

Name _____

[/test-bank-international-marketing-and-export-management-1e-wright](#)

Class _____

Date _____

Module 02: Using the System Utilities

1. The _____ option in the Services tool allows you to specify which action is taken after first, second, and subsequent failures.

- a. Log On
- b. Recovery
- c. Dependencies
- d. Performance

ANSWER: b

FEEDBACK:

- a. Incorrect. The Log On option allows you to specify the account name used by a service to log on to perform its tasks.
- b. Correct. The Recovery option allows you to specify which action is taken after first, second, and subsequent failures.
- c. Incorrect. The Dependencies option shows you which other services require this service to be running before they can start.
- d. Incorrect. The Performance option is not a part of the Services tool; it is a part of the System Tools.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

DARDS:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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2. In which of the following power states is the operating system not running and no power supplied to any devices in the computer?

- a. S4
- b. S5 (or G2) Soft Off
- c. S3
- d. G3 Mechanical Off

ANSWER: d

FEEDBACK:

- a. Incorrect. The S4 state saves the contents of RAM to disk and then disables power to all devices including RAM; also referred to as the hibernate state.
- b. Incorrect. The S5 (or G2) Soft Off state maintains minimal hardware functionality.
- c. Incorrect. The S3 state disables power to all devices except RAM.
- d. Correct. In the G3 Mechanical Off state, the operating system is not running and no power is supplied to any devices in the computer.

POINTS: 1

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DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.7 - Understand and configure power management

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management

KEYWORDS: Bloom's: Remember

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3. The general settings for notifications, power, storage, and display are found in which category of the Settings tool?

- a. Devices
- b. Personalization
- c. Accounts
- d. System

ANSWER: d

FEEDBACK:

- a. Incorrect. The Devices category includes settings for Bluetooth, printers, scanners, mouse, typing, Windows Ink, AutoPlay, and USB.
- b. Incorrect. The Personalization category has settings to configure the look and feel of Windows 10.
- c. Incorrect. The Accounts category allows you to configure authentication to Windows 10.
- d. Correct. The System category contains the general settings for configuring Windows 10 functions.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.1 - Understand and use Settings to configure Windows 10

ACCREDITING STANDARDS: MD100.1.2 - Perform post-installation configuration

TOPICS: Settings Overview

KEYWORDS: Bloom's: Remember

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4. If you want to change the background of your display, which Settings category should you open?

- a. Personalization

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- b. Devices
- c. System
- d. Ease of Access

ANSWER: a

FEEDBACK:

- a. Correct. The Personalization category allows you to change settings for desktop background, colors, the lock screen, themes, fonts, the Start menu, and taskbar.
- b. Incorrect. The Devices category includes settings for Bluetooth, printers, scanners, mouse, typing, Windows Ink, AutoPlay, and USB.
- c. Incorrect. The System category contains general settings for configuring Windows 10 functions.
- d. Incorrect. The Ease of Access category contains settings that can make it easier for people with visual or physical challenges to use Windows 10.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.1 - Understand and use Settings to configure Windows 10

ACCREDITING STANDARDS: MD100.1.2 - Perform post-installation configuration

TOPICS:

Settings Overview

KEYWORDS: Bloom's: Remember

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5. If you want to configure authentication to Windows 10 or create and manage local user accounts, which Settings category should you open?

- a. Devices
- b. Network & Internet
- c. Accounts
- d. Ease of Access

ANSWER: c

FEEDBACK:

- a. Incorrect. The Devices category includes settings for Bluetooth, printers, scanners, mouse, typing, Windows Ink, AutoPlay, and USB.
- b. Incorrect. The Network & Internet category includes settings for connectivity, which includes network status, network connections, virtual private networks (VPNs), data usage, and proxy configuration.
- c. Correct. The Accounts category allows you to configure authentication to Windows 10, including creating and managing local user accounts.
- d. Incorrect. The Ease of Access category contains settings that can make it easier for people with visual or physical challenges to use Windows 10.

POINTS: 1

DIFFICULTY: Easy

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QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.1 - Understand and use Settings to configure Windows 10

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Settings Overview

KEYWORDS: Bloom's: Remember

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6. Which tool in Administrative Tools allows you to configure IPsec settings?

- a. System Information
- b. Windows Defender Firewall with Advanced Security
- c. System Configuration
- d. Resource Monitor

ANSWER: b

FEEDBACK:

- a. Incorrect. System Information provides detailed information about Windows 10 configuration for hardware and software.
- b. Correct. Windows Defender Firewall with Advanced Security can configure IPsec settings.
- c. Incorrect. System Configuration provides access to boot configuration, service startup, startup applications, and system tools.
- d. Incorrect. Resource Monitor provides detailed information about the processes running on your computer.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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7. Which tool in Administrative Tools should you open if you want to view messages to troubleshoot errors?

- a. Task Scheduler
- b. System Information
- c. Resource Monitor

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d. Event Viewer

ANSWER: d

FEEDBACK:

- a. Incorrect. Task Scheduler lets you create system maintenance tasks that are performed on a regular schedule or when system events occur.
- b. Incorrect. System Information provides detailed information about Windows 10 configuration for hardware and software.
- c. Incorrect. Resource Monitor provides detailed information about the processes running on your computer.
- d. Correct. Event Viewer is used to view messages from apps or Windows 10.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS:

MD100.4.3 - Monitor and manage Windows

TOPICS:

Administrative Tools

KEYWORDS: Bloom's: Remember

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8. Which tool should you use to configure computers to communicate with external disks over standard Ethernet networks?

- a. System Information
- b. iSCSI Initiator
- c. System Configuration
- d. Performance Monitor

ANSWER: b

FEEDBACK:

- a. Incorrect. System Information provides detailed information about Windows 10 configuration for hardware and software.
- b. Correct. The iSCSI Initiator tool lets you configure Windows 10 to communicate with iSCSI targets and use the iSCSI targets as external disks over the network.
- c. Incorrect. System Configuration provides access to boot configuration, service startup, startup applications, and system tools.
- d. Incorrect. Performance Monitor is used to monitor and troubleshoot performance issues in Windows 10.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS:

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ACCREDITING ST MD100.4.3 - Monitor and manage Windows

ANDARDS:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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9. Which tool should you use to configure password policies and auditing policies?

- a. Local Security Policy
- b. Windows Defender Firewall with Advanced Security
- c. Resource Monitor
- d. Component Services

ANSWER: a

FEEDBACK:

- a. Correct. The Local Security Policy tool allows you to edit a wide variety of security settings on the local computer, including password policies, account lockout policies, auditing policies, user rights assignment, and software restriction policies.
- b. Incorrect. Windows Defender Firewall with Advanced Security is an advanced editor for configuring Windows Firewall.
- c. Incorrect. Resource Monitor provides detailed information about the processes running on your computer.
- d. Incorrect. Component Services is used to configure settings for some apps, including settings for COM, DCOM, and Distributed Transaction Coordinator.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

TIVES:

ACCREDITING ST MD100.4.3 - Monitor and manage Windows

ANDARDS:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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10. What should you open if you want to add snap-ins to create a custom management console?

- a. ODBC
- b. Services
- c. MMC
- d. PowerShell

ANSWER: c

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FEEDBACK:

- a. Incorrect. ODBC is a standard mechanism for allowing applications to access databases.
- b. Incorrect. Services allows you to configure Windows 10 services.
- c. Correct. MMC is a framework that simplifies the development of administrative tools, including the use of one or more snap-ins.
- d. Incorrect. PowerShell is a command-line interface for performing system configuration in Windows 10.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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11. Which of the following is a type of Windows application that runs in the background without user interaction?

- a. A task
- b. A process
- c. A service
- d. An app

ANSWER: c

FEEDBACK:

- a. Incorrect. A program that runs in the background without user interaction is a service.
- b. Incorrect. A program that runs in the background without user interaction is a service.
- c. Correct. A service is a program that runs in the background without user interaction.
- d. Incorrect. A program that runs in the background without user interaction is a service.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Administrative Tools

Module 02: Using the System Utilities

KEYWORDS: Bloom's: Remember

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12. What does Windows need to manage and communicate with hardware components?

- a. A 64-bit CPU
- b. A network card
- c. Services
- d. Device drivers

ANSWER: d

FEEDBACK:

- a. Incorrect. Windows has both 32-bit and 64-bit versions.
- b. Incorrect. A network card is an internal hardware component.
- c. Incorrect. A service is a program that runs in the background without user interaction.
- d. Correct. Windows 10 requires device drivers to manage and communicate with hardware components.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES Wrig.MSGW10.22.2.6 - Manage Hardware Components

:

ACCREDITING STANDARDS MD100.4.3 - Monitor and manage Windows

RDS:

TOPICS: Hardware Management

KEYWORDS: Bloom's: Remember

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13. What is used to configure data sources for applications that require access to a database?

- a. ODBC
- b. iSCSI Initiator
- c. Memory Diagnostics Tool
- d. Event Viewer

ANSWER: a

FEEDBACK:

- a. Correct. ODBC is a standard mechanism for allowing applications to access databases.
- b. Incorrect. The iSCSI Initiator tool lets you configure Windows 10 to communicate with iSCSI targets and use the iSCSI targets as external disks over the network.
- c. Incorrect. The Memory Diagnostics tool is used to perform tests on the physical memory of a computer running Windows 10.
- d. Incorrect. Event Viewer is used to view messages from apps or Windows 10.

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POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows Standards:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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14. What is used to perform tests on the physical memory of a computer running Windows 10?

- a. Performance Monitor
- b. iSCSI Initiator
- c. Windows Memory Diagnostics Tool
- d. Event Viewer

ANSWER: c

FEEDBACK:

- a. Incorrect. Performance Monitor is used to monitor and troubleshoot performance issues in Windows 10 and has the capability to monitor many system resources, including the processor, disk, memory, and the network.
- b. Incorrect. The iSCSI Initiator tool lets you configure Windows 10 to communicate with iSCSI targets and use the iSCSI targets as external disks over the network.
- c. Correct. The Memory Diagnostics Tool is used to perform tests on the physical memory of a computer running Windows 10.
- d. Incorrect. Event Viewer is used to view messages from apps or Windows 10.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows Standards:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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15. Which tool lets you create system maintenance tasks that are performed on a regular schedule or when system events occur?

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- a. Event Viewer
- b. Task Scheduler
- c. Performance Monitor
- d. iSCSI Initiator

ANSWER: b

FEEDBACK:

- a. Incorrect. Event Viewer is used to view messages from apps or Windows 10.
- b. Correct. Task Scheduler lets you create system maintenance tasks that are performed on a regular schedule or when system events occur.
- c. Incorrect. Performance Monitor is used to monitor and troubleshoot performance issues in Windows 10 and has the capability to monitor many system resources, including the processor, disk, memory, and the network.
- d. Incorrect. The iSCSI Initiator tool lets you configure Windows 10 to communicate with iSCSI targets and use the iSCSI targets as external disks over the network.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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16. Which tool should you use to configure which devices and services start when Windows boots?

- a. System Configuration
- b. Event Viewer
- c. Services
- d. Task Scheduler

ANSWER: a

FEEDBACK:

- a. Correct. System Configuration provides access to boot configuration, service startup, startup applications, and system tools.
- b. Incorrect. Event Viewer is used to view messages from apps or Windows 10.
- c. Incorrect. A service is a program that runs in the background without user interaction.
- d. Incorrect. Task Scheduler lets you create system maintenance tasks that are performed on a regular schedule or when system events occur.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

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LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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17. What is the name of the power state in which the computer is in the S3 state, but prepared for the S4 state?

- a. Modern Standby
- b. Hibernate
- c. Hybrid sleep
- d. Soft off

ANSWER: c

FEEDBACK:

- a. Incorrect. Modern Standby is a variation of the S0 power state that minimizes power usage by putting hardware devices into their lowest possible power state, but leaving processes running.
- b. Incorrect. Hibernate is the S4 state, also known as suspend to disk.
- c. Correct. Hybrid sleep saves the contents of memory to disk when entering the S3 state, which effectively means the computer is in the S3 state but prepared for the S4 state.
- d. Incorrect. In soft off (or S5 or G2), the operating system is not running.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.7 - Understand and configure power management

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management

KEYWORDS: Bloom's: Remember

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18. What is expressed as the number of horizontal pixels by the number of vertical pixels?

- a. Color depth
- b. Color scheme
- c. Pixel depth
- d. Screen resolution

ANSWER: d

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FEEDBACK:

- a. Incorrect. Color depth is part of the screen resolution.
- b. Incorrect. A color scheme can be specified during personalization.
- c. Incorrect. Pixel depth is the number of data bits each pixel represents.
- d. Correct. The resolution is expressed as the number of horizontal pixels by the number of vertical pixels.

POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES Wrig.MSGW10.22.2.4 - Configure displays
:
ACCREDITING STANDARDS MD100.4.3 - Monitor and manage Windows
RDS:
TOPICS: Display
KEYWORDS: Bloom's: Remember
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19. Which of the following definitions best describe a snap-in?

- a. It is a component that adds control mechanisms to the MMC console for a specific service or object.
- b. It is a Windows PowerShell command in verb-noun format.
- c. It is a command-line utility for configuring power management and generating power management reports.
- d. It is a text-based interface that requires you to type in all the commands.

ANSWER: a
FEEDBACK:

- a. Correct. This is the definition of a snap-in.
- b. Incorrect. This is the definition of cmdlet.
- c. Incorrect. This is the definition of powercfg.exe.
- d. Incorrect. This describes a command-line interface.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools
ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows
TOPICS: Administrative Tools
KEYWORDS: Bloom's: Understand
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20. Which of the following is not true of the Microsoft Management Console?

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- a. It is a framework that simplifies the development of administrative tools.
- b. It does not provide basic functionality, such as menus.
- c. It is a graphical interface shell that provides a structured environment to build management utilities.
- d. It provides a consistent user interface for all management utilities.

ANSWER: b

FEEDBACK:

- a. Incorrect. This is true of Microsoft Management Console.
- b. Correct. The Microsoft Management console does provide basic functionality, such as menus, so that management utility developers do not have to create it themselves.
- c. Incorrect. This is true of Microsoft Management Console.
- d. Incorrect. This is true of Microsoft Management Console.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: [MSGW10.22.2.2 - Understand the Administrative Tools](#)

STANDARDS: [MD100.4.3 - Monitor and manage Windows](#)

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Understand

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21. Your computer displays the date in the m/d/yyyy format. Which of the following options would you choose from the Settings window to change the format to dd-mm-yy?

- a. System
- b. Time & Language
- c. Personalization
- d. Ease of Access

ANSWER: b

FEEDBACK:

- a. Incorrect. This category includes the settings for display, sound, notifications, power, storage, tablet mode, multitasking, clipboard, and Remote Desktop. The category includes the general settings that can be used to configure Windows 10 functions.
- b. Correct. This category allows one to configure the settings for the date and time, regional formats, language, and speech recognition. This setting can be used to change the format in which the date is displayed.
- c. Incorrect. This category is used to change the look of Windows 10, including changes to desktop background, theme, and colors.
- d. Incorrect. This option can be used to configure settings that make it easier for differently abled people to use Windows 10.

POINTS: 1

DIFFICULTY: Moderate

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QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.1 - Understand and use Settings to configure Windows 10

STANDARDS: MD100.1.2 - Perform post-installation configuration

TOPICS: Settings Overview

KEYWORDS: Bloom's: Apply

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22. You are having trouble with a printer installed on your system. The network administrator in your organization asks you to remove the device so that he can reinstall the printer.

Which of the following categories will you select to follow the recommendation made by the administrator?

- a. System
- b. Time & Language
- c. Personalization
- d. Devices

ANSWER: d

FEEDBACK:

- a. Incorrect. System includes the settings for display, sound, notifications, power, storage, tablet mode, multitasking, clipboard, and Remote Desktop. It does not include the settings to install or remove devices from a computer.
- b. Incorrect. This category allows one to configure the settings for the date and time, regional formats, language, and speech recognition. This can be used to change the format in which the date is displayed. It does not include the settings to install or remove devices from a computer.
- c. Incorrect. This category is used to change the look of Windows 10, including changes to desktop background, theme, and colors. It does not include the settings to install or remove devices from a computer.
- d. Correct. The printer settings are included in the Devices category. A printer can be added or deleted using this category.

POINTS: 1

DIFFICULTY: Hard

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.1 - Understand and use Settings to configure Windows 10

STANDARDS: MD100.1.2 - Perform post-installation configuration

TOPICS: Settings Overview

KEYWORDS: Bloom's: Apply

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23. Geeta downloads a free music player and installs it on her computer. The computer runs on a Windows 10 operating system. When she tries to play a song on her computer, the audio file opens in the audio player that comes with Windows 10 instead of the new music player.

What should Geeta have done to avoid this issue?

- a. Configure the app to start at log-in
- b. Change the default apps settings
- c. Uninstall and reinstall the app
- d. Associate the app with a website

ANSWER: b

FEEDBACK:

- a. Incorrect. Even if the app is configured to start at log-in, the songs will open only in the Windows 10 audio player.
- b. Correct. The free music player must be set as the default music player. This can be done by configuring the settings under the Apps category on the Windows 10 settings window.
- c. Incorrect. Reinstalling the app will not solve this issue as the songs will continue to open in the Windows audio player.
- d. Incorrect. Some websites, such as social media networks, can be opened via an app or browser. If an app is associated with a website, the app can be opened using the browser.

POINTS: 1

DIFFICULTY: Hard

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.1 - Understand and use Settings to configure Windows 10

ACCREDITING STANDARDS: MD100.1.2 - Perform post-installation configuration

TOPICS:

Settings Overview

KEYWORDS: Bloom's: Analyze

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24. Lea, a project manager, saves project-related files in a shared folder on her computer. Some project managers are given access to this folder. She notices that one of her colleagues who did not have access to the folder was viewing one of the files on his computer. She asks Martin, the network administrator, to check if the colleague had access to the shared folder.

Which section of the Computer Management MMC console should Martin access to view this information?

- a. System Tools
- b. Storage
- c. Services and Applications
- d. Disk Management

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ANSWER: a

FEEDBACK:

- a. Correct. Martin should access the System Tools section and select the Shared Folders option to view the users connected to the shared folder.
- b. Incorrect. The Storage section contains options to manage hard disks. This will not provide the required information.
- c. Incorrect. The Services and Applications section provides the options to configure, enable, or disable Windows 10 services. It cannot be used to obtain access information.
- d. Incorrect. Disk Management is an option provided under the Storage section. It can be used to manage hard disks but cannot be used to view information on shared folders.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows

STANDARDS:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Apply

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25. You have installed new antivirus software in your Windows 10 computer. How will you ensure the service associated with the software is configured to start when Windows boots?

- a. By checking if the startup type for the associated service is set to Automatic
- b. By checking if the startup type for the associated service is set to Manual
- c. By checking if the startup type for the associated service is set to Automatic (Delayed Start)
- d. By checking if the startup type for the associated service is set to Disabled

ANSWER: a

FEEDBACK:

- a. Correct. Services with an Automatic startup type start when Windows boots. The Services window can be used to view this information.
- b. Incorrect. If the startup type is set to Manual, a service can be started by only a user or associated application.
- c. Incorrect. If the startup type is set to Automatic (Delayed Start), a service will start several minutes after Windows 10 boots.
- d. Incorrect. A service with a disabled startup type cannot be started.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows

Module 02: Using the System Utilities

NDARDS:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Apply

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26. Steffi has a computer that runs on a Windows 10 operating system. The computer often crashes, displaying the blue screen error. One of her friends, who works as a systems administrator, tells her that the RAM may be faulty.

Identify a tool that Steffi can use to check this issue.

- a. The Computer Management tool
- b. The Windows Memory Diagnostics Tool
- c. Windows Defender Firewall with Advanced Security
- d. The Systems tool in the Computer Management console

ANSWER: b

FEEDBACK:

- a. Incorrect. The Computer Management tool allows one to manage local users and disks. It cannot be used to check the RAM.
- b. Correct. The Windows Memory Diagnostics Tool can be used to perform tests on the physical memory, that is, the RAM. When this tool is used, the computer reboots without Windows 10 in the memory.
- c. Incorrect. Windows Defender Firewall with Advanced Security is used to configure the firewall and not for troubleshooting.
- d. Incorrect. The Systems tool is a category in the Computer Management console. It contains several other tools, such as Task Scheduler, Event Viewer, and Device Manager.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MSGW10.22.2.2 - Understand the Administrative Tools

TIVES:

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows

ANDARDS:

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Apply

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27. Identify an administrative tool in Windows 10 that helps in the troubleshooting process.

- a. Event Viewer
- b. System Configuration

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- c. System Information
- d. Task Scheduler

ANSWER: a

FEEDBACK:

- a. Correct. Event Viewer is used to view messages that help troubleshoot errors. The information from these messages can be used to search the Internet for a solution.
- b. Incorrect. System Configuration is used to gain access to boot configuration, service startup, system tools, and startup applications.
- c. Incorrect. System Information provides details on the hardware and software configuration.
- d. Incorrect. Task Scheduler can be used to create maintenance tasks that are performed on a regular basis.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.2 - Understand the Administrative Tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Administrative Tools

KEYWORDS: Bloom's: Remember

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28. Identify the file extension used to save Windows PowerShell scripts.

- a. .ps1
- b. .msc
- c. .bat
- d. .exe

ANSWER: a

FEEDBACK:

- a. Correct. Windows PowerShell scripts are saved using the .ps1 file extension.
- b. Incorrect. .msc is used to save customized MMC consoles.
- c. Incorrect. Files with the .bat extension are batch files.
- d. Incorrect. .exe is used for files that are executable in Windows.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.3 - Use command-line administration tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Command-Line Administration Tools

Module 02: Using the System Utilities

KEYWORDS: Bloom's: Remember

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29. Sara, a network administrator, downloads a Windows PowerShell script that can be used to delete user accounts. She tries to execute the script through Windows PowerShell. However, the script does not run.

What do you think is preventing the script from running?

- a. The script was created using Notepad instead of an advanced editor.
- b. The computer was running on Windows XP.
- c. The script was saved using the .ps1 file extension.
- d. The execution policy was set as Restricted.

ANSWER: d

FEEDBACK:

- a. Incorrect. While it is preferable to use an advanced editor to create scripts, a simple text editor, such as Notepad, can also be used.
- b. Incorrect. Windows PowerShell was introduced with Windows Vista, so her computer cannot be running on Windows XP.
- c. Incorrect. Script files are usually saved using the .ps1 file extension, so this would not be an issue.
- d. Correct. The execution policy setting was set as Restricted. The settings can be used to determine which scripts can be run on a system.

POINTS: 1

DIFFICULTY: Hard

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.3 - Use command-line administration tools

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Command-Line Administration Tools

KEYWORDS: Bloom's: Analyze

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30. Which of the following cmdlets can you use to check if the Windows event log is running?

- a. Get-NetIPConfiguration
- b. Get-Service
- c. Get-Help
- d. Get-Member

ANSWER: b

FEEDBACK: a. Incorrect. This cmdlet is used to view information on the network configuration.

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- b. Correct. Get-Service can be used to obtain a list of services that are running. The list can be cross-checked to ensure that the Windows event log is running.
- c. Incorrect. Get-Help can be used to obtain information about other cmdlets, such as their parameters and examples.
- d. Incorrect. This cmdlet can be used to view all the information about an object type.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MSGW10.22.2.3 - Use command-line administration tools

TIVES:

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows

ANDARDS:

TOPICS: Command-Line Administration Tools

KEYWORDS: Bloom's: Apply

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31. Which of the following is true of desktop backgrounds?

- a. Standardized desktop backgrounds have no impact on computer performance.
- b. An image that is smaller than the screen resolution cannot be used as a desktop background.
- c. A desktop background cannot be configured as a slideshow.
- d. Only the images that come with the Windows 10 operating system can be used as a desktop background.

ANSWER: a

FEEDBACK:

- a. Correct. A standardized desktop background can be used by an organization to display information. It has no impact on computer performance.
- b. Incorrect. If the size of an image is smaller than the screen resolution, the image can be laid out as tiles or centered in the middle of the screen. So, smaller images can be used as a desktop background.
- c. Incorrect. Windows 10 provides the option to configure a slideshow for the desktop background.
- d. Incorrect. Images in any common format can be used as a desktop background. It can be your own pictures or images downloaded from the Internet.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MSGW10.22.2.4 - Configure displays

TIVES:

ACCREDITING STANDARD: MD100.4.3 - Monitor and manage Windows

ANDARDS:

TOPICS: Display

Module 02: Using the System Utilities

KEYWORDS: Bloom's: Understand

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32. You have bought a new Windows 10 desktop. While exploring your new computer, you notice that some of the visual effects that you expected to see on the computer are not being displayed. You browse the Internet to find out that Windows 10 could have disabled some of these effects as per the computer configuration.

Which of the following options in Control Panel will you choose to enable them?

- a. Programs
- b. Personalization
- c. System and Security
- d. Hardware and Sound

ANSWER: c

FEEDBACK:

- a. Incorrect. This option is used to view and uninstall applications installed on the computer.
- b. Incorrect. This option is not available in Control Panel; it can be found in the Settings window.
- c. Correct. Open Control Panel, select System and Security, and then click on Advanced System Settings to access the visual effects settings and make the necessary changes.
- d. Incorrect. Hardware and Sound can be used to view the devices and printers connected to the computer.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.4 - Configure displays

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Display

KEYWORDS: Bloom's: Apply

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33. Samantha is conducting a presentation on hardware and software troubleshooting. While she is conducting the presentation using a projector screen, one of her colleagues is working on another task on her laptop. During the presentation, the slides keep moving back and forth from the screen.

Can you identify the configuration issue that is likely causing this problem?

- a. The screen settings were set to Second screen only.
- b. Samantha might not have changed the default option when connecting to the projector.
- c. The colleague might have changed the display setting to PC only.

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d. The displays are probably configured using the Extended option.

ANSWER: d

FEEDBACK:

- a. Incorrect. If the Second screen only option was chosen, her colleague would not have been able to perform any task on the laptop because the display would have been turned off.
- b. Incorrect. If the default option was used during the presentation, the screen would show the window that the colleague was working on because this option mirrors the desktop on the second screen.
- c. Incorrect. If the display was configured to PC only, the presentation screen would have been blank during the presentation.
- d. Correct. The Extended option will allow a user to move windows back and forth between the laptop display and the projector screen. The colleague could have moved the slides back and forth by mistake.

POINTS: 1

DIFFICULTY: Hard

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: rig.MSGW10.22.2.4 - Configure displays

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Display

KEYWORDS: Bloom's: Analyze

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34. Which of the following options in the Settings window must be selected to view speech recognition settings?

- a. Apps
- b. System
- c. Personalization
- d. Devices

ANSWER: a

FEEDBACK:

- a. Correct. To view speech recognition settings, select Apps from the Settings window and select Apps & features.
- b. Incorrect. This option gives access to the general settings for configuring Windows 10 functions.
- c. Incorrect. One can configure the look and feel of Windows 10 using the settings available under this option.
- d. Incorrect. This option includes settings for devices such as scanners and printers.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

Module 02: Using the System Utilities

LEARNING OBJECTIVE Wrig.MSGW10.22.2.5 - Manage Windows 10 optional features

S:

ACCREDITING STAND MD100.4.3 - Monitor and manage Windows

ARDS:

TOPICS: Managing Optional Features

KEYWORDS: Bloom's: Remember

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35. What does a yellow exclamation mark against a hardware component indicate in Device Manager?
- The component is running efficiently.
 - The component has not been installed.
 - The component has been disabled.
 - The component is not functioning properly.

ANSWER: d

FEEDBACK:

- Incorrect. Device Manager does not indicate the efficiency of a hardware component.
- Incorrect. The hardware component will be visible in Device Manager only after it is installed.
- Incorrect. A down arrow is used to indicate that a hardware component is disabled.
- Correct. A yellow exclamation mark indicates that the component is not functioning correctly.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.6 - Manage Hardware Components

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

DS:

TOPICS: Hardware Management

KEYWORDS: Bloom's: Understand

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36. You have downloaded the latest driver for a scanner that is already installed on your computer. The computer runs on the 64-bit version of Windows 10. While you are trying to install the driver, you encounter a message that windows cannot verify the publisher of this driver software.

Why do you think the computer displayed this message?

- The device driver does not have a valid digital signature.
- The device driver has been altered after it was digitally signed.

Module 02: Using the System Utilities

- c. The device driver has been affected by a malicious program.
- d. The device driver was successfully installed.

ANSWER: a

FEEDBACK:

- a. Correct. The message appears when there is no digital signature on the driver or if it is not possible to verify the validity of the signature.
- b. Incorrect. If the drive was altered, Windows would display the message *The driver software has been altered*.
- c. Incorrect. If the driver was affected by a malicious program, Windows would display the message *The driver software has been altered*.
- d. Incorrect. A 64-bit Windows 10 operating system will not install the driver if its signature cannot be verified.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECT Wrig.MSGW10.22.2.6 - Manage Hardware Components

IVES:

ACCREDITING STA MD100.4.3 - Monitor and manage Windows

NDARDS:

TOPICS: Hardware Management

KEYWORDS: Bloom's: Apply

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37. Your organization has purchased a new printer. As the systems administrator, you need to ensure that the appropriate driver is automatically loaded whenever a Windows 10 computer in the organization is attached to the printer. However, the registry keys in the computers should not be modified.

How will you do this?

- a. By storing the driver in a centralized network location
- b. By copy-pasting the driver location on each computer
- c. By staging the driver in the driver store
- d. By saving the driver in a USB device and sharing it with the employees

ANSWER: c

FEEDBACK:

- a. Incorrect. If the driver is stored in a centralized location, a registry key in the Windows 10 computers must be modified so that the computers can search for the driver.
- b. Incorrect. Even if the driver is copy-pasted in each computer, users have to manually search for it.
- c. Correct. If the driver is staged in the driver store, Windows 10 will automatically find the driver and install it whenever the printer is connected to a computer.
- d. Incorrect. While the users may know the location of the driver, they still must manually install the driver.

POINTS: 1

Module 02: Using the System Utilities

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.6 - Manage Hardware Components

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Hardware Management

KEYWORDS: Bloom's: Apply

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38. Which of the following power states represents a fully functioning computer?

- a. The S0 state
- b. The S3 state
- c. The S4 state
- d. The S5 state

ANSWER:

a

FEEDBACK:

- a. Correct. The S0 state represents a fully functioning computer. In this state, the processor and hard disks can be in varying power states.
- b. Incorrect. In this state, all system devices are powered down except for the physical memory.
- c. Incorrect. All the devices, including the RAM, are powered off in this state.
- d. Incorrect. This state is typically triggered when the operating system is shut down.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.7 - Understand and configure power management

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management

KEYWORDS: Bloom's: Remember

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39. Which of the following allows Windows to update in the background and place hardware devices in their lowest power states?

- a. Away Mode
- b. Hibernate

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- c. Modern Standby
- d. Hybrid Sleep

ANSWER: c

FEEDBACK:

- a. Incorrect. While Away Mode can perform background processes, it does not depend on hardware support.
- b. Incorrect. In this state, all system devices are powered down, so the system cannot perform background processes.
- c. Correct. Modern Standby minimizes power usage by placing hardware devices in the lowest power state; however, processes continue to run. This allows Windows to run updates in the background.
- d. Incorrect. This powers down all the devices except the RAM, so background processes do not run.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MSGW10.22.2.7 - Understand and configure power management

STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management

KEYWORDS: Bloom's: Understand

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40. You have a computer that runs on a Windows 10 operating system and supports Modern Sleep. What will happen if you close the lid of the computer?

- a. The computer display will be turned off.
- b. The computer will hibernate.
- c. The computer will be put in sleep mode.
- d. The computer will shut down.

ANSWER: c

FEEDBACK:

- a. Incorrect. The display can be configured to turn off when the lid is closed. But this will not happen if Modern Sleep is supported.
- b. Incorrect. The computer will hibernate only if Modern Sleep is not supported.
- c. Correct. If Modern Sleep is supported, the settings for lid closing will be configured to trigger sleep mode.
- d. Incorrect. This is possible only if there is no support for Modern Sleep.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

Module 02: Using the System Utilities

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.7 - Understand and configure power management

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management
KEYWORDS: Bloom's: Apply
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41. A manufacturing company has bought a new batch of computers that run on a Windows 10 operating system. As the systems administrator, Michael needs to check if the computers support Modern Sleep.

What cmdlet should Michael use for this purpose?

- a. powercfg.exe
- b. ipconfig.exe
- c. Get-Help
- d. Get-service

ANSWER: a

FEEDBACK:

- a. Correct. powercfg.exe can be used to check if a computer uses Modern Sleep. If Modern Sleep is supported, Standby (S0 Low Power Idle) Network Disconnected will be listed as available in Windows PowerShell.
- b. Incorrect. Ipconfig.exe is a command-line tool, not a cmdlet.
- c. Incorrect. Get-Help is a cmdlet that can be used to obtain information about other cmdlets.
- d. Incorrect. Get-Service is a cmdlet that can be used to get a list of all running services.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.7 - Understand and configure power management

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management
KEYWORDS: Bloom's: Apply
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42. You have configured your Windows 10 computer such that the computer enters the sleep mode after 10 minutes of idle time. However, you notice that this does not happen.

What should you first do to troubleshoot this issue?

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- a. Configure the power plan to initiate hibernation
- b. Identify the hardware device that is waking up Windows 10
- c. Run powercfg.exe /requests in Windows PowerShell
- d. Verify the power management settings

ANSWER: d

FEEDBACK:

- a. Incorrect. This can be done if it is identified that the battery of your computer is draining.
- b. Incorrect. This can be done if it is identified that certain hardware devices are waking up Windows 10, thereby making power requests. However, this is not the first thing to do.
- c. Incorrect. This cmdlet can be run if it is identified that certain applications are requesting for power. However, this is not the first step to troubleshooting.
- d. Correct. The first step to troubleshooting power-related issues is to verify the power management settings.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: MSGW10.22.2.7 - Understand and configure power management

STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Power Management

KEYWORDS: Bloom's: Apply

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43. Which of the following is essential for the communication between a newly installed printer and the Windows 10 operating system?

- a. A graphic tablet
- b. A router
- c. A device driver
- d. A firewall

ANSWER: c

FEEDBACK:

- a. Incorrect. A graphic tablet is an input device. It cannot act as an intermediary between another device and the operating system.
- b. Incorrect. A router is a network device. It cannot be used for this purpose.
- c. Correct. A device driver acts as a medium of communication between a hardware component, such as the printer, and the operating system; it includes instructions to use the printer properly.
- d. Incorrect. A firewall is a system that monitors network traffic. It cannot be used as a medium of communication.

POINTS: 1

DIFFICULTY: Moderate

Module 02: Using the System Utilities

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.6 - Manage Hardware Components

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Hardware Management

KEYWORDS: Bloom's: Understand

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44. When is a domain user account required for a scheduled task?

- a. When the scheduled task runs on a local system
- b. When the task needs to be configured as an interactive task
- c. When necessary permissions are required to run a background task
- d. When the task needs to access network resources

ANSWER: d

FEEDBACK:

- a. Incorrect. A local user account is sufficient for tasks that run on local systems.
- b. Incorrect. A task can be interactive irrespective of whether it is configured with a local or a domain user account.
- c. Incorrect. Tasks do not require a domain account to run in the background.
- d. Correct. A domain user account is required when a scheduled task needs to access network resources.

POINTS: 1

DIFFICULTY: Moderate

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: Wrig.MSGW10.22.2.8 - Use Task Scheduler

ACCREDITING STANDARDS: MD100.4.3 - Monitor and manage Windows

TOPICS: Task Scheduler

KEYWORDS: Bloom's: Understand

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45. Which of the following built-in accounts in Task Scheduler can provide access to resources in another domain?

- a. NT AUTHORITY\NETWORK SERVICE
- b. NT AUTHORITY\LOCAL SERVICE
- c. NT AUTHORITY\SYSTEM

Module 02: Using the System Utilities

d. None of these

ANSWER: a

FEEDBACK:

- a. Correct. This account can be used to access resources from another domain.
- b. Incorrect. This account provides user access equivalent to that of the local user group.
- c. Incorrect. This account provides full access to the local computer.
- d. Incorrect. This is not the correct answer. NT Authority is used to create tasks depending on user access.

POINTS: 1

DIFFICULTY: Easy

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES Wrig.MSGW10.22.2.8 - Use Task Scheduler
:

ACCREDITING STANDARDS MD100.4.3 - Monitor and manage Windows
RDS:

TOPICS: Task Scheduler

KEYWORDS: Bloom's: Remember

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