1. **Edition of OS(XP, Vista & WIN 7)**

|  |  |  |
| --- | --- | --- |
| **XP** | **VISTA** | **WINDOWS-7** |
| XP-Home | home basic | Starter |
| XP-Professional | home premium | home basic |
|  | Business | home premium |
|  | enterprise | professional |
|  | Ultimate | business |
|  |  | enterprise |
|  |  | ultimate |

1. **Min requirement to install operating system**

|  |  |  |  |
| --- | --- | --- | --- |
| **RECOMDED** | **XP for all** | **VISTA for all** | **WINDOWS-7 for all** |
| RAM | 128MB | 1 GB | 1 GB |
| PROCESSOR | 300MHz | 1.0GHz | 1.0GHz |
| HARD DISK | 2GB | 15 GB | 15 GB |

1. **Types of user Accounts ?**

Administrator, standard and guest.

1. **What is kernel? What is the kernel file for windows?**

Kernel is the interface between hardware and OS. NTOSKRNL is the kernel files for windows.

1. **What is shell?**

Shell is the interface between kernel and hardware.

1. **What do you mean by booting?**

Booting is the process of downloading OS form hard disk to RAM.

1. **What do you mean by cold booting and worm booting?**

Cold booting: Starting the computer by turning power on is called cold booting. Warm booting: Restarting the computer by performing a reset operation (pressing reset, Ctrl-Alt-Del, etc.) while the computer is still turned on

1. **What do you mean by dual booting?**

It is the process of selecting operating system is called dual booting if multiple O.S is installed.

1. **What are the bootable files for XP, VISTA & WINDOWS-7?**

XP: NTLDR, Boot.ini

VISTA & WINDOWS-7: Bootmgr, winresume.exe and winload.exe

1. **How to update windows?**

Control panel 🡪 security setting 🡪 windows update

1. **What do you mean by updates?**

Process of downloading new features is called updates.

1. **What is the I.E version of XP, VISTA & WIN-7?**

XP-6.0, VISTA-7.0 and WIN-7 8.0

1. **What does u mean by service pack?**

Service pack is a collection of updates and hot fixes.

A hot fix is code (sometimes called a patch) that fixes a bug in a product

a bug is a coding error in a computer program.

1. **What is antivirus? Types of antivirus?**

Antivirus is a program which is used to detect and delete the virus.

1. **What is the difference between remote desktop and remote assistance?**

By using remote desktop only single user can interact with the desktop where as in remote assistance both users can interact with same desktop.

1. **What is Backup? Types of backups?**

Creating a duplicate copy of an existing data is called backup.

XP: normal backup, daily backup, copy backup, incremental backup and differential backup.

Vista/win-7: normal and incremental backup.

1. **What is the difference between incremental and differential backup?**

Incremental backup takes more time for backup and restoration is fast where as in differential backup it takes less time for backup and more time for restoration.

1. **What is the difference between backup and copy?**

|  |  |
| --- | --- |
| **COPY** | **BAKCUP** |
| size of data will be same | it will compress the size |
| modification is possible | it does not allow you to modified |
| copy cannot be schedule | backup can be schedule |
| automatic restoration is not possible to its original location | we can restore the data to its original location dynamically |

1. **What is re store point?**

A restore point is a saved "snapshot" of a computer's data at a specific time. By creating a restore point, you can save the state of the operating system and your own data so that if future changes cause a problem, you can restore the system and your data to the way it was before the changes were made

1. **What is last known good configuration?**

The **Last Known Good Configuration** is basically a copy of a computer’s hardware configuration and its driver settings. It is taken from the system’s registry readings when a computer has a good, clean boot up.

*This copy is made for whenever a computer fails to boot up successfully. When that happens, the system’s operating system is able to pull up the good copy and perform a successful startup*.

1. **What are the features of windows 7?**

Windows aero, improved graphics, I.E version 8.0, virtual hard disk, windows power shell and bit drive locker.

1. **What is bit locker drive?**

It is a feature in win-7 which is used to protect the drive by assigning password.

1. **What is printer and types of printer?**

Printer is a output device which is used to convert softcopy into hardware copy.

Types of printers: impact and non-impact

Impact—dot matrix

Non-impact – laser, inkjet.

1. **What is print spooler?**

A software program responsible for managing all print jobs currently being sent to the Computer printer

1. **What is partition and types of partitions?**

Logical division of an hard disk is called partition.

Partition are of three types. 1 primary partition 2. Extended partition 3. Logical partition.

Max we can create 4 primary partitions, 1 extended partition and n no of logical partition.

1. **What is the difference between basic disk and dynamic disk?**

By default every hard disk is basic disk. The main difference between basic disk and dynamic is we can combine space from multiple hard disks as single logic unit.

1. **What is defragmentation?**

The process of moving data to the adjacent cluster is called defragmentation.

Defragmentation improves the performance of the disk.

1. **What is roll back drivers?**

If the device fails after updating the driver, we can restore the old driver by using roll back option.

1. **What is device driver? And types?**

Device driver is the program or software which is the interface between computer and hardware.

Drivers are of two types. 1) signed drivers 2) Unsigned drivers

A signed driver is basically a digitally signed driver, which means that the driver software is associated with a digital certificate given by micro soft.

Run 🡪 sigverif is the command to verify list of signed and unsigned drivers

1. **What is the use of device manager?**

Device manger is a console which display the status of device and drivers.

By using device manger we can trouble shoot the device.

**XP**

Yellow color question mark🡪 device is connected drivers are not installed.

Red color cross mark🡪 device is disabled.

**VISTA AND WIN-7**

Yellow color question mark🡪 device is connected drivers are not installed.

Down arrow🡪 device is disabled.

1. **What is ICS?**

ICS stands for Internet Connection Sharing which is used to share the internet.

1. **Question about 'When I choose ''Shut Down'' from the Start Menu, my computer restarts instead of shutting down**

**Answer :** Change the registry setting:   
>HKEY\_LOCAL\_MACHINE\software\microsoft\windows NT\current version\winlogon Change   
>PowerdownAftershutdown from 0 to 1.

# How to remove start-up items?

**Answer:** Having programs run when windows loads slows down your start.

There are two ways do disable programs that may be in your startup (like icq, messanger,)

The easiest is to do the following:  
1. start --> run --> msconfig  
2. Click on the "startup" tab (furthest right)\  
3. Unclick any items you don't want to load when windows starts.

# When I choose "Shut Down" from the Start Menu, my computer hangs at the "Please Wait" screen

**Answer:**

Most likely, one or more of your drivers is not allowing itself to be unloaded.   
This, supposedly, is less of a problem in Windows 98 and Windows Me than in Windows 95 (most drivers are no longer unloaded when you shut down), but it still seems to trip up Windows from time to time.   
Try hitting Enter when it hangs to "wake it up."   
Try holding Shift while clicking Ok in the "Shut Down" dialog - this might allow you to shut down faster, and bypass whatever is causing your system to hang.   
This can also happen if the sound file for Shutdown becomes corrupted. Double-click on the Sounds icon in Control Panel and remove or change the sound event for Shutdown.

# When I boot the system, the fans turn on, but I see nothing on screen.

If no video or audio (no beeps or anything), check to be sure the PC speaker is connected properly. If it is and you still are getting no feedback, then you may have a bad motherboard or a device connected to it is faulty. Could be faulty RAM or a CPU. Check the connections between all these devices and the motherboard. But, nonetheless, since the computer is doing nothing, something is faulty at the hardware level.   
If no video, but static from the PC speaker, then you need to go after the motherboard or key system device. Pretty much the same as above.   
If you're getting a pattern of beeps from the PC speaker, then consult the beep codes section for a clue as to where to start.

# Scandisk says I have bad sectors, is this serious?

**Answer:**

Hard disks can form bad sectors over time if they become too old. If ScanDisk only finds a few bad sectors, then ignore the problem since ScanDisk will prevent the sectors from being used by your hard disk. If, however, you have a lot of bad sectors, seriously think of replacing your hard disk before you lose all your data!

# My evaluation copy of Windows Vista is expiring. What should I do now?

**Answer:**

Don't panic, just purchase a copy of Windows Vista. You cannot purchase an activation key, you need the Windows Vista CD. Do a clean install, and make sure you back up all of your data before installing.

# Vista not recognizing external USB hard drive. How do I fix this?

**Answer:**

Three things I could think of to solve this:

1. Possible fix - download the "Reliability update for the USB stack in Windows Vista". Search it in Google or Microsoft Vista support site.

2. Try connecting the external USB hard drive into an Add-in USB card.

3. Last resort - access your computer BIOS and disable all USB support for legacy drives.

# You receive a "Microsoft Internet Explorer has encountered a problem and needs to close.

When I double click the explorer icon, it gives me an error message that states, "Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience." "If you were in the middle of something, the information you were working on might be lost.   
Error Signature: AppName: iexplore.exe   
AppVer: 6.02800.1106  
ModName: winshow.dll   
ModVer:1.0.0.1 Offset: 00009901

**Answer:** To manually disable script debugging in Internet Explorer, follow these steps:

1. Start Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. On the **Advanced** tab, under the **Browsing** section, click to select the **Disable script debugging (Internet Explorer)** check box and the **Disable script debugging (Other)** check box if it is present.
4. Click **OK**, and then restart your computer.

If these steps resolved the error message, you are finished.  
  
If these steps did not resolve the error message, go to the "Download the updates to the Pdm.dll from the product update Web site" section.

1. What are the display problems?
2. **What is network and its type s?**

Network is a collection of connected devices together through a transmission media for sharing resources.

**Types of networks:**

LAN (Local Area Network): if the devices are connected with in a diameter of 1Km is called LAN.

CAN (Campus Area Network): if the devices are connected with in a diameter of 5Km to 10Km is called CAN.

MAN (Metropolitan Area Network): if the devices are connected with in a diameter of 2Km to 100Km is called MAN.

WAN (Wide Area Network): WAN is a collection of two or more LAN. It covers entire geographical area.

# I remotely connected to a machine on my network. I deleted a file and then went to see if I could locate it in either the remote machine's or my recycle bin, but could not. Is there a way to recover

Answer : I think you can use the "Undelete" command from prompt. Open a prompt window and go to the folder from which the file was deleted.

e.g. c:\some directory>

Then type undelete at the prompt. It should look for recently deleted files and the tool will ask you to provide the first letter of the file if it finds any deleted files.

1. Which tab of the Display Properties dialog box in Windows XP has a button that launches Power Options Properties, allowing you to enable hibernation and set power schemes, among other things?
   1. Screen Saver
      1. The Screen Saver tab of Display Options has a Power button in its Monitor Power section that launches the Power Options Properties applet.
2. What feature does Windows Vista includes, which is a copy of your system configuration that can be used to roll back the system to a previous state if a configuration error occurs.
   1. Restore point
      1. Windows Vista (and XP) can use restore points to roll back the system configuration to a previous state.
3. When you make a normal backup of your files, what does Windows clear to show that the file was backed up?
   1. Archive bit
      1. When you make a normal or incremental backup, the archive bit gets cleared, indicating that the file was backed up.
4. One of your users claims that his hard drive seems to be running slowly. What tool can you use to check to see how fragmented the hard drive is?
   1. Disk Defragmenter
      1. Disk Defragmenter will analyze the hard drive to determine how fragmented it is and will allow you to defragment the hard drive. There is no Disk Analyzer tool. Disk Cleanup can help you free up space by deleting unneeded files. Checkdisk (Chkdsk) can help you find problems on the hard drive,
5. You want to ensure that your computer receives automatic updates to Windows and Microsoft Office. Which tool will take care of this for you?
   1. Microsoft Update
      1. Windows Update downloads patches for the Windows operating system. Microsoft Update downloads patches for Windows and other Microsoft applications.
6. Which tool do you use to create a copy of all of the data on your Windows XP computer?
   1. The Backup utility is used to create copies of data on your computer.
7. Which can you do to help eliminate security problems?
   1. Establish security policies and procedures. Update your operating systems, Update your applications. Update your network devices.
      1. Establishing security policies and procedures, updating your operating systems, updating your applications, and updating your network devices are all good measures to take to help eliminate potential security problems.
8. Last night after you went home, your Windows XP computer ran a normal backup of your My Documents folder. Today you want to back up only the files that you’ve made changes to since then. Which options can you choose to do this?
   1. Incremental, Daily
      1. Both Normal and Copy will back up all files, not just those that have changed. Incremental will back up all files that have changed since your last backup. Daily will back up all files that have changed during that day.
9. Which of the following tools can you use to delete temporary Internet files and other unneeded files to free up disk space?
   1. Disk Cleanup
      1. Disk Cleanup can help you free up space by deleting unneeded files. Disk Defragmenter will analyze the hard drive to determine how fragmented it is, and will allow you to defragment the hard drive. There is no Disk Analyzer tool. Checkdisk (Chkdsk) can help you find problems on the hard drive, but it does not delete files.
10. Which of the following utilities can scan the hard drive for physical errors?
    1. Chkdsk
       1. Chkdsk, which is now called Error Checking, will scan the hard drive for physical errors.
11. Which of the following types of backups mark the files as being backed up? (Choose all that apply.
    1. Normal, Incremental
       1. Normal and incremental backups clear the archive bit. Copy and differential backups do not.
12. Which Windows error message is displayed when a program is forced to quit because it did something Windows didn’t like?
    1. Illegal operation
       1. Illegal operation is the Windows error message displayed when a program is forced to quit because it did something Windows didn’t like. The error’s details include which module experienced the problem, the memory location being accessed at the time, and the registers and flags of the processor at the time of the error.
13. What is the utility under Windows XP which is useful for troubleshooting error conditions.
    1. Dr. Watson
       1. Windows 2000 and XP come with Dr. Watson, which is a debugger that can help troubleshoot error conditions. Windows Vista replaced Dr. Watson with Problem Reports and Solutions.
14. Before installing a new application on a computer, which of the following should you do?
    1. Close all running applications.
       1. Before installing an application, it’s best to close all open applications first. If an open application is using a file that the installation process needs to access, the installation could fail. Formatting the hard drive and reinstalling Windows are unnecessary. Install Shield is a wizard that Windows-based applications typically use to aid in the installation, but it’s not something you open manually.
15. You turn a computer on, but nothing shows up on the monitor. Instead of one beep, you hear one long beep followed by three short beeps. What is the problem?
    1. Not enough information; you need to look up the beep code to determine the problem.
       1. It may well be that the video card is dead. Different BIOS manufacturers use different beep codes, though, so you’ll want to look it up to be sure. If the motherboards were dead or the BIOS weren’t functioning, you wouldn’t get to the POST routine, so you wouldn’t get a beep code.
16. A user has an application that is constantly crashing. The user has rebooted, and the application is still failing. What should you do?
    1. Reinstall the application.
       1. If an application is crashing, it’s likely that there is a missing or corrupted file. The easiest way to fix this is to reinstall the application. Reinstalling Windows isn’t necessary.
17. You turn a computer on and it doesn’t boot up properly. From inside the case you hear a rhythmic ticking sound. What is most likely the problem?
    1. The hard drive
       1. The only components that typically make noise are the ones that have moving parts, such as fans and hard drives. In most cases, a rhythmic ticking sound will be something that’s generated by the hard drive.
18. Authentication systems or methods are based on which of the following factors?
    1. Something you know, such as a password or PIN
       1. Something you have, such as a smart card or an identification device, Something physically unique to you, such as your fingerprints or retinal pattern
19. What is the Desktop?
    1. The virtual desk on which all of your other programs and utilities run By default,
       1. The Desktop contains the Start menu, the Taskbar, and a number of icons. Because it is the base on which everything else sits, how the Desktop is configured can have a major effect on how the GUI looks and how convenient it is for users.
20. Which dialog box helps you to change Screensaver?
    1. Display Properties
       1. The screensaver can be changed in the Display Properties dialog box. To access this dialog box, you can either right-click anywhere on the Desktop and choose Properties from the context menu or open Control Panel and click the Display applet
21. How can we increase the size of taskbar?
    1. Moving the mouse pointer to the top of the Taskbar, pausing until the pointer turns into a double-headed arrow, and then clicking and dragging
       1. You can increase the Taskbar’s size by moving the mouse pointer to the top of the Taskbar, pausing until the pointer turns into a double-headed arrow, and then clicking and dragging. Keep in mind that in Windows XP, you have to unlock the Taskbar first by right-clicking on it and deselecting Lock The Taskbar
22. Which of the following file attributes are available to files on a FAT32 partition?
    1. Hidden, Read Only, Archive, System
       1. FAT32 does not have as many options as NTFS, such as Encryption and Compression. These attributes are available only on NTFS partitions
23. The Windows Explorer program can be used to do which of the following?
    1. Copy and move files Change file attributes
       1. The Windows Explorer program can be used to copy and move files and to change file attributes.
24. What are Standard permissions?
    1. Permissions grouped together for easy assignment
       1. Standard permissions, unlike special permissions, have been grouped together to make it easier for administrators to assign permissions

**OPERATING SYSTEM**

1. Virtual memory is configured through which system tool?
   1. System control panel
      1. Virtual memory settings are accessed through the Performance tab or area of the System control panel.
2. If a program doesn’t have a shortcut on the Desktop or in the Programs submenu, you can start it by
   1. Using the Run command and typing in the name of the program
      1. To run any program, select Start > Run and type the name of the program in the Open field. If you don’t know the exact name of the program, you can find the file by clicking the Browse button. Once you have typed in the executable name, click OK to run the program.
3. What can you do if a program is not responding to any commands and appears to be locked up?
   1. Open Task Manager, select the appropriate task, and click End Task.
      1. You can use Task Manager to deal with applications that have stopped responding.
4. In Windows, a deleted file can be retrieved using which of the following?
   1. Recycle Bin
      1. All deleted files are placed in the Recycle Bin. Deleted files are held there until the Recycle Bin is emptied. Users can easily recover accidentally deleted files from the Recycle Bin.
5. Which type of resource do you configure in Device Manager?
   1. Hardware
      1. Device Manager is used in Windows to configure all hardware resources that Windows knows about.
6. To back up the files on your disks in Windows, which Windows program can you use?
   1. Backup
      1. The Backup utility is provided with all versions of Windows, but it has different levels of functionality in the different versions
7. Which of the following files bootstraps Windows XP?
   1. NTLDR
      1. The NTLDR file bootstraps the system (is the initial file that starts the operating system) and in turn loads the BOOT.INI. There is no file called BOOTSTRAP.EXE, and NTBOOTDD.SYS is called only if you’re using a SCSI boot device.
8. Which of the following partitions is specifically the partition from which the operating system boots?
   1. Active partition
      1. The operating system boots from the active partition. Active partitions must be primary partitions, but a primary partition does not have to be active (as there can be up to four primary partitions per hard drive)
9. Which of the following Registry hives contains information about the computer’s hardware?
   1. HKEY\_LOCAL\_MACHINE
      1. There are five basic hives in the Windows Registry: HKEY\_CLASSES\_ROOT, HKEY\_CURRENT\_USER, HKEY\_LOCAL\_MACHINE, HKEY\_USERS, and HKEY\_CURRENT\_CONFIG. HKEY\_LOCAL\_MACHINE stores information about the computer’s hardware. HKEY\_CURRENT\_MACHINE, HKEY\_MACHINE, and HKEY\_RESOURCES do not exist.
10. Within Windows 2000, what is the maximum length of a filename?
    1. 255 characters
11. What type of backup will back up all selected files and then clear the archive bit?
    1. Normal
       1. A normal backup will back up all selected files and then clear the archive bit, letting the system know that the file was backed up. There is no Complete backup option. Incremental will only back up files that have changed since the last backup, and it does clear the archive bit. Copy backs up all files but does not clear the archive bit. Windows 2000 (and XP/Vista), filenames can be no longer than 255 characters. Under DOS, files were limited by the 8.3 standard of 8 characters plus a 3-character file extension.
12. Which of the following utilities will rearrange the files on your hard disk to occupy contiguous chunks of space?
    1. Disk Defragmenter
       1. Windows Disk Defragmenter rearranges files on your hard disk so they occupy contiguous spaces (as much as possible). Windows Explorer lets you view and manage files but not manage their location on the physical hard disk. Scandisk will check the hard drive for errors, and Windows Backup backs up files but does not manage their physical location
13. Which of the following is the name of the graphical interface included with Windows Vista?
    1. Aero
       1. The interface included with Windows Vista is called Aero.
14. Which of the following tools allows you to test DirectX functionality?
    1. DxDiag
       1. The DxDiag utility (DirectX Diagnostics) is used to test DirectX functionality. Telnet is used to establish a remote connection, Msinfo32 shows configuration settings, and ping can let you know if a remote host can be reached.
15. What do you use in Windows XP to create a recovery disk?
    1. Automated System Recovery (ASR)
       1. Windows XP uses Automated System Recovery (ASR). It makes a backup of your system partition and creates a recovery disk.
16. In Windows XP, which utility is responsible for finding, downloading, and installing Windows service packs?
    1. Windows Update
       1. Windows Update automatically (by default) finds, downloads, and installs service packs and other Windows updates. None of the other options are real utilities.
17. What is the first file used in the boot-up of Windows XP?
    1. NTLDR
       1. The first file used in the Windows Vista (as well as 2000) boot process is NTLDR. Both the NTOSKRNL.EXE and NTBOOTDD.SYS files are used in the boot process, but neither is the first file run. Neither AUTOEXEC.BAT nor CONFIG.SYS is involved in the Windows Vista/XP/2000 boot process.
18. What does Safe Mode allow you to do?
    1. Start Windows using only basic files and drivers.
       1. Safe Mode is a good option to choose to restore files that are missing or to fix a configuration error. With only basic files and drivers loaded, you can more easily identify the source of the problem.
19. Which an Ethernet standard implemented via a card that allows a “sleeping" machine to awaken when it receives a wakeup signal?
    1. Wake on LAN
       1. Wake on LAN is an Ethernet standard implemented via a card that allows a "sleeping" machine to awaken when it receives a wakeup signal.
20. What is the quickest solution to fixing a corrupted NTOSKRNL.EXE file?
    1. Boot from a startup disk and replace the file from the setup disks or CD.
       1. The solution to a corrupted NTOSKRNL.EXE file is to boot from a startup disk and replace the file from the setup disks or CD.
21. During what type of installation must a user be present to?
    1. Attended
       1. In an attended installation, a user must be present to choose all of the options when the installation program gets to that point.
22. In Windows Vista and XP, how do you access advanced startup options?
    1. By pressing F8 during the first phase of the boot process
       1. Pressing F8 during the first phase of the boot process brings up the Advanced Startup Options menu in Windows.
23. Which advanced startup option in Windows 2000 would you use to be able to return to a previously functioning environment?
    1. Last Known Good Configuration
       1. Last Known Good Configuration enables you to restore the system to a prior, functional state if a change was made to the Registry that turned out to be problematic.
24. In Windows 2000 and XP, which of the following files is specifically responsible for enabling communication between the system hardware and the operating system?
    1. HAL.DLL
       1. HAL, or the Hardware Abstraction Layer, is the translator between the hardware and the operating system.
25. Which of the following is a replacement for RIS?
    1. WDS
       1. Beginning with Windows Server 2003, RIS was replaced by Windows Deployment Service (WDS). This utility offers the same functionality as RIS.
26. What is the first step when installing Windows onto a system that doesn’t already have a functioning operating system?
    1. Partitioning
       1. New disk drives or PCs with no OS need to have two critical functions performed on them before they can be used: partitioning and formatting. These two functions are performed by two commands, FDISK.EXE and FORMAT.COM, or by the Windows installation program itself.
27. Which is/are performed by formatting the hard drive?
    1. Formatting scans the surface of the hard drive platter to find bad spots and marks the areas surrounding a bad spot as bad sectors 2 Formatting lays down magnetic tracks in concentric circles. 3The tracks are split into pieces of 512 bytes called sectors. 4 Formatting creates a File Allocation Table that contains information about the location of files.
28. After installation of the operating system, what do the newer versions of Windows require in order to curb software piracy?
    1. Activation
       1. Windows Vista and XP require the installation to be followed by a process known as product activation to curb software piracy. You’ve successfully completed an upgrade to Windows 2000 Professional. Several days later, you add your old printer, using the driver that originally came with it. Now the printer, which has never had a problem, won’t print.
29. Which of the methods correctly adds new hardware to a Windows 2000 system if Plug and Play does not work?.
    1. Choose Start > Settings > Control Panel and then double-click the Add/Remove Hardware icon. On the Desktop, double-click the My Computer icon, double-click the Control Panel icon, and then double-click the Add/Remove Hardware icon.
       1. Plug and Play will automatically detect new hardware and install the proper software. If it is not successful, you can use the Add/Remove Hardware Wizard.
30. If Plug and Play does not work with a particular device on a Windows Vista machine, what Control Panel utility can you use?
    1. Add Hardware
       1. When Plug and Play does not work, the Add New Hardware applet in the Control Panel can be used in Windows Vista. In some earlier versions of Windows, this same functionality was provided by the Add/Remove Hardware Wizard.
31. Which utility that comes with Windows 2000 Professional is used to create an image of an existing computer for network installation?
    1. Sysprep
       1. The Sysprep utility comes with Windows 2000 Professional and is used to make an image of a computer. Ghost is a third-party utility made by Norton. Sys image is not a known Windows utility, and RIS only comes with Windows Server operating systems
32. What is the name of the swap file in Windows Vista.
    1. PAGEFILE.SYS
       1. The name of the virtual memory swap file is PAGEFILE.SYS.
33. If you have 256MB of RAM in a Windows 2000 machine, what is the minimum recommended size for the swap file?
    1. 384MB
       1. The minimum recommended swap-file size under Windows 2000 is 1.5 times the amount of physical RAM: 1.5 x 256MB = 384MB.
34. Where would you configure a workstation to boot from the USB drive first and hard drive only if there is not a bootable USB device attached?
    1. NTLDR , C:\WINDOWS\TEMP\1st.txt , Boot.ini
       1. Boot order is configured in the BIOS of the workstation and not in a Windows-related file.
35. You just clicked Start > Run. Which of the following can you type to open a command prompt? (Choose all that apply.)
    1. CMD, COMMAND
       1. To open a command prompt, you can use CMD or COMMAND.
36. Which command is primarily used to modify text files?
    1. EDIT
       1. The EDIT command is a holdover from the DOS days and is used to edit text-based files. Notepad and WordPad are both Windows-based utilities, and EDT does not exist.
37. Which location is common for system files?
    1. C:\Windows\System32
       1. The C:\Windows\System32 directory is where many of the Windows Vista, XP, and 2000 system files reside.
38. You believe that your system files are corrupted in Windows XP. You run System File Checker. What do you do to make System File Checker automatically repair your system files if repair is needed?
    1. Run SFC /SCANNOW.
       1. The SFC command will run System File Checker. The /SCANNOW option will scan files, and SFC automatically repairs files it detects as corrupted.
39. You are at a command prompt, and your current directory is C:\Windows\Temp\Files\Old. Which command will get you to the root of D?
    1. D:
       1. To change drives at the command prompt, simply type in the drive letter and a colon, and press Enter. However, if you were previously at a specific directory in D: (say, D:\TEMP), then typing D: and pressing Enter would take you to D:\TEMP.
40. Which command can you use to convert a FAT partition to an NTFS partition?
    1. CONVERT
       1. The CONVERT command is used to convert FAT partitions to NTFS. You cannot convert NTFS to FAT, however.
41. You are at a command prompt. Which command can you use to see whether you have a network connection to another computer?
    1. PING
       1. The PING command tests to see whether you can reach a remote host on the network.
42. You are at a command prompt. You want to make a file called WORK.DOC a read-only file. Which command do you use to accomplish this?
    1. ATTRIB +R WORK.DOC
       1. The ATTRIB command is used to set file attributes. To add attributes, use the plus sign (+). To remove attributes, use the minus sign (-). The Read-Only attribute is designated by R. The problem, verifies full system functionality, and documents your findings.
43. Which tool do you use to create a restore point in Windows XP?
    1. System Restore
       1. The System Restore tool is used to create restore points. Backup creates backups of your hard drive. You can use Backup to create copies of your configuration (like a restore point) along with other data, but to specifically create a restore point use System Restore. There are no Restore Point or Emergency Repair tools (although there is an emergency repair disk).
44. If a program doesn’t have a shortcut on the Desktop or in the Programs submenu, how can you start it?
    1. By using the Run command and typing the name of the program
       1. To run any program, select Start > Run and type the name of the program in the Open field. If you don’t know the exact name of the program, you can find the file by clicking the Browse button. Once you have typed the executable name, click OK to run the program.
45. Which option can be used with a command at a command prompt to see what options are available with it?
    1. /?
       1. To see the options available with a command, use /? For example, to see what options are available with the PING command, you would enter: ping /?
46. Which utility is shown in this graphic?
    1. Msconfig
       1. The utility shown in the figure is Msconfig running on a Windows XP workstation.
47. Which of the following CHKDSK options automatically incorporates the operations that would be done with /f?
    1. /r
       1. The /r option not only locates bad sectors, but also recovers the data that is found in them (the purpose for the /f option).
48. Which of the following options exist with COPY and not with XCOPY?
    1. XCOPY can be thought of as an expanded version of COPY
49. Which utility is shown in this graphic?
    1. Ipconfig
       1. The utility shown in the figure is ipconfig running on a Windows XP workstation.
50. Which option is used with PING to continue contacting the host until stopped?
    1. –t
       1. To continue pinging the host until stopped, use the -t option.
51. Which command enables you to verify entries on a DNS server?
    1. nslookup
       1. The nslookup utility enables you to verify DNS entries on a server.
52. Which version of Windows Vista does not include offline folder capabilities?
    1. Home Premium
       1. The two biggest modifications to offline folders in Windows Vista are the inclusion of the Sync Center and the restriction of offline file support to the Business, Enterprise, and Ultimate versions.
53. Which option is used with PING to specify a buffer size other than the default?
    1. – l
       1. To specify a buffer size to be used with PING, use the -l option.
54. What do you use in Windows XP to create a recovery disk?
    1. Automated System Recovery (ASR)
       1. Windows XP introduced a new feature for system recovery, Automated System Recovery (ASR). Included with XP, it makes a backup of your system partition and creates a recovery disk.
55. What is the default interface used by Windows Vista?
    1. Aero
       1. The default interface used with Windows Vista is Aero. You can, however, choose to use the Classic Windows interface in its place.
56. What does Safe Mode allow you to do?
    1. Start Windows using only basic files and drivers.
       1. Safe Mode is a good option to choose to restore files that are missing or to fix a configuration error. With only basic files and drivers loaded, you can more easily identify the source of the problem.
57. Which Control Panel applet is used to set the keyboard language layout in Windows Vista?
    1. Regional and Language Options
       1. The Regional and Language Options is used in Windows Vista (and XP). In Windows 2000, the applet was Regional Options.
58. What is the quickest solution to fixing a corrupted NTOSKRNL.EXE file?
    1. Boot from a startup disk and replace the file from the setup disks or CD-ROM
       1. The solution to a corrupt NTOSKRNL.EXE file is to boot from a startup disk and replace the file from the setup disks or CD-ROM. Replacing the corrupted NTOSKRNL.EXE file might also be the solution, but the quickest fix (provided it’s the problem) is to look at the BOOT.INI file.
59. Which of the following is the most common error in Windows, and it happens when a program accesses memory another program is using or when a program accesses a memory address that doesn’t exist?
    1. General protection fault
       1. A general protection fault is the most common error in Windows. It happens when a program accesses memory that another program is using or when a program accesses a memory address that doesn’t exist. Generally, GPFs are the result of sloppy programming; they can often be fixed by clearing the memory with a reboot.
60. Which Windows error message is displayed when a program is forced to quit because it did something Windows didn’t like?
    1. Illegal operation
       1. Illegal operation  is the Windows error message displayed when a program is forced to quit because it did something Windows didn’t like. The error’s details include which module experienced the problem, the memory location being accessed at the time, and the registers and flags of the processor at the time of the error.
61. Which Control Panel applet is used to configure how Windows files are searched?

# Indexing Options

* + 1. The Indexing Options applet is used to configure how Windows files are searched.

1. In Windows XP, how do you access advanced startup options?
   1. By pressing F8 during the first phase of the boot process
      1. Pressing F8 during the first phase of the boot process brings up the Advanced Startup Options menu in Windows 2000, XP, and Vista.
2. In Windows 2000, which utility do you use to create an ERD?
   1. Backup
      1. The Backup utility lets you create an ERD in Windows 2000.
3. In Windows XP, which utility is responsible for finding, downloading, and installing Windows service packs?
   1. Windows Update
      1. Windows Update is responsible for finding updates, patches, and service packs, downloading them, and installing them on your computer
4. What is the feature in Windows XP called, which is a copy of your system configuration that can be used to roll back the system to a previous state if a configuration error occurs.
   1. Restore point
      1. Windows XP automatically creates restore points, which are copies of your system configuration. You can also create them manually through the System Restore utility.
5. Which of the items are used to populate the Sidebar in Windows Vista?
   1. Gadgets
      1. The Sidebar is populated with gadgets.
6. You have an application open in Windows 2000 that is not responding. Which of the utilities can you use to forcibly close the nonresponsive application?
   1. Task Manager will show you a list of running processes and applications and allow you to close applications that are not responsive (or even ones that are running normally).Installing and upgrading windows 7
7. Which utility can you use to prepare a USB storage device so that you can boot from it to install Windows 7 on a laptop computer that does not have a DVD-ROM drive
   1. Diskpart
      1. You can use the Diskpart utility to prepare a USB storage device so you can boot from it to install Windows 7.
8. You want to deploy a new computer for software compatibility testing. This computer needs to be able to boot into the Windows 7, Windows XP, and Windows Vista operating systems. In which order should you install the operating systems to meet this objective without having to edit boot entries using Bcdedit?
   1. Windows XP, Windows Vista, and then Windows 7.
      1. You need to install Windows XP first, Windows Vista, and then Windows 7 because that is the order that Microsoft released them. This allows you to boot among the three operating systems.
9. Which versions and editions of Windows 7 can you install to take advantage of the hardware resources on a computer that has 16 GB of RAM?
   1. Windows 7 Professional x64 Windows 7 Home Premium x64
      1. X64 versions of Windows 7 can utilize more than 4 GB of RAM.
10. You want to use WDS to perform a network installation of Windows 7. Which hardware devices must the computer have, assuming that you are not booting the computer from a WDS discover image?
    1. A PXE-compliant network adapter.
       1. To deploy over the network using WDS requires the computer either a PXE compliant network adapter or be booted from a WDS discover image.
11. What is the minimum number of volumes that a computer running Windows XP should have if you want to support dual-booting with Windows 7?
    1. 2
       1. Two volumes are the minimum number required to support dual-booting between Windows XP and Windows 7. The Windows 7 installation routine creates an extra 200-MB system volume on one of these volumes when you install Windows 7, but two volumes is the minimum number required on a Windows XP computer prior to attempting to install Windows 7 for dual-boot configuration
12. In which scenario must you perform a migration rather than an up gradation?
    1. windows Vista Business (x86) to Windows 7 Professional (x64)

Windows Vista Home Premium (x64) to Windows 7 Home Premium (x86)

Windows XP Professional (x64) to Windows 7 Professional (x64)

1. A user has a home computer with a cable Internet connection and no other computers on his home network. Which methods can this person use to upgrade from Windows 7 Home Premium to Windows 7 Ultimate?
   1. Windows Anytime Upgrade
      1. A user can utilize Windows Anytime Upgrade with a home Internet connection to upgrade from Windows 7 Home Premium to Windows 7 Ultimate.
2. Which utilities can you use to transfer user encryption certificates from a computer running Windows XP Professional to Windows 7 Professional?
   1. Windows Easy Transfer , USMT
      1. USMT can be used to transfer user encryption certificates from a computer running Windows XP Professional to a computer running Windows 7 Professional. Windows Easy Transfer can be used to transfer user encryption certificates from a computer running Windows XP Professional to a computer running Windows 7 Professional.
3. Which must you download from Microsoft's Web site to obtain USMT 4.0?
   1. WAIK
      1. The WAIK contains USMT 4.0.
4. You have a laptop computer that does not have a DVD-ROM drive. There are no computers running Windows Server 2008 in your network environment. You do not have access to Windows PE.
   1. USB storage device. You can install Windows 7 using a USB storage device. Windows PE is required to perform an installation from a network share.
      1. You want to perform a fresh installation of Windows 7 on 10 laptop computers that do not have DVD-ROM drives. You want to use a shared folder on your network as an installation source. You plan to boot the laptop computers from a USB storage device.
5. Which editions of Windows 7, when installed normally to a hard disk, can you dual-boot with an installation of Windows 7 on a virtual hard disk (VHD) file?
   1. Windows 7 Enterprise, Windows 7 Ultimate to dual-boot between a traditional Windows 7 install and a VHD install, you need Windows 7 Enterprise and Windows 7 Ultimate as the traditional installation.
      1. You have a large number of desktop computers in your organization that have Windows XP Professional installed. Each computer has multiple disk drives. You want to perform a gradual migration to Windows 7 Professional, but you still want to allow users to access older applications in Windows XP.
6. Which of the steps should you take to enable these computers to support dual-boot with the Windows 7 operating system?
   1. Use Diskpart to shrink the existing volume. Install Windows 7 on the new volume., Create a new volume using Diskpart.
      1. You can use the Diskpart utility included with Windows Vista to shrink the existing volume, allowing you to create a new volume on which you can install Windows 7. You need at least two volumes to dual-boot between Windows 7 and Windows Vista.
7. Which of the hardware components needs to be improved before it will be possible to install Windows 7 successfully on the computer?
   1. The hard disk drive ,The RAM
      1. Windows 7 requires 1 GB of RAM and 16 GB of hard disk drive space before Windows 7 can be installed. You will need to purchase a laptop that has more RAM and hard disk space, or perform an upgrade if this is possible, before Windows 7 can be installed.
8. Windows 7 can be run on a computer with a display resolution of 800 x 600, so you don't need to change this. Windows 7 requires that a processor be faster than 1 GHz, so your current specifications are adequate. On which computers can you perform a direct upgrade to Windows 7 Professional?
   1. A computer running Windows Vista Business.
      1. A computer running Windows Vista Business can be upgraded directly to Windows 7 Professional. Computer running Windows Vista Ultimate can only be upgraded to Windows 7 Ultimate. Upgrades can occur only to equivalent or higher SKUs.
9. You have a group of computers running Windows Vista RTM. All computers are members of a Windows Server 2008 domain. You want to upgrade these computers to Windows 7. Which steps should you take on each of these computers prior to attempting the upgrade?
   1. Install Windows Vista SP1.
      1. Only Windows Vista computers that are running Service Pack 1 or later can be upgraded to Windows 7.
10. You want to upgrade a computer running the x64 version of Windows Vista Enterprise SP1 to Windows 7. To which of the following Windows 7 versions and editions can you upgrade?
    1. Windows 7 Ultimate x64, Windows 7 Enterprise x64
       1. You can only upgrade a computer running Windows Vista Enterprise x64 to an equivalent or better x64 edition of Windows 7.
11. To which of the editions of Windows 7 can you upgrade a computer running Windows Vista Business?
    1. Windows 7 Professional , Windows 7 Enterprise , Windows 7 Ultimate
       1. Windows Vista upgrades occur to the equivalent edition or higher of Windows 7. The equivalent Windows 7 SKU of Windows Vista Business is Windows 7 Professional. Windows Vista Business can also be upgraded to Windows 7 Enterprise (if your organization has a volume licensing agreement with Microsoft) and Windows 7 Ultimate.
12. You work for a charity organization in southeast Asia. Your organization recently purchased several computers running Windows 7 Home Basic. Your organization does not have a volume licensing agreement with Microsoft. Which editions of Windows 7 can you upgrade a computer running Windows 7 Home Basic to using Windows Anytime Upgrade?
    1. Windows 7 Professional Windows 7 Ultimate Windows 7 Home Premium
       1. Windows 7 Home Basic can be upgraded to Windows 7 Home Premium, Windows 7 Professional or Windows 7 Ultimate.
13. Which of the following installation sources can you use to perform an upgrade of a computer running Windows Vista to the Windows 7 operating system?
    1. Network share A DVD-ROM A USB storage device
       1. Direct upgrades from Windows Vista to Windows 7 need to be initiated from within Windows 7. You can start a direct upgrade from a USB storage device, network share, or DVD-ROM. A user at your organization has purchased a laptop that has Windows 7 Home Premium installed on it. The user wants to protect their data using BitLocker and Bit Locker To Go.
14. Which edition of Windows 7 should you upgrade to allow the user to meet this objective?
    1. Windows 7 Ultimate
       1. Windows 7 Ultimate and Windows 7 Enterprise are the only SKUs of Windows 7 that support Bit Locker and Bit Locker To Go.
15. Your organization has 50 computers running Windows Vista Enterprise x86 deployed. You recently upgraded the RAM in all these computers from 2 GB to 8 GB. You want to ensure that all 8 GB are usable when you deploy Windows 7 on the same hardware. Which of the following plans should you implement?
    1. Migrate the computers to Windows 7 Enterprise x64.
       1. Only an x64 edition of Windows 7 can address 8 GB of RAM. It is not possible to upgrade from an x86 version of Windows Vista to an x64 version of Windows 7. It is necessary to migrate to Windows 7 Enterprise x64 to satisfy the question requirements.

Your organization has 50 computers running Windows XP Professional (x64) that you want to replace with 50 computers running Windows 7 Enterprise (x64).

1. Which of the following tools can you use to automate the process of migrating user profile data from the original computers to the replacement computers?
   1. The User State Migration Tool (USMT) 4
      1. USMT 4 and later can be used to automate the transfer user profile data from computers running Windows XP Professional (x64) to Windows 7 Enterprise (x64).
2. Which are required if WDS is to be installed and to deploy images?
   1. AD DS DNS DHCP
      1. The WDS server role needs to be installed on a server in an AD DS domain.

WDS typically deploys to PXE-compliant target client computers that rely on DHCP for their IP configuration.

The WDS server role needs to be installed on a server in a network that contains at least one DNS server.

1. You want to create a bootable USB storage device containing a Windows PE image so that you can capture a reference Windows 7 deployment using ImageX. Which of the following tools do you need to deploy to create this tool?
   1. Windows Automated Installation Kit (Windows AIK)
      1. You can create a Windows PE image through the Windows AIK.
2. Which of the following must you do to automate the Windows Deployment Services (WDS) Image Capture Wizard so that a reference system is automatically captured and uploaded to the WDS server without administrator intervention?
   1. Add the new WDS capture image to the WDS server.

Create a WDSCapture.inf file.

Create a WDS capture image and save WESCapture.inf within the image

* + 1. To automate the WDS image capture process, you need to create a WDSCapture.inf file and place it in the same folder in the WDS capture image as the WDSCapture.exe utility, and then configure the WDS server to use this new capture image. Add the new WDS capture image to the WDS server.

1. Which methods can you use to deploy a customized Windows 7 image to 100 computers on your network while meeting three objectives: minimizing the time to perform the installation, minimizing network traffic, and minimizing the amount of physical resources required?
   1. Install Windows 7 from a Windows Deployment Services (WDS) server.
      1. Windows 7 can be deployed to 100 computers using WDS. WDS allows you to employ multicast transmissions, meaning that the operating system image needs to be transferred across the network only once.

Installing with a DVD-ROM method would either require you to use multiple DVD-ROMs to match the speed of a WDS multicast transmission, violating the requirement to minimize physical resources, or it would take significantly longer than a WDS deployment if you used only a couple of DVD-ROMs.

1. You are attempting to install Windows 7 from a customized image hosted on a Windows Deployment Services (WDS) server. The computer that you are attempting the install on has a Preboot Execution Environment (PXE)-compliant network card. When you turn on the computer, you receive a message that no operating system is present. Which of the following courses of action should you pursue to resolve this problem?
   1. Configure the computer's BIOS to boot from the network adapter.
      1. WDS is a network-based installation method that allows computers that boot from their network card to receive a custom operating system from a WDS server. If a computer is not configured to boot from its network adapter, the WDS server cannot be contacted.
2. You want to use Windows Deployment Services (WDS) to deploy a highly customized Windows 7 image to a group of laptop computers that do not have DVD-ROM drives or Preboot Execution Environment (PXE)-compliant network adapters. Which of the following tools can you use to allow these computers to receive an operating system image from the WDS server?
   1. Configure a USB storage device with a bootable WDS discover image.
      1. WDS discover images allow computers without PXE-compliant network adapters to install customized installation images hosted on a WDS server.
3. Which of the following tools can you use to deploy customized Windows 7 images automatically to client computers in your organization that have Preboot Execution Environment (PXE)-compliant network adapters? (Each correct answer presents a complete solution. Choose two.)
   1. A Windows Deployment Services (WDS). System Center Configuration Manager 2007
      1. You can use System Center Configuration Manager 2007 and WDS to deploy customized Windows 7 images automatically to client computers in your organization that have PXE-compliant network adapters.
4. A computer running Windows 7 is experiencing intermittent STOP errors after several device drivers were updated. Which of the following tools can you use to determine which device driver is causing the problem?.
   1. Reliability Monitor, Driver Verifier Manager,
      1. Driver Verifier Manager can be used to monitor and diagnose problems that might occur with device drivers. Although it is not as detailed a diagnostic tool for device drivers as Driver Verifier Manager, Reliability Monitor also may assist you in determining which device driver is causing the problem.
5. All of the client computers in your organization run Windows 7. You allow employees to connect to their computers running Windows 7 remotely through a Terminal Services Gateway Server on the perimeter network. As a security measure, you want to limit these incoming remote desktop connections to computers running Windows Vista and Windows 7. Which of the following settings should you configure on the Remote tab of each computer running Windows 7 to meet this goal?
   1. Remote Desktop: Allow Connections Only From Computers Running Remote Desktop With Network Level Authentication.
      1. You should enable the Remote Desktop: Allow Connections Only From Computers Running Remote Desktop With Network Level Authentication setting. This will limit remote desktop connections to computers running Windows Vista and Windows 7.
6. You want to allow users to connect to their computers using Remote Desktop without making them members of the local Administrators group. So which of the following local groups should you add the user accounts to which you want to grant this access?
   1. Remote Desktop Users
7. You work for Fabrikam's Denmark subsidiary. The Denmark head office is located in Copenhagen. There are branch offices in the towns of Billund and Odense, which are connected to the Copenhagen office by a high-speed wide area network (WAN). All users in your organization have computers running Windows 7. Due to budget cuts, support staff is available only at the branch office locations, two days per week. Help desk calls are routed to the Copenhagen office at all other times. You need to be able to provide guidance regularly to users in the branch offices to help them with complex tasks using a complex in-house application. Which of the following operating system components could you use to provide this help when talking users through these tasks over the phone?
   1. Remote Assistance
      1. Remote Assistance allows you to see a user's screen when talking him through complex tasks on his computer over the telephone, so it is the best option.
8. Router connects through an internal cellular modem to the Internet. You want to allow your friend, who is visiting with her laptop, to connect to the Internet. Both laptop computers are running Windows 7 and have wireless network adapters. Which of the following items should you select on the Set Up A Connection Or Network wizard on your laptop computer so that you can share your Internet connection with your friend?
   1. Set Up A Wireless Ad Hoc Network
      1. You should choose the Set Up A Wireless Ad Hoc Network item. This allows you to set up an ad hoc wireless network through which you can share your Internet connection.
9. You have a laptop computer that has Windows 7 installed. The wireless networks in one of the buildings you work in are configured not to broadcast their SSIDs. Which of the following options in the Set Up A Connection Or Network wizard can you use to connect your laptop computer's wireless adapter to the hidden wireless network?
   1. Manually Connect To A Wireless Network
      1. Because a network that does not broadcast its SSID will not be automatically detected by a computer running Windows 7, you will need to use the Manually Connect To A Wireless Network option of the Set Up A Connection Or Network wizard to enter the hidden network's SSID to make a connection.
10. The network adapter configuration of a computer running Windows 7 is displayed in the exhibit. The computer is unable to communicate with the network. Which of the following steps could you take to restore connectivity?
    1. Select Local Area Connection and then click Enable This Network Device
       1. The exhibit shows that both network adapters are disabled. To resolve this problem, enable one or both of the adapters.
11. Which of the following Advanced Sharing Settings option should you configure to ensure that shared resources on a client running Windows 7 are visible to all other computers in the Home Group?
    1. Network Discovery
       1. Network Discovery allows the client to find other computers on the network. It also allows other computers on the network to view resources shared by the client.
12. You have used Runas with the /savecred option to save the credentials of an administrator account on a client running Windows 7. You have finished performing the tasks that you needed to and now want to remove those credentials from the computer. Which of the following tools could you use to do this?
    1. Credential Manager
       1. You can use the Credential Manager to remove credentials saved using the Runas command.
13. You want to ensure that users are forcibly logged off from their computers running Windows 7 if they remove their smart cards. Which of the following policies and settings should you configure to accomplish this goal?
    1. Interactive Logon: Require Smart Card: Enabled , Interactive Logon: Smart Card Removal Behavior Properties: Force Logoff
       1. You should configure the Interactive Logon: Smart Card Removal Behavior Properties: Force Logoff policy setting because you want users logged off when they remove their smart cards. You should configure the Interactive Logon: Require Smart Card: Enabled policy because this requires users to log on using a smart card.
14. A user has forgotten the password to the stand-alone desktop computer running Windows 7 that she uses at your organization. The user does not have a reset disk. You have an account on this computer that is a member of the local Administrators group. Which of the following steps can you take to resolve this user's authentication problem?
    1. Reset her password.
       1. You need to reset her password. The user loses access to encrypted files if she has not backed up her EFS key. The user also loses access to any saved credentials stored in Windows Vault
15. You want to ensure that users of stand-alone clients running Windows 7 in your organization change their passwords every three weeks. Which of the following policies should you configure on each computer to accomplish this goal?
    1. Maximum Password Age
       1. The Maximum Password Age policy ensures that a user must change his password after a certain amount of time has expired. In this case, you would set the policy to 21 days.
16. Which of the following tools can you use to configure a group of clients running Windows 7 to use BranchCache in peer caching mode
    1. Netsh , Local Group Policy Editor
       1. You can use Netsh in the BranchCache context and the Local Group Policy Editor to configure BranchCache on a client running Windows 7.
17. You want to configure clients running Windows 7 Enterprise in a branch office to use BranchCache only if the round-trip network latency when attempting to access files hosted over the WAN exceeds 120 ms. Which of the following policies should you configure to accomplish your goal?
    1. Configure BranchCache For Network Files
       1. The Configure BranchCache For Network Files policy allows you to set the latency value above which network files are cached by client computers in the branch office.
18. Which of the following tools can you use to configure administrator accounts to always be prompted for credentials at a User Account Control (UAC) prompt on a stand-alone computer running Windows 7 Enterprise?
    1. Gpedit.msc , Secpol.msc
       1. You can use Secpol.msc and Gpedit.msc to modify the UAC-related Group Policies on a computer running Windows 7 Enterprise.
19. A friend has brought you a computer running Windows 7 Ultimate. The friend has local access but is unable to install software. Which of the following User Account Control (UAC) policies should you change to resolve this problem?
    1. User Account Control: Detect Application Installations And Prompt For Elevation
       1. You should configure the User Account Control: Detect Application Installations And Prompt For Elevation policy. This policy, if disabled, will block the installation of applications because access to elevation will be impossible.
20. You are at home, connected to your home network. When you open the Homegroup item in Control Panel, you see the message displayed in the exhibit. Which of the following steps can you take to resolve this issue?
    1. Use the Network And Sharing Center to change your current active network to the Home network location.
       1. You should set your current active network to the Home network location. You can connect to a homegroup only when your computer is connected to a network that has the Home network location.
21. You want to allow users in your homegroup to be able to access a color laser printer that is connected directly to a computer on which you have installed Windows 7. You travel with your computer and you do not want to make resources available when you are connected to a WiFi network at an airport lounge. Which of the following Advanced Sharing settings in the Network And Sharing Center should you configure to accomplish your goal?
    1. Turn on File And Printer Sharing in the Home Or Work profile.

Turn on Network Discovery in the Home Or Work profile. To share a printer, you should turn on Network Discovery in the Home Or Work profile and turn on File And Printer Sharing in the Home Or Work profile

1. Kim Acker's user account is a member of the Engineers, Accounting, and Research local groups on the computer named Canberra. The Engineers group has been granted the Full Control (Allow) permission on the file C:\Compressed\Test.txt. The Accounting group has been granted the Read (Allow) permission on the file C:\Compressed\Test.txt. The permissions for the Research group are shown in the exhibit. Given this information, which of the following permissions does Kim have for the file C:\Compressed\Test.txt
   1. Read (Deny)
      1. Deny permissions override Allow permissions. A Read (Deny) permission, as shown in the exhibit, will deny Kim access to the file because it will override the permissions assigned to the other groups of which Kim's account is a member
2. You consult for a small business that uses eight computers running Windows 7 Professional in a workgroup. One user logs on to a large number of Web-based invoicing systems. That user is being given a new computer but is reluctant to switch computers because she is concerned that she may have forgotten several of the user names and passwords to these Web sites, which are stored on her current computer. What tool can you use to transfer these Web site user names and passwords from the existing computer to the new computer?
   1. Credential Manager
      1. The Windows 7 Credential Manager stores user name and password data for Web sites and other resources. You can back up the Credential Manager vault and restore it on another computer as a way of transferring Web site user name and password data
3. You connect to several stand-alone computers running Windows Server 2008 from your computer running Windows 7 Enterprise. You have saved the unique user names and passwords that you use to connect automatically to these computers. This morning, the administrators of these computers reset your passwords to new ones as part of a new security procedure. What steps can you take to update the stored passwords on your computer running Windows 7?
   1. Edit the password settings in Credential Manager.
      1. You can edit user name and password settings for remote computers using Credential Manager.
4. Which of the following BitLocker policies should you configure to ensure that BitLocker To Go Reader is available on all FAT-formatted removable devices protected with BitLocker?
   1. Allow Access To BitLocker-Protected Removable Data Drives From Earlier Versions Of Windows
      1. The Allow Access To BitLocker-Protected Removable Data Drives From Earlier Versions Of Windows policy allows you to ensure that BitLocker To Go Reader is available on all FAT-formatted removable devices protected with BitLocker.

**Und.**

1. Kim Akers has set the file Brisbane.doc (which is hosted on an office file server) to be available offline using her portable computer running Windows 7. Kim goes home for the weekend and works on Brisbane.doc. Same Abolrous comes into the office on the weekend and works on the copy of Brisbane.doc stored on the office file server. Which of the following tools can Kim use to resolve the conflict that occurs when she connects her computer to the office network?
   1. The Sync Center control panel
      1. The Sync Center control panel can be used to resolve offline file sync conflicts.
2. Your organization's Routing and Remote Access server has Windows Server 2003 R2 installed. Which of the following protocols can you use to connect to the VPN server?
   1. L2TP/IPsec ,PPTP
      1. PPTP is supported by Routing and Remote Access servers running Windows Server 2003 R2.. L2TP/IPsec is supported by Routing and Remote Access servers running Windows Server 2003 R2.
3. Which of the following policies should you configure to allow a computer without a TPM chip that is running Windows 7 Enterprise to utilize BitLocker to protect its hard disk drive?
   1. Require Additional Authentication At Startup
      1. By configuring the Require Additional Authentication At Startup policy, it is possible to disable the BitLocker requirement that a computer have a compatible TPM chip.
4. Which of the following computers can you configure as a DirectAccess server?
   1. A server running Windows Server 2008 R2 with two network adapters that has been assigned two consecutive public IPv4 addresses
      1. The DirectAccess server needs to have two network adapters and needs to be assigned two consecutive public IPv4 addresses.
5. Which of the following VPN types support the VPN reconnect feature of Windows 7?
   1. IKEv2
      1. The IKEv2 VPN type is the only VPN type that supports the VPN reconnect feature in Windows 7.
6. You want to enable BitLocker on several laptop computers that have Windows 7 installed but that do not have Trusted Platform Module (TPM) chips. Which of the following must you do before you can use a universal serial bus (USB) storage device as a startup key
   1. Configure the Require Additional Authentication At Startup Group Policy.
      1. To enable BitLocker on computers running Windows 7 that do not have TPM chips, you need to configure the Require Additional Authentication At Startup Group Policy. This policy allows you to use a USB storage key instead of a TPM chip.
7. Last week, a manager at the company you work for left his laptop computer, which has Windows 7 Enterprise installed, on a train. The manager was able to recover the laptop, but the event got the CIO thinking about the security of data on portable computers. Which of the following technologies could you deploy to the laptop computers running Windows 7 Enterprise in your organization to ensure that unauthorized third parties would be unable to recover any data or boot the computer into Windows if they found the computer?
   1. BitLocker
      1. BitLocker allows you to encrypt the entire hard drive and to require that a personal identification number (PIN) be entered before the computer boots into Windows.
8. You recently started work at Contoso, Ltd, as the manager of client computing. You have learned that your predecessor used employee birthdates as the Trusted Platform Module (TPM) startup personal identification number (PIN) for computers on which BitLocker was deployed. Because this policy has become common knowledge, the security measure has become less effective. You want to change this so that future computers require a TPM PIN of 12 digits or greater. Which of the following strategies could you pursue to accomplish this goal?
   1. Configure the Minimum PIN Length For Startup Policy Group Policy.
      1. You should configure the Minimum PIN Length For Startup Policy Group Policy. This will allow you to specify a minimum TPM PIN length for all new deployments of BitLocker but will not change the PIN length for existing BitLocker deployments.
      2. you can configure a computer to require both a TPM PIN and a specially configured USB flash drive using the Manage-bde command-line tool.
9. Which of the following messages on a computer running Windows 7 Enterprise's network status icon indicates that the computer has connected to your organization's DirectAccess server successfully?
   1. Internet and Corporate Access
      1. The Internet and Corporate Access status message indicates that a computer running Windows 7 has connected successfully to DirectAccess.
10. You are configuring a virtual private network (VPN) connection as shown in the exhibit. This VPN should support the VPN Reconnect feature of Windows 7. Which of the following types of VPN should you select to support this feature
    1. IKEv2
       1. IKEv2 VPNs support the VPN Reconnect function of Windows 7.
11. When Windows 7 is configured according to its default settings, which of the following tasks can a standard user perform with respect to Windows Update?
    1. Install updates.
       1. The default Windows 7 Windows Update settings allow standard users to install updates.

.

1. Even though you have configured scheduled updates to occur during the lunch hour, you have found that a significant percentage of the computers are not turned on at this time. You want to ensure that any updates scheduled for installation install soon after these computers start up again. Which of the following policies should you configure to accomplish this goa
   1. Reschedule Automatic Updates Scheduled Installations
      1. You should configure the Reschedule Automatic Updates Scheduled Installations policy because it allows you to configure a computer that is switched off during the scheduled update period to install updates after it is turned on.
2. Which of the following policies should you configure if you want a client running Windows 7 to use a WSUS server located at updates.contoso.internal as a source of updates rather than the Microsoft Update servers?
   1. Specify Intranet Microsoft Update Service Location
      1. You should configure the Specify Intranet Microsoft Update Service Location policy because it allows you to specify a local WSUS server for updates.
3. You require fault tolerance for your operating system so that your computer running Windows 7 Home Premium can still boot up if a disk fails. You have two disks and unallocated space on your second disk. What do you do?
   1. Create a RAID-1 volume
      1. You can use a RAID-1 volume to mirror the disk that holds your operating system and provide fault tolerance.
4. You want to prohibit read, write, and execute access to all types of external storage devices. What computer policy setting do you enable?
   1. All Removable Storage Classes: Deny All Access
      1. Enabling this policy denies all access to all types of external storage devices. It overrides any access rights granted by other policies.
5. You are moving a dynamic volume from the Canberra computer running Windows 7 to the Aberdeen computer running Windows 7. The disk had been allocated drive letter H: on Canberra. Drives C:, D:, and E: already exist on Aberdeen. You have not configured Aberdeen to prevent new volumes from being added to the system. What drive letter is allocated to the disk on Aberdeen?
   1. H:
      1. When moved to a new computer, dynamic volumes retain the drive letter they had on the previous computer, in this case H:.
6. A client running Windows 7 is experiencing intermittent performance problems. You suspect the problems might be caused by an application that you recently installed but you have forgotten exactly when you did this. Which tool or feature would you use to determine when the application was installed?
   1. Reliability Monitor
      1. Reliability Monitor tracks application installations. It enables you to determine whether what applications have been installed and exactly when the installations occurred.
7. Which types of information are stored in Reliability Monitor?
   1. Application failures are recorded in Reliability Monitor.

Windows errors are recorded in Reliability Monitor.

Application installs and uninstalls are recorded in Reliability Monitor.

Device driver failures are recorded in Reliability Monitor.

1. You want to use Performance Monitor to display performance data captured in a DCS. You open the tool and access the Performance Monitor Properties dialog box. On which tab can you choose whether to display current activity in real time or log files that you have saved using a DCS?
   1. Source
      1. On the Source tab, you can choose whether to display current activity in real time or log files saved using a DCS. If you display a log file, you can use this tab to control the time range that is displayed in the Performance Monitor window.
2. What WIM tool do you use to view Windows Management-generated events and event information, such as the event's date and time, class, point of origin, and description?
   1. WMI Event Viewer
      1. WMI Event Viewer displays events for all instances of registered consumers. It enables to view Windows Management-generated events and event information, such as the event's date and time, class, point of origin, and description.
3. Which tool provided by Windows 7 helps you determine which applications are responsible for activity on your hard disk, including which files and folders are being accessed?
   1. Resource Monitor
      1. The Resource Monitor tool, provided as part of Windows 7, helps you determine which applications are responsible for activity on your hard disk, including which files and folders are being accessed.
4. Your computer is configured to dual-boot between Windows Vista Professional and Windows 7 Enterprise. Currently, it boots into Windows Vista by default. You want to specify Windows 7 as the startup default operating system and configure how Windows 7 reacts in the event of a system failure. You boot the computer into Windows 7. What tool do you use to accomplish your goal?
   1. System Configuration
      1. System Configuration (Msconfig) enables you to specify the startup operating system in a dual-boot configuration and configure how Windows 7 reacts to a system failure.
5. There is a Windows Software Update Services (WSUS) server on your organization's network. Which of the following Group Policies must you configure to ensure that your computer running Windows 7 obtains its updates from the WSUS server rather than from Microsoft Update?
   1. Specify Intranet Microsoft Update Service Location
      1. you configure the Specify Intranet Microsoft Update Service Location policy to specify the location of a local WSUS server
6. Only members of the Helpdesk Users and Administrators Active Directory Domain Services (AD DS) groups have local administrator privileges on computers running Windows 7 in your environment. Some members of the sales team spend weeks away from the office. You want to ensure that members of the sales team are able to install updates without giving them any unnecessary privileges.
   1. Allow Non-Administrators To Receive Update Notifications
      1. When configured, the Allow Non-Administrators To Receive Update Notifications policy allows non-administrative users to receive update notifications and install updates.
7. Several months ago, Microsoft released a software update that conflicted with custom software installed on several of your organization's computers running Windows 7. At the time, you declined the update. The vendors who developed the custom software now have published a fix. You have sent this fix to all the computers with the custom software installed, and now you want to install the declined update. Which of the following items should you select in the Windows Update section of Control Panel to accomplish this goal?
   1. Restore Hidden Updates
      1. You can use the Restore Hidden Updates function to view and install updates that you have previously declined to install.
8. Several salespeople in your organization have Tablet PCs with Windows 7 Enterprise installed. Each of these Tablet PCs has a cellular modem card installed. When salespeople are traveling, they connect to the Internet either through the cellular modem card or through a hotel Internet connection. You want them to minimize the amount of data transmitted over the cellular modem card as a way of minimizing costs, but you also want to keep these computers as up to date as possible. You enable the Allow Standard Users To Install Updates On This Computer option. Given this information, which options should you choose for the Important Updates in Windows Update setting?
   1. Check For Updates But Let Me Choose Whether To Download And Install Them
      1. You should choose the Check For Updates But Let Me Choose Whether To Download And Install Them option. This will allow salespeople to download and install updates when connected to a hotel Internet connection, but it will not force the download when they are connected to their cellular connection
9. You have just added two Small Computer System Interface (SCSI) hard disk drives to a desktop computer running Windows 7 Enterprise. Which of the following tools can you use to create a spanned NTFS volume using these drives
   1. Diskpart
      1. Diskpart can be used to create spanned volumes and format them with the NTFS file system.
10. Several users in your organization who have computers with Windows 7 installed are running out of disk space. Which of the following tools can you use to remove temporary Internet files, offline Web pages, unused hibernation data, and thumbnail files automatically from the volume to free up space?
    1. Disk Cleanup
       1. The Disk Cleanup utility can be used to remove downloaded program files, temporary Internet files, offline Web pages, hibernation files, Recycle Bin files, setup log files, temporary files and thumbnails
11. You are responsible for managing laptop computers at Contoso, Ltd. You want to ensure that users are notified if there is a problem with the network firewall, antivirus software, anti-spyware, or Windows Update on their computers running Windows 7. Which of the following Control Panel items should you use to configure notification settings for these critical components?
    1. Action Center
       1. Configuring settings using the Action Center item in Control Panel allows you to specify which components Windows 7 will check for problems. If problems are found, Action Center will notify you.
12. You have noticed a significant amount of disk activity on a computer running Windows 7. Which of the following tools can you use to determine which currently running program on the computer is causing this disk activity and which files and folders are being accessed?

Ans:A Resource Monitor, Process Explorer

* + 1. You can use both Process Explorer, which is a tool available from the Microsoft Windows Sysinternals site, and the Resource Monitor to determine which applications are responsible for activity on the hard disk, including which files and folders are being accessed.

1. You want to be able to determine whether any one of seven specific types of events, spread over the System and Security logs, has occurred on a computer running Windows 7 when you open Event Viewer. Which of the following should you configure to accomplish this goal?
   1. Configure a custom view.
      1. You should create a custom view. Custom views are persistent, which means you can access them whenever you open Event Viewer.
2. Which of the following items in the Advanced Tools section of the Performance Information And Tools item of Control Panel allows you to view details of software and hardware problems affecting Microsoft Windows performance?
   1. View Performance Details In Event Log
      1. The View Performance Details In Event Log item provides a list of all performance-related problems that have been recorded in the event log. This can help you diagnose which software and hardware components are causing Windows 7 performance issues.
3. You are configuring the performance options of a computer running Windows 7 Enterprise. This computer is used as a test application server by a small group of developers in your organization. You want to minimize the chances that any of the applications that they are developing can inadvertently cause security problems on the computer by strictly enforcing data execution prevention. You also want to configure processor scheduling to best support the computer's role as a Web server. Which of the following performance options should you configure?

Turn On DEP For All Programs And Services Except Those I Select

* 1. Adjust For Best Performance Of: Background Services
     1. You should configure the Adjust For Best Performance Of: Background Services option because the computer will be functioning as a Web server rather than running applications as a workstation would.

1. Which of the following tools can you use to start and stop services on a computer running Windows 7 without rebooting the computer?

Services.msc , Task Manager

* + 1. You can use the Services console (Services.msc) to start and stop services without rebooting the computer. You can use Task Manager to start and stop services without rebooting the computer

1. In which area should you click the Settings button in the following exhibit to change the properties of the Windows 7 page file?
   1. You can modify the page file setting by adjusting the virtual memory settings. This can be done by clicking Settings in the Performance area
2. A user on your company network creates a new file and works on it during the day. He saves the file but decides he no longer needs it and deletes it just before the office closes. Overnight, a file and folder backup takes place. The next morning, the user decides he needs the file after all. He calls you for help. What action can you take?
   1. Ask the user to open his Recycle Bin.
      1. The overnight backup makes no changes to the Recycle Bin. The file was deleted the previous evening, so it is in the Recycle Bin.
3. You have recently installed Windows 7 Ultimate on a laptop computer, installed applications such as Office, and downloaded and installed all outstanding updates. The computer has two internal hard disks, both formatted with the NTFS file system. You also have an external USB hard disk that you have plugged into the laptop. You used the convert fs/ntfs command to convert the external hard drive to the NTFS file system. You have an 8-GB USB flash memory device and the laptop contains a DVD-ROM writer. In your workplace, you can plug in to the corporate network and connect to a network share on a file server running Windows Server 2008 R2. On what devices can you create a full System Image backup of the laptop's system volume?
   1. The second internal hard disk

The network share.

The external hard disk

* + 1. You can use Backup And Restore to write a System Image backup to an internal hard disk.

You can use Backup And Restore to write a System Image backup to an external hard disk (if formatted with the NTFS file system).

You can use Backup And Restore to write a System Image backup to a network share provided the computer is running Windows 7 Professional, Windows 7 Ultimate, or Windows 7 Enterprise.

1. You want to centralize backups by backing up all client computers in your company's production network to a network share on a file server Windows Server 2008 R2. All your client computers run Windows 7, but because your company has grown through a series of mergers, some run Windows 7 Professional, some run Windows 7 Enterprise, and some run Windows 7 Ultimate. Which computers can you back up to a network share
   1. All your company's client computers.
      1. You can save backups to a network share on computers running Windows 7 Professional, Windows 7 Ultimate, and Windows 7 Enterprise.
2. You are testing unsigned device drivers on a computer on an isolated test network. You install a display driver and find that the computer boots to a blank screen. You restart the computer and press F8. What Advanced Boot Options could you choose to help remedy the situation?

Known Good Configuration (Advanced)

Enable Low Resolution Video

Last Safe Mode

* + 1. Safe Mode loads a minimal set of drivers. The computer will boot successfully and you can roll back the unsigned driver.

Enable Low Resolution Video loads the default, low-resolution display driver. The problem driver does not load, and you can boot the computer and roll back this driver.

1. You are investigating instability and boot problems on a computer running Windows 7 Enterprise. You boot using the Last Known Good Configuration (Advanced) option and perform a system restore. This does not solve your problems, and you want to undo the system restore. Can you do this, and what is the reason for your answer?
   1. Yes. You can undo a system restore that you perform after either booting normally or booting using Last Known Good Configuration (Advanced).
      1. If you perform a system restore after either booting normally or booting using Last Known Good Configuration (Advanced), this creates a restore point that enables you to undo the system restore
2. You are troubleshooting instability problems on a computer running Windows 7 Ultimate and suspect that they might be related to hardware faults in RAM. You access the System Recovery options. Which option is most likely to help you diagnose the problem?
   1. Windows Memory Diagnostic
      1. Windows Memory Diagnostic analyses the computer memory (RAM) for hardware problems
3. Which utilities can you use to back up a computer running Windows 7 Enterprise from the command line?
   1. Wbadmin.exe
      1. The Wbadmin.exe command-line utility can be used to back up a computer running Windows 7 Enterprise.
4. You want to create a full system image backup using Backup And Restore. Which of the following locations can you use as a backup destination for a system image?
   1. A Internal hard disk drive

External hard disk drive

Network location

* + 1. You can use the Backup And Restore utility to write a system image backup to an internal hard disk drive, an external hard disk drive, and a network location.

1. You are making a system image using Backup And Restore of a computer running Windows 7 Enterprise. What format will the Backup And Restore utility write this backup in?
   1. VHD format
      1. The Backup And Restore utility in Windows 7 Enterprise writes system image backups in Virtual Hard Disk (VHD) format. This allows you to mount a backup in the Disk Management console or using the Diskpart utility.
2. You want to allow Kim Akers to use the Backup and Restore utility to back up her computer. Her computer has Windows 7 Enterprise installed. Which of the following local groups should you add Kim's user account to without granting her unnecessary privileges?
   1. Backup Operators
      1. You should add Kim's user account to the Backup Operators group. Members of the Backup Operators group are allowed to back up the computer.
3. Which types of data can you select to back up using the Backup And Restore utility in Windows 7 Ultimate if you choose not to include a system image?

Windows Internet Explorer favorites

Custom libraries

Documents library

* + 1. You can use Backup And Restore to select several types of data files, including Internet Explorer favorites, all normal libraries (Documents, Music, Pictures, Videos), and custom libraries. It is also possible to select for backup the contents of the desktop, saved games, and searches.

1. Yesterday you installed an application written by one of your organization's developers. The application has caused your computer to become unstable. You have attempted to uninstall the application, but you were unsuccessful. You use Backup And Restore to create a system image on a network share once every four weeks. You last did this action three weeks ago. Which of the following methods could you use to remove the application while minimizing the amount of administrative effort
   1. A Perform a system restore.
      1. System restore points are created on a regular schedule and prior to events like the installation of applications and drivers. You should perform a system restore because it will return your computer to the state it was in prior to the application installation
2. You work as a tester with a group of developers who create custom software and hardware for scientific laboratories. You have just installed an application and driver software for a new product that your company is prototyping. After you install the software, the computer reboots but experiences a STOP error before you reach the Windows 7 logon screen. You reboot and press F8. Which of the following startup options could you select so that you can uninstall the application and driver software?

Last Known Good Configuration

Safe Mode

* + 1. The Last Known Good Configuration allows you to boot into Microsoft Windows using its last known working configuration. Because the failure occurred after you installed the application and drivers and you have not yet performed a successful logon, the last known good configuration should help you resolve this issue.

Safe Mode may also help you resolve the issue described in the question because it loads a minimal set of drivers.

1. In which of the following circumstances is it possible to reverse a system restore operation?

You have booted into Last Known Good Configuration and performed a system restore

You have booted into Microsoft Windows normally and performed a system restore.

* + 1. You can undo a system restore when you have booted into Windows normally and performed a system restore because a restore point is created prior to the system restore occurring. This allows you to roll back any changes you make immediately.

You can undo a system restore when you have booted into a Last Known Good Configuration session because this is essentially the same as booting into Windows normally. Prior to performing a system restore from the Last Known Good Configuration environment, Windows creates a restore point which you can roll back to if the system restore does not resolve the problem you are attempting to fix. Boot off the installation media. Click Repair Your Computer. Use the System Restore option.

You should boot off the installation media, click Repair Your Computer, and then select the Use System Restore option. You can use the System Restore option to revert to the most recent system restore point. This will be more recent than the system image backup taken several weeks ago

1. A computer running Windows 7 will not boot into Microsoft Windows and you cannot access the Launch Startup Repair option. You have a system image stored on a removable hard disk drive that was taken last week. Which troubleshooting strategies should you pursue first?

A Boot off the Windows 7 installation media.

Select Repair Your Computer.

Select the option to use recovery tools.

* + 1. You should attempt to use the recovery tools first. These tools automatically fix common problems that stop computers running Windows 7 from booting

1. Your computer running Windows 7 encounters a STOP error immediately after booting. When you restart, you receive the message shown in the exhibit. Which options should you select to troubleshoot this problem?
   1. Launch Startup Repair
      1. A new feature of Windows 7 is that it automatically offers the Startup Repair option when it detects that a previous attempt to start Windows was unsuccessful. Startup Repair runs through a routine that looks for and attempts to fix the most common problems that will stop Windows 7 from booting.
2. Your computer running Windows 7 Enterprise is configured as shown in the exhibit. On which volumes would it be possible to use the Previous Versions function?

Volume C, Volume H, Volume E

* 1. It is possible to use the Previous Versions function only on volumes that have system protection enabled. In the exhibit, volume E, volume C, and volume H have system protection enabled.

1. An important file that Ian has been working on has become corrupt in the last few hours. Ian has not performed a backup for several days. Ian's computer is running Windows 7 Ultimate. System protection is enabled for all volumes on Ian's computer. How can Ian recover the most recent version of the file that has become corrupt?
   1. Use Restore Previous Versions.
      1. Restore Previous Versions allows you to restore earlier versions of your files that were created as a part of the System Restore process. These previous versions are called shadow copies.
2. A user calls you on the phone. She deleted a file and emptied the Recycle Bin before she realized that she had deleted the wrong file. The accidentally deleted file is one that she had been steadily modifying over the last week. Her computer is configured to back up its files once a week, and the last such backup was six days ago. System Restore is enabled on the computer. A system image was created a month ago. Which methods can you use to recover the lost file?
   1. Use Restore Previous Versions to restore the folder hosting the file that was deleted.
      1. Although you will not be able to recover the file itself if it is deleted using the Restore Previous Versions function, you can restore the folder that hosted the file, which will restore the folder and its contents. If there are other files in the folder that might have changed since the last system restore point was created, you could copy those out of the folder and then copy them back once the restore is complete.
3. A company analyst updates a financial spreadsheet every day. You need to recover the version of this particular spreadsheet that existed two months ago. You use the Previous Versions function and find that the oldest version stored is dated one month ago. Which of the strategies could you use to recover the necessary file?
   1. Use Backup and Restore to recover the file.
      1. You should use Backup And Restore to recover the file. The Previous Versions functionality will store a previous version of a file for only a limited amount of time before automatically deleting it. After this time has expired, the only way that the file can be recovered is by using Backup And Restore.