A+ Guide to Software 9th edition Andrews Test Bank

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TRUE/FALSE

1 : The price for Windows 7 is the same regardless of the edition and type of license you purchase.
A : true
B : false

Correct Answer : B

2 : The OEM version of Windows 7 can only be installed on a new PC for resale.
A : true
B : false

Correct Answer : A

3 : A computer must have a DVD drive in order to install Windows 8.
A : true
B : false

Correct Answer : B

4 : When a partition is formatted with a file system and assigned a drive letter it is called a volume.
A : true
B : false

Correct Answer : A

5 : The GUID Partition Table (GPT) method for partitioning a drive allows up to 128 partitions.
A : true
B : false

Correct Answer : A

SHORT RESPONSE

6 : List the six editions of Windows 7.

Correct Answer : Windows 7 editions include Windows 7 Starter, Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, Windows 7 Enterprise, and Windows 7 Ultimate.

7 : Describe some advantages of a 64-bit versus 32-bit version of Windows.

Correct Answer : A 64-bit installation of Windows generally performs better than a 32-bit installation if you have enough RAM. Another advantage of 64-bit installations of Windows is they can support 64-bit applications, which run faster than 32-bit applications. Even though you can install 32-bit applications in a 64-bit OS, for best performance, always choose 64-bit applications. Keep in mind that 64-bit installations of Windows require 64-bit device drivers.

8 : Describe the three main functions of a motherboard BIOS.

Correct Answer : The system BIOS (basic input/output system) contains instructions for running essential hardware devices before an operating system is started. After the OS is started, it might continue to use system BIOS or use device drivers to communicate with these devices. The startup BIOS starts the computer and finds a boot device (hard drive, CD drive, or USB fl ash drive) that contains an operating system. It then turns the startup process over to this OS. The setup BIOS is used to change motherboard settings. You can use it to enable or disable a device on the motherboard (for example, network port, video port, or USB ports), change the date and time that is later passed to the OS, and select the order of boot devices for startup BIOS to search when looking for an operating system to load.

9 : List and describe the three choices you have if Windows is already installed on the hard drive and you want to install a different Windows operating system.

Correct Answer : You can perform a clean install, overwriting the existing operating system and applications. If the upgrade paths allow it, you can perform an in-place upgrade installation. An in-place upgrade is a Windows installation that is launched from the Windows desktop and the installation carries forward user settings and installed applications from the old OS to the new one. You can install Windows in a second partition on the hard drive and create a dual-boot situation with the other OS.

10 : Describe what you can do to install Windows 7 if your computer does not have a DVD drive.

Correct Answer : If the computer does not have a DVD drive, you have several options. Download Windows 7 from the Microsoft web site: Purchase Windows 7 on the Microsoft web site (www.microsoftstore.com) and download it to your computer's hard drive and install it from there. This option assumes the computer already has a working OS installed. Use an external DVD drive. Use an external DVD drive that will most likely connect to the PC by way of a USB port. If the PC does not already have an OS installed, you must boot from this USB port. Copy the installation files to a USB fl ash drive. This method is easy to use if you don't need to boot from the fl ash drive. If you do need to boot from the flash drive, you need to install software that makes the USB fl ash drive bootable and also copy Windows setup files to the drive. Use a DVD drive on another computer on the network. Share the DVD drive on another computer on the network. Then go to the computer that is to receive the Windows installation and locate the DVD drive on the network. Double-click the setup.exe program to run the installation across the network.

11 : Describe a virtual machine.

Correct Answer : A virtual computer or virtual machine (VM) is software that simulates the hardware of a physical computer. Using this software, you can install and run multiple operating systems at the same time on a PC. These multiple instances of operating systems can be used to train users, run legacy software, and support multiple operating systems.

12 : What is a batch file?

Correct Answer : A batch file has a .bat file extension and contains a list or batch of OS commands that are executed as a group. These batch files might be automatically executed as part of a zero-touch installation or manually executed in a lite-touch or high-touch installation. To manually execute a batch file, you type the name of the batch file at a command prompt.

13 : Why might you not want to use all of the available space on a drive for a Windows installation?

Correct Answer : You may be planning to install more than one OS on the hard drive, creating a dual-boot system: For example, you might want to install Windows 7 on one partition and leave room for another partition where you intend to install Windows 8.1, so you can test software under both operating systems. (When setting up a dual boot, always install the older OS first.) Also, some people prefer to use more than one partition or volume to organize data on their hard drives: For example, you might want to install Windows and all your applications on one partition and your data on another. Having your data on a separate partition makes backing up easier. In another situation, you might want to set up a volume on the drive that is used exclusively to hold backups of data on another computer on the network. The size of the partition that will hold Windows 8/7 and its applications should be at least 16 GB for a 32-bit install and 20 GB for the 64-bit install, but a larger volume is nearly always preferred.

14 : How can a technician boot a PC directly to a network to receive Windows PE from a deployment server?

Correct Answer : For a legacy BIOS system, set the first item in the boot device priority to be Ethernet. For a UEFI system, look for an advanced setup screen in UEFI setup to enable PXE Support. Then reboot the system. The computer boots to the Preboot eXecution Environment (PXE, also known as the Pre-Execution Environment) that is contained in the UEFI or BIOS code on the motherboard. PXE searches for a server on the network to provide a bootable operating system (Windows PE on the deployment server).

15 : Describe the zero-touch, high-volume deployment strategy for Windows.

Correct Answer : The zero-touch, high-volume deployment strategy is the most difficult to set up and requires complex tools. The installation does not require the user to start the process (called pull automation). Rather, the installation uses push automation, meaning that a server automatically pushes the installation to a computer when a user is not likely to be sitting at it. The entire remote network installation is automated and no user intervention is required. The process can turn on a computer that is turned off and even works when no OS is installed on the computer or the current OS is corrupted.

MULTIPLE CHOICE

16 : What type of OS should you install for best performance when you have enough RAM?
A :
8 bit

B :
16 bit

C :
32 bit

D :
64 bit

Correct Answer : D

17 : What is it called when software is used to simulate the hardware of a physical computer?
A :
dual boot

B :
Windows XP mode

C :
virtual machine

D :
compatibility mode

Correct Answer : C

18 : If you wish to install a new OS without disturbing the old one so that you can boot to either OS, what type of boot setup should you create?
A :
dual

B :
cross

C :
controlled

D :
selective

Correct Answer : A

19 : What type of installation should you perform if you want to install a 64-bit version of Windows on a computer that already has a 32-bit OS installed?
A :
clean install

B :
dual boot

C :
in-place upgrade

D :
standard

Correct Answer : A

20 : Where should a user disable virus protection settings that might prevent the boot area of the hard drive from being altered?
A :

Control Panel

B :
BIOS setup

C :
Device Manager

D :
Computer

Correct Answer : B

21 : For some brand-name computers, the hard drive contains a partition that can be used to reinstall Windows. What is the name for this partition?
A :
reinstall partition

B :
recovery partition

C :
restore partition

D :
rebuild partition

Correct Answer : B

22 : What is used to change motherboard settings, finds a boot device, and contains instructions for running essential hardware before an OS is started?
A :
kernel

B :
device driver

C :
setup UEFI/BIOS

D :
system drive

Correct Answer : C

23 : Which of the following is used to uniquely identify a computer on a network?
A :
network ID

B :

ARP address

C :
IP address

D :
Serial number

Correct Answer : C

24 : What important information is needed if you are installing an OEM version of Windows 7?
A :
installation code

B :
Receipt of purchase

C :
OEM license

D :
product key

Correct Answer : D

25 : After installation, how many days do you have to activate Windows 7?
A :
7

B :
30

C :
45

D :
60

Correct Answer : B

26 : The Master Boot Record (MBR) method of partitioning hard drives is limited to what maximum size of drives?
A :
1GB

B :
1TB

C :
2TB

D :
2PB

Correct Answer : C

27 : What component of UEFI helps to prevent malware from hijacking a system during or before the operating system load?
A :
Execute Disable Bit

B :
Secure Boot

C :
UEFI Defender

D :
Bootlocker

Correct Answer : B

28 : If a clean install is performed on a hard drive with a previous install of Windows and the drive is not re-formatted during the install, where will the files from the old installation be?
A :
system32

B :
Windows

C :
Windows.old

D :
Program Files (Saved)

Correct Answer : C

29 : What is the name for a partition that has been formatted and assigned a drive letter?
A :
partition

B :
root

C :
volume

D :
container

Correct Answer : C

30 : When a technician needs to start an image deployment, what version of Windows will be run on the target computer?
A :
Windows 7 Starter

B :
Windows 8 Starter

C :
Windows PE

D :
Windows XP

Correct Answer : C

31 : A disc image, as defined by the International Organization for Standardization, uses what file extension?
A :
.iso

B :
.img

C :
.disc

D :
.cd

Correct Answer : A

32 : During the Windows 8.1 installation, what option must be selected in order to perform a clean install?
A :
Custom: Install Windows only (advanced)

B :
Upgrade to Windows 8.1

C :
Clean Install (advanced)

D :
Fresh Install (automated)

Correct Answer : A

33 : If using a dual or multiboot configuration, what screen appears during the boot sequence?
A :
OS select BIOS screen

B :
boot loader menu

C :
Multi-Windows Login screen

D :
Secure Boot OS page

Correct Answer : B

34 : What command can be used to remove partitions and convert a drive to GPT?
A :
fdisk

B :
bootrec

C :
diskpart

D :
gptconv

Correct Answer : C

35 : A major update release on Windows is referred to by what term?
A :
system release

B :
update pack

C :
security release

D :
service pack

Correct Answer : D

MULTIPLE ANSWER

36 : What two methods are available for Windows to use to partition a drive?

A :
UEFI

B :
GPT

C :
EFT

D :
MBR

Correct Answer : D

37 : What Windows 7 64-bit version editions could be installed on a computer that has 16 GB of RAM? (Choose all that apply.)
A :
Windows 7 Professional

B :
Windows 7 Starter

C :
Windows 7 Home Basic

D :
Windows 7 Home Premium

Correct Answer : D

38 : What versions of Windows 8.1 are valid in-place upgrade paths for a computer that has Windows 7 Starter edition on it? (Choose all that apply.)
A :
Windows 8.1

B :
Windows 8.1 Pro

C :
Windows 8.1 Enterprise

D :
Windows 8.1 Ultimate

Correct Answer : D

39 : What commands are used by the USMT software? (Choose all that apply.)
A :
imagecopy

B :
scanstate

C :
loadstate

D :
imagestate

Correct Answer : D

40 : Which products are considered to be hypervisors?
A :
Client Hyper-V

B :
Virtual PC

C :
VirtualBox

D :
VMVisor

Correct Answer : D

MATCHING

41 : Match each item with a statement below.

A : software that simulates the hardware of a physical computer	A : virtual machine
B : the overall structure an OS uses to name, store, and organize files on a volume	B : file system
C : a utility to copy user data and settings from one computer to another	C : Windows Easy Transfer
D : a server automatically installs a new image or OS upgrade to a computer when a user is not likely to be sitting at it	D : push automation
E : a copy of an entire hard drive that includes the Windows OS, drivers, and applications that are standard to all the computers that might use that copy	E : standard image
F : contains instructions for running essential hardware devices before an operating system is started	F : system BIOS
G : an installation that does not require a technician to respond to prompts by the setup program	G : unattended installation
H : contains a list of OS commands that are	H : batch file

executed as a group
I : a command that provides encryption options and hard link management within USMT I : usmtutils
J : used during an unattended installation J : answer file

Correct Answer :
A : A

B : B

C : C

D : D

E : E

F : F

G : G

H : H

I : I

J : J