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# HW6

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# CTEC402

**Chapter 6**

**Part1: Grade (5 points): Thinking Critically**

These questions are designed to prepare you for the critical thinking required for the A+ exams and may use content from other chapters and the web.

1. As a computer starts up, you see an error message about the HAL. At what point in startup does this error occur?
   1. When BIOS/UEFI is searching for an OS using devices listed in the boot priority order
   2. When Windows attempts to load the user profile
   3. When Windows attempts to launch critical device drivers
   4. When Windows attempts to launch the Windows kernel Answer: D.
2. Which Windows program must be running before a user can sign in to Windows?
   1. Kernel.exe
   2. Userinit.exe
   3. Explorer.exe
   4. Lsass.exe
   5. All of the above Answer: D.
3. As a computer starts up, you see an error message about a missing operating system. At what point in startup does this error occur?
   1. When BIOS/UEFI is searching for an OS using devices listed in the boot priority order
   2. When Windows attempts to load the user profile
   3. When Windows attempts to launch critical device drivers
   4. When Windows attempts to launch the Windows kernel Answer: A.
4. Your friend sees an error message during Windows startup about a corrupted bootmgr file. He has another computer with a matching configuration and decides to copy the bootmgr file from the working computer to the computer with the problem. Where can he locate the bootmgr file?
   1. C:\Boot\bootmgr
   2. System Reserved\Boot\bootmgr
   3. System Reserved\bootmgr
   4. All of the above Answer: B.
5. In question 4 above, your friend is having problems finding the bootmgr file and asks for your help. What is your best response?
   1. Use diskpart commands to “unhide” and locate the file.
   2. Use the File Explorer options applet to unhide the hidden bootmgr file.
   3. Explain to your friend that performing a startup repair is a better option.
   4. Explain to your friend that he can use the bootrec command to fix the bootmgr file without having to copy another file to the computer.

Answer: D.

1. You are seeing multiple errors about device drivers failing to launch at startup. Of the following, which is the best option to try first? Second?
   1. Restore the SYSTEM hive from backup.
   2. Restore the SAM hive from backup.
   3. Perform a startup repair.
   4. Perform a Windows 10 reset. Answers: C and D
2. A stop error halts the Windows 10 system while it is booting, and the booting starts over in an endless loop of restarts. How can you solve this problem?
   1. Use the Windows Startup Settings screen to disable automatic restarts.
   2. Press F8 at startup and then disable automatic restarts.
   3. Launch Windows 10 from setup media and perform a Windows 10 reset.
   4. Press F9 at startup and then disable automatic restarts. Answer: A.
3. If you are having a problem with a driver, which of the following should you try first? Second?
   1. Update the driver.
   2. Use System Restore to apply a restore point.
   3. Update Windows.
   4. Perform a clean boot. Answers: A and B
4. When error messages indicate that the Windows registry is corrupted and you cannot boot from the hard drive, what tool or method is the first best option to fix the problem? The second best option?
   1. Use bootable media to launch Windows RE and use System Restore to apply a restore point.
   2. Use bootable media to launch Windows RE and perform a startup repair.
   3. Use bootable media to launch Windows RE and then use commands to recover the registry from backup.
   4. Refresh Windows using a system image or custom refresh image. Answers: A and B
5. Your Windows system boots to a blue screen stop error and no Start screen or desktop. What do you do first?
   1. Reinstall Windows.
   2. Use the web to research the stop error messages and numbers.
   3. Attempt to boot into Windows RE using the Windows setup DVD or a recovery drive.
   4. Verify that the system is getting power. Answer: C.
6. You have important data on your hard drive that is not backed up and your Windows installation is so corrupted you know that you must refresh the entire installation. What do

you do first?

* 1. Use System Restore to apply a restore point.
  2. Make every attempt to recover the data.
  3. Perform an in-place upgrade of Windows.
  4. Reformat the hard drive and reinstall Windows. Answer: B.

1. Your computer displays the error message “A disk read error occurred.” You try to boot from the Windows setup DVD and you get the same error. What is most likely the problem?
   1. The Windows setup DVD is scratched or damaged in some way.
   2. The hard drive is so damaged the system cannot read from the DVD.
   3. Both the optical drive and the hard drive have failed.
   4. The boot device order is set to boot from the hard drive before the optical drive. Answer: D.
2. When a driver is giving problems in Windows 10, which tool offers the least intrusive solution?
   1. Device Manager
   2. Windows Update
   3. System Restore
   4. Registry Editor Answer: A.
3. An error message is displayed during Windows startup about a service that has failed to start, and then the system locks up. You try to boot into Safe Mode, but get the same error message. What do you try next?
   1. Use the command prompt to edit the registry.
   2. Boot to Windows RE and enable boot logging.
   3. Perform an upgrade repair of Windows 10.
   4. Boot to Windows RE and perform a startup repair. Answer: D.
4. Stop errors happen when which type of processes encounter an error?
   1. Processes created by applications
   2. Processes created by Windows components running in user mode
   3. Processes created by Windows components running in kernel mode
   4. Processes created by anti-malware software Answer: C.
5. What is the command to use the System File Checker to immediately verify and repair system files?

Answer: sfc /scannow

1. What is the path and name of the log file created when you enable boot logging on the Windows 10/8 Startup Settings menu?

Answer: C:\Windows\ntbtlog.txt

1. What information is contained in the C:\Windows\System32\LogFiles\SRT\SRTTrail.txt file?

Answer: This file contains diagnostic information about startup repair operations, including error messages and actions taken to troubleshoot startup issues.

## Part2: Grade (10 points): All hands on project must show all steps by including screen shot from your own system

Hands-On Projects 6-1 to 6-6

**Part3: Grade (5 points) : Remember you must show all steps**

Real Problems 6-1 to 6-4

# REQUIREMENTS

- Any assignment received after the time of the class is considered late **(NO EXCUSES)** and is graded with 0