

Review Questions

1. What do you use in Windows XP to create a recovery disk?
 - A. Automated System Recovery (ASR)
 - B. RDISK.EXE
 - C. Enhanced Startup Disk (ESD)
 - D. Emergency Recovery System (ERS)
2. What is the first file used in the boot-up of Windows 2000?
 - A. NTOSKRNL.EXE
 - B. CONFIG.SYS
 - C. AUTOEXEC.BAT
 - D. NTLDR
 - E. NTBOOTDD.SYS
3. What does safe mode allow you to do?
 - A. Run Windows without processing AUTOEXEC.BAT and CONFIG.SYS.
 - B. Boot the system without scanning drives.
 - C. Start Windows using only basic files and drivers.
 - D. Skip loading the Registry.
4. All of the following are Windows-based troubleshooting or modification utilities except _____.
 - A. SYSEDIT
 - B. PSCRIPT
 - C. MSCONFIG
 - D. DEFRAG
5. In order to delete and/or replace system files, which command do you use to remove the Hidden, System, and Read-only attributes on the file before you replace the file?
 - A. UNDELETE
 - B. ERASE
 - C. ATTRIB
 - D. DELETE
6. All of the following are common problems faced in troubleshooting Windows and applications except _____.
 - A. General protection faults
 - B. Valid working directory
 - C. System lockup
 - D. Application will not start or load

7. What is the first step in the troubleshooting process?
 - A. Talk to the customer.
 - B. Gather information.
 - C. Eliminate possibilities.
 - D. Document your work.
8. All of the following are Windows file-related problems except _____.
 - A. System files not found
 - B. Configuration file issues
 - C. AUTOEXEC.BAT issues
 - D. Swap-file issues
 - E. Boot file issues
9. Symptoms of swap-file problems include extremely slow system speed and a disk that is constantly being accessed, which is referred to as _____.
 - A. Clocking
 - B. Thrashing
 - C. Booting
 - D. Filtering
10. What is the quickest solution to fixing a corrupt NTOSKRNL.EXE file?
 - A. Reinstall Windows.
 - B. Replace the corrupt file with a new one.
 - C. Modify the BOOT.INI file to point to the backup NTOSKRNL.EXE file.
 - D. Boot from a startup disk and replace the file from the setup disks or CD-ROM.
11. 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?
 - A. General protection fault
 - B. Windows protection error
 - C. Illegal operation
 - D. System lockup
12. Which Windows error message is displayed when a program is forced to quit because it did something Windows didn't like?
 - A. General protection fault
 - B. Windows protection error
 - C. Illegal operation
 - D. System lockup

13. In Windows 2000, NTDETECT.COM _____.
- A. Parses the system for hardware information each time Windows 2000 is loaded
 - B. Detects information about what OSs are installed on the computer
 - C. Bootstraps the system
 - D. Recognizes and loads the SCSI interface
14. In Windows XP, how do you access advanced startup options?
- A. By pressing the spacebar when prompted to do so
 - B. By holding down Ctrl+Alt+Del after the Windows logo displays for the first time
 - C. By pressing Esc after the OS menu displays
 - D. By pressing F8 during the first phase of the boot process
15. Which advanced startup option in Windows 2000 would you use to be able to return to a previously functioning environment?
- A. Command Prompt Only
 - B. Safe Mode
 - C. Step-By-Step Configuration
 - D. Debugging Mode
 - E. Last Known Good Configuration
16. In Windows 2000, which utility do you use to create an ERD?
- A. Disk Management
 - B. Backup
 - C. SYSEDIT
 - D. Windows 2000 doesn't support making an ERD.
17. In Windows XP, which of the following utilities is responsible for finding, downloading, and installing Windows service packs?
- A. Update Manager
 - B. Service Pack Manager
 - C. Windows Update
 - D. Download Manager
18. Windows XP includes a feature called a _____, 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.
- A. Restore point
 - B. Repair point
 - C. Roll back point
 - D. Registry

19. In Windows 2000 and Windows XP, which of the following files is specifically responsible for enabling communication between the system hardware and the operating system?
- A. NTDETECT.COM
 - B. NTOSKRNL.EXE
 - C. NTBOOTDD.SYS
 - D. HAL.DLL
 - E. NTLDR
20. You have an application open in Windows 2000 that is not responding. Which of the following utilities can you use to forcibly close the nonresponsive application?
- A. Application Manager
 - B. Task Manager
 - C. Windows Explorer
 - D. Device Manager