

QUESTION NO: 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 information 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 NO: 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 he 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 NO: 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 back up 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 back 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 of 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 NO: 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 AboveNormal priority.
- D. Configure all accounting application to have BelowNormal 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 BelowNormal. 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 NO: 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 NO: 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 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**.

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 NO: 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 NO: 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 Stephan'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 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.

QUESTION NO: 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 NO: 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.