

Review Questions

1. Windows 7 can be restarted in several limited configurations to bypass startup applications and suspected faulty device drivers. These modes include _____. (Select all that apply.)
 - a. Safe Mode with Networking
 - b. Safe Mode with Microsoft Drivers
 - c. Safe Mode
 - d. Safe Mode Command Prompt
2. The Windows Memory Diagnostic tool can run silently in the background while the user is working with Windows 7. True or False?
3. Automatic repair wizards record their actions in event logs. True or False?
4. The Create a system image back up stores data to a _____ file.
 - a. .BKP
 - b. compressed
 - c. XML storage
 - d. .VHD
5. DXDIAG is a tool used for diagnosing _____.
 - a. digital x86 instructions
 - b. direct extended events
 - c. disk extensions
 - d. DirectX
6. The types of event logs found in Windows 7 include _____. (Select all that apply.)
 - a. Analytical
 - b. XML
 - c. Debug
 - d. Operational
 - e. WMI
7. The Windows Backup and Restore utility can periodically back up selected files and folders. True or false?
8. Windows Backup and Restore can store data on _____ devices. (Select all that apply.)
 - a. flash memory
 - b. CD-ROM
 - c. writeable DVD
 - d. tape drive
 - e. removable hard disk
9. The Task Scheduler _____ is used to organize the large number of operational tasks defined in Windows 7.
 - a. Library
 - b. Action Log
 - c. service
 - d. AT service
 - e. Directory

10. _____ is used to restore the device driver previously in use by a specific hardware component.
 - a. Windows Backup and Restore
 - b. Device Manager
 - c. System Restore
 - d. Safe Mode
11. The _____ utility can be used to restore a system restore point from a command prompt.
 - a. restore.exe
 - b. srp.exe
 - c. rstrui.exe
 - d. FDISK /restore
12. A support contact has researched a problem that you are having with Windows 7. They have sent an e-mail referencing a document called KB84201. This document identifier is a _____.
 - a. case number with Microsoft
 - b. unknown, check back with the contact for clarification
 - c. Microsoft knowledge base article number
 - d. Help and Support lookup index
13. Common solution guidelines to follow when troubleshooting include _____. (Select all that apply.)
 - a. Thoroughly research all aspects of the problem before attempting a solution
 - b. If the problem cannot be quickly resolved, reinstall Windows 7
 - c. Confirm recent changes to the computer system
 - d. Spend time identifying past problem areas
14. When a service crashes, the action to recover can be set to _____. (Select all that apply.)
 - a. run an application
 - b. send an e-mail
 - c. restart the computer
 - d. do nothing
 - e. restart the service
15. Reliability Monitor can help identify when software causing instability was installed. True or false?
16. Use _____ to verify that a service has started as expected, or start the service if required.
 - a. System Information
 - b. Task Scheduler
 - c. Service Viewer
 - d. Computer Management
 - e. Service Manager
17. The operational status of an event provider can be found in a recorded event by examining the _____ value.
 - a. Keyword
 - b. Status