C. Start, Settings, Network
- D. Start, Settings, Connections

**Answer:** B

Q32. After installing a program on your Windows 2000 computer you receive the following error: "Files that are required for Windows to run properly have been replaced by unrecognized versions. To maintain system stability Windows must restore the original versions of these files."

Which feature of Windows 2000 causes this notification to appear?

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

**Answer:** A

Q33. What should do you first if your Windows NT 4 system will not boot?

- A. Format and restore from tape.
- B. Boot to Safe Mode.
- C. Use the Last Known Good Configuration.
- D. Reinstall NT using three boot disks and the CD.

**Answer:** C

Q34. You are trying to run multiple programs in Windows 95 and are receiving out of

memory errors. This may occur because \_\_\_\_\_ .

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

**Answer:** D

Q35. You try to boot from diskette and receive the following error message, "BOOT: could not find NTLDR, please insert another disk." The disk was formatted under \_\_\_\_\_ .

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

**Answer:** D

Q36. 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

Q37. On a Windows 9x computer, which actions can you take to print a document without spooling the print job?

- A. Set the printer to full-duplex mode.
- B. Set the printer to half-duplex mode.
- C. Select 'Disable Spooler' in the Spool Settings dialog box.
- D. Select 'Print directly to the printer' in the Spool Settings dialog box.

**Answer:** D

Q38. A customer complains that Windows 9x frequently reports KERNEL32.DLL errors. To solve this delete \_\_\_\_\_ and reboot. It will recreate itself.

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

**Answer:** C

Q39. You see a dialog 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. C:\
- B. C:\Winnt
- C. C:\Winnt\system
- D. C:\Winnt\system32

**Answer:** B

Q40. While trying to run a DOS application you receive an error message stating that the application does not run under Windows. Which option should you try first to resolve the problem?

- A. Reload the DOS application 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 the DOS program.
- D. Select 'Prevent this program from detecting Windows' in the advanced properties of the DOS application.

**Answer:** D

Q41. Which protocol needs to be installed for Internet access on a network?

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

**Answer:** A

Q42. 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

Q43. Which utility 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

Q44. 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. WINPCFG

**Answer:** C

Q45. 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

Q46. How is Windows 2000 Desktop shortcut icon created for opening a specific application?

- A. Open the application, go to File and choose Create Shortcut.
- B. Right-click on the application file within Windows Explorer and choose Create ShortCut.
- C. In Control Panel, My Documents, right-click on the application file and choose Create Shortcut.
- D. Right-click on the application file from the Documents option of the Start menu and select Create Shortcut.

**Answer:** B

Q47. From which Control Panel option in Windows 95 can you create a startup disk?

- A. System
- B. Admin
- C. Add/Remove Programs
- D. Network

**Answer:** C

Q48. Which one of the following is a Windows 95 installation file?

- A. Win95-13.cab

- B. Win95\_13.cab
- C. Win95.cab
- D. Win95\_cab.exe

**Answer:** B

Q49. On a Windows 2000 client computer, which of the following methods can be used to map 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

Q50. If a Windows 2000 system is configured for TCP/IP and DHCP automatic addressing but does not find a DHCP server when booted, 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 this range.

**Answer:** C

Q51. Which of the following network protocols are included with Windows 2000? (Choose three.)

- A. XNS
- B. DECNET
- C. NWLINK
- D. NETBEUI
- E. APPLETLINK

**Answer:** C, D, E

Q52. Which service must be installed on a Windows NT 4.0 system to allow the Dialup network access?

- A. Net BEUI
- B. IPX/SPX
- C. Remote access service
- D. Dialup Networking V 1.3

**Answer:** C

Q53. 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

Q54. In which directory are local user profile settings stored by default in Windows 2000?

- A. C:\USERS
- B. C:\NET\LOGON
- C. C:\WINNT\USER.DAT
- D. C:\Documents and Settings

**Answer:** D

Q55. 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

Q56. 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

Q57. Which of these Windows 9x files are text files? (Choose four.)

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

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

Q58. 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 NT
- B. Run Scandisk and Disk 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

Q59. You have just installed a Windows 98 workstation on your 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 workstation's IP address.
- C. Enable Browsing Services in the Control Panel.
- D. Enable NetBIOS support in the network configuration.

**Answer:** D

Q60. 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

Q61. 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

Q62. 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

Q63. 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

Q64. 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

Q65. 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

Q66. Where within the Windows 2000 GUI can users be prevented from installing unsigned device drivers?

- A. Local Users and Groups, Drivers
- B. Hardware Profiles, Device Driver
- C. Device Manager, Computer Name
- D. System Properties, Hardware, Signing

**Answer:** D

Q67. What tool can be used to fix cross-linked files in Windows 9x?

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

**Answer:** C

Q68. Where is Disk Management located within Windows 2000?

- A. Control Panel
- B. Device Manager
- C. Administrative Tools
- D. Computer Management

**Answer:** D

Q69. 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

Q70. Home/office desk, presentation, and portable/laptop are examples of what?

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

**Answer:** D

Q71. What IRQs are assigned first?

- A. BIOS configured
- B. Windows 9x legacy
- C. Hardware configured
- D. Windows 9x Plug and Play

**Answer:** A

Q72. 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

Q73. 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 any FAT32 partitions and install.
- D. Run Windows 2000 Setup: Dual Boot version.

**Answer:** B

Q74. Where can you start the Device Manager in Windows 2000? (Choose two.)

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

**Answer:** B, E

Q75. Windows 9x Safe Mode uses what generic video driver?

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

**Answer:** A

Q76. What is the correct order that DOS-level boot files are processed in Windows 9x?

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

**Answer:** D

Q77. What is the minimum number of partitions needed to fully utilize a 5GB hard drive under Windows 95 Service Release 2?

- A. 1

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

**Answer:** A

Q78. To create a Startup disk for Windows 9x open the Add/Remove Programs applet and click 'Create Disk' from the \_\_\_\_\_ .

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

**Answer:** C

Q79. 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

Q80. 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 recognizes the drive but it does not appear when you open My Computer.

What is the most likely cause of this problem?

- A. You forgot to run Convert32.exe.
- B. The new drive is partitioned with FAT32.
- C. You forgot to install a new driver for the drive.
- D. The new drive is write protected.

**Answer:** B

Q81. What mode is used to install a printer that does not have a driver and is not included in the list of printers block?

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

**Answer:** A

Q82. 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

Q83. How do you rearrange Start Menu programs in Windows 9x?

- A. Click Start and choose Arrange.
- B. Click the corresponding applet in the Control Panel.
- C. Right-click on the Start button and select Explore.
- D. Right-click on the desktop and choose Start Menu.

**Answer:** C

Q84. Windows 9x/2000 menus designate a hot key with what character type?

- A. Flushing
- B. Bold face
- C. Italic
- D. Underscore

**Answer:** D

Q85. What 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

Q86. A technician needs to convert a 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

Q87. When a customer calls in and says 'My system will not boot. It was fine this morning but now its saying that it can't find the operating system,' which questions should you ask first? (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 1/2 drive?

**Answer:** A, D

Q88. A user clicks on the Print icon within an application, and his print job is sent to the wrong printer. What can you do to correct this? (Choose two.)

- A. Change printer drivers.
- B. Reorder the printer entries in the Printers folder.
- C. Select File, Print to set the desired printer for the application.
- D. Change the desired printers location on the network.
- E. Set the desired printer as the default printer.

**Answer:** C, E

Q89. You add RAM to a computer, and soon after it suffers from problems with random freezing. How can you quickly test extended memory?

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

**Answer:** D

Q90. You purchase a new laptop. It comes with a port replicator, which you plan to use while at home. How do you ensure that the port replicator is enabled while at home, and ignored while travelling?

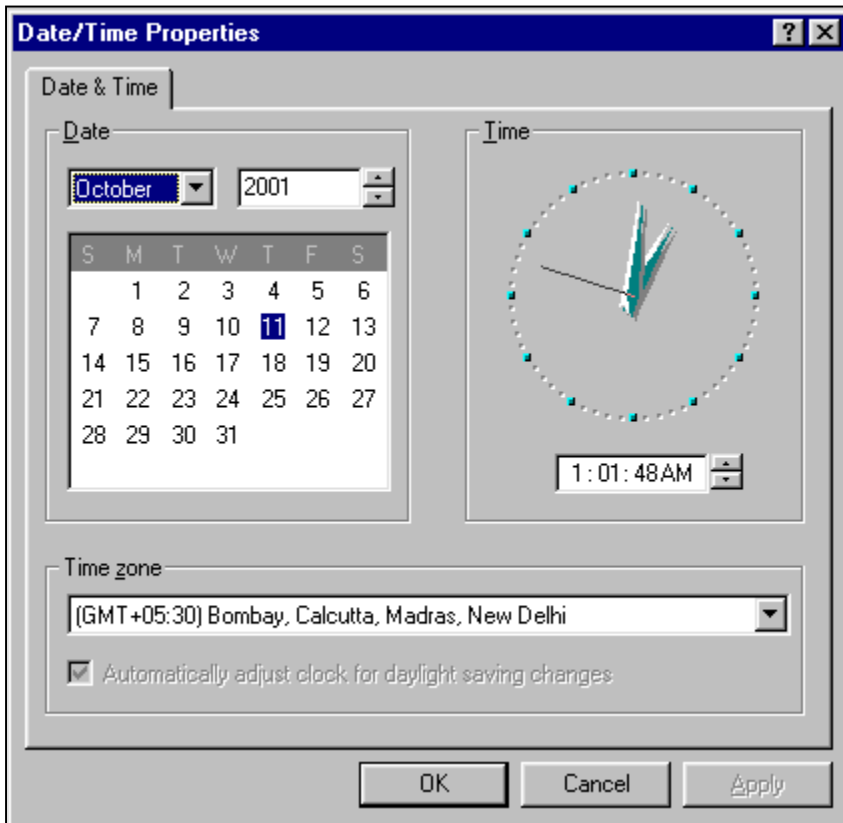
- A. Install the port replicator's drivers.
- B. Plug and Play will automatically make this recognition.
- C. Enable Hardware Profiles.
- D. Enable port replicator auto-detect in the BIOS.

**Answer:** C

Q91. 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. See the EXHIBIT given below:

What change would you make to Date/Time properties?



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

Answer: C

Q92. You are having problems with a particular system and want to replace the current copy of the registry with an older copy. At DOS prompt, which command should you type?

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

Answer: B

Q93. You install a piece of shareware and the software left a residual program that runs while loading the Windows 98 desktop. Which GUI utility removes the start up program?

- A. Disk Clean Up
- B. Scheduled Tasks
- C. Maintenance Wizard
- D. System Configuration Utility

**Answer:** D

Q94. What should you do to address out of memory errors in Windows 9x?

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

**Answer:** D

Q95. 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, other computers cannot connect to resources on your computer. What is the most likely cause of this problem?

- 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

Q96. You are working on a system that has a malfunctioning mouse. You need to navigate through Windows to check the Device Manager for conflicts. What toggles you from the desktop to the taskbar?

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

**Answer:** B

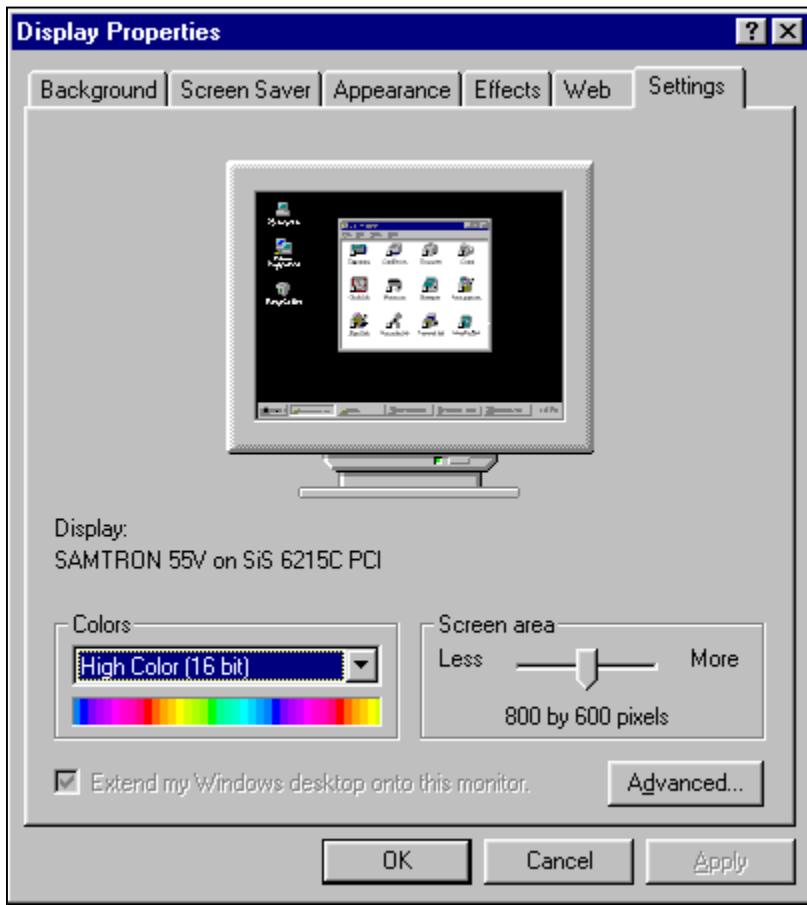
Q97. A user complains that when opening email attachments, the attachments disappear or cause an application error. What could cause this problem?

- 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

Q98. 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 given below.



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

Answer: C

Q99. If a network card is physically installed in a Windows 98 computer 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 the Device Manager.
- C. Check Network Neighborhood.
- D. Check Dialup Networking properties.

**Answer:** B

Q100. A user uninstalled an application in Windows 98 and it still appears in the Start menu. How do you remove it? (Choose two.)

- A. Shut down and reboot the PC.
- B. Delete the item in the Device Manager.
- C. Right click the menu item on the start menu and select Delete.
- D. Right click the desktop and choose Display Properties, click Start Menu.
- E. Right click the taskbar, choose Properties and click Remove under Customize Start Menu.

**Answer:** C, E

Q101. A user deletes files from DOS, and is disappointed that they were not placed in the Recycle Bin. What methods should he use to delete files, if he wants them backed up in the Recycle Bin? (Choose two.)

- A. My Computer
- B. Windows Explorer
- C. The DEL command
- D. The Erase command
- E. The Deltree command

**Answer:** A, B

Q102. You are being trained by an ISP to provide tech support. A user calls your mentor, and complains that his password is repeatedly rejected when trying to connect. Your mentor tells him to run Defragmenter and Scandisk while waiting on the phone. Why?

- A. To fix a malfunctioning modem.
- B. To fix a corrupted password file.
- C. He suspects an upper memory problem.
- D. He expects the network to be functional by the time Defragmenter and Scandisk are done.

**Answer:** D

Q103. When the 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

Q104. Dr.Watson has a standard view and a \_\_\_\_\_ view.

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

**Answer:** C

Q105. A customer deleted a file from a Windows NT 4. 0 Workstation. Windows fails to boot. Which of the following might have been deleted?

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

**Answer:** A

Q106. Which protocol needs to be bound to Dialup Adapter in Windows 9x to ensure Internet access?

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

**Answer:** C

Q107. 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

Q108. Which domain name qualifies to universities and colleges?

- A. .CC

- B. .NET
- C. .ORG
- D. .EDU
- E. .COM

**Answer:** D

Q109. Which of the following are advantages of FAT32 over FAT? (Choose two.)

- A. Faster file access
- B. More efficient compression
- C. Reduced cluster size
- D. Increased logical drive size
- E. Increased security attributes

**Answer:** C, D

Q110. How do you connect to newsgroups when using an ISP to connect to the Internet?

- A. Connect to the INTERNIC for connection information.
- B. Open the 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

Q111. Why would File and Print Sharing for Microsoft Networks be unchecked on a laptop using a network adapter and NetBEUI?

- A. TCP/IP must be added.
- B. File and Print Sharing will only work with Windows NT.
- C. File and Print Sharing for MS Networks receive server must be added.
- D. File and Print Sharing must be enabled on the network interface card.

**Answer:** C

Q112. Which network protocols can you load to share a printer in Windows 9x? (Choose three.)

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

**Answer:** C, E, F

Q113. 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 upgrade the operating system?

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

**Answer:** B

Q114. A customer reports that USB devices are not automatically detected on an older system you set up for him. What do you suspect is the problem?

- A. The system is running Windows 95.
- B. Plug and Play is disabled in the system's BIOS.
- C. The device was plugged in the machine while it was running.
- D. USB is not correctly configured in the OS.

**Answer:** A

Q115. 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. DHCP
- C. Client for Microsoft Networks
- D. Dialup Adapter
- E. NetBEUI

**Answer:** A, D

Q116. 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

Q117. Which protocol is used to send e-mail?

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

D. SMTS

**Answer:** C

Q118. Where would you capture a printer port for a network printer in Windows 9x?

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

**Answer:** B

Q119. What is the result of adding an IP address to a DNS Server search order?

- A. It restricts browsing to the DNS Server.
- B. It overrides the local system's IP address.
- C. It tells the DNS server the location of the local system.
- D. It tells the local system the location of the DNS server.

**Answer:** D

Q120. Which of the following is not Internet-related?

- A. POP3
- B. FTP
- C. X400
- D. HTML

**Answer:** C

Q121. An Internet file has been saved by a browser, but can not be found from Windows Explorer. What extension should you select to be searched?

- A. HTML
- B. DOC
- C. FTP
- D. URL

**Answer:** A

Q122. Why does a successfully mapped network drive disappear every time you reboot?

- A. The computer you have connected to has moved.
- B. You did not check 'Reconnect at Logon'.
- C. A map statement is not in the autoexec.bat file.
- D. The last drive is not set correctly.

**Answer:** B

Q123. Himem.sys gives the following error..."Himem has found unstable memory at 3D21543CB20." This means that \_\_\_\_\_ is probably bad.

- A. System ROM
- B. UMB
- C. SmartDrive Cache
- D. RAM

**Answer:** D

Q124. Which of the following is the primary function of HIMEM.SYS?

- A. It supports ANSI terminal emulation.
- B. It supports the paging regimen.
- C. It organizes traffic among RAM chips.
- D. It manages the use of extended memory.

**Answer:** D

Q125. You have determined that you need more virtual memory in Windows 95. How should it be added?

- A. Add more RAM.
- B. Add more ROM.
- C. Close unnecessary background applications.
- D. Adjust settings on the Performance tab of System Settings.

**Answer:** D

Q126. If plug and play is not working properly, where can system resources be assigned manually?

- A. In the Print folder
- B. From the Device Manager
- C. From the System menu
- D. From a DOS prompt

**Answer:** B

Q127. You log into Windows 2000 and are greeted by your desktop, with all icons and wallpaper, but do not see a taskbar. What two methods will restore the taskbar?

- A. Display a hidden start menu by pressing CTRL+ESC.
- B. Find the hidden start menu by left clicking and dragging each edge of the desktop.
- C. Press ALT+TAB repeatedly to find the taskbar applet running in the background.

D. Refresh the desktop by pressing F5. E. Press and hold F6.

**Answer:** A, B

Q128. An employee has deleted important files on a removable drive and needs them restored. You cannot find them in the Recycle Bin. What is the most likely cause of this problem?

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

**Answer:** B

Q129. What is the proper convention for accessing network printer?

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

**Answer:** C

Q130. MSCDEX gives the error message, "device driver not found." This error indicates that the CD ROM:

- A. Logical name is the same in AUTOEXEC.BAT and CONFIG.SYS.
- B. Is not connected or there is no CD ROM driver in the autoexec.bat.
- C. Is on a primary IDE controller.
- D. Is not connected or there is no CD ROM driver in CONFIG.SYS.

**Answer:** D

Q131. What replaces DOS' SmartDrive in Windows 95?

- A. V CACHE
- B. RAM Drive
- C. CACHE 95
- D. V DRIVE

**Answer:** A

Q132. All of the following log files are created during the installation of Windows 95, except:

- A. BOOTLOG.TXT
- B. DETLOG.TXT

- C. SETUPLOG.TXT
- D. RECOVER.TXT

**Answer:** D

Q133. Which of the following two files are needed to load Windows 95?

- A. WIN.INI
- B. SYSTEM.INI
- C. BOOT.INI
- D. AUTOEXEC.BAT

**Answer:** A, B

Q134. What DOS command will hide a file named test.doc in the current directory?

- A. ATTRIB =H TEST.DOC
- B. ATTRIB +H TEST.DOC
- C. ATTRIB -H TEST.DOC
- D. ATTRIB /HIDE TEST.DOC

**Answer:** B

Q135. Which of the following Windows9x components contains a structure with key entries?

- A. Registry
- B. Device Manager
- C. Windows Explorer
- D. Control Panel

**Answer:** A

Q136. Which of the following are two advantages of protected mode memory, when compared with real mode memory? (Choose two.)

- A. 16 bit compatibility.
- B. Direct RAM access.
- C. OS Managers in memory resources.
- D. The OS controls application access to maintain stability.

**Answer:** C, D

Q137. What should be run before Windows 9x starts, to check for surface errors on a suspect hard disk drive?

- A. CHKDSK C:/M
- B. SCANREG C:/REPAIR

- C. CHKDSK /ALL
- D. SCANDISK C:/SURFACE
- E. SCAN C:/SURFACE

**Answer:** D

Q138. Which Windows 9x file should be kept at a minimum size of 1KB?

- A. WIN.INI
- B. MSDOS.SYS
- C. CONFIG.SYS
- D. AUTOEXEC.BAT

**Answer:** B

Q139. What command is used to view the registry in Windows 9x?

- A. REGEDIT
- B. EDIT/REG
- C. REGMOD32
- D. REGEDIT32

**Answer:** A

Q140. 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

Q141. How are the virtual memory options set in Windows 98?

- A. Settings, Control Panel, Virtual Memory.
- B. Settings, Control Panel, 386 Enhanced, Virtual Memory.
- C. Settings, Control Panel, System, Performance, Virtual Memory.
- D. Settings, Control Panel, System, Device Manager, Virtual Memory.

**Answer:** C

Q142. What System Configuration Utility tab displays items automatically run on bootup?

- A. Startup
- B. SYSTEM.INI
- C. General

D. Bootup

**Answer:** A

Q143. What must be run from a command prompt so a MSDOS.SYS file can be edited in DOS?

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

**Answer:** C

Q144. Which two of the following will successfully create a new folder in Windows Explorer? (Choose two.)

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

**Answer:** A, D

Q145. 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

Q146. Your customer calls and complains that sometimes the icons on his desktop look different. But after rebooting they return to normal. What shortcut can you offer him?

- 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

Q147. 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 first?

- A. Replace monitor cabling.
- B. Reinstall the monitor bonus software.
- C. Delete the video drivers from the system directory.
- D. Start computer in Safe Mode and change the video driver to standard VGA.

**Answer:** D

Q148. What is the maximum number of directories allowed within the root directory in Windows 9x?

- A. 512
- B. 1024
- C. 22,203
- D. No Limit

**Answer:** A

Q149. Which of the following conversions is possible in Windows 98?

- A. FAT16 partition to NTFS partition.
- B. FAT32 partition to FAT16 partition.
- C. Fat16 partition to FAT32 partition and FAT32 partition to FAT16 partition.
- D. FAT16 partition to FAT32 partition, but not FAT32 partition to FAT16 partition.

**Answer:** D

Q150. Which command can repair a damaged master boot record?

- A. FDISK/MBR
- B. SCANDISK/B
- C. SCANDISK/MBR
- D. DRVSPACE/MBR

**Answer:** A

Q151. What is the correct syntax for formatting a floppy disk in drive A?

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

**Answer:** D

Q152. What file will bring up a Windows NT 4.0 command prompt?

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

**Answer:** A

Q153. Windows 2000 has built in drivers for a USB device you wish to add. All USB ports are active and functional. What is the most efficient and effective method of installing the device?

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

**Answer:** B

Q154. What is the difference between the commands, 'xcopy' and 'xcopy /s' in Windows 9x?

- A. Xcopy will only copy archive files.
- B. Xcopy /s copies files and subdirectories.
- C. Xcopy /s will only copy system files.
- D. Xcopy copies all files and subdirectories.

**Answer:** B

Q155. You have set up a dual boot computer. Windows 98 resides on a FAT32 partition and Windows 2000 operates on an NTFS partition. Your Windows 2000 installation has been tested, and has no problems. However, when in Windows 98, you cannot see the files in the NTFS partition.

What is the most likely cause of this problem?

- A. The partition has not been made active.
- B. File sharing between the drives has not been enabled.
- C. Windows 98 is not compatible with NTFS.
- D. NTLDR is not set to load when starting Windows 98.

**Answer:** C

Q156. What will ensure that you have created a FAT16 partition in Windows 98?

- A. FAT 16 is not supported by Windows 98.
- B. Select N when prompted to enable large disk support running Fdisk.
- C. Select N when prompted to create an Extended partition when running Fdisk.
- D. Select Y when prompted to implement a large partition when running Fdisk.

**Answer:** B

Q157. You successfully install Windows 98 but cannot adjust your display resolution. What should you do first?

- A. Flash the BIOS first.
- B. Refresh your desktop.
- C. Update your Windows drivers with the latest available version.
- D. Check for 16 bit drivers loading in your SYSTEM.INI.

**Answer:** C

Q158. While trying to access your Internet Service Provider (ISP) you receive the following 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

Q159. What key, when pushed during the boot phase, causes Windows 95 to enter Safe Mode?

- A. <F2>
- B. <F5>
- C. <F8>
- D. <DELETE>

**Answer:** B

Q160. A user experiences out of memory error messages when printing. You check the computer, and it has over 600 MB of hard disk space. What is most likely causing this error?

- A. The PC needs more memory.
- B. Outdated drivers.
- C. Printer lacks memory.
- D. Corrupt spool folder.

**Answer:** A

Q161. You install an application that launches on every Windows boot. You do not want it to load every time. What three places should you check to see where it is launching from?

- A. WIN.INI
- B. Registry
- C. Startup folder
- D. SYSTEM.INI
- E. MSDOS.SYS

**Answer:** B, C, D

Q162. From a command prompt you run 'WINNT/B' on the Windows NT 4.0 installation CD. What will happen?

- A. The Windows NT setup disks will be created.
- B. The Windows NT 4.0 registry will be backed up.
- C. Windows NT 4.0 will be installed without prompting for boot diskettes.
- D. Windows NT 4.0 will be installed and boot diskettes will be created diskettes.

**Answer:** C

Q163. Which of the following can be done by running Add/Remove Hardware in Windows 2000? (Choose two.)

- A. Configure IRQ settings
- B. Uninstall a device driver
- C. Reconfigure multiple display settings
- D. Disable an attached device
- E. Troubleshoot an existing device

**Answer:** B, E

Q164. Where are boot options specified in Windows 2000?

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

**Answer:** B

Q165. Your computer will not allow you into Windows 95. You suspect registry corruption. What command, entered at a DOS prompt, will attempt to repair a corrupt registry file?

- A. SCANREG /FIX
- B. CHDKSK /REGISTRY
- C. SCANREG / REPAIR
- D. SCANDISK /REG

**Answer:** A

Q166. Your customer reports that he can receive, but not send e-mail from his e-mail client. What should you check first?

- A. Modem settings
- B. Passwords
- C. SMTP settings
- D. Dialup configuration

**Answer:** C

Q167. While logged in as a local administrator, you install an application on Windows NT 4.0 for an employee of your firm. You test it and it works fine. You reboot and tell her to log in and call you if she has a problem. She calls to report that the application will not run. You log in, and it runs fine. What is the most likely cause of this problem?

- A. NTFS permissions prevent her from running the application.
- B. Incorrect CD Key.
- C. The EVERYONE group is missing in the application's security properties.
- D. The application was not installed by the user.

**Answer:** A

Q168. Which components must be installed and configured correctly in any peer to peer network? (Choose three.)

- A. Client
- B. Protocol
- C. Server
- D. Resource Sharing
- E. Adapter

**Answer:** A, B, E

Q169. You change video resolution on your system and reboot. You see nothing on your screen as it boots. The hard drive finishes loading the operating system.

How can you safely reboot the computer so you can access Safe mode?

- A. Press CTRL+ALT+DEL twice.
- B. Reset power to the computer.

- C. Press Alt + F4 and then press Enter.
- D. Press and hold CTRL+BREAK

**Answer:** C

Q170. You work for an ISP and are working with a customer who can only connect at 28.8K despite having a v.90 56 Kbps modem. What should you suggest to him first?

- A. Disable v.90 in the modem's properties.
- B. Check the Internet for the latest v.90 updates for the modem.
- C. Replace the modem.
- D. Reinstall Dialup Networking.

**Answer:** B

Q171. How can print jobs already in the print queue be cancelled in Windows 98?

- A. Double click the printer's icon in the Printers folder, highlight the job and cancel.
- B. Print jobs can't be cancelled after they have been queued.
- C. Right click the printer icon in the Printers folder and choose Purge.
- D. Click File, Print, and Cancel Print Job within the application you are printing from.

**Answer:** A

Q172. An important application will not run after upgrading Windows 95 to Windows 2000. What should you do?

- A. Run a thorough Scandisk.
- B. Run msconfig.
- C. Reinstall the application.
- D. Edit the registry and look for any unusual settings.

**Answer:** C

Q173. Your Windows 9x computer locks up and you are unable to close the current program. How can you close the program without shutting down Windows 95?

- A. Press CTRL+ALT+ DEL twice
- B. Run unlock.exe
- C. Open another instance of the application and close it.
- D. Press CTRL+ALT+ DEL. Select program listed as not responding and click the 'End Task' button.

**Answer:** D

Q174. While viewing the virtual directory structure of a customer's Windows 95 computer, all files and directories are listed with truncated names. What utility is being used?

- A. File Manager
- B. Program Manager
- C. Windows Explorer
- D. MSD

**Answer:** A

Note: File Manager is a Windows 3.x utility that does not support long file names.

Q175. You uninstall an application and check the Start Menu. Its shortcut is still there. What two methods can be used to remove the shortcut?

- A. Reboot the PC and allow the uninstall to complete.
- B. Delete the item from the Device Manager.
- C. Refresh Windows Explorer using the F5 key.
- D. Right click the taskbar and choose Properties. Click Remove on the Start Menu programs tab.

**Answer:** A

Q176. You install NT Workstation 4.0 on your Windows 98 computer and find that in NT Workstation you cannot see your Windows 98 partition. What is the most likely cause of this problem?

- A. The Windows 98 partition is formatted with FAT16.
- B. The Windows 98 partition is formatted with FAT32.
- C. Windows 98 was deleted during the installation.
- D. The Windows 98 partition has not been set as Active within NT Workstation's settings.

**Answer:** B

Note: Windows NT 4.0 supports only NTFS and FAT16 (also known as FAT), but not FAT32.

Q177. Your antivirus software detects a boot sector virus. What is a valid option for removing the virus?

- A. Sys the drive
- B. Run FDISK /MBR
- C. Format the drive
- D. Reload the operating system by using an unattended installation.

**Answer:** B

Q178. COMMAND.COM in the root directory is corrupted on your Windows 9x computer. Where can a duplicate copy of command.com be found?

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

**Answer:** B

Q179. What are the possible causes for receiving 'Bad or missing COMMAND.COM' error messages?

- A. Corrupt COMMAND.COM
- B. System resources below 60%
- C. Old version of COMMAND.COM
- D. Lack of hard disk space
- E. Faulty RAM

**Answer:** A, C

Q180. Your antivirus software detects a virus. What is the best way to 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

Q181. While booting 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

Q182. Windows 9x freezes at the Windows logo screen while booting. You suspect a faulty application in the startup folder. Which key can you hold down after seeing the Windows logo to stop the application in the start up folder from executing?

- A. F5
- B. ESC
- C. CTRL
- D. SHIFT

**Answer:** D

Q183. In a peer to peer network, printing demands have slowed network performance. Which of the following offers a quick remedy to the problem?

- A. Install more memory on the network printers.
- B. Disable network printing on one of the computers that never prints anyway.
- C. Run print jobs after hours when there is less network traffic.
- D. Configure one computer as a network print server.

**Answer:** D

Q184. How do most of FTP servers authenticate users?

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

**Answer:** D

Q185. Which four components can be added from within the Windows 9x Network applet?

- A. Client
- B. Server
- C. Service
- D. Printer
- E. Adapter
- F. Protocol

**Answer:** A, C, E, F

Q186. To reach a secured internet site named secure.com, which of the following must be typed on the URL line of your browser?

- A. HTTP://SECURE.COM
- B. HTTPS://SECURE.COM
- C. FTP://SECURE.COM
- D. SECURE.COM/8080

**Answer:** B

Note: HTTPS protocol is used to access secure sites.

Q187. What is the first step you should take to connect to a shared printer over your network?

- A. From Control Panel choose Connect to a network printer.
- B. From the Printers folder, double click Add Printer and choose Network Printer.
- C. From Control Panel select Add New Hardware and choose Network Printer.
- D. Browse to the printer in Network Neighborhood.

**Answer:** B

Q188. What is a static IP address?

- A. A permanently assigned address.
- B. A computer component that must be grounded before implementation.
- C. A computer component that was generated by a capacitor.
- D. A network address generated for a single session only.

**Answer:** A

Q189. 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, Run and type taskman and hit Enter.
- D. Right click on the taskbar and choose Task Manager.
- E. Press <CLT>+<ALT>+<DEL> and then click Task Manager.

**Answer:** B, D, E

Q190. Which Windows 2000 file system supports compression?

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

**Answer:** D

Q191. 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

Q192. Which three of the following will provide resource usage details about devices in Windows 2000?

- A. WINMSD.EXE
- B. MSCONFIG.EXE
- C. Hardware Profiles
- D. System Information
- E. Device Manager

**Answer:** A, D, E

Q193. Which of the following is a valid way to change a long file name in Windows 9x?

- A. In Windows Explorer, choose File, Rename.
- B. From an MS-DOS prompt, type 'ren <filename> <newfilename>'.  
</li></ul></div><div data-bbox="142 366 234 382" data-label="Text"><p><b>Answer:</b> A</p></div><div data-bbox="142 411 720 428" data-label="Text"><p>Q194. When a .REG file is double-clicked, the .REG file \_\_\_\_\_ .</p></div><div data-bbox="142 442 544 505" data-label="List-Group"><ul style="list-style-type: none;"><li>A. Gets deleted.</li><li>B. Displays a text editor.</li><li>C. Is merged into the registry.</li><li>D. Is opened and viewed by the Registry Editor.</li></ul></div><div data-bbox="142 519 234 535" data-label="Text"><p><b>Answer:</b> C</p></div><div data-bbox="142 564 820 582" data-label="Text"><p>Q195. What program is used to edit a specific registry key under Windows 2000?</p></div><div data-bbox="142 596 261 657" data-label="List-Group"><ul style="list-style-type: none;"><li>A. REGEDIT</li><li>B. REGMON</li><li>C. SCANREG</li><li>D. REGEDT32</li></ul></div><div data-bbox="142 672 234 687" data-label="Text"><p><b>Answer:</b> D</p></div><div data-bbox="142 718 810 750" data-label="Text"><p>Q196. What causes a disk defragmenter to take an excessive amount of time to complete?</p></div><div data-bbox="142 764 623 826" data-label="List-Group"><ul style="list-style-type: none;"><li>A. Hard disk access modifies drive content.</li><li>B. The current user does not have sufficient drive access.</li><li>C. Hard disc errors exceed available drive space.</li><li>D. User does not have at least 200 MB free of disk space.</li></ul></div><div data-bbox="142 841 234 856" data-label="Text"><p><b>Answer:</b> A</p></div><div data-bbox="142 886 723 903" data-label="Text"><p>Q197. What is the 32-bit command line interpreter in Windows 2000?</p></div><div data-bbox="142 917 599 936" data-label="Page-Footer"><p>Your gateway to success <a href="http://www.cheatexams.com">http://www.cheatexams.com</a></p></div><div data-bbox="691 917 818 936" data-label="Page-Footer"><p>Page 44 of 77</p></div>

- A. CMD.EXE
- B. EXPLORER.EXE
- C. COMMAND.EXE
- D. RUN.EXE

**Answer:** A

Q198. What is the benefit of regularly defragmenting a hard disk?

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

**Answer:** C

Q199. What is the diagnostic tool that captures system faults to a log file?

- A. System Information
- B. Win Diagnostics
- C. Network Monitor
- D. Dr Watson

**Answer:** D

Q200. 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 present operating system.

**Answer:** D

Q201. 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

Q202. Which of these statements might be found in an AUTOEXEC.BAT file? (Choose two.)

- A. PROMPT=\$P\$G
- B. DEVICE=HIMEM.SYS
- C. DEVICE:SETVER.EXE
- D. LH C:\Windows\COMMAND\MSCDEX /D:M

**Answer:** A, D

Q203. What are three ways a bootable floppy disk can be created in Windows 9x? (Choose three.)

- A. FDISK A: from a command prompt.
- B. In Windows Explorer, right click on a drive, choose Format, Floppy System Files.
- C. Format a: from a command prompt.
- D. Format a:/s from a command prompt.
- E. Control Panel, Add/Remove Programs, Startup Disk tab.

**Answer:** B, D, E

Q204. What utility ensures that a newly installed device on Windows 2000 Professional is functioning properly?

- A. System Info
- B. Device manager
- C. DOS prompt
- D. Add/Remove hardware

**Answer:** B

Q205. What OEM installation CD is not bootable?

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

**Answer:** A

Q206. 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

Q207. Which of the following is a valid way to set a printer as the default printer?

- A. In the Printers folder, right click the printer, and choose Set as Default Printer.
- B. In the Printers folder, right click the printer, choose Properties and click Set as Default Printer.
- C. Right click on the printer in the device manager and choose Set as Default.
- D. Add the printer again in the Add New Printer Wizard and specify it to be the default printer.

**Answer:** A

Q208. Which files must be present in the root directory of the system partition in order for Windows NT 4.0 to boot?

- 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

Q209. There are four critical components to Plug and Play: Operating system, BIOS, device drivers, and \_\_\_\_\_ .

- A. Scandisk
- B. Data Keeper
- C. Software peripherals
- D. Hardware peripherals

**Answer:** D

Q210. Your sound card is not working and appears with an exclamation point in the Device Manager on your Windows 95 computer. What should you do next? (Choose two.)

- A. Ensure 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 within Windows Help.
- E. Select the properties of the sound card and examine the resources tab for conflicting resource settings.

**Answer:** D, E

Q211. A customer is running Windows NT and has 20GBs of unformatted hard disk space. The customer wants to format the 20GB drive, move the data from his 5GB drive and label the 20GB drive as drive B.

What Windows NT applet can perform all these tasks for him?

- A. File Administrator
- B. Partition Magic
- C. Drive Administrator
- D. Disk Administrator

**Answer:** D

Q212. How should you add Windows components on the Windows 2000 Professional CD?

- A. Add New Hardware
- B. Add/Remove Programs
- C. System Settings
- D. Windows 2000 Professional Resource Kit

**Answer:** B

Q213. 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

Q214. A client calls and tells you that after installing Windows 98 on a 11GB hard drive only 6.5GB are recognized. How can you fix this problem? (Choose two.)

- A. Reinstall Windows 98 from the OEM CD.
- B. Install Windows 98 SE with large hard drive support.
- C. Use fdisk.exe 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

Q215. A Windows 98 computer is having display-related problems. You need to adjust the graphics hardware acceleration so that you can troubleshoot the problem. From which location can you do this?

- A. Control Panel, System, Performance, Graphics.
- B. Control Panel, System, Display Settings, Graphics.
- C. Control Panel, System, Device Manager, Properties, Graphics.
- D. Control Panel, System, Hardware Profiles, Display Settings, Graphics.

**Answer:** A

Q216. What is the most likely cause of the error 'Server can't negotiate an appropriate protocol' when connecting to an ISP via dialup?

- A. Faulty modem
- B. Wrong dialup phone number.
- C. TCP/IP is not installed or is corrupt.
- D. The customer is using the wrong username and password.

**Answer:** C

Q217. When reinstalling Windows 95 on an existing installation in the same directory how are the existing group items preserved?

- A. Automatically
- B. By backing up and restoring the registry.
- C. By saving all .GRP files.
- D. By saving all .INI, SYSTEMDAT and .GRP file.

**Answer:** A

Q218. A customer's computer loses all sound in all applications. What is the most likely problem?

- A. Wrong CODECs.
- B. The microphone is turned off.
- C. Speakers are muted.
- D. Resource conflict in the Device Manager.

**Answer:** D

Q219. Windows will post a 'HIMEM.SYS not loaded' error message if the HIMEM command is \_\_\_\_\_ .

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

**Answer:** A

Q220. After seeing 'Starting Windows 9x' on your screen, which button can you push to have Windows ignore the AUTOEXEC.BAT and CONFIG.SYS on boot?

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

**Answer:** D

Q221. What is the name for a single user dial-in mail server account?

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

**Answer:** A

Q222. Which of the following operating systems come with Internet connection sharing (ICS)? (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

Q223. On 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. RAM.CFG
- B. WIN386.SWP
- C. SWAPFILE.TMP
- D. PAGEFILE.SYS

**Answer:** B

Q224. You have multiple folders shared successfully. You create a new shared folder, but it is not displayed as a shared folder. What is causing the problem?

- A. Disk quotas.
- B. Insufficient hard drive space.
- C. Insufficient RAM.
- D. More than 300 shared folders already exist.

**Answer:** D

Q225. A Windows 9x user can't print, but the printer is online and jobs are queued. Which of these is a valid explanation?

- A. Spooler is overloaded.
- B. The printer is in energy conservation mode.

- C. Work Offline is selected.
- D. The printer and CPU frequencies are miss matched.

**Answer:** A

Q226. 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 KEYS

**Answer:** D

Q227. You notice in Windows 9x that your CD-ROM drive is not listed in the Device Manager. But, it works flawlessly. What is the most likely cause of this problem?

- A. Safe mode driver in WIN.INI.
- B. Wrong driver in system.INI.
- C. A real mode driver is loading from the CONFIG.SYS.
- D. Missing driver in AUTOEXEC.BAT.

**Answer:** C

Q228. What command will restore a backup copy of the registry from MS-DOS?

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

**Answer:** C

Q229. After installing Windows 98 it fails to start after the Starting Windows 98 message appears. What should you do to troubleshoot this problem? (Choose 2)

- A. Type WIN.EXE at a command prompt to start Windows.
- B. Type WIN/D:M at a command prompt to start Windows in Safe Mode.
- C. Run the System Information Utility from an MS-DOS prompt.
- D. Run the DOS version of Dr.Watson at a command prompt.
- E. Press F8 when Windows is restarting and select safe mode.

**Answer:** B, E

Q230. The Print command is not responding on your Windows 98 computer. What command should you type at a Run line to help troubleshoot the problem?

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

**Answer:** A

Q231. What two GUI paths can be taken to rename a shared network printer from within Windows 9x?

- A. My Computer, Printers
- B. Start, Settings, Printers
- C. Start, Accessories, System Utilities, Printers
- D. Start, Programs, Accessories, System Tools, Printer Setup
- E. My Computer, Control Panel, System, Device Manager, Ports, Printers

**Answer:** A, B

Q232. 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

Q233. Which backup method is quickest and requires the least amount of backup storage space?

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

**Answer:** D

Q234. How is the disk defragmenter utility started in Windows 9x? (choose two)

- A. Start, Programs, Defragmenter.
- B. Right click on drive, click Disk Defragmenter.
- C. Right click on drive, Properties, Tools, and Disk Defragmenter.
- D. Start, Programs, Accessories, System Tools, Disk Defragmenter.
- E. Start, Settings, Control Panel, System, Device Manager, Disk Defragmenter.

**Answer:** C, D

Q235. 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. Taskbar properties, show clock.
- E. Double-click on the clock in the system tray.

**Answer:** A, C, E

Q236. Which types of disks does Windows 2000 support? (Choose two.)

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

**Answer:** A, C

Q237. Which Windows 98 utility can be used to improve access time to a hard disk?

- A. FDISK
- B. Drive Space
- C. Disk Cleanup
- D. Disk Defragmenter

**Answer:** D

Q238. In Windows 98 you have multiple monitors connected to your computer and you are unable to drag windows from one screen to another. What could be causing this problem?

- A. Video refresh rate is set to high.
- B. Video resolution is different on both the monitors.
- C. Wrong video card drivers.
- D. The window you are trying to drag is maximized already.

**Answer:** D

Q239. Where is the DIR command located?

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

**Answer:** B

Q240. Which Windows 2000 tools clean up old temporary Internet files? (Choose three.)

- A. Disk Cleanup Wizard
- B. Temporary File Manager
- C. Internet Connection Wizard
- D. Control Panel, Internet Options
- E. Internet Explorer, Tools, Internet Options

**Answer:** A, D, E

Q241. Which three TCP/IP utilities are used to determine the IP address of known Internet domain names?

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

**Answer:** A, B, C

Q242. A customer has his username, password, and dial up numbers of his ISP. What should you do first to configure his computer to use the ISP for Internet access?

- A. Obtain an ISP account after installing PPT and Dialup Networking.
- B. Install Dialup Networking and TCP/IP and set up all appropriate settings.
- C. Install PPT and Dialup Networking after establishing a new account with the ISP.
- D. Obtain an account from an ISP then reinstall the modem TCP/IP and Dialup Networking.

**Answer:** B

Q243. What is the main function of a WINS server on a 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

Q244. Scandisk.ini is an initialization file used by Scandisk 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 software applications are likely to interfere with a drive defragmenter? (Choose two.)

- A. Login prompts
- B. Video drivers
- C. Screen savers
- D. NT Virus softwares
- E. Background wallpaper

**Answer:** C, D

Q246. Which protocol is used by the World Wide Web?

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

**Answer:** B

Q247. What happens to files deleted from the Recycle Bin?

- A. Clusters are flushed.
- B. The files are moved to C:WindowsTemp.
- C. Sectors of hard drive are blanked/erased.
- D. Associated entries in the FAT are removed.

**Answer:** D

Q248. Windows 2000 has been installed and no changes have been made to existing files and folders. By default, which of these extensions will be displayed in Windows Explorer? (Choose three.)

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

**Answer:** A, B, D

Q249. 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

Q250. 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

Q251. Running Windows 98, you notice that the Device Manager does not list the CD-ROM drive's properties. The drive appears to be running flawlessly.

What could be the problem?

- A. A 16 bit (Safe Mode) driver is specified in the WIN.INI.
- B. Wrong driver in WIN.INI.
- C. Real mode driver in CONFIG.SYS.
- D. Missing driver in AUTOEXEC.BAT.

**Answer:** C

Q252. You just got a Windows NT stop error (full blue screen). How can you print an error message that was generated?

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

**Answer:** B

Q253. Scan disk checks and fixes \_\_\_\_\_ . (Choose two.)

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

**Answer:** B, C

Q254. Which file gets executed in Windows 95 when a user chooses to shut down and restart in DOS mode?

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

**Answer:** C

Q255. What information is monitored by the Windows 95 application, using System Monitor? (Choose two.)

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

**Answer:** B, E

Q256. Which file determines the multiboot configuration of Windows 9x?

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

**Answer:** C

Q257. Which key strokes switch a user between simultaneously running applications in Windows?

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

**Answer:** B

Q258. Which of the following 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

Q259. A program requests memory that the memory manager can't provide in Windows 9x. This is referred to as a \_\_\_\_\_ .

- A. Page out
- B. Page fault
- C. Disk block
- D. Rap block

**Answer:** B

Q260. Which of the following are required Windows NT 4.0 start up files? (Choose two.)

- A. NTLDR
- B. BOOT.INI
- C. NTFS32.BIN
- D. WIN NT 32.INI
- E. AUTOEXIT.BAT

**Answer:** A, B

Q261. 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

Q262. 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

Q263. Which Windows 9x file can load device drivers?

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

**Answer:** C

Q264. 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. After returning from an absence, the user finds his computer indicating a fatal write error.

What is the most likely cause of this problem?

- A. The network drive is read only.
- B. The user's hard drive has crashed.
- C. The file is restricted to administrative use.
- D. The users disconnected from the network drive.

**Answer:** D

Q265. 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. Overloaded paper tray.
- D. Unsecured/loose printer cable.
- E. High printer resolution settings.

**Answer:** B, D

Q266. 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

Q267. What is one type of networking that physically-connected Windows 98 computers can provide?

- A. WAN
- B. DOMAIN
- C. PEER-TO-PEER

D. CLIENT SERVER

**Answer:** C

Q268. An error message states that you have a missing or corrupt system file. What command would apply you to replace the file from the Windows 9x CD?

- A. COPY.COM
- B. REPAIR.COM
- C. EXTRACT.EXE
- D. REPLACE.EXE

**Answer:** C

Q269. A customer calls and says that she 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

Q270. Which Windows 9x files are text files? (Choose three.)

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

**Answer:** A, C, E

Q271. Which of these volume types are supported by Windows 2000? (Choose three.)

- A. Parity
- B. Raid5
- C. Spanned
- D. Mirrored
- E. Switched

**Answer:** B, C, D

Q272. Your customer complaints that internet access is very slow and that sometime 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 600 MB.
- B. Uninstall the browser software and reinstall it.
- C. Leave the settings alone and click delete history.
- D. Reset the size to 20 MB and clear all files in the folder.

**Answer:** D

Q273. What is a dynamic IP address?

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

**Answer:** B

Q274. 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

Q275. In a Windows 2000 system, where you can you go to confirm which type 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

Q276. 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 is the most likely cause of this problem?

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

**Answer:** A

Q277. The PING command is used to check for \_\_\_\_\_ .

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

**Answer:** A

Q278. 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

Q279. 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

WINIPCFG is used on the Windows 98 client and IPCONFIG is used on the Windows NT Server.

Q280. 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

Q281. 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

Q282. You are formatting a hard disk and get the following error: 'sector 0 bad, disk not usable'. What is the most likely 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

Q283. Which is one way to create a short cut on desktop in Windows 9x?

- A. Right click on Desktop, new, shortcut, browser for a target application.
- B. Windows explorer, tools, create shortcut, browse for a target applications.
- C. Start, programmes, accessories, create short cut, browse for target application.
- D. Start, settings, control panel, add/remove programmes, browser for target application.

**Answer:** A

Q284. You want to boot Windows 9x without your PC card network adapter while still leaving it installed in your laptop PC. What action should you take in the device manger?

- 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

Q285. Which of the following operating systems are upgradeable to Windows 2000 Professional? (Choose two.)

- A. Windows 3.1
- B. Windows 9x
- C. Windows NT 3.5
- D. Windows NT 4.0
- E. Windows for Workgroups 3.x

**Answer:** B, D

Q286. Where would you go to view or change the resource settings for hardware devices in Windows 95?

- A. Use Regedit to find the hardware and change it.
- B. Use the local hardware driver in Config.sys and change around the switches.
- C. In Device Manager select Device, Properties and Resources.
- D. From Control Panel select Device and Resources.

**Answer:** C

Q287. An Internet file has been saved by a browser, but cannot be found from Windows Explorer. What extension should you select to be searched?

- A. HTM
- B. DOC
- C. FTP
- D. URL

**Answer:** A

Q288. During then boot up process, you receive an error message in the CONFIG.SYS file line 10. Which command line utility should you use to fix this error?

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

**Answer:** A

Note: The EDIT.COM command line utility is used to edit text files, such as the config.sys file.

Q289. 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

Q290. Which files required Windows 9x start up file? (Choose two.)

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

**Answer:** A, D

Note: A system can be started (e.g., in Safe mode) without using CONFIG.SYS and AUTOEXEC.BAT files.

Q291. 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

Q292. Windows 2000 offers a power-saving mode that saves everything in memory to disk, turns off the monitor and hard disk, then turn 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

Q293. What program is used to edit a text file when a computer starts at the command prompt only?

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

**Answer:** A

Q294. Which of the following are the advantages that Windows 9x has over Windows NT/2000? (Choose two.)

- A. Stability
- B. Security

- C. Software compatibility
- D. Legacy hardware compatibility
- E. Ability to connect to a network server.

**Answer:** C, D

Q295. After deleting the default printer from a system with two printers installed, what will Windows do?

- A. Disable the 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

Q296. 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

Q297. A new modem installed in Windows 2000 is not on a hardware compatibility list (HCL). What are you most 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

Q298. 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 upgrade the operating system?

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

**Answer:** B

Q299. You transfer some files from NTFS volume to another FAT32 volume. Which will remain unchanged? (Choose three.)

- A. Compression
- B. Encryption
- C. Permission
- D. Long file names
- E. File attributes
- F. File contents

**Answer:** D, E, F

Q300. What key, when push during the boot phase, causes Windows 95 to enter Safe mode?

- A. F5
- B. F8
- C. Delete
- D. F1

**Answer:** B

Q301. In which folder is REGEDIT found in Windows 9x?

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

**Answer:** A

Q302. 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

Q303. 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

Q304. What is the maximum size of a FAT16 logical drive?

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

**Answer:** B

Q305. 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

Q306. 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

Q307. How do you release IP address on Windows 2000?

- A. IPCONFIG
- B. WINIPCFG
- C. NSLOOKUP
- D. PING

**Answer:** A

Q308. How is the disk defragmenter utility started in Windows 9x? (Choose two.)

- A. Start, Programs, Defragmenter.
- B. Right click on drive, click Disk Defragmenter.
- C. Right click on drive, Properties, Tools, and Disk Defragmenter.
- D. Start, Programs, Accessories, System Tools, Disk Defragmenter.
- E. Start, Settings, Control Panel, System, Device Manager, Disk Defragmenter.

**Answer:** C, D

Q309. 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

Q310. The system you are upgrading is running Windows 95. You have installed a new 20 GB drive as a slave and the BIOS recognized the new drive. However, when you try to partition the new drive, the largest you can create is only 2 GB.

What is the most likely cause of this problem?

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

**Answer:** C

Note: Windows 95 only supports FAT16 file system and the FAT16 file system has a limit of 2 GB partitions.

Q311. You receive a service fail to start error message on a Windows NT 4 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

Q312. What partition types can read both Windows 98 and Windows NT 4.0?

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

**Answer:** A

Q313. In the Windows 2000 Explorer, when you open C:\WINNT folder, it shows no files. What is the most likely cause of this problem?

- 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

Q314. Which Windows 9x file should be kept at a minimum size of 1024 bytes?

- A. WIN.INI
- B. MSDOS.SYS
- C. CONFIG.SYS
- D. AUTEXEC.BAT

**Answer:** B

Q315. You try to boot from diskette and receive the following error message, "BOOT: could not find NTLDR, please insert another disk." The disk was formatted under

\_\_\_\_\_ .

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

**Answer:** D

Q316. Which type of user accounts can Windows 2000 Professional create and manage?

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

**Answer:** A

Q317. 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 near by 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

Q318. A user clicks the print shortcut on the standard toolbar of an application, and the document prints to the wrong printer. What should you do to correct this? (Choose two.)

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

**Answer:** B

Q319. 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

Q320. Which file system supports encryption on Windows 2000?

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

**Answer:** A

Q321. 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

Q322. You work for an ISP and receive a text port 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

Q323. What will cause an error config.sys line XX?

- 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

Q324. 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 is the most likely cause of this problem? (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

Q325. When you double click on a short cut that appears on the Windows desktop, why does not the application run?

- A. Desktop shortcuts cannot 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

Q326. 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

Q327. During 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 execute to troubleshoot this problem? (Choose two.)

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

**Answer:** B, C

Note: SYSEDIT - used to view the settings in the configuration files (win.ini, system.ini, autoexec.bat, config.sys, etc.) and REGEDIT - used to view the settings in the registry.

Q328. A customer running Windows 98 on a 20GB hard drive formatted with FAT32 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 12 GB 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 programs.
- D. The partitions on the primary hard drive are not set to Active.

**Answer:** B

Q329. 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

Q330. 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

Q331. You have Windows 2000 as your operating system. You constantly receive out of memory messages when you run multiple applications. You want to avoid having to upgrade RAM immediately. What should you do? (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

Q332. 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 MS-DOS 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

Q333. How can you find the operating system version that is currently running?

- A. Right click Taskbar, and select properties.
- B. Right click Desktop, and select properties.
- C. Right click My Computer icon, and select properties.
- D. Open any application, select help from the toolbar and choose Abort.

**Answer:** C

Q334. A customer called after deleting files from a DOS prompt. The files did not go to the Recycle Bin. The customer wants to ensure that deleted files are placed in the Recycle Bin in the future. How would this be accomplished? Delete files using \_\_\_\_\_ (Choose two.)

- A. My Computer.
- B. Windows Explorer.
- C. the DEL command.
- D. the ERASE command.
- E. the DELTREE command.

**Answer:** A, B

Q335. Which command allows viewing or editing of common configuration files?

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

**Answer:** A

Q336. Your client wants to be able to share one Internet connection with other PCs. Which version 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

Q337. In Windows 2000, which file can you edit to alter multiple-OS boot options?

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

**Answer:** B

Q338. What is one type of networking that Windows 98 provides?

- A. WAN
- B. domain
- C. peer-to-peer
- D. client-server

**Answer:** C

Q339. A user clicks the Print shortcut icon on the Standard Toolbar of an 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's drivers.
- C. Drag the desired printer to the Desktop.
- D. Change the desired printer's location on the network.

**Answer:** A

Q340. If you receive the "No operating system found" message on the monitor during startup, 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. Non-bootable CD-ROM in the CD drive.

**Answer:** C

Q341. What file is needed to startup Windows NT 4.0?

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

**Answer:** B

Note: The BOOT.INI file is needed to startup Windows NT/2000/XP.

Q342. What is the minimum number of logical drives needed to fully utilize the capacity of a 5 GB hard drive in Windows 95?

- A. One
- B. Two
- C. Three
- D. Four

**Answer:** B

Q343. A client wants to have two "drives" to organize their data, a C and a D drive. What steps should be taken in FDISK?

- A. Create Primary partition, create an Additional partition.
- B. Create Primary DOS partition, create an Extra DOS partition.
- C. Create Primary DOS partition, create Extended DOS partition.
- D. Create Extended DOS partition, create an Extra DOS partition.

**Answer:** C

Q344. You determined that you cannot create a partition greater than 2 GB on your primary hard drive. What is the most likely cause?

- A. Partition is using the FAT16 file system.
- B. LBA mode is enabled in the BIOS setup.
- C. Partition is not using FAT16 file system.
- D. Partition type is using the FAT32 file system.

**Answer:** A

Q345. What is the set of routines that tests the motherboard, memory, disk controllers, video adapters, keyboard and primary system components?

- A. POST (Power-On Self Test)
- B. MMU (Memory Management Unit)
- C. BIOS (Basic Input/Output System)
- D. ELFT (Extremely Low Frequency Test)

**Answer:** A

Q346. 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

Q347. A customer notices that every thirty days the IP address on a networked PC changes, and would like to know why. What can you determine over the phone without physically visiting that PC?

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

**Answer:** C

Q348. What is the first step in performing an operating system upgrade?

- A. Partition the drive.
- B. Format the drive.
- C. Backup critical data.
- D. Backup old operating system.

**Answer:** C

-----End of the PDF-----