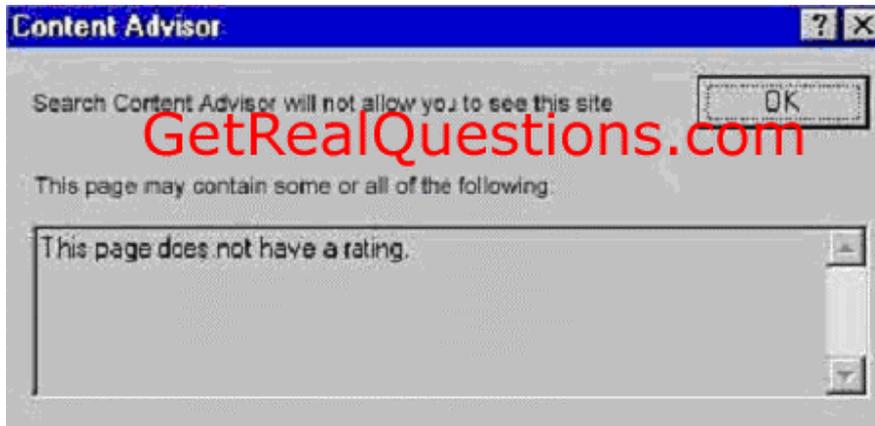


**Q1. You are a desktop support technician for GetRealQuestions .com. GetRealQuestions .com sells computers to home users. A customer GetRealQuestions reports that she cannot view a Web site after making changes to Microsoft Internet Explorer. When she attempts to access the Web site, she receives the flowing error message.**



**Jack wants to access the Web site. She also wants to ensure that Web sites that contain offensive content are inaccessible. You discover that the Web site does not contain offensive content and that the customer has been able to access the Web site in the past. You need to ensure that the customer can access the Web site and that her computer restricts access for other Web sites containing offensive content. What should you instruct the customer to do in Internet Options in Control Panel?**

- A. In Content Advisor, select the Users can see sites that have no rating check box.
- B. In Content Advisor, add the Web site to the approved Web sites.
- C. Change the security settings to high.
- D. Change the privacy setting to high.

**Answer: B**

**Q2. You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. A hardware driver is installed, and after this the computer starts to behave strangely. What should you do?**

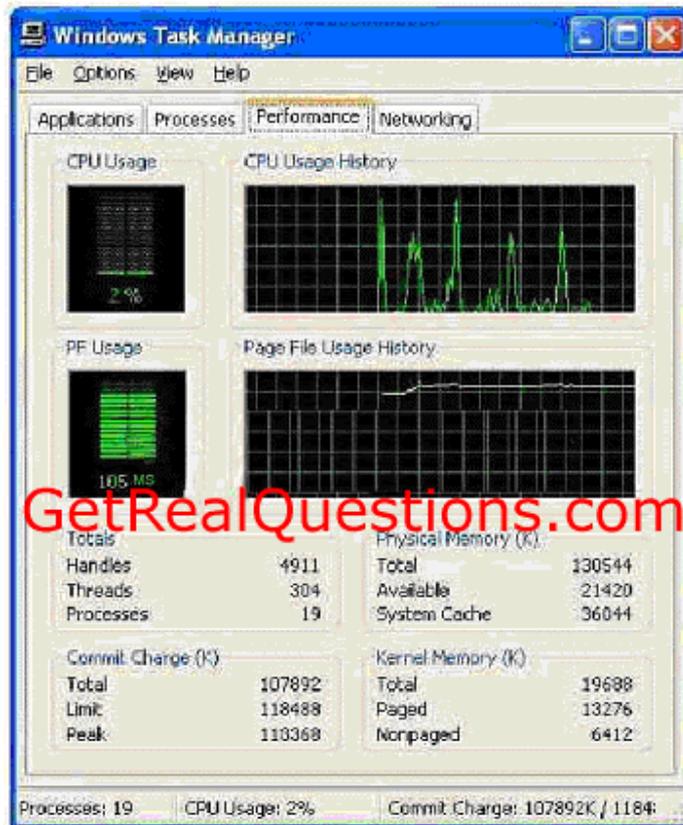
- A. Use ASR for recovery
- B. Use RIS to CK apply the image
- C. Use ASR to CK apply the backup image
- D. Use the System Restall Wizard
- E. Use the Last Known Good Configuration when rebooting

**Answer: E**

Explanation: ASR = Automated System Recovery. KEEP IN MIND that ASR is for recovery when a software program is installed, while the Last Known Good Configuration is for recovery when a bad driver is installed. According to the Microsoft KB: The Automated System Recovery (ASR) feature enables users to create a set of floppy disks that can be

used to automate the process of recovering a failed system.

**Q3.** You are a desktop support technician for GetRealQuestions .com. All client computers run Windows XP Professional. Each computer has a Pentium III 866-MHZ processor, 128 MB of RAM, and a 20-GB hard disk. A user reports that when he runs several applications simultaneously, his computer and the applications respond very slowly. On the user's computer, you examine the information on the Performance tab of Task Manager. The information is shown in the exhibit.



**You need to find out what is causing the computer and applications to perform slowly. What is the most likely cause of the problem?**

- A. The processor on the computer is not fast enough.
- B. There is not enough available nonpaged kernel memory.
- C. The total number of handles currently running is too high.
- D. The size of the paging file is too small.

**Answer: D**

**Q4.** You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You have configured your Windows XP Professional computer to use ASR. Somehow a disk created by ASR is missing. What should you do?

- A. Extract the appropriate files from the ASR backup set
- B. Extract the appropriate files from the Windows XP Professional CD i386 folder
- C. Extract the appropriate files from the Windows XP Professional CD support folder
- D. Extract the appropriate files from the Windows XP Professional CD backup folder

**Answer: A**

Explanation: According to the Microsoft KB: During an ASR backup operation, a copy of the Asr.sif and Asrnp.sif files are backed up to the backup media. In the event that the ASR floppy disk is not available, both the Asr.sif and Asrnp.sif files can be extracted from the ASR backup set, and then transferred to a floppy disk to be used for an ASR operation.

**Q5. You are the help desk support staff for a houseware manufacturer who uses Windows XP Professional as the mainstream desktop OS. You are preparing your XP's disk subsystem. You plan to change your disks to dynamic disks. Which of the following are NOT true (Choose all that apply)?**

- A. this will render the entire disk unreadable to operating systems other than Windows
- B. this is a one-way process
- C. you may at anytime change back to basic disk format without any data loss
- D. FAT32 is not supported
- E. This is not possible with IDE hard drives

**Answer: C, D, E**

Explanation: According to Microsoft KB: Upgrading a disk to dynamic storage will render the entire disk unreadable to operating systems other than Windows 2000. This is a one-way process. In order to change back to basic disk format, the drive must be repartitioned. storage types separate from the file system type; a basic or dynamic disk can contain any combination of FAT16, FAT32, NTFS v4.0, NTFS v5.0 partitions or volumes. Windows 2000 accommodates both basic and dynamic storage. A disk system can contain any combination of storage types. However, all volumes on the same disk must use the same storage type. On a basic disk, a partition is a portion of the disk that functions as a physically separate unit. On a dynamic disk, storage is divided into volumes instead of partitions.