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Microsoft

Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

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QUESTION 1:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1,200 Windows 2000 Professional client computers.

Certkiller .com has headquarters in London and branch offices in Paris, Minsk, and Athens. The CIO of Certkiller .com has sent a manager named Andy Reid to work in the office of Paris. Andy Reid has taken with him the Windows XP Professional Full Packaged Product (FPP). Accompanying the FPP is a Microsoft Select License for the installation of Windows XP Professional.

At Paris Andy Reid wants install Windows XP Professional on a laptop. Andy Reid uses the installation media in the Product Fulfillment kit with the Microsoft Select License for the installation. Andy Reid then contacts you to state his problem "a screen requires the input of a product license key".

Andy Reid wants to know which product key he should use.

What should you tell him?

- A. The FPP product key
- B. The VLK product key
- C. A product key that is acquired by the security Web site.
- D. Use the product key printed on a sticker at the bottom of the laptop.

Answer: B

Explanation:

If you want to license Windows XP Professional, you should use the Volume Product License Key (VLK).

Incorrect answer:

A: The FPP is used to install media which is provided in an FPP.

C: If you make use of the security website, you or Andy Reid will violate the Microsoft License agreement.

D: The Windows XP Professional product key which is on the laptop is intended only for the installation of Windows XP Professional on the system to which the sticker is attached.

QUESTION 2:

You work as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named Rory Allen is a member of the Research and Development department. One morning Rory Allen complains that he is unable to join the Certkiller .com domain with his Windows XP computer. You tell Rory Allen

to ping a domain controller in Certkiller .com, which was successful.
What should you tell him to do next?

- A. Rory Allen should verify the domain mode.
- B. Rory Allen should verify the operating system version.
- C. Rory Allen should verify the hardware compatibility.
- D. Rory Allen should verify the network connectivity.

Answer: B

Explanation: The Windows XP Professional can join a Windows Server 2003 domain, not the Windows XP Home Edition. This is the difference if the two operating systems.

Incorrect answer:

A: It is not needed to make sure of the domain mode because Windows XP Professional can interoperate with Windows Server 2003.

C, D:

The hardware compatibility or the network connectivity his not the problem. It states in the scenario that Rory Allen did ping the domain which was successful.

QUESTION 3:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

Certkiller .com consists of a Sales department. A Certkiller .com employee named Mia Hamm works in the Sales department. Due to volume of work, Mia Hamm needs her computer every minute. One morning Mia Hamm came to you and said that she needs the latest versions of the security patches from Microsoft. Mia Hamm wants the update to be installed without intervention from her.

What should you tell Mia Hamm to do?

- A. Use Software Update Services (SUS).
- B. Use the Windows Update.
- C. Use Automatic Updates.
- D. Use Windows Unattended Installation.

Answer: C

Explanation: Mia Hamm should use the Automatic Updates. She can schedule the update to run after hours.

Incorrect answer:

A: SUS uses a local Windows Update Server. The question doesn't say Certkiller .com has a SUS server.

B: If Mia Hamm is going to use Windows Updates, she has to manually download and

install the updates.

D: The Unattended Installation will allow her to install Windows XP Professional without doing anything. It is not used to download and install updates every day.

QUESTION 4:

You work as the administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1,300 Windows 2000 Professional client computers.

Certkiller .com consists of three departments, named Sales, Marketing, and Accounting. Due to the growth of the Sales department, Certkiller .com will hire another 100 employees over the next month. The CIO acquires 100 new Windows XP Professional computers which will be added to the Certkiller .com network.

Amy Walsh is a new employee in the Sales department. You install Windows XP Professional on her laptop. You need to ensure that Amy Walsh can use her laptop after the 30-day period and to provide Microsoft with information about Certkiller .com during the installation process.

What should you do on Amy Walsh's computer?

- A. Register the operating system.
- B. Activate and register the operating system during installation.
- C. You should reboot the computer after installation and press F8.
- D. You should reboot the computer after installation and press DEL.

Answer: B

Explanation: If you register the computer, Microsoft will have information about the company and if you activate the operating system, it will continue after 30 days.

Incorrect answer:

A: Registering will not allow the computer to stop with Windows XP Professional. You need to activate the operating system.

C: If you press F8 when the operating system is rebooting, it will display the options as Safe Mode or Safe Mode with Network support etc.

D: If you press the DEL key, it will display the CMOS setup program.

QUESTION 5:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has its headquarters in Chicago and a branch office in Dallas.

Certkiller .com consists of a Sales department and a Marketing department. The Marketing department is in Chicago and the Sales department is in Dallas. A

Certkiller .com employee named Amy Wilson works in the Sales department. She wants to install Windows XP Professional on a system in the Dallas office without the risk of infection of a worm or virus before the completion of the installation.

Amy Wilson also wants File and Printer Sharing for Microsoft Networks to be disabled.

What should Amy Wilson do?

- A. In the Setup Wizard, use the Custom settings option of the Networking Settings dialog box.
- B. In the Setup Wizard, use the Typical settings option of the Networking Settings dialog box.
- C. In the Setup program, use the Advance Options on the Install Options page.
- D. Disconnect the Network Interface Card (NIC) from the Ethernet cable.

Answer: A

Explanation: In the Custom settings option of the Networking Settings dialog box, Amy Wilson can disable the File and Printer Sharing for Microsoft Networks. This setting is usually enabled by default.

Incorrect answer:

B: If she uses the Typical setting, the option will be enabled.

C: You only use the Advance Options on the Install Options page to identify the location of the setup files; select disk partitions; etc.

D: There is no need to disconnect the Network Interface Card (NIC) from the Ethernet cable, the File and Printer Sharing for Microsoft Networks will be installed by default.

QUESTION 6:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

A Certkiller .com user named

Andy Booth tries to install Windows XP Professional on his computer that is currently running Microsoft Windows 98. When he inserts the Windows XP Professional CD into the CD-ROM drive and reboots, the computer boots into Windows 98 instead of setup.

What should Andy Booth do first?

- A. Create a MS-DOS with the Add or Remove Programs, boot the computer with the disk and change to the CD-ROM drive and run winnt32.exe.
- B. Remove the drive with the Windows 98 files in the System utility.
- C. Create the installation disks with WinXP_EN_PRO_BF.exe, and boot from the disk.
- D. Enter the BIOS setup program and change the boot order for the CD-ROM drive to be checked first.

Answer: D

Explanation: Andy Booth should change the starting order so that the computer

checks the CD-ROM first. When a computer starts, it will check for the startup files on the hard drive. By changing it to check the CD-ROM first, it will then find the Windows XP's startup files.

Incorrect answer:

A: If he creates a MS-DOS disk, he should use the winnt.exe and not the winnt32.exe.

B: You cannot configure the boot order with the System utility.

C: WinXP_EN_PRO_BF.exe is used to install the correct drivers for a Windows XP installation. It is not used to create an installation disk.

QUESTION 7:

You work as a desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network contains ten Windows 2000 Server computers and 1,200 Windows 2000 Professional client computers.

Certkiller .com consists of three departments, named Sales, Marketing, and Finance. Certkiller .com intends to hire another 50 employees over the next 3 months. The new employees will be assigned to the Sales department. The company has purchased 50 new client computers that will be issued to the new employees. You are required to install Windows XP Professional as well as a standard set of applications on the new client computers. All the hardware on the new client computers appears on the Hardware Compatibility List (HCL).

You install Windows XP Professional on one of the new client computers named Certkiller -WS102. However, once the installation is complete Certkiller -WS102 fails to start and you receive a "STOP INACCESSIBLE BOOT DEVICE" error message. You need to ensure that Certkiller -WS102 can start properly.

What should you do?

- A. In the system BIOS, disable UDMA for the primary hard disk.
- B. Use the Recovery Console and run the Fixboot and Fixmbr commands.
- C. In the system BIOS, disable all PIO modes for the primary hard disk.
- D. In the system BIOS, disable the virus scanning software.

Answer: B

Explanation: FIXBOOT is used to write a new boot sector onto the computer's system partition and FIXMBR is used to repair the MBR of the computer's boot partition.

Incorrect answer:

A, C: UDMA and PIO are automatically set at boot time. This will have no effect on the booting of the system.

D: To disable the virus scanning option will not interfere during the installation. It will have no effect on the booting of the system.

Reference:

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 657

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