
QUESTION 1

You are the administrator for your company. You have just installed Windows XP Professional on a portable computer for a user named Andrew. The computer is configured to have a modem and Ethernet PC card. At the office, Andrew uses his computer in a docking station. At home, he uses his computer in an undocked state by using the power adapter. Andrew travels to customer locations frequently. While traveling, he creates and edits documents. When he returns from a customer location, he informs you that the battery power in his computer has not lasted as long as he would like. You need to configure Andrew's portable computer to conserve battery power for his sales trips. What should you do?

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

Answer: D.

Explanation:

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

Incorrect Answers:

- A: Windows XP Professional automatically creates separate hardware profiles for portable computers for when they are docked and when they are undocked. The appropriate profile is automatically selected by the operating system when the computer is booted while in docked state and when it booted while in undocked state.
- B: Disabling the server service will not save any battery power as it is a service and not a device. Devices consume power. Furthermore, by disabling the server service other user will not be able to connect to any shared drive or folder on our computer but we will still be able to access shared folders on other computers.
- C: The modem and Ethernet card are enabled in the undocked profile. When you have a docked and undocked profile, the undocked profile will be loaded by default if the computer is undocked. The same goes for the docked profile when the computer is docked. Therefore the order in which they appear in the hardware profiles list would not make any difference.

QUESTION 2

You are the desktop administrator for your company. You install Windows XP Professional on your portable computer. The computer is configured to use an IEEE 1394 PC card. You use the computer to download pictures from a digital camera while you are at the office. You attend a meeting every Monday. During the meeting you use a battery to supply power to your portable computer. Occasionally, the battery runs out of power during these meetings. You need to configure the computer to conserve battery power while you attend

your weekly meeting without affecting your power options when you use the computer at your office. How should you configure your computer?

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

Answer: C.

Explanation:

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

Incorrect Answers:

- A. Using Device Manager to disable the IEEE 1394 PC card would disable the device in the current profile. We should create a new profile by copying the current profile, provide a name for the copied profile and select the new profile when we reboot the computer. We can then disable the device in the new profile and will be able to select the new profile when we boot the computer at the meetings.
- B. In the Minimal Power Management power scheme, some power management features, such as timed hibernation or a timed event that can put the disk drive in a sleep mode, are disabled. This will thus conserve less battery power than the default power scheme, which is the Always On power scheme.
- D. Configuring a device to bring a computer out of standby mode will not decrease the device's power consumption. It will only configure the device to bring the computer out of standby mode when activity is detected in the device.

QUESTION 3

You are the desktop administrator for the Graphic Design Institute. You have just deployed new Windows XP Professional computers to all graphic designers. Each computer has a built-in tape drive for data backups. The graphic designers need to back up their own data to the tape drive. You add all graphic designers' user accounts administrator members of the Backup Operators group on their computers. Then you instruct the graphic designers to create a full backup of all their data every Monday morning. The graphic designers need to back up all of their data once a week. They also need to back up all the changes since the last full backup. The graphic designers want to use a backup method that allows them to recover their data as quickly as possible. What should you advise the graphic designers to do?

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

and Friday.

Answer: C.

Explanation:

Although none of the answers provided here are strictly correct, this answer is the best. To back up all the changes that were made since the last full backup, we would need to perform a differential backup. A Differential backup only backs up files and folders that are marked as having been altered since the last full backup but does not clear these markers. These markers are called archive bits. Thus, if we performed two differential backups on a file that has been altered since the last full backup but not since the last differential backup, the file would be backed up on both occasions. This provides the quickest recovery method as we would have to restore only the most recent full backup and the most recent differential backup.

Incorrect Answers:

A: When we perform an incremental backup, the archive bits are cleared and the files are marked as having been backed up. Thus, if we performed a second incremental backup on a file that has been altered since the last full backup but not since the last incremental backup, that file would not be backed up the second time. Using incremental backups increases the time required to recover data as we would need to restore the data from the last full backup, then from the last differential backup and then all the incremental backups that were performed since the last differential backup. These incremental backups would be restored in sequence from the first to the most recent backup since the last full or differential backup. Furthermore, we cannot have a backup scheme that only includes differential and incremental backups; we need to have a full backup as well.

B: When we perform a daily backup, we backup all the files that have changed during the day. This type of backup uses the date stamp of each file to determine which files should be included in the backup and does not clear the archive bit. The files are thus not marked as having been backed up. Therefore, if we perform an incremental backup after performing a daily backup, the files that were backed up during the daily backup would also be backed up during the incremental backup. Furthermore, we cannot have a backup scheme which only includes daily and incremental backups; we need to have a full backup to have a base.

D: When we perform a copy backup, all the selected files are backed up but the archive bit is not cleared. The files are thus not marked as having been backed up. Therefore, if we perform an incremental backup after performing a daily backup, the files that were backed up during the daily backup would also be backed up during the incremental backup. Furthermore, we cannot have a backup scheme which only includes daily and incremental backups; we need to have a full backup to have a base.

QUESTION 4

You are the desktop administrator for your company. All users have Windows XP Professional or Windows 2000 Professional computers. Users in the accounting department run an application that requires several hours to process financial and accounting data. Users in the accounting department report that when they run this application, the performance of other business applications becomes significantly slower. You need to allow the accounting application to run with the least amount of performance impact on the other business applications. How should you configure the users' applications?

- A. Configure all other business applications to have High priority.
- B. Configure all other business applications to have Realtime priority.
- C. Configure the accounting application to have Above Normal priority.
- D. Configure all accounting application to have Below Normal priority.

Answer: D.

Explanation:

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

Incorrect Answers:

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

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

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

QUESTION 5

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

Physical disk Partition File System Partition role

0 C NTFS System and boot

0 D NTFS Application storage

1 E NTFS Data storage

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

While monitoring the users' computers, you discover that when the database application is running, the sustained processor utilization on both processors is at 100 percent. There are also numerous hard page faults. When the application is not running, sustained processor utilization drops to 30 percent, but the number of hard page faults remains high. You need to improve performance on the computers while minimizing hardware costs. Which two actions should you take? (Each

Answer: presents part of the solution. choose two)

A. Add RAM to each computer.

B. Upgrade the processors in each computer.

C. Move the paging file from the system partition to drive E on each computer.

D. Move the paging file from the system partition to drive D on each computer.

E. Increase the size of the paging file to at least twice the amount of RAM in each computer.

Answers. A, B.

Explanation:

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

Incorrect Answers:

C: Placing the paging file on a drive that does not hold the operating system will improve the performance of the page file but the system does not have sufficient RAM. We should rather add more RAM.

D: Placing the paging file on a drive that does not hold the operating system will improve the performance of the page file but the system does not have sufficient RAM. We should rather add more RAM.

E: This will improve the performance of the page file but it will result in a larger paging file which is virtual memory and is the least efficient type of memory. Furthermore, it is recommended that the paging file should be 1,5 times the size of the RAM. We should thus rather add more RAM.

QUESTION 6

You are the desktop administrator of your company. A user named Andrew has just dropped his Windows XP Professional portable computer on the floor. Andrew reports that when he turns on his portable computer, he receives the following message: "System disk not found." You confirm that the hard disk on Andrew's computer is functioning properly. The portable computer has an Automated System Recovery (ASR) backup of the original system state. You verify that Andrew had created a restore point before the accident. You need to ensure that Andrew's computer can start Windows XP Professional from the hard disk. What should you do?

A. Restart the computer with the last known good configuration

B. Restart the computer in safe mode. Restore Windows XP Professional by using the latest restore point.

C. Restart the computer by using a Windows XP Professional CD. Perform an ASR restore.

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

Answer: C.

Explanation:

Windows XP Professional introduces the Automated System Recovery (ASR) tool, an advanced option of the Backup Tool (NTBackup.exe). ASR replaces the Emergency Repair Disk found in Microsoft Windows 2000 and Microsoft Windows NT 4.0. ASR in Backup is a last-resort feature to use before reformatting your disk and re-installing Windows XP Professional. ASR enables you to restore the system state and critical files on the system and boot partitions. Use ASR only when Windows XP Professional cannot start in normal, safe, or Recovery Console mode. To restore your system by using ASR, ensure that your computer is set in the BIOS to boot from the CDROM. Insert the Windows XP Professional installation CD, and then restart your computer. At the Press any key to boot CD prompt, press any key. At the ASR prompt, press F2. At the prompt, insert an ASR floppy disk. At the prompt, insert ASR backup media (typically one or more pieces of removable media such as data tape cartridges). At this prompt, provide a destination folder, such as C:\Windows or C:\Winnt.

Incorrect Answers:

A. The system disk holds the files required to boot the computer. The computer, however, cannot locate system disk. We therefore cannot boot the computer and will thus not be able to access advanced boot options of which Last Known Good Configuration is an example.

B. The system disk holds the files required to boot the computer. The computer, however, cannot locate system disk. We therefore cannot boot the computer and will thus not be able to access advanced boot options of which Safe Mode is an example.

D. ASR restores critical boot and system partition files. The correct procedure to restore your system by using ASR is to ensure that your computer is set in the BIOS to boot from the CD-ROM. Insert the Windows XP Professional installation CD, and then restart your computer. At the Press any key to boot CD prompt, press any key. At the ASR prompt, press F2. ASR cannot be started from a bootable floppy disk.

QUESTION 7

You are a help desk technician for your company. Susan is an executive. Because Susan travels frequently, she uses a Windows XP Professional portable computer that has a smart card reader. Susan asks you to configure her computer so that she can dial in to the company network when she is out of the office. Company security policy states that dial-in users must use a smart card when they connect to the network, and that the users must use the strongest form of data encryption possible. Company security policy also states that client computers must disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication. You need to configure the dial-up connection properties on Susan's computer to dial in to the company network. Your solution must ensure that company security policies are enforced.

Which three actions should you perform? (Each correct

Answer: presents part of the solution. Choose three)

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

Answer: A, E, G.

Explanation:

Company security policy requires that dial-in users must use a smart card to connect to the network, must use the strongest form of data encryption possible and client computers must disconnect if the routing and remote access server does not support both smart card authentication and the strongest possible authentication.

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

Incorrect Answers:

B: By select the Require data encryption check box we will ensure that some form of encrypted authentication occurs but we will not ensure that maximum strength encryption is used.

C: The Typical (recommended settings) security option does not use maximum strength encryption.

D: The Use smart card item in the Validate my identity as follows list will not ensure that only the maximum strength encryption is used, you have to edit the advanced properties.

F: MS-CHAP v2 is not the highest form of encryption.

QUESTION 8

You are a help desk technician for your company. Stefan and Irene are software developers for your company. Stefan is developing a Web application on his Windows XP Professional computer. The computer is named Stefan132. When Irene types `http://Stefan132` in the address bar of her Web browser, she cannot access the Web application by typing `http://localhost` or `http://Stefan132` in the address bar of her Web browser. She can access other resources on the company network. When you run the Ping command from your computer, you cannot connect to Stefan's computer. When you attempt to access `http://Stefan132` from your computer, Internet Explorer displays "DNS or Server error." You need to ensure that Irene can access the Web application on Stefan's computer. First, you establish a Remote Assistance connection to Stefan's computer. What should you do next on Stefan's computer?

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

Answer: D.

Explanation:

When an expert attempts to connect to a novice's computer, the expert may receive the following error message: A Remote Assistance connection could not be established. You may want to check for network issues or determine if the invitation expired or was cancelled by the person who sent it. This problem can occur if the Internet Connection Firewall has been enabled after the Remote Assistance invitation was created. To resolve this problem, we should either create a new Remote Assistance invitation while ICF is enabled, and then send the new invitation to the expert; or we should disable the Internet Connection Firewall while the expert attempts to establish the Remote Assistance invitation; or restart the novice's computer, and then have the expert establish the Remote Assistance session.

Incorrect Answers:

- A: The `Ipconfig/renew` command is used to renew the client computer's IP address lease from a DHCP server. It will not resolve a Remote Assistance connection problem.
 - B: In this scenario the pings are being blocked therefore it is more likely a firewall problem. Restarting the World Wide Web Publishing service will not solve this problem
 - C: For security reason we should not give the Everyone group Full Control permission on the inetpub folder.
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QUESTION 9

You are a help desk technician for your company. Helene is a user in the sales department who works from home. She reports a problem on her Windows XP Professional computer. You instruct Helene to send you a Remote Assistance invitation, and then disconnect from the ISP. You receive the invitation on your Windows XP Professional computer and instruct Helene to reconnect to her ISP. After you accept the invitation, you cannot connect to Helene's computer.

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

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

Answer: D.

Explanation:

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

Incorrect Answers:

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

QUESTION 10

You are a help desk technician for your company. The network consists of a single Active Directory domain. The network includes Windows 2000 Advanced Server computers, and Windows 2000 Professional and Windows XP Professional client computers. Except for the domain controllers, all computers on the network use DHCP for their TCP/IP configuration. During the business day, the network administrators perform emergency maintenance on a file server named Filesrv1. Filesrv1 is then restarted and experiences no further problems. Users begin reporting that when they try to access resources on Filesrv1, they receive the following error message: "Network path not found." You verify that Filesrv1 is functional. You need to ensure that all users can access Filesrv1. What command should you instruct users to run?

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

Answer: C.

Explanation:

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

Incorrect Answers:

A: Nbtstat -R command are WINS command that is used to flush the NetBIOS name-to-IP Address cache. In a Windows 2000/XP environment, we do not use NetBIOS names but host names which requires a DNS server rather than WINS server. The Nbtstat command would thus be inappropriate.

B: Nbtstat commands are used to resolve NetBIOS name resolution problems and are related to WINS servers. In a Windows 2000/XP environment, we would be using DNS servers rather than WINS servers for name resolution purposes.

D: The IPconfig/registerdns command will register the users' addresses in DNS. This will not flush the DNS cache on the users' computer and thus will not resolve the problem.

QUESTION 11

You are the desktop administrator for your company. An employee named Bruno uses IIS to develop a Web application on his Windows XP Professional computer. Bruno creates a new Web page named Private.htm for the Web application. He saves the Web page in the C:\Inetpub\wwwroot folder on his computer. Private.htm should be accessible only to users who provide a valid user name and password. Other pages in the Web site should be accessible to anyone. Using his Web browser, Bruno can access Private.htm without providing a user name or password. The directory security on the Web site is configured as shown in the exhibit.



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

- A. Clear the Anonymous access check box in the Web site properties.
- B. Select the Basic authentication check box in the Web site properties.
- C. Modify the Web site properties to enable the session state. Rename Private.htm to Private.asp.
- D. Modify the security permissions on private.htm to list the users who are authorized to access the file.

Answer: D.

Explanation:

We must allow anyone access the Web site. The only exception is the private.htm file that should be accessible only to users who provide a valid user name and password. We accomplish this by setting the appropriate NTFS permissions, the security permission, on the file private.htm. In this scenario the anonymous access check box on the Web site properties dialog box is selected. This permits people to access the Web site anonymously without any form of authentication.

Note:

By using permissions we will prevent unauthorized people from access the Web site. Permissions rely on and Access Control List (ACL), which contains a list of all user accounts and groups that have been granted access to the Web site as well as the type of access that they have been granted. When a user attempts to gain access to the resource, the ACL must contain an entry for the user account or a group to which the user belongs. The entry must allow the type of access that is requested by the user before that user can gain access to the resource.

If the access control entry does not exist or the entry does not match the type of access the user requests, the user will not be granted access to the resource.

Incorrect Answers:

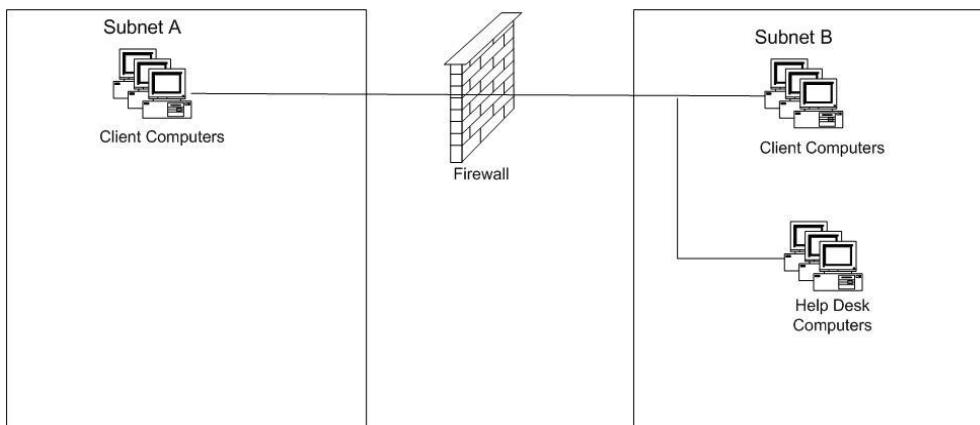
A: There is a requirement that all users should be able to access the Web site. We cannot disallow Anonymous access since this would prevent non-authenticated users from accessing the Web site.

B: There is no need to switch to Basic Authentication. We already have selected Integrated Windows Authentication. Authenticated users will automatically be authenticated. Basic authentication would require the users to provide a user name and password whenever they need to use their ACLs to get access to certain files and folders.

C: Session state data is holds information about a user that you want to track when that user visits to your Web site. It is not related to authentication and is thus inappropriate to this problem.

QUESTION 12

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



Michael is an employee in your company's marketing department. Michael uses a Windows XP Professional computer that is located on Subnet

A. You use a Windows XP Professional computer that is located on Subnet

B. The company's firewall does not use Network Address Translation (NAT). Michael sends you a Remote Assistance invitation. In Windows messenger, you accept the invitation, but you cannot connect to Michael's computer. Next, you run the Ping command, which verifies connectivity to Michael's computer. You need to establish a Remote Assistance connection with Michael's computer. What should you do next?

A. Ask your firewall administrator to open the TCP/IP ports that are used by Windows Messenger.

B. Ask your firewall administrator to open the TCP/IP ports that are used by Remote Desktop Services.

C. Instruct Michael to create an invitation file and then e-mail the file to you as a file attachment. When you receive the e-mail, open the file attachment.

D. Instruct Michael to edit the System properties for his computer and add your domain user account to the Remote Desktop Users list on the Remote tab.

Answer: B.

Explanation:

The problem in this scenario is that the firewall is blocking the Remote Desktop Protocol port 3389. Remote

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

Incorrect Answers:

A: The Windows Messenger uses port 1863 for instant messaging; ports 6891 through 6900 for file transfers; and port 1503 for Whiteboard and application sharing. Remote Desktop Services on the other hand uses port 3389 for outbound traffic. Enabling the ports used by Windows Messenger will thus not enable us to connect to the Remote Desktop. preventing outbound traffic from our computer via port 3389. This port is used to create a connection to a remote desktop and should be configured to allow the Remote Desktop Services program to send outbound traffic.

D: The remote computer must be configured with a list of users that are permitted to connect remotely to the computer before the user will be able to send a Remote Assistance invitation. As an invitation has been sent, therefore our user account is on the remote Desktop Users list.

QUESTION 13

You are a help desk technician for your company. An employee name Marc is attempting to open a Microsoft Word document Phonelist.doc by using Internet Explorer. However, when he types `http://Server1/Files/Phonelist.doc` into the address bar in Internet Explorer, he receives the following error message: "404: Page not found." You verify that Phonelist.doc exists in a shared folder named Files on Server1. You need to ensure that Marc can access Phonelist.doc by using Internet Explorer. What should you do?

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

Answer: D.

Explanation:

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

Incorrect Answers:

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

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

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

QUESTION 14

You are the desktop administrator for your company. Maria is one of your company's software developers. Her

client computer runs Windows XP Professional and Internet Information services. Her computer is configured with the values shown in the following table:

Setting Configured value

Computer name MKP01

IP addresses 172.24.67.45

172.24.67.46

Other than these settings, Maria's computer uses the default configuration values. The default Web site on Maria's computer contains a static HTML page. Maria adds a new virtual Web site named Web2 to her computer. She installs a new Web application in Web2. However, when she types `http://MKP01` in the address bar of her Web browser, the browser displays the HTML page from the default Web site. You need to ensure that Maria can use her Web browser to access the application in Web2. What should you do?

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

Answer: D.

Explanation:

By configuring the Web site to use the IP address 172.24.67.46 the Web site could be accessed by the URL `http://172.24.67.46`.

Note:

In Windows XP Professional, the default Web site uses the name `default.html`. When a user specifies only a server name as the URL in his or her Web browser, the Web browser searches for `default.html` or `index.html` in the root of that server. In this scenario that server name is MKP01. Therefore when Maria types `http://MKP01`, `default.html` is loaded.

Incorrect Answers:

A: We need to specify the server name and the site name in the URL. We cannot specify only the site name as the Web browser will search for a server by that name.

B: We could assign one of these IP addresses to the virtual site and use that IP address to access the site. The Virtual Web site must be with the IP address first though.

C: When you configure host headers you must register the host header name with the appropriate name resolution system. This has not been done.

If host headers were set up correctly the site would be accessed by `http:// Web2` not `//MKP01/Web2`.

Reference: HOW TO: Use Host Header Names to Host Multiple Sites from One IP Address (Q190008)

QUESTION 15

You are the desktop administrator for your company. You have just set up a new Windows XP Professional computer at home. The computer is always connected to the internet via an ADSL modem. The computer is configured to have a static IP address assigned by your Internet Service Provider. You enable the Internet connection Firewall on the ADSL connection. You use the Ping command on your office computer to try to connect to your home computer. However, you receive the following error message: "Request timed out." You

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

2001-06-25 15:23:02 DROP ICMP 172.30.23.1 172.30.23.103 -- 60 ---- 80 -

2001-06-25 15:23:07 DROP ICMP 172.30.23.1 172.30.23.103 -- 60 ---- 80 -

2001-06-25 15:23:13 DROP ICMP 172.30.23.1 172.30.23.103 -- 60 ---- 80 -

2001-06-25 15:23:18 DROP ICMP 172.30.23.1 172.30.23.103 -- 60 ---- 80 -

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

A. Clear the Internet Connection Firewall Check box on the Advanced Tab of the ADSL connection.

B. Clear the Log dropped packets check box on the security Logging tab of the internet connection firewall settings.

C. Select the Allow incoming echo requests check box on the ICMP tab of the Internet connection firewall settings.

D. Select the Allow incoming router requests check box on the ICMP tab of the Internet connection firewall settings.

E. Select the Allow outgoing destination reachable check box on the ICMP tab of the Internet connection firewall settings.

Answer: C.

Explanation:

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

Incorrect Answers:

A: Clearing the Internet Connection Firewall Check box on the Advanced Tab of the ADSL connection will allow access on any ports.

B: Clearing the Log dropped packets check box on the security Logging tab of the Internet connection firewall settings will only stop the logging. It will not allow the ICMP echo requests to pass through the firewall.

D: The ping command sends ICMP echo requests, not router requests.

E: There is no Allow outgoing destination reachable check box on the ICMP tab.

QUESTION 16

You are the desktop administrator for your company. The company network consists of a single Active Directory domain. All employees have Windows XP Professional computers that use DHCP for their TCP/IP configuration. A new user reports that he cannot access network resources. No other users report problems. When you run IPconfig.exe on the user's computer, you receive the following log.

Windows IP Configuration

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix. :

IP address. :169.254.96.107

Subnet Mask. :255.255.0.0

Default Gateway. :

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

- A. Run the Netstat -e command on the new user's computer.
- B. Run the IPconfig/renew command on the new user's computer.
- C. Run the Ntstat -RR command on the new user's computer.
- D. Add the IP address of the DHCP server to the HOSTS file.
- E. Disable Automatic Private IP addressing (APIPA) on the new user's computer.

Answer: B.

Explanation:

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

Incorrect Answers:

A: The Netstat -e command is used to display Ethernet statistics. It will not renew the client IP configuration.

C: The Ntstat -RR command is used to release and reregister the clients address in WINS. WINS however is used for pre-Windows 2000 computers. This is not the case in this scenario. The problem in this scenario is a lack of a valid DHCP IP address.

D: The DHCP server is contacted by using a DHCP discover broadcast packet. It is therefore not necessary to add the DHCP server's IP address to the HOST file.

E: To disable APIPA you would need to configure a static IP address. The network however uses dynamic IP addressing.

QUESTION 17

You are a help desk technician for your company. Marie is a member of your company's sales department. Marie asks you to configure her Windows XP Professional portable computer so that she can dial in to the company network when she is out of the office. The company uses two servers for Routing and Remote Access: one is a Microsoft Windows NT server 4.0 computer, and the other is a Windows 2000 Server computer. Each server contains four modems. Each modem connects to a dial-up telephone line, and a single telephone number distributes incoming calls across the eight telephone lines.

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

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

- A. Select the Typical (recommended settings) option. Select the Require data encryption (disconnect if none) check box.
- B. Select the Typical (recommended settings) option. Select the Require secured password list item from the validation list.
- C. Select the Typical (recommended settings) option. Select the Automatically use my Windows logon name and password (and domain if any) check box.

D. Select the Advanced (custom settings) option. On the Advanced Security Settings tab, clear all check boxes except the Microsoft CHAP Version 2

Answer: D.

Explanation:

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

Note:

Originally Windows NT 4.0 Server did not support MS CHAP v2. Windows NT 4.0 Server Service pack 4 and later supports MS CHAP V2. It seems safe to assume that the Windows NT Server 4.0 computer in this scenario has service pack 4.0 or later.

Incorrect Answers:

A: The Require data encryption (disconnect if none) check box will encrypt the data but not the authentication. It will therefore still permit unencrypted authentication.

B: We should require both secured password and data encryption. We need to ensure the MS-CHAP v2 is used as it has the strongest encryption. The only way to do this is with the advanced settings.

C: The Automatically use my Windows logon name and password (and domain if any) check box will not provide encryption of authentication information.

QUESTION 18

You are the desktop administrator for your company. All employees have Windows XP Professional computers. Twenty engineers at the company use portable computers. An engineer named Tom wants to install an external parallel-port tape backup drive to use the removable storage features of Windows XP Professional. The tape drive is included on the Hardware Compatibility List (HCL) Tom connects the tape drive to his computer and installs the manufacturer-provided drivers and software. When Tom attempts to create a media library for removable storage, the tape drive is not listed as an available library to select. You need to enable Tom to install the driver for the tape drive. What should you do?

A. Add Tom to the local Backup Operator group on his computer.

B. Run the Sigverif utility to verify the digital signer and version information for the print device driver.

C. Disable Enhanced Parallel Port (EPP) support in the system BIOS on Tom's computer.

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

Answer: A.

Explanation:

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

Incorrect Answers:

B: Tom needs access to the tape drive, which is a storage device, and not the print device.

C: disabling Enhanced Parallel Port support will not enable Tom to access the storage device as he does not have the required permissions to the device. Furthermore, should be enabled, not disabled.

D: The tape drive is on the hardware compatibility list and the driver and software provided by the manufacturer has been installed. Driver signing are used to ensure that device drivers that have been tested by Microsoft and

found to be compatible with Windows XP Professional are used. These devices that are compatible are then added to the hardware compatibility list.

QUESTION 19

You are the desktop administrator for your company. Initially, all employees use Windows 2000 Professional computers. You upgrade all computers to Windows XP Professional. Users experience no problems after the upgrade is complete. A new user is issued a new client computer that is identical to all other client computer in the company. The user installs Windows XP Professional on this computer from a network installation point. The user now reports that he cannot change his Display settings to anything other than 640 x 480 resolution with 16 color. You verify that this computer has the same video hardware as all the other client computers. You also verify that the hardware vendor does not currently offer a video driver for Windows XP Professional. You need to enable the user to change his Display settings to higher resolution and color quality. What should you do?

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

Answer: B.

Explanation:

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

Incorrect Answers:

A: The standard VGA video driver only supports VGA video mode, which is 640 x 480 and 16 bit color. This is the only mode that is available on the computer because Windows XP Professional has installed the standard VGA video adapter driver for the video adapter card. Therefore, selecting the standard video driver in safe mode will not alter the situation.

C, D: The question states that the display settings cannot be changed which would indicate a Video adapter driver problem.

QUESTION 20

You are the desktop administrator for South ridge Video. You have recently installed Windows XP Professional on a portable computer that meets the minimum installation requirements for the operating system. After the installation, you attempt to configure hibernation, but this option is unavailable. To ensure that the option becomes available, you update the BIOS on the computer. After the update, the computer displays a STOP error every time you attempt to restart the computer. You cannot successfully start the computer. You need to start the computer and enable hibernation. What should you do?

- A. Use System Restore to restore the last restore point.
- B. Restart the computer with the last known good configuration.

- C. Use the Recovery console to add the correct Advanced Configuration and Power Interface (ACPI) HAL to the computer.
- D. Reinstall Windows XP Professional to enable Advanced Configuration and Power Interface (ACPI) and power management support.

Answer: D.

Explanation:

We upgrade the BIOS to enable Windows use hibernation. Hibernation is an ACPI feature. The BIOS upgrade requires and upgrade of the Hardware Abstraction Layer (HAL) of Windows XP. Some HAL upgrades can be accomplished by using the Device Manager, in particular the Device Manager can be used when upgraded a single processor system to a multi-processor system. However, the change from non-ACPI to ACPI by changing drivers is not supported. To properly make this change, an in-place upgrade (where the computer is converted to ACPI during Setup) is mandatory. We must reinstall the operating system. Note: The HAL (Hardware Abstraction Layer) is a set of drivers, upon which the Windows NT kernel is based. If the installed HAL is incorrect, you may have a problem ranging from certain settings not working (such as ACPI or APM) to Windows not starting at all.

Reference:

HAL Options After Windows XP Setup (Q309283)

Incorrect Answers:

- A: When we install Windows XP, a restore point is automatically created. We could roll back the system to this point by starting in safe mode and using the restore wizard. This would not help in this scenario however, since the BIOS have been updated to allow ACPI. ACPI HAL changes require reinstallation of the Operating system.
- B: The Last Known Good Configuration is used to load Windows XP Professional with the hardware and registry settings that were automatically saved by Windows XP Professional on the last successful boot of Windows XP Professional. In this scenario we have not changed any registry settings. We therefore cannot use the Last Known Good Configuration to resolve this problem.
- C: We cannot use the Recovery Console to add the ACPI HAL.

QUESTION 21

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

Sales department users require dial-in access to the company network when they travel to customer locations. These users must also be able to fax documents to customers from their computers. You need to configure network dial-up access immediately for a user named Anne. First, you insert a 56-Kbps PCMCIA fax modem into Anne's computer. You restart the computer and log on as a local administrator. Then, you start the Network Connection Wizard. However, the modem does not appear in the list of devices that you can select for marking the dial-up connection. You need to be able to install Anne's modem. What should you do?

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

Answer: B.

Explanation:

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

Incorrect Answers:

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

C: We will not be able to decrease the modem's COM port speed as the modem has not been installed.

D: The computer did not detect the device at startup and therefore it did not attempt to install the device driver. Furthermore, when the driver signing option is set to warn or block and the device drivers are unsigned, the user will be informed. In this scenario there was no message to inform us that the driver was unsigned.

E: In this scenario the modem is not listed because it has not been installed. As the modem has not been installed, the fax service will not work.

QUESTION 22

You are the desktop administrator for your company. All employees have Windows XP Professional computers. All employees are members of the local Users group on their own computers. A user in the graphics department has a removable disk cartridge drive on his computer. The disk cartridge contains an unsupported, third-party file system. When he tries to save data to the disk cartridge, the user is prompted to reformat the disk cartridge. However, he receives an "Access denied" error message when attempting to reformat. You need to enable the user to save data to the disk cartridge. What should you do?

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

Answer: E.

Explanation:

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

Incorrect Answers:

A: The user is receiving an access denied message. This indicates that he does not have the necessary permissions to access the resource. Therefore attempting to format with a different file system would not make any difference.

B: If the cartridge was set to Read only the user would receive a message indicating that the cartridge is readonly.

He would not receive an access denied message.

C: By adding the user to the Power Users group, the user will inherit the permissions assigned to that group. This could give the user too much permissions and privileges. It also does not guarantee that the local Power Users group has the necessary permissions to access the device.

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

QUESTION 23

You are the desktop administrator for your company. All employees have Windows XP Professional computers. A user named Anne is given a new portable computer. She successfully installs her printer and scanner hardware. Two weeks later Anne installs and update print driver. When she restarts her computer, she receives the following error message: "STOP.IRQL_NOT_LESS_OR_EQUAL" Anne restarts the computer again, and she receives the same error message. You need to ensure that Anne can successfully start Windows XP Professional. What should you do?

- A. Restart Anne's computer with the last known good configuration.
- B. Restart Anne's computer in safe mode. Log on as a local administrator and set the Driver Signing Options to Ignore-Install the software anyway and don't task for my approval.
- C. Restart Anne's computer in safe mode. Create a local computer policy to enable Windows File Protection.
- D. Restart Anne's computer in Recovery console. Enable the new print driver with the Service_system_start parameter.

Answer: A.

Explanation:

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

Incorrect Answers:

B: In this scenario the driver has been installed and is the cause of the problem. By setting the Driver Signing Option to ignore, all new drivers installed on the computer will be installed regardless of whether they are signed or not. This will not affect drivers that are already installed.

C: Windows File Protection prevents the replacement of protected system files that may occur during the installation of new device drivers. This would prevent a similar problem in the future but will not resolve the current problem.

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

QUESTION 24

You are the desktop administrator for your company. A graphics designer named Pierre installs a new application and an updated video driver on his Windows XP Professional computer. After the installation, Pierre restarts his computer and logs on. However, when he moves Windows and dialog boxes, the display is distorted. You need to find the correct video driver for the new application. Meanwhile, you need to ensure that Pierre can run his other applications without video distortion. What should you do?

- A. Use Device Manager to roll back the video driver.

- B. Restart the computer with the last known good configuration.
- C. Run the Msconfig utility, and select the /BASE VIDEO check box.
- D. Use the Add Hardware Wizard to scan for new hardware. Install any found hardware.

Answer: A.

Explanation:

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

Incorrect Answers:

B: The Last Known Good Configuration is a copy of the hardware and registry configuration that was automatically saved by Windows XP on the last successful start up of Windows XP. Windows XP considers a startup successful when a user logs on at that computer. When this occurs, the Last Known Good Configuration is overwritten. In this scenario we have already logged on therefore Windows XP considered the startup to be successful and replaced the Last Known Good Configuration with the current settings.

C: The Msconfig utility is a system configuration utility. When the /base video check box is selected, the computer is run in VGA mode. This however will not restore the old driver.

D: As driver has already been installed for the video adapter, the Add/Remove Hardware Wizard will not detect any new hardware.

QUESTION 25

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

Users in this department bring their computers from their offices to a conference room for a weekly marketing meeting. These users need a simple method to manually place their computers in a low-power state without using the Start button. Additionally, they need their computers to start as quickly as possible. You need to configure the Power Options on the portable computers to meet these requirements. What should you do?

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

Answer: B.

Explanation: '

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

Incorrect Answers:

A: The Hibernation option copies the contents of RAM to the hard disk and then shuts down the computer.

When the computer is reactivated, the operating system is restarted and the contents of the RAM that was saved to the hard disk is reloaded. This process takes longer than waking from standby mode.

C: Configuring all the computers to use the Portable/Laptop power scheme will enable the computers to standby or shutdown after a certain amount of idle time.

D: In the Minimal Power Management power scheme, some power management features, such as timed hibernation or a timed event that can put the disk drive in a sleep mode, are disabled. This will not enable a quick standby.

E: As a precaution we should configure the Critical Battery Alarm on the computer. However, this will not resolve the problem at hand. We need a quick, manual way of putting the laptops into standby mode.

QUESTION 26

You are the desktop administrator for your company. You upgrade all client computers from Microsoft Windows NT workstation 4.0 to Windows XP Professional. After the upgrades, a user named Anne reports that her computer now starts with Display settings of 640 x 480 screen resolution and 16 colors. She is unable to change these settings. She also wants to be able to select Windows XP themes. You need to enable Anne to use the Windows XP interface options. What should you do?

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

Answer: A.

Explanation:

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

Incorrect Answers:

B: This is a video driver problem, not a monitor problem.

C: Windows XP Professional supports write combining, which improves video performance by speeding up the display of information to our screen. However, increased speed can also cause screen corruption. This is not the problem in this scenario as write combining does not cause a video adapter to run in VGA mode, i.e. 640 x 480 resolution with 16 colors. This is a video driver (or lack of) problem.

D: In this scenario the Windows NT driver is incompatible with Windows XP. We have not installed any other video drivers and therefore we cannot use the roll back option.

QUESTION 27

You are the desktop administrator for your company. All employees have Windows XP Professional portable computers. A sales representative named Richard has a local user account on his computer. Richard is issued a portable USB print device. You log on to his computer and disable the restrictions on loading unsigned drivers. All other local computer policies are configured with the default settings. You restart Richard's computer. Then Richard connects the USB print device, but the printer does not appear in the Printers folder, and Richard cannot print any documents. You need to ensure that Richard can install the printer and print successfully. What should you do?

- A. Add Richard to the local Print Operators group on his computer.

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

Answer: D

Explanation:

To ensure that Richard can install the USB print device, we must enable him to load unsigned drivers. In this scenario you, as an administrator, logged on to his computer and disabled the restriction on loading unsigned drivers. However, you forgot to check the Make this action the system default option. And the option only applies to your account. We must there select the Make this action the system default check box.

Incorrect Answers:

- A: Richard does not have to be a member of the Print Operators group to install printer drivers.
- B: The /fastdetect switch is a startup parameter. With this switch, serial mouse detection is disabled on all ports. This is not related to the loading of the printers.
- C: The scenario states that all local computer policies are configured with their default settings. In particular the Prevent users from installing printer drivers are disabled by default. So disabling this setting makes no sense.
- D: If 'driver signing' were blocking the installation of the driver, Windows would inform us and would not install the driver.

QUESTION 28

You are a help desk technician for your company. Initially, all your client computers run Microsoft NT Workstation 4.0. You upgrade these computers. Now some run Windows 2000 Professional and others run Windows XP Professional. Users now report display problems. When they run an application named App2, their displays become garbled, or their computers do not display the application window correctly. They do not experience this problem when running other applications. How should you reconfigure each computer?

- A. In the Display settings, adjust the screen resolution to a lower value.
- B. In the Monitor properties, adjust the screen refresh rate to a lower value.
- C. In the Advanced Display settings, configure the display DPI settings to 120 dots per inch.
- D. In the Compatibility settings for App2, select the Run in 256 colors check box.

Answer: D.

Explanation:

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

Incorrect Answers:

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

QUESTION 29

You are the desktop administrator for your company. All users have Windows XP Professional computers. Users in the sales department have portable computers. The portable computers are used to create customer presentations and perform online ordering. Sales representatives want to be able to use large external monitors to display their presentations at customer locations. These users also want to use the displays on the portable computers to show their speaker notes and extra data. You verify that the video adapters in the portable computers support multiple monitor and dual-view capabilities. However, the sales representatives report that when they attach the external monitors to their computers, the option to define separate desktop displays does not appear in the Display settings. You need to enable the sales representatives to display multiple desktops. What should you do?

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

Answer: A.

Explanation:

The video adapter supports external monitors so it must be a device driver problem. We need to obtain and install an updated video adapter device driver that supports the use of an external monitor.

Incorrect Answers:

B: We should disable all hardware video acceleration when we have problems with the video adapter with one display. Disabling all hardware video acceleration will not enable different displays.

C: Power schemes on Laptop computers can be used to lower electrical consumption, in particular in could preserve the battery of the laptop. However, Power Scheme configuration would not enable use of external monitors.

D: We cannot create a monitor profile to support multiple displays.

QUESTION 30

You are the desktop administrator for your company's network. All employees use Windows XP Professional computers. All employees in the research department use both desktop and portable computers. All computers in the research department have four-port USB hubs attached. A user in the research department connects a portable USB hard disk to the USB hub attached to his portable computer. However, the port on the USB hub shuts down and the hard disk does not function. The user experiences no problem when he attaches the same hard disk to his desktop computer's USB hub. When the user attaches a USB mouse or keyboard to the portable computer's USB hub, the port and device function normally. When he attaches the hard disk directly to the USB port on his portable computer, the device functions normally. You need to ensure that the USB hub on the user's portable computer can use the USB hard disk. What should you do?

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

Answer: B.

Explanation:

The bus-powered USB hub is not able to supply the power to the USB hard drive. We must replace the hub with a self-powered hub.

Incorrect Answers:

A: It is unlikely that the cable is too long.

C: Windows will assign an IRQ as necessary. The other USB devices work ok so this is not the problem.

D: The other USB devices work ok so this is not the problem.

E: This is a power problem, not a bandwidth problem.