

Introduction

Welcome to *MCTS 70-620 Exam Cram: Microsoft Windows Vista Client Configuration*! Whether this book is your first or your fifteenth *Exam Cram* series book, you'll find information here that will help ensure your success as you pursue knowledge, experience, and certification. This book aims to help you get ready to take and pass the Microsoft certification exam "TS: Microsoft Windows Vista, Configuring" (Exam 70-620). When you pass this exam, you will earn the Microsoft Certified Technology Specialist: Windows Vista, Configuration certification.

This introduction explains the Microsoft certification programs in general and talks about how the *Exam Cram* series can help you prepare for the latest certification exams from Microsoft. Chapters 1 through 12 are designed to remind you of everything you need to know to pass the 70-620 certification exam. The two sample tests at the end of the book should give you a reasonably accurate assessment of your knowledge and, yes, we've provided the answers and their explanations for these sample tests. Read the book, understand the material, and you'll stand a very good chance of passing the real test.

Exam Cram books help you understand and appreciate the subjects and materials you need to know to pass Microsoft certification exams. *Exam Cram* books are aimed strictly at test preparation and review. They do not teach you everything you need to know about a subject. Instead, the author streamlines and highlights the pertinent information by presenting and dissecting the questions and problems he has discovered that you're likely to encounter on a Microsoft test.

Nevertheless, to completely prepare yourself for any Microsoft test, we recommend that you begin by taking the "Self Assessment" that is included in this book, immediately following this introduction. The self-assessment tool will help you evaluate your knowledge base against the requirements for becoming a Microsoft Certified Technology Specialist (MCTS) and will be the first step in earning more advanced certifications including Microsoft's IT Professional and Professional Developer (MCITP and MCPD) and Architect (MCA).

Based on what you learn from the Self-Assessment, you might decide to begin your studies with classroom training or some background reading. On the other hand, you might decide to pick up and read one of the many study guides available from Microsoft or third-party vendors. We also recommend that you supplement your study program with visits to <http://examcram.com> for additional

practice questions and to get advice and track the Windows certification programs.

This book also offers you an added bonus of access to Exam Cram practice tests online. All you need is a connection to the Internet and you can take advantage of these practice exam questions right from your very own web browser! This software simulates the Microsoft testing environment with similar types of questions that you're likely to see on the actual Microsoft exam. We also strongly recommend that you install, configure and play around with the Microsoft Windows Vista operating system. Nothing beats hands-on experience and familiarity when it comes to understanding the questions you're likely to encounter on a certification test. Book learning is essential, but without a doubt, hands-on experience is the best teacher of all!

The Value of Certification

It is an established fact that computers and networking is a fast-paced environment. Therefore, employees who work in information technology (IT) must learn to keep up with the ever-changing technology and have the ability to learn new technology. It is said that those in IT must be able to learn or retrain themselves every 1 to 1.5 years.

According to *Certification* magazine (<http://www.certmag.com>), the successful IT worker must

- ▶ Be proficient in two or more technical specialties
- ▶ Be able to wear multiple hats
- ▶ Be more business-oriented because hiring managers will be looking for employees who see the big picture of profit, loss, competitive advantage and customer retention and understand how IT fits into this picture
- ▶ Be able to work easily with nontechnical personnel
- ▶ Have soft skills of good listening, problem-solving, and effective written and verbal communication

In addition, there is a demand for those who can demonstrate expertise in IT project management. Those moving to a mid- to high-level position will have a mix of academic credentials and industry certifications, and increasing levels of responsibility.

Today, technical certifications are highly valuable. Depending on which certification or certifications you have, they can allow you to begin as an entry-level

technician or administrator or demonstrate the knowledge and capabilities of a current technician or administrator. Technical companies consider some technical certifications as valuable as a college degree and nontechnical companies consider them just a little less than a college degree.

In 2001 researchers from Gartner Consulting surveyed nearly 18,000 IT managers, certified professionals, and certification candidates. They reported the following:

- ▶ IT professionals seek certification to increase compensation, find employment, or boost productivity.
- ▶ Of those certified, 66 percent of certified professionals received an increase in salary after becoming certified, and 83 percent reported that certification helped them gain a new position.
- ▶ Although most certification candidates combine several study methods, printed materials designed for self-study and instructor-led training were reported as the most useful preparation methods.

From the employer's perspective, although many managers (42 percent) feared that certified employees would move on to another organization, 71 percent of IT professionals gaining certification stay put. IT managers cited a higher level of service, competitive advantage, and increased productivity as key benefits of having certified staff. Of course, the drawbacks include cost of training and testing.

As you can see, many people in IT see certification as a valuable tool. You can see that certification is

- ▶ A demonstration of specific areas of competence with particular technologies
- ▶ A credential desired or required by an increasing number of employers
- ▶ A tool people use successfully to challenge themselves
- ▶ A road map for continuing education
- ▶ A potential bridge to a new specialty
- ▶ Evidence that you are self-motivated and actively working to stay current

On the other hand, certification is not a substitute for extensive hands-on experience and it is not a career cure-all. Finally, passing these exams requires a little bit of work and discipline.

The Microsoft Certification Program

Microsoft currently offers multiple certification titles, each of which boasts its own special abbreviation. (As a certification candidate and computer professional, you need to have a high tolerance for acronyms.)

The certification for end users is this:

- ▶ **Microsoft Office Specialist.** Recognized for demonstrating advanced skills with Microsoft desktop software (including Microsoft Office).

The older certifications associated with the Windows Server 2003 operating system and related network infrastructure are as follows:

- ▶ **Microsoft Certified Professional (MCP).** For professionals who have the skills to successfully implement a Microsoft product (such as Windows XP or Windows Server 2003) or technology as part of a business solution in an organization.
- ▶ **Microsoft Certified Desktop Support Technician (MCDST).** For professionals who have the technical and customer service skills to troubleshoot hardware and software operation issues in Microsoft Windows environments.
- ▶ **Microsoft Certified Systems Administrator (MCSA).** For professionals who administer network and systems environments based on the Microsoft Windows operating systems. Specializations include MCSA: Messaging and MCSA: Security.
- ▶ **Microsoft Certified Systems Engineer (MCSE).** For professionals who design and implement an infrastructure solution that is based on the Windows operating system and Microsoft Windows Server System software. Specializations include MCSE: Messaging and MCSE: Security.

The newer certification based on Windows Vista and related server products are as follows:

- ▶ **Microsoft Certified Technology Specialist (MCTS).** For professionals who target specific technologies and want to distinguish themselves by demonstrating in-depth knowledge and expertise in the various Microsoft specialized technologies. The MCTS is a replacement for the MCP program.

- ▶ **Microsoft Certified IT Professional (MCITP).** For professionals who demonstrate comprehensive skills in planning, deploying, supporting, maintaining, and optimizing IT infrastructures. The MCITP is a replacement for the MCSA and MCSE programs.
- ▶ **Microsoft Certified Architect (MCA).** For professionals who are identified as top industry experts in IT architecture that use multiple technologies to solve business problems and provide business metrics and measurements. Candidates for the MCA program are required to present to a review board—consisting of previously certified architects—to earn the certification.

For database professionals, the certification is this:

- ▶ **Microsoft Certified Database Administrator (MCDBA).** For professionals who design, implement, and administer Microsoft SQL Server databases.

For developers and programmers, certifications are as follows:

- ▶ **Microsoft Certified Professional Developer (MCPD).** Professionals who are recognized as expert Windows Application Developer, Web Application Developer, or Enterprise Application Developer. They demonstrate that you can build rich applications that target a variety of platforms such as the Microsoft .NET Framework 2.0.
- ▶ **Microsoft Certified Application Developer (MCAD).** For professionals who use Microsoft technologies to develop and maintain department-level applications, components, web or desktop clients, or back-end data services.

For trainers and curriculum developers, certifications are as follows:

- ▶ **Microsoft Certified Trainer (MCT).** For qualified instructors who are certified by Microsoft to deliver Microsoft training courses to IT professionals and developers.
- ▶ **Microsoft Certified Learning Consultant (MCLC).** Recognizes MCTs whose job roles have grown to include frequent consultative engagements with their customers and who are experts in delivering customized learning solutions that positively affect customer return on investment (ROI).

To best keep tabs on all Microsoft certifications, visit the following website:

www.microsoft.com/learning/default.mspx.

Because Microsoft changes its website often, this URL might not work in the future, so you should use the Search tool on the Microsoft site to find more information about specific certifications.

Microsoft Certified Technology Specialist

Technology Specialist certifications enable professionals to target specific technologies and to distinguish themselves by demonstrating in-depth knowledge and expertise in their specialized technologies. Microsoft Technology Specialists are consistently capable of implementing, building, troubleshooting, and debugging a particular Microsoft technology.

At the time of this writing, there are 17 Microsoft Certified Technology Specialist (MCTS) certifications:

- ▶ Technology Specialist: .NET Framework 2.0 Web Applications
- ▶ Technology Specialist: .NET Framework 2.0 Windows Applications
- ▶ Technology Specialist: .NET Framework 2.0 Distributed Applications
- ▶ Technology Specialist: SQL Server 2005
- ▶ Technology Specialist: SQL Server 2005 Business Intelligence
- ▶ Technology Specialist: BizTalk Server 2006
- ▶ Technology Specialist: Microsoft Office Live Communications Server 2005
- ▶ Technology Specialist: Microsoft Exchange Server 2007, Configuration
- ▶ Technology Specialist: Microsoft Office SharePoint Server 2007, Configuration
- ▶ Technology Specialist: Microsoft Office SharePoint Server 2007, Application Development
- ▶ Technology Specialist: Windows Mobile 5.0, Applications
- ▶ Technology Specialist: Windows Mobile 5.0, Implementing and Managing

- ▶ Technology Specialist: Windows Server 2003 Hosted Environments, Configuration, and Management
- ▶ Technology Specialist: Windows SharePoint Services 3.0, Application Development
- ▶ Technology Specialist: Windows SharePoint Services 3.0, Configuration
- ▶ Technology Specialist: Windows Vista and 2007 Microsoft Office System Desktops, Deploying and Maintaining
- ▶ Technology Specialist: Windows Vista, Configuration

Microsoft Certified IT Professional

The new Microsoft Certified IT Professional (MCITP) credential lets you highlight your specific area of expertise. Now, you can easily distinguish yourself as an expert in database administration, database development, business intelligence, or support. At the time of this writing, the following Microsoft Certified IT Professional certifications exist:

- ▶ IT Professional: Database Developer
- ▶ IT Professional: Database Administrator
- ▶ IT Professional: Business Intelligence Developer
- ▶ IT Professional: Enterprise Support Technician

The MCTS on Windows Server 2008 will help you and your organization to take advantage of advanced server technology with the power to increase the flexibility of your server infrastructure, save time, and reduce costs. In 2008, Microsoft will introduce two MCITP programs aimed at the Windows Server 2008 platform: the MCITP—Server Administrator and MCITP—Enterprise Administrator.

The MCITP—Server Administrator program consists of the following certifications:

- ▶ Windows Server 2008 Active Directory (70-640)
- ▶ Windows Server 2008 Network Infrastructure (70-642)
- ▶ Windows Server 2008 Administrator (70-646)

The MCITP—Enterprise Administrator program consists of the following certifications:

- ▶ Windows Vista (70-620 or 70-624)
- ▶ Windows Server 2008 Application/Platform Configuration (70-643)
- ▶ Windows Server 2008 Network Infrastructure (70-642)
- ▶ Windows Server 2008 Active Directory (70-640)
- ▶ Enterprise Administrator (70-647)

Transition certifications are available today for Windows Server 2003 certified professionals, and full certification paths will be available soon after the Windows Server 2008 product release. For more details about these certifications, visit the following website:

www.microsoft.com/learning/mcp/windowsserver2008/default.mspx

If the URL is no longer available, don't forget to search for "MCTS" and "Windows Server 2008" using the Microsoft Search tool found on the Microsoft website.

Microsoft Certified Technology Specialist: Windows Vista, Configuration

The Microsoft Certified Technology Specialist certifications enable professionals to target specific technologies and distinguish themselves by demonstrating in-depth knowledge and expertise in their specialized technologies. A Microsoft Certified Technology Specialist in Windows Vista, Configuration possesses the knowledge and skills to configure Windows Vista for optimal performance on the desktop, including installing, managing, and configuring the new security, network, and application features in Windows Vista.

To earn the Microsoft Certified Technology Specialist: Windows Vista, Configuration, you must pass one exam that focuses on supporting end-user issues about network connectivity, security, and application installation and compatibility, and logon problems that include account issues and password resets:

- ▶ Exam 70-620: TS: Microsoft Windows Vista Client, Configuring

If you decide to take a Microsoft-recognized course, you need to take two classes:

- ▶ Course 5115: Installing and Configuring the Windows Vista Operating System (3 days)
- ▶ Course 5116: Configuring Windows Vista Applications and Tools (2 days)

You can find the preparation guide (including exam objectives) for Exam 70-620 TS: Microsoft Windows Vista, Configuring at www.microsoft.com/learning/exams/70-620.mspx

Taking a Certification Exam

After you prepare for your exam, you need to register with a testing center. At the time of this writing, the cost to take Exam 70-620 is (U.S.) \$125, and if you don't pass, you can take each again for an additional (U.S.) \$125 for each attempt. In the United States and Canada, tests are administered by Prometric. You can sign up for a test through the company's website, www.2test.com or www.prometric.com. Within the United States and Canada, you can register by phone at 800-755-3926. If you live outside this region, check the Prometric website (www.microsoft.com/learning/mcpexams/register/prometric.mspx) for the appropriate phone number.

To sign up for a test, you must have a valid credit card. Alternatively, you can contact Prometric for mailing instructions to send a check (in the United States). Only when payment has been verified, or a check has cleared, can you actually register for a test.

To schedule an exam, you need to call the phone number or visit Prometric websites at least one day in advance. To cancel or reschedule an exam in the United States or Canada, you must call before 3 p.m. Eastern time the day before the scheduled test time (or you might be charged, even if you don't show up to take the test). When you want to schedule a test, you should have the following information ready:

- ▶ Your name, organization, and mailing address.
- ▶ Your Microsoft test ID. (In the United States, this means your Social Security number; citizens of other countries should call ahead to find out what type of identification number is required to register for a test.)

- ▶ The name and number of the exam you want to take.
- ▶ A method of payment. (As mentioned previously, a credit card is the most convenient method, but alternative means can be arranged in advance, if necessary.)

After you sign up for a test, you are told when and where the test is scheduled. You should arrive at least 15 minutes early. You must supply two forms of identification, one of which must be a photo ID to be admitted into the testing room.

Tracking Certification Status

As soon as you pass a qualified Microsoft exam and earn a professional certification, Microsoft generates transcripts that indicate the exams you have passed. You can view a copy of your transcript at any time by going to the MCP-secured site (this site might change as the MCP is retired) and selecting the Transcript Tool. This tool enables you to print a copy of your current transcript and confirm your certification status.

After you pass the necessary set of exams, you are certified. Official certification is normally granted after six to eight weeks, so you shouldn't expect to get your credentials overnight. The package for official certification that arrives includes a Welcome Kit that contains a number of elements (see the Microsoft website for other benefits of specific certifications):

- ▶ A certificate that is suitable for framing, along with a wallet card and lapel pin.
- ▶ A license to use the related certification logo, which means you can use the logo in advertisements, promotions, and documents and on letterhead, business cards, and so on. Along with the license comes a logo sheet, which includes camera-ready artwork. (Note that before you use any of the artwork, you must sign and return a licensing agreement that indicates you'll abide by its terms and conditions.)
- ▶ Access to the *Microsoft Certified Professional Magazine Online* website, which provides ongoing data about testing and certification activities, requirements, changes to the MCP program, and security-related information on Microsoft products.

Many people believe that the benefits of MCP certification go well beyond the perks that Microsoft provides to newly anointed members of this elite group.

We're starting to see more job listings that request or require applicants to have Microsoft and other related certifications, and many individuals who complete Microsoft certification programs can qualify for increases in pay and responsibility. As an official recognition of hard work and broad knowledge, a certification credential is a badge of honor in many IT organizations.

About This Book

Each topical *Exam Cram* chapter follows a regular structure and contains graphical cues about important or useful information. Here's the structure of a typical chapter:

- ▶ **Opening hotlists.** Each chapter begins with a list of the terms, tools, and techniques that you must learn and understand before you can be fully conversant with that chapter's subject matter. The hotlists are followed with one or two introductory paragraphs to set the stage for the rest of the chapter.
- ▶ **Topical coverage.** After the opening hotlists and introductory text, each chapter covers a series of topics related to the chapter's subject. Throughout that part of the chapter, we highlight topics or concepts that are likely to appear on a test, using a special element called an alert:

EXAM ALERT

This is what an alert looks like. Normally, an alert stresses concepts, terms, software, or activities that are likely to relate to one or more certification-test questions. For that reason, we think any information in an alert is worthy of unusual attentiveness on your part.

You should pay close attention to material flagged in Exam Alerts; although all the information in this book pertains to what you need to know to pass the exam, Exam Alerts contain information that is important. You'll find what appears in the meat of each chapter to be worth knowing, too, when preparing for the test. Because this book's material is condensed, we recommend that you use this book along with other resources to achieve the maximum benefit.

In addition to the alerts, we provide tips that will help you build a better foundation for Windows Server 2003 knowledge. Although the tip information might not be on the exam, it is certainly related and it will help you become a better-informed test taker.

TIP

This is how tips look. Keep your eyes open for these and you'll become a Windows Server 2003 guru in no time!

NOTE

This is how notes look. Notes direct your attention to important pieces of information that relate to Windows Server 2003 and Microsoft certification.

- ▶ **Exam prep questions.** Although we talk about test questions and topics throughout the book, this section at the end of each chapter presents a series of mock test questions and explanations of both correct and incorrect answers.
- ▶ **Details and resources.** Every chapter ends with a section titled “Recommended Readings and Resources.” That section provides direct pointers to Microsoft and third-party resources that offer more details about the chapter’s subject. In addition, that section tries to rank or at least rate the quality and thoroughness of the topic’s coverage by each resource. If you find a resource you like in that collection, you should use it; but don’t feel compelled to use all the resources. On the other hand, we recommend only resources that we use on a regular basis, so none of our recommendations will be a waste of your time or money (but purchasing them all at once probably represents an expense that many network administrators and Microsoft certification candidates might find hard to justify).

The bulk of the book follows this chapter structure, but there are a few other elements. Chapters 13 through 16, “Practice Exam 1” and “Practice Exam 2,” and their answers chapters, provide good reviews of the material presented throughout this book to ensure that you’re ready for the exam.

Finally, the tear-out Cram Sheet attached next to the inside front cover of this *Exam Cram* book represents a condensed and compiled collection of facts and tips that we think are essential for you to memorize before taking the test. Because you can dump this information out of your head onto a sheet of paper before taking the exam, you can master this information by brute force; you need to remember it only long enough to write it down when you walk into the testing room. You might even want to look at it in the car or in the lobby of the testing center just before you walk in to take the exam.

We've structured the topics in this book to build on one another. Therefore, some topics in later chapters make the most sense after you've read earlier chapters. That's why we suggest that you read this book from front to back for your initial test preparation. If you need to brush up on a topic or if you have to bone up for a second try, you can use the index or table of contents to go straight to the topics and questions that you need to study. Beyond helping you prepare for the test, we think you'll find this book useful as a tightly focused reference to some of the most important aspects of Windows Vista.

The book uses the following typographical conventions:

- ▶ Command-line strings that are meant to be typed into the computer are displayed in monospace text, such as

```
net use lpt1: \\print_server_name\printer_share_name
```
- ▶ *New terms* are introduced in italics.

Given all the book's elements and its specialized focus, we've tried to create a tool that will help you prepare for and pass Microsoft Exam 70-620. Please share with us your feedback on the book, especially if you have ideas about how we can improve it for future test takers. Send your questions or comments about this book via email to feedback@quepublishing.com. We'll consider everything you say carefully, and we'll respond to all suggestions. For more information about this book and other Que Certification titles, visit our website at www.quepublishing.com. You should also check out the new *Exam Cram* website at www.examcram.com, where you'll find information updates, commentary, and certification information.

Thanks for making this *Exam Cram* book a pivotal part of your certification study plan. Best of luck on becoming certified!

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CHAPTER THREE

Using Windows Vista

Terms you'll need to understand:

- ✓ Desktop
- ✓ Sidebar
- ✓ Gadget
- ✓ Start menu
- ✓ Taskbar
- ✓ Quick Launch toolbar
- ✓ Notification area
- ✓ Control Panel
- ✓ Welcome Center
- ✓ Plug-and-play
- ✓ Signed driver
- ✓ Device Manager
- ✓ Windows Aero
- ✓ Color depth
- ✓ Refresh rate
- ✓ Theme
- ✓ Ease of Access Center
- ✓ Parental control
- ✓ Administrative tools

Techniques/concepts you'll need to master

- ✓ Identify parts of the desktop used in Windows Vista.
- ✓ Use the Control Panel to configure certain aspects of Windows Vista.
- ✓ Load and manage device drivers.
- ✓ List the requirements for Windows Aero.
- ✓ Using the Ease of Access Center to enable accessibility technology.
- ✓ Use parental controls to limit access on Windows Vista.

Before learning how to configure and troubleshoot Windows Vista, you need to become familiar with the Windows Vista interface. This includes understanding how to use the desktop, the Start menu, and taskbar. In addition, when you open programs, the programs will appear in windows. You will then need to know how to navigate between the programs and how to manage the windows that the programs are running in. If you are familiar with Windows XP, you will find some similarities between Windows XP and Windows Vista. However, you will find enough differences that will cause you lots of grief if you don't know where to go.

Desktop

Similar to Windows XP, the Windows Vista interface is based on the *desktop*, which is the main screen/graphical space that you see after you turn on your computer and log on to Windows. Like the top of the actual office desk, it serves as a surface for your work (see Figure 3.1).

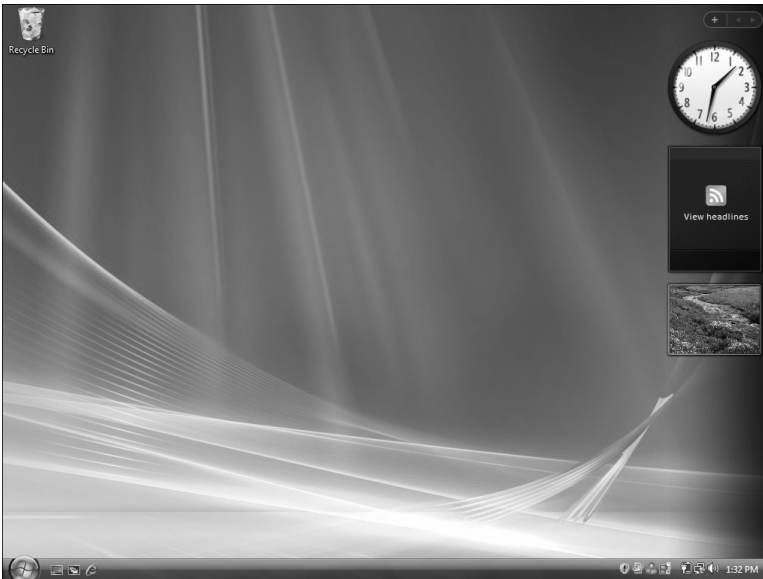


FIGURE 3.1 The Windows Vista desktop.

When you work at your office desk, you will open up folders that contain office documents such as letters and reports. You may spread them on your desk so that you can easily and quickly access them. When working on a Windows Vista

machine, you open programs or documents. Sometimes, these programs and documents are located in folders throughout your computer disk drives. Of course, the folders are used to organize your programs and data files so that you can find things in the future. Other times, you place files and folders, shortcuts to files and folders, or shortcuts to programs directly on the desktop, arranging them however you want so that you can easily access them.

To represent the files, folders, and programs, Windows Vista uses icons. A shortcut is an icon that represents a link to an item, rather than the item itself. You can identify shortcuts by the arrow on their icon. Like Windows XP, double-clicking an icon starts or opens the item it represents. If you double-click the Internet Explorer icon Internet Explorer will start. If you double-click a report that was written using Microsoft Word, Microsoft Word will start, and the report will be opened. When you double-click a shortcut, the item opens.

Managing Desktop Icons

By default, when you first start Windows, you'll see at least one icon on your desktop: the Recycle Bin. Depending on how your computer is configured, after its initial installation, you may have additional desktop icons, including the Control Panel, Internet Explorer, or Computer icon. Of course, depending on your preference, you can add or remove icons. Some people like to have a clean, uncluttered desktop with few or no icons, whereas others like to have their frequently used programs, files, and folders.

To add a shortcut to the desktop, follow these steps:

1. Locate the item that you want to create a shortcut for.
2. Right-click the item, click Send To, and then click Desktop (create shortcut). The shortcut icon appears on your desktop.

To add or remove common desktop icons such as Computer, your personal folder (My Documents), Network, the Recycle Bin, Internet Explorer, and Control Panel, follow these steps:

1. Right-click an empty area of the desktop, and then click Personalize.
2. In the left pane, click Change Desktop Icons.
3. Under Desktop icons, select the check box for each icon that you want to add to the desktop, or clear the check box for each icon that you want to remove from the desktop, and then click OK.

To remove an icon from the desktop, right-click the icon, and then click Delete. If the icon is a shortcut, only the shortcut is removed; the original item is not deleted.

To move a file from a folder to the desktop, follow these steps:

1. Open the folder that contains the file.
2. Drag the file to the desktop.

By default, Windows lines up the icons in columns on the left side of the desktop. However, you can move an icon by dragging it to a new place on the desktop.

You can have Windows automatically arrange your icons. Right-click an empty area of the desktop, click View, and then click Auto Arrange. Windows lines up your icons starting in the upper-left corner, locking them into place. To unlock the icons so that you can move them again, click Auto Arrange again, clearing the check mark next to it.

By default, Windows spaces icons evenly on an invisible grid. To place icons closer together or with more precision, turn off the grid. Right-click an empty area of the desktop, click View, and then click Align to Grid to clear the check mark. Repeat these steps to turn the grid back on.

To move or delete a bunch of icons simultaneously, you must first select all of them. Click an empty area of the desktop and drag the mouse to surround the icons with the rectangle that appears. Then release the mouse button. Now you can drag the icons as a group or delete them.

NOTE

In a list of items, you can select multiple items that are sequential (in order) such as files and folders by clicking the first item. You would then click and hold down the Shift key and use the arrows on the keyboard or by the mouse to select the next sequential item or items. To select nonsequential items, click and hold down the Shift key and use the mouse to select each item.

To temporarily hide all of your desktop icons without actually removing them, right-click an empty part of the desktop, click View, and then click Show Desktop Icons to clear the check mark from that option. To get the icons back, click Show Desktop Icons.

Whenever you open a program, file, or folder, it appears on your screen in a box or frame called a window (that's where the Windows operating system gets its

name). Of course, these windows will often partially or completely hide the desktop as the windows are placed on top of the desktop. To see the entire desktop without closing the programs or windows, right-click the taskbar and select the Show the Desktop option. You can also click the Show Desktop button on the Quick Launch toolbar. To restore all the windows, click the Show Desktop button again.

Taskbar and Sidebar

Besides icons, the desktop also includes the taskbar and the Windows Sidebar. The taskbar (similar to Windows XP) is located at the bottom of the screen. It shows which programs are running and allows you to switch between the different programs running. The taskbar also contains the Start button, which opens the Start menu so that you can access programs, folders, and computer settings.

The Windows *Sidebar* is a pane on the side of the Microsoft Windows Vista desktop where you can keep your *gadgets* organized and always available. Gadgets are easy-to-use mini programs that give you information at a glance and provide easy access to frequently used tools such as checking the weather, checking the time using a digital clock, or checking e-mail without opening up other programs.

Start Menu

To start programs, access folders, make changes to Windows Vista, access Help, log off the computer, switch to a different user account, or turn off the computer, you should use the *Start menu*. To open the Start menu, click the Start button in the lower-left corner of your screen. You can also press the Windows logo key on your keyboard.

The Start menu is divided into three basic parts:

- ▶ The large left pane shows a short list of programs on your computer.
- ▶ In the lower-left corner is the Search box, which enables you to look for programs and files on your computer by typing in search terms.
- ▶ The right pane provides access to commonly used folders, files, settings, and features. It's also where you go to log off from Windows or turn off your computer.

The Start menu detects which programs you use the most, and it places them in the left pane for quick access (see Figure 3.2).



FIGURE 3.2 The Start menu.

One of the most common uses of the Start menu is opening programs installed on your computer. To open a program shown in the left pane of the Start menu, click it. The program opens, and the Start menu closes. If you don't see the program you want to open, click All Programs at the bottom of the left pane, as shown in Figure 3.3. Instantly, the left pane displays a long list of programs in alphabetic order, followed by a list of folders.

NOTE

If you are unsure what a program does, move the cursor over its icon or name, and a box will appear that contains a description of the program.

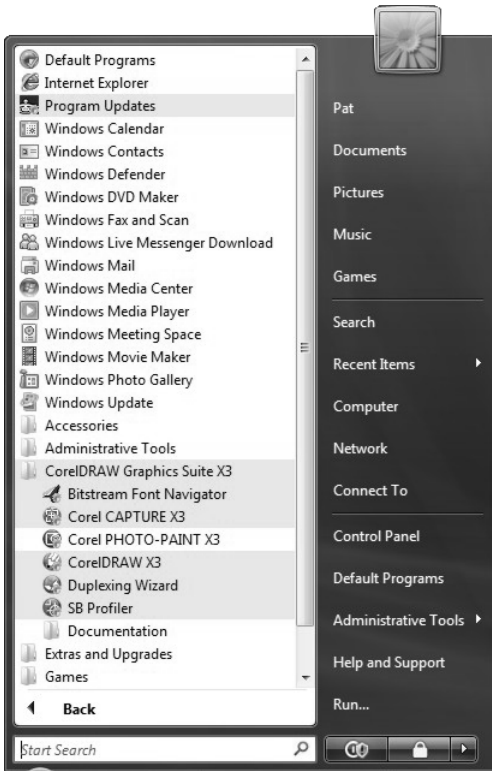


FIGURE 3.3 After you click All Programs, you can then access all programs installed in Window Vista.

Search Box

To find things quickly, use the Windows Vista Search box, which is located in the Start menu. It searches programs, all the folders in your personal folder (which includes Documents, Pictures, Music, Desktop, and other common locations), your e-mail messages, saved instant messages, appointments, contacts, your Internet favorites, and Internet history (see Figure 3.4). A program, file, or folder will appear if the item that you are searching for is in the title, the actual contents of the file, or in the properties of the file (such as the author of the document).

To open a folder or file, click it. You can also click See All Results to display the search results in a folder with more advanced options; or you can click Search the Internet to open your web browser and search the Internet for your term. If your search produces no results, you can click Search Everywhere to search your entire computer. To clear the search results and return to the main programs list, click the Clear button (X).

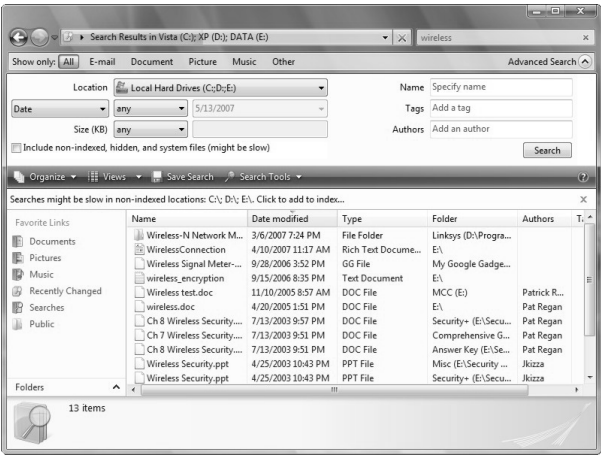


FIGURE 3.4 Using the Search feature in Windows Vista.

Right Pane

The right pane of the Start menu contains links to parts of Windows that you are likely to use frequently, including the following:

- ▶ **Personal folder.** Opens for the currently logged-on user and contains user-specific files including the Documents, Music, Pictures, and Videos folders. The folder is named for the name of the user account that is currently logged on.

NOTE

The default location of the personal folder is `C:\Users\%UserName%`, where `%UserName%` is the name of the user account.

- ▶ **Documents.** Opens the Documents folder, where you can store and open a user’s personal documents such as letters, reports, and spreadsheets.
- ▶ **Pictures.** Opens the Pictures folder, where you can store and view digital pictures and graphics files.
- ▶ **Music.** Opens the Music folder, where you can store and play music and other audio files.
- ▶ **Games.** Opens the Games folder, where you can access all the games on your computer.

- ▶ **Search.** Opens a window where you can search your computer using advanced options.
- ▶ **Recent Items.** Opens a list of files you've opened recently.
- ▶ **Computer.** Opens a window where you can access disk drives, cameras, printers, scanners, and other hardware connected to your computer.
- ▶ **Network.** Opens a window where you can access the computers and devices on your network.
- ▶ **Connect To.** Opens a window where you can connect to a new network.
- ▶ **Control Panel.** Opens the Control Panel, where you can customize the appearance and functionality of your computer, add or remove programs, set up network connections, and manage user accounts.
- ▶ **Default Programs.** Opens a window where you can choose which program you want Windows to use for activities such as web browsing, editing pictures, sending e-mail, and playing music and videos.
- ▶ **Help and Support.** Opens Windows Help and Support, where you can browse and search Help topics about using Windows and your computer.

At the bottom of the right pane, you will find the Power button and the Lock button. The Power button is used to turn off the computer; the Lock button is used to lock your computer without turning it off. After it is locked, you need to use your password to unlock it. Clicking the arrow next to the Lock button displays a menu with additional options for switching users, logging off, restarting, or shutting down.

NOTE

The Switch User option does not appear on the Start menu in Windows Vista Starter.

Taskbar

The *taskbar* is the long horizontal bar at the bottom of your screen. By default, the taskbar is always on top, making it always visible even after you open several windows or programs.

The taskbar has four main sections:

- ▶ The Start button, which opens the Start menu
- ▶ The Quick Launch toolbar, which enables you to start programs with one click
- ▶ The middle section, which shows which programs and documents are open and enables you to quickly switch between them
- ▶ The notification area, which includes a clock and small icons that show the status of certain programs and computer settings

Quick Launch Toolbar

To the immediate right of the Start button is the *Quick Launch toolbar*. As mentioned earlier, it enables you to launch or start programs with a single click. By default, the Quick Launch toolbar also contains the Show Desktop button (used to temporarily hide all open windows and show the desktop). You can also click the Switch Between Windows button to switch between open windows using Windows Flip 3D.

To add programs to the Quick Launch toolbar, locate the program in the Start menu, right-click it, and then click Add to Quick Launch. You can also drag the program's icon (and folders) to the Quick Launch toolbar. The program's icon will then appear in the toolbar. To remove an icon from the Quick Launch toolbar, right-click it, click Delete, and then click Yes.

NOTE

If some of the icons are missing on the Quick Launch toolbar, you will see double chevrons, which indicates that the icons won't fit in the toolbar. You can access the double chevrons to access the hidden toolbar programs. To overcome this problem, resize the toolbar so that the entire Quick Launch toolbar will display.

Notification Area

The *notification area*, on the far right side of the taskbar, includes a clock and a group of icons that show the status of a program (or they provide access to certain settings). When you move your cursor to a particular icon, you will see that icon's name or the status of a setting. Double-clicking an icon in the notification area usually opens the program or setting associated with it.

Occasionally, an icon in the notification area will display a small pop-up window (called a notification) to notify you about something. Click the Close button (X) in the upper-right corner of the notification to dismiss it. If you don't do anything, the notification will fade away on its own after a few seconds.

To reduce clutter, Windows hides icons in the notification area when you haven't used them for a while. If icons become hidden, click the Show Hidden Icons button to temporarily display the hidden icons.

Control Panel

The *Control Panel* is a graphical tool used to configure the Windows environment and hardware devices. To access the Control Panel, you can click the Start button on the taskbar and select Control Panel. You can also display the Control Panel in any Windows Explorer view by clicking the leftmost option button in the address bar and then selecting Control Panel (see Figure 3.5).



FIGURE 3.5 Window Vista Control Panel in Category view.

Of the 10 categories that are listed, each category includes a top-level link, and under this link are several of the most frequently performed tasks for the category. Clicking a category link provides a list of utilities in that category. Each utility listed within a category includes a link to open the utility, and under this link are several of the most frequently performed tasks for the utility.

As with Windows XP, you can change from the default Category view to Classic view. The Control Panel in Windows Vista has two views: Category view and Classic view. Category view is the default view, which provides access to system utilities by category and task. Classic view is an alternative view that provides the

look and functionality of Control Panel in Windows 2000 and earlier versions of Windows (see Figure 3.6).

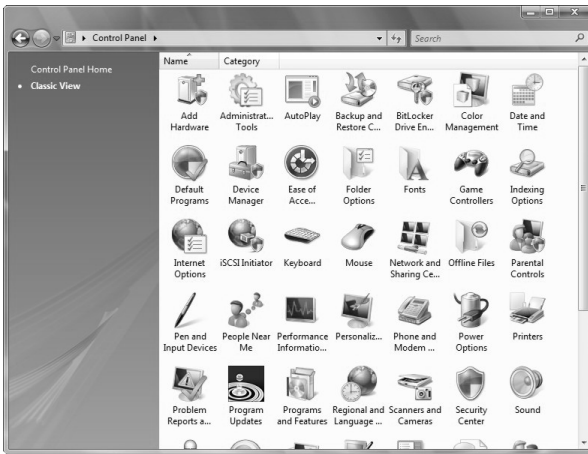


FIGURE 3.6 Window Vista Control Panel in Classic view.

Welcome Center

To simplify the process of setting up a new computer, Windows Vista includes the *Welcome Center*. This screen pulls all the tasks you'll most likely want to complete when you set up your computer into a single location. Such tasks include connecting to the Internet, adding user accounts for different people, and transferring files and settings from another computer using Windows Easy Transfer. You can also identify the edition of Windows Vista by looking at the Welcome Center (see Figure 3.7).

TIP

You can identify the edition of Windows Vista by looking at the Welcome Center.

The Welcome Center automatically displays when you use the computer for the first time. You can choose to have it display every time you start your computer or turn it off. The Welcome Screen displays information about your PC (such as CPU type and amount of RAM) and provides access to both utilities and links to downloads from the Microsoft website (or from the original equipment manufacturer [OEM] where the PC was purchased).

On the lower-left side of the screen, you will find a Run at Startup box. Uncheck this box and close the Welcome Center. When you next reboot, the Welcome

Center will not be displayed. To visit the Welcome Screen in the future, click the Start button, click Control Panel, click System and Maintenance, and then click Welcome Center.



FIGURE 3.7 The Windows Welcome Center.

Managing Device Drivers

Device drivers are programs that control a device. They each act like a translator between the device and programs that use the device. Each device has its own set of specialized commands that only its drivers knows. Whereas most programs access devices by using generic commands, the driver accepts the generic commands from the program and translates them into specialized commands for the device.

Device drivers are needed for a device to work. These drivers can be retrieved from the following sources:

- ▶ Bundled with Windows Vista
- ▶ Supplied with a device
- ▶ Updated with Windows Update
- ▶ Updated from the manufacturer's website

Sometimes you might have to download an updated driver from Microsoft or the manufacturer's website to fix problems with device functionality caused by poorly written drivers or by changing technology.

Plug-and-Play Devices

Plug-and-play refers to the capability of a computer system to automatically configure expansion boards and other devices. You should be able to plug in a device and play with it, without worrying about setting DIP switches, jumpers, and other configuration elements. If you connect USB, IEEE 1394, and SCSI devices to a Windows Vista system, Windows Vista will automatically detect these devices. When you connect a PCI or AGP plug-and-play expansion card and turn on the computer, Windows Vista will detect these devices. If Windows Vista does not have a driver available on the device after detection, Windows Vista will prompt you to provide a media or path to the driver.

Signed Drivers

To ensure reliable drivers, Microsoft implemented signed drivers starting with Windows 2000. A *signed driver* is a device driver that includes a digital signature, which is an electronic security mark that can indicate the publisher of the software and information that can show whether a driver has been altered. When it is signed by Microsoft, the driver has been thoroughly tested to make sure that the driver will not cause problems with the system's reliability and not cause a security problem.

By default, if a driver is not signed, signed by a publisher that could not be properly identified, or has been altered since its release, Windows Vista will notify you. Of course, you should install only drivers that are properly signed.

Device drivers that are included on the Windows Vista installation DVD or downloaded from the Microsoft update website include a Microsoft digital signature (making it a signed driver). If you have problems installing a driver or device is not working properly, check with Microsoft's update website and visit the device manufacturer's support website to obtain an up-to-date digitally signed driver for your device.

EXAM ALERT

A driver that lacks a valid digital signature, or that was altered after it was signed, can't be installed on x64-based versions of Windows.

Device Manager

The *Device Manager* lists all hardware devices on your computer and allows you to change the properties for any device. Using the Device Manager, you can

view a list of installed devices (see Figure 3.8). When a device is added to the system, the device list is re-created.

To access the Device Manager, you must be logged on to the system as an administrator. To Open Device Manager, click the Start button, click Control Panel, click System and Maintenance, and then click Device Manager. If you are prompted for an administrator password or confirmation, enter the password or provide confirmation.



FIGURE 3.8 Windows Vista Device Manager. The exclamation point indicates a problem with the Mass Storage Controller driver, and the down arrow indicates the Conexant AC-97 audio device is disabled.

If you locate and double-click a device, you will be able to do the following (see Figure 3.9):

- ▶ **Uninstall a device.** The Device Manager can be used to uninstall the device driver and remove the driver software from the computer.
- ▶ **Enable or disable devices.** Instead of uninstalling the driver installer, you can use the Device Manager to disable the device. The hardware configuration is not changed.

- ▶ **Update device drivers.** If you have an updated driver for a device, you can use the Device Manager to apply the updated driver.
- ▶ **Roll back drivers.** If you experience system problems after you update a driver, you can roll back to the previous driver by using Driver Rollback. This feature enables you to reinstall the last device driver that was functioning before the installation of the current device driver. If there's no previous version of the driver installed for the selected device, the Roll Back Driver button will be unavailable.
- ▶ **Troubleshoot devices.** If a device is not operating correctly, you can use the Device Manager as part of your troubleshooting process. For example, you might see a device listed as Unknown Device next to a yellow question mark.



FIGURE 3.9 If you double-click a device in Device Manager, you can then update the driver, roll back the driver, disable the device, or uninstall the driver.

Display Settings

As a desktop technician, you will sometimes be tasked to adjust the look and feel of Windows, such as the background, the screen saver, and the display settings. These settings are found by clicking the Start button, clicking Control Panel, clicking Appearance and Personalization, and clicking Personalization (see Figure 3.10).

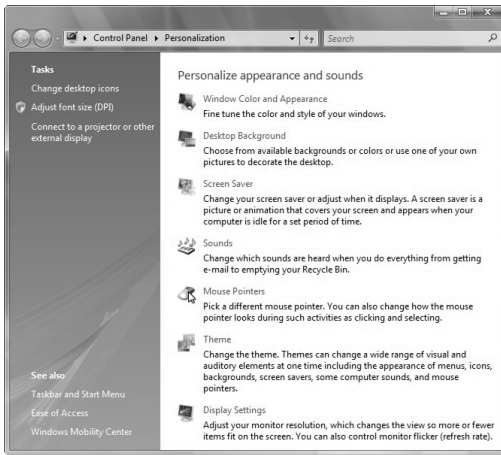


FIGURE 3.10 To configure the appearance and sound, open the Control Panel and select Personalize Appearance and Sounds.

Adjusting the Screen Settings

Screen resolution refers to the clarity of the text and images on your screen. At higher resolutions, items appear sharper because they use more pixels to form the images on the screen. Typically when you use a higher resolution, images will appear smaller, so more items fit on the screen. At lower resolutions, fewer items fit on the screen, but they are larger and easier to see. At very low resolutions, however, images might have jagged edges.

To change the resolution, follow these steps:

1. Open Display Settings by clicking the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Display Settings.
2. Under Resolution, move the slider to the resolution you want, and then click Apply (see Figure 3.11).

NOTE

When you change the screen resolution, it affects all users who log on to the computer.



FIGURE 3.11 The Display Settings dialog box enables you to select the resolution and color depth.

To set the *color depth* (the number of bits that determine the number of possible colors on the screen), follow these steps:

1. Open Display Settings by clicking the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Display Settings.
2. Under Colors, select the color depth. For the most possible colors, set to Highest (32 bit), and then click OK.

To set the monitor *refresh rate* (the frequency at which the screen is redrawn), follow these steps:

1. Open Display Settings by clicking the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Display Settings.
2. Click Advanced Settings.
3. Click the Monitor tab, and select a refresh rate.
4. Click Apply. The monitor might take a moment to adjust. If you get a message asking whether you want to keep the changes, click Yes. If you get this message and don't apply the changes within 15 seconds, the refresh rate will revert back to your original setting.
5. Click OK.

NOTE

Changes to the refresh rate affect all users who log on to the computer.

To change the desktop theme to Windows Vista, follow these steps:

1. Open Theme Settings by clicking the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Theme.
2. In the Theme list, click Windows Vista, and then click OK.

To change the color scheme to Windows Aero, follow these steps:

1. Open Appearance Settings by clicking the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Window Color and Appearance. If the Appearance Settings dialog box does not display, at the bottom of the page, click Open Classic Appearance Properties.
2. In the Color Scheme list, click Windows Aero, and then click OK.

To turn on window frame transparency, the color scheme must first be set to Windows Aero. Then you must do the following:

1. Open Personalization by clicking the Start button, Control Panel, Appearance and Personalization, and Personalization.
2. Click Window Color and Appearance.
3. Select the Enable Transparency check box.

If you sometimes have trouble seeing items on your screen, you can adjust the settings to make text and images on the screen appear larger, improve the contrast between items on the screen, and hear onscreen text read aloud. You can adjust these settings on the Make the Computer Easier to See page in the Ease of Access Center:

1. Open the Make the Computer Easier to See page by clicking the Start button, Control Panel, Ease of Access, Ease of Access Center, and then clicking Make the Computer Easier to See.
2. Select the options that you want to use:
 - **Choose a High Contrast Color Scheme.** This option enables you to set a high-contrast color scheme that heightens the color contrast

of some text and images on your computer screen, making those items more distinct and easier to identify.

- ▶ **Turn on Narrator.** This option sets Narrator to run when you log on to your computer. Narrator reads aloud onscreen text and describes some events (such as error messages appearing) that happen while you're using the computer.
- ▶ **Turn on Audio Description.** This option sets audio descriptions to run when you log on to your computer. Audio descriptions describe what's happening in videos.
- ▶ **Turn on Magnifier.** This option sets Magnifier to run when you log on to your computer. Magnifier enlarges the part of the screen where the cursor is pointing and can be especially useful for viewing objects that are difficult to see.
- ▶ **Adjust the Color and Transparency of the Window Borders.** This option enables you to change the appearance of window borders to make them easier to see.
- ▶ **Make the Focus Rectangle Thicker.** This option makes the rectangle around the currently selected item in dialog boxes thicker, which makes it easier to see.
- ▶ **Set the Thickness of the Blinking Cursor.** This option enables you to make the blinking cursor in dialog boxes and programs thicker and easier to see.
- ▶ **Turn Off All Unnecessary Animations.** This option turns off animation effects, such as fading effects, when windows and other elements are closed.
- ▶ **Remove Background Images.** This option turns off all unimportant, overlapped content and background images to help make the screen easier to see.

Windows Aero

Windows Aero is the premium visual experience of Windows Vista. It features a transparent glass design with subtle window animations and new window colors. Part of the Windows Aero experience is Windows Flip 3D, which is a way to arrange your open windows in a three-dimensional stack that you can quickly flip through without having to click the taskbar. Aero also includes taskbar previews for your open windows. When you point to a taskbar button, you'll see a

thumbnail-size preview of the window, whether the content of the window is a document, a photo, or even a running video. Beyond the new graphics and visual polish, the Windows Aero desktop experience includes smoother window handling, increased graphics stability, and glitch-free visuals, all of which give you a simple, comfortable, and high-quality experience.

EXAM ALERT

Be sure to remember the minimum requirements and configuration for Windows Aero to function.

Remember that the following editions of Windows Vista support Aero:

- ▶ Windows Vista Business
- ▶ Windows Vista Enterprise
- ▶ Windows Vista Home Premium
- ▶ Windows Vista Ultimate

In addition, the display adapter must support the following:

- ▶ DirectX 9, with Pixel Shader 2.0
- ▶ Windows Vista Display Driver Model (WDDM)

Finally, the system must have the following graphics memory:

Graphics Memory	Support Single-Monitor Resolution
64 MB	Up to 1,310,720 pixels (equivalent to 1280x1024)
128 MB	Up to 2,304,000 pixels (equivalent to 1920x1200)
256 MB	Greater than 2,304,000 pixels

You must also configure the display system to the following:

- ▶ A color depth of 32 bits per pixel (bpp)
- ▶ A refresh rate higher than 10 hertz
- ▶ The theme set to Windows Vista
- ▶ The color scheme set to Windows Aero
- ▶ Window frame transparency on

If your system has a built-in graphics adapter based on the Unified Memory Architecture (UMA), you need 1 GB of dual-channel configured system memory, and your system must have 512 MB of RAM available for general system activities after graphics processing.

A *theme* is a collection of visual elements and sounds for your computer desktop. A theme determines the look of the various visual elements of your desktop, such as windows, icons, fonts, and colors, and it can include sounds. For Aero to work, you must configure Windows Vista to use the Windows Vista theme or a theme created by modifying the Windows Vista theme.

To set the theme, follow these steps:

1. Click the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Theme.
2. Under Theme, select the theme you want, and then click OK (see Figure 3.12).

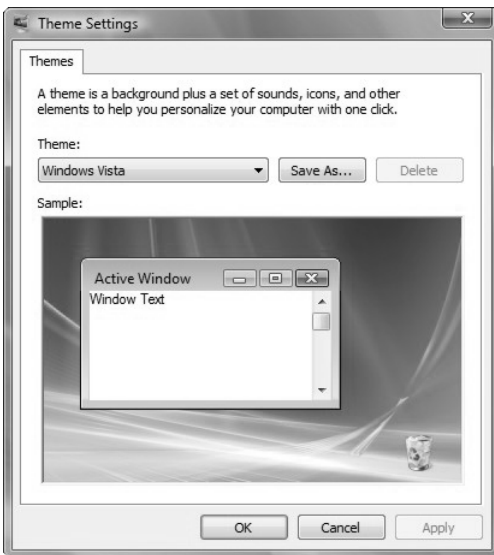


FIGURE 3.12 Selecting the Windows theme.

Windows Aero features windows that are truly translucent. This glass effect enables you to focus on the content of a window, while providing better context for the surrounding elements on your desktop. For added personalization and to get exactly the look and feel you want, you can change the

- ▶ Color of your windows
- ▶ Saturation of the screen colors
- ▶ Level of transparency

To configure Windows color and appearance, follow these steps:

1. Clicking the Start button, Control Panel, Appearance and Personalization, and Personalization. Then click Windows Color and Appearance.
2. You can then change the color of the windows, Start menu, and taskbar and enable or disable transparency (see Figure 3.13).

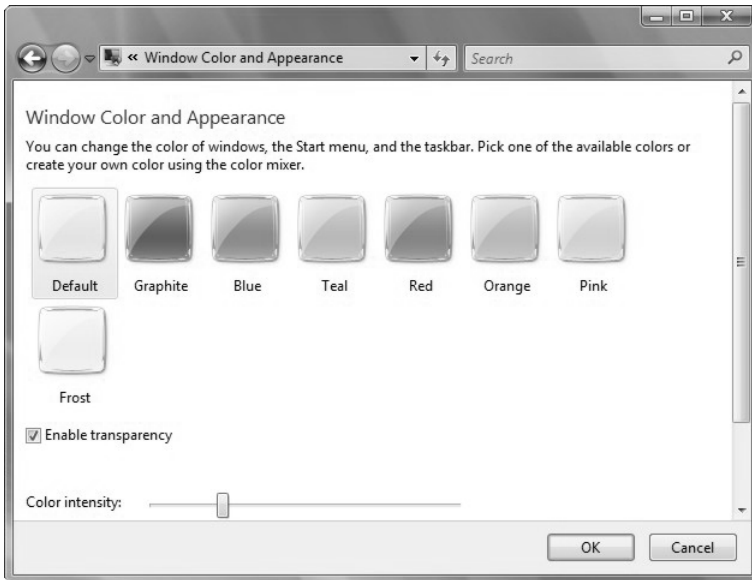


FIGURE 3.13 Configuring the color and appearance of windows.

If you have a program that is incompatible with the Windows Aero color scheme, one of the following may happen:

- ▶ Some of the visual elements, such as the window frame transparency, may be temporarily turned off.
- ▶ You might receive a message that the color scheme has been changed to Windows Vista Basic.
- ▶ Flip 3D does not function.

Verify that your hardware configuration, screen resolution, theme, color scheme, and color depths have not changed. Another cause could be because your computer does not have enough memory to run all the programs that you have open and also run the Windows Aero color scheme.

In this scenario, close some of the applications and retry the Flip 3D feature. If an application is incompatible with the Windows Aero color scheme, some of the visual elements will be automatically disabled and then reenabled after the incompatible application has been closed.

Configuring Accessibility

Windows Vista includes accessible technology that enables computer users to adjust their computers to make them easier to see, hear, and interact with. The accessibility settings in Windows Vista are particularly helpful to people with visual difficulties, hearing loss, pain in their hands or arms, or reasoning and cognitive issues.

Windows offers several programs and settings that can make the computer easier and more comfortable to use. Additional assistive technology products can be added to your computer if you need other accessibility features.

The *Ease of Access Center* is a central location that you can use to set up the accessibility settings and programs available in Windows (see Figure 3.14). In the Ease of Access Center, you'll find quick access for setting up the accessibility settings and programs included in Windows. You'll also find a link to a questionnaire that Windows can use to help suggest settings that you might find useful.

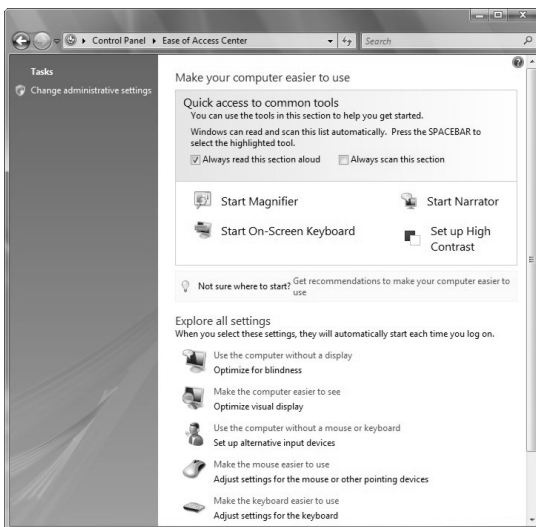


FIGURE 3.14 The Ease of Access Center.

To open the Ease of Access Center, click the Start button, Control Panel, Ease of Access, and then Ease of Access Center. Another way to access the Ease of Access Center is to press the Windows logo key + U. You can open a mini Ease of Access Center by clicking the Accessibility icon, located in the lower-left corner of the logon page.

You can adjust the following settings:

- ▶ **Use the Computer Without a Display.** Windows comes with a basic screen reader called Narrator that reads aloud text that displays on the screen. Windows also has settings for providing audio descriptions for videos and controlling how dialog boxes display. In addition, many other programs and hardware are compatible with Windows and available to help individuals who are blind, including screen readers, Braille output devices, and many other useful products.
- ▶ **Make the Computer Easier to See.** Several settings are available to help make the information on the screen easier to understand. For example, the screen can be magnified, screen colors can be adjusted to make the screen easier to see and read, and unnecessary animations and background images can be removed.
- ▶ **Use the Computer Without a Mouse or Keyboard.** Windows includes an onscreen keyboard that you can use to type. You can also use Speech Recognition to control your computer with voice commands and to dictate text into programs.
- ▶ **Make the Mouse Easier to Use.** You can change the size and color of the mouse cursor, and you can use the keyboard to control the mouse.
- ▶ **Make the Keyboard Easier to Use.** You can adjust the way Windows responds to mouse or keyboard input so that key combinations are easier to press, typing is easier, or inadvertent key presses are ignored.
- ▶ **Use Text and Visual Alternatives for Sounds.** Windows can replace two types of audio information with visual equivalents. You can replace system sounds with visual alerts, and you can display text captions for spoken dialog in multimedia programs.
- ▶ **Make It Easier to Focus On Reading and Typing Tasks.** A number of settings can help make it easier to focus on reading and typing. You can have Narrator read information on the screen, adjust how the keyboard responds to certain keystrokes, and control whether certain visual elements are displayed.

NOTE

For more information about assistive technology products, visit the Information for Assistive Technology Manufacturers website at <http://www.microsoft.com/enable/at/atvinfo.aspx>.

Parental Control

Concerned parents want to protect their children. Because the Internet opens a new world of information gathering, communication, commerce, productivity, and entertainment, it presents new risks for information disclosure, and easy access to inappropriate content in websites, messages, file downloads, games, and audio/video multimedia.

EXAM ALERT

Remember that parental control is not available if the computer is part of a domain. It also only applies to standard user accounts.

Parental controls are not available if your computer is connected to a domain. In addition, parental controls are applied only to standard user accounts, not administrative accounts. Of course, you will need an administrator user account to enable and configure parental controls.

To turn on parental controls for a standard user account, follow these steps:

1. Open parental controls by clicking the Start button, Control Panel, and then, under User Accounts, click Set Up Parental Controls. If you are prompted for an administrator password or confirmation, enter the password or provide confirmation.
2. Click the standard user account for which you want to set parental controls.
3. Under Parental Controls, click On.
4. After you have turned on parental controls for your child's standard user account, you can adjust the individual settings that you want to control (see Figure 3.15). You can control the following areas:

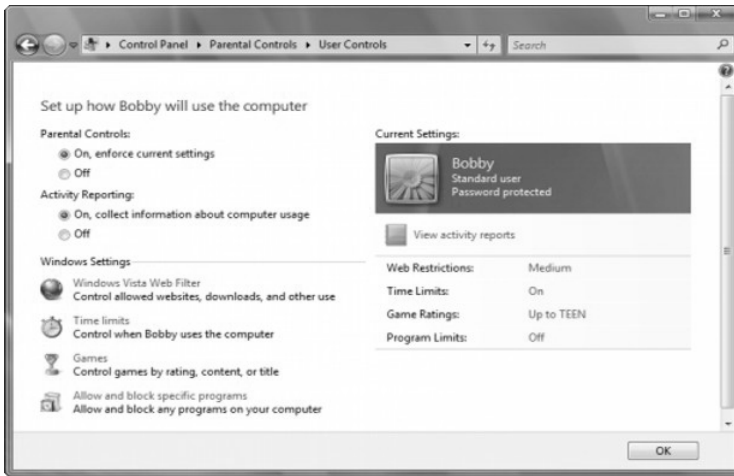


FIGURE 3.15 Parental controls.

- ▶ **Web restrictions.** You can restrict the websites that children can visit, make sure children visit only age-appropriate websites, indicate whether you want to allow file downloads, and set up which content you want the content filters to block and allow. You can also block or allow specific websites.
- ▶ **Time limits.** You can set time limits to control when children are allowed to log on to the computer. Time limits prevent children from logging on during the specified hours and, if they are already logged on, they will be automatically logged off. You can set different logon hours for every day of the week.
- ▶ **Games.** You can control access to games, choose an age rating level, choose the types of content you want to block, and decide whether you want to allow or block unrated or specific games.
- ▶ **Allow or block specific programs.** You can prevent children from running programs that you don't want them to run.

After you've set up parental controls, you can set up activity reports to keep a record of your child's computer activity.

Administrative Tools

Administrative Tools is a folder in Control Panel that contains tools for system administrators and advanced users. The tools in the folder might vary depending on which version of Windows you are using.

Many of the tools in this folder, such as Computer Management, are Microsoft Management Console (MMC) snap-ins that include their own Help topics. To view specific help for an MMC tool, or to search for an MMC snap-in that you do not see in the following list, open the tool, click the Help menu, and then click Help Topics.

Open Administrative Tools by clicking the Start button, Control Panel, System and Maintenance, and then clicking Administrative Tools.

Some common administrative tools in this folder are as follows:

- ▶ **Computer Management.** Manage local or remote computers by using a single, consolidated desktop tool. Using Computer Management, you can perform many tasks, such as monitoring system events, configuring hard disks, and managing system performance (see Figure 3.16).
- ▶ **Data Sources (ODBC).** Use Open Database Connectivity (ODBC) to move data from one type of database (a data source) to another.
- ▶ **Event Viewer.** View information that is recorded in event logs about significant events, such as a program starting or stopping, or a security errors.
- ▶ **iSCSI Initiator.** Configure advanced connections between storage devices on a network.
- ▶ **Local Security Policy.** View and edit Group Policy security settings.
- ▶ **Memory Diagnostics Tool.** Check your computer's memory to see whether it is functioning properly.
- ▶ **Print Management.** Manage printers and print servers on a network and perform other administrative tasks.
- ▶ **Reliability and Performance Monitor.** View advanced system information about the CPU, memory, hard disk, and network performance.
- ▶ **Services.** Manage the different services that run in the background on your computer.
- ▶ **System Configuration.** Identify problems that might be preventing Windows from running correctly.

- ▶ **Task Scheduler.** Schedule programs or other tasks to run automatically.
- ▶ **Windows Firewall with Advanced Security.** Configure advanced firewall settings on both this computer and remote computers on your network (see Figure 3.17).

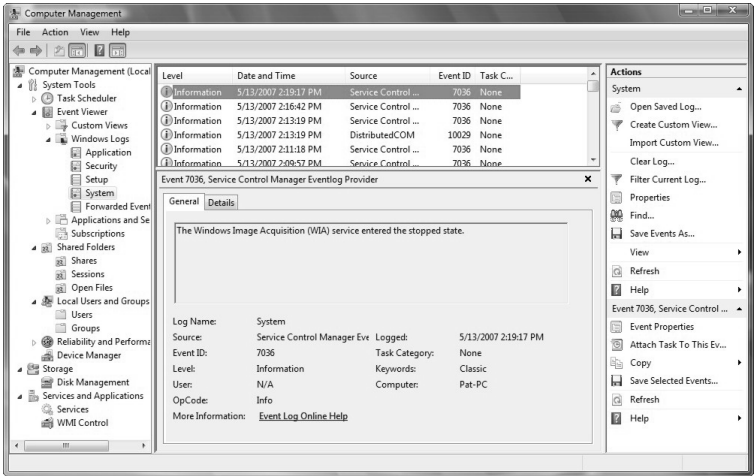


FIGURE 3.16 Computer Management Console.



FIGURE 3.17 Administrative Tools.

Exam Prep Questions

1. What can you use to determine which edition of Windows Vista that you have? (Choose the best answer.)
 - ☐ A. Task Manager
 - ☐ B. Start menu
 - ☐ C. Notification area
 - ☐ D. Welcome Center

2. Which of the following is not a good place to get device drivers? (Choose the best answer.)
 - ☐ A. Using a peer-to-peer search engine
 - ☐ B. Bundled with Windows Vista
 - ☐ C. Supplied with a device
 - ☐ D. Updated with Windows Update
 - ☐ E. Updated from the manufacturer's website

3. What are the advantages of using signed drivers? (Choose all that apply.)
 - ☐ A. You can verify where the driver came from.
 - ☐ B. You can verify that the driver has not been tampered with.
 - ☐ C. You can limit who has access to the driver.
 - ☐ D. The driver has been thoroughly tested.

4. In a Device Manager, how do you know whether there is a problem with a driver? (Choose the best answer.)
 - ☐ A. There will be a red X.
 - ☐ B. There will be an exclamation point.
 - ☐ C. There is a down arrow.
 - ☐ D. It is flashing.

5. What do you use to enable features so that disabled people can better use Windows Vista? (Choose the best answer.)
- ☐ A. Accessibility applet
 - ☐ B. Ease of Access Center
 - ☐ C. Administrative Tools
 - ☐ D. System applet
6. You work as a desktop support technician at Acme.com. You are tasked to upgrade computers with Windows 2000 Pro with the Windows Vista Enterprise. You verified the video cards are Windows Vista Display Driver Model (WDDM) compatible. What else do you need to do to support Aero? (Each correct answer presents part of the solution. Choose four.)
- ☐ A. Set the monitor settings to a refresh rate higher than 10.
 - ☐ B. Press the Windows logo key + Tab.
 - ☐ C. Set the resolution to 1280x1024 or higher.
 - ☐ D. Set the color to 32 bit.
 - ☐ E. Set the theme to Windows Vista.
 - ☐ F. Set the color scheme to Windows Aero.
7. You work as a desktop support technician at Acme.com. You receive a call from a user reporting that she has been using Flip 3D to allow her to work with several folders and applications for a large project. When she loaded a new program, Flip 3D stopped working. What should you do? (Choose the best answer.)
- ☐ A. Add more RAM to the computer.
 - ☐ B. Close one application at a time and retry Flip 3D.
 - ☐ C. Change the theme to Windows Vista.
 - ☐ D. Replace the card with a card that supports Windows Vista Display Driver Model (WDDM).

8. You work as a support technician at Acme.com. There are both desktop and laptop workstations in operation at Acme.com. You are ready to configure the system, which should you configure? (Choose the best answer.)
- ☐ A. Ensure that the color depth is set to 16 bit.
 - ☐ B. Ensure that the color depth is set to 32 bit.
 - ☐ C. Ensure that the screen resolution is set to 800x600.
 - ☐ D. Ensure that the screen resolution is set to 1280x1024.
 - ☐ E. Ensure that the monitor refresh rate is greater than 10 hertz.
 - ☐ F. Ensure that the theme is set to Windows Vista.
9. You work as a support technician at Acme.com. On your desktop, the user interface features of Windows Aero are not being displayed on a system that is running Windows Vista Ultimate edition. You have a 17-inch monitor that supports a refresh rate up to 100 hertz and a resolution of 1024x768. The video card has 32 MB of video memory. What do you need to enable the Windows Aero features? (Choose the best answer.)
- ☐ A. The operating system should be upgraded.
 - ☐ B. The video card should be replaced.
 - ☐ C. The monitor should be replaced.
 - ☐ D. The display theme should be changed.
10. You work as a desktop support technician at Acme.com. The new systems are using Windows Vista Home Basic edition. At Acme.com, you must ensure that users do not use instant messaging applications. What can you do? (Choose the best answer.)
- ☐ A. Upgrade the systems to Windows Vista Business. Then configure parental controls to disable the use of instant messaging applications.
 - ☐ B. Configure parental controls to only run allowed programs on each system.
 - ☐ C. You should configure parental controls to enable the Windows Vista Web Filter.
 - ☐ D. Make sure that the users do not have administrative accounts on these local systems.

- 11.** You have a computer running Windows Vista Home Basic edition. When you use the system, you log on with an administrator account. You then use parental controls to restrict certain websites and only allow certain programs to run on the machine. You notice that when you log on, you can still access the restricted websites and run any software. What is the problem? (Choose the best answer.)
- ☐ **A.** The system must be part of the domain, so the option is not available.
 - ☐ **B.** You just upgrade to the Windows Vista Ultimate edition.
 - ☐ **C.** Parental control only applies to standard users, and not administrative accounts.
 - ☐ **D.** Someone disabled the parental control on the system.
- 12.** You work as the desktop support technician at Acme.com. A user is having problems logging on to the system. Every time that he logs on, he gets the following message:
- Your account has time restrictions that prevent you from logging on at this time.
Please try again later.
- The system has Microsoft Windows Vista Home Premium. You need to identify the cause of this problem. What do you think the problem is? (Choose the best answer.)
- ☐ **A.** The Maximum Password Age local policy setting is set to 0 days.
 - ☐ **B.** The Minimum Password Age local policy setting is set to 0 days.
 - ☐ **C.** The parental controls settings for the user prevents him from logging on to the computer at specific times.
 - ☐ **D.** A Group Policy set on the domain level is preventing him from logging on to the computer at specific times.
- 13.** You work as a technician at Acme.com. You need to install a fingerprint reader. What should you do next? (Choose two answers.)
- ☐ **A.** Make sure that the application that uses the fingerprint reader is digitally signed.
 - ☐ **B.** Make sure that the driver that you are installing is digitally signed.
 - ☐ **C.** Connect the device before you load the driver.
 - ☐ **D.** Load the driver before you connect the device.

Answers to Exam Prep Questions

1. **Answer D is correct.** You can quickly see what version of Windows Vista a system is running by looking at the Welcome Center. Answers B, C, and D are incorrect because none of them show what version you are using.
2. **Answer A is correct.** Answers B, C, D, and E are recommended places to get drivers. Answer A is not a good place because you cannot verify where the driver came from and whether it has been tampered with.
3. **Answers A, B, and D are correct.** It is always recommended to use signed drivers because you can verify where the driver came from, you can verify that the driver has not been tampered with, you can verify that the driver has been thoroughly tested to be reliable. Answer C is incorrect because you cannot control who can access a specific driver.
4. **Answer B is correct.** Problems with drivers are indicated by an exclamation point. Answer A is incorrect because a red X indicates a disabled device in Windows XP. Answer C is incorrect because a down arrow indicates a device is disabled. Answer D is incorrect because Device Manager does not flash.
5. **Answer B is correct.** To configure accessibility options, use the Ease of Access Center. Answer A is incorrect because the accessibility applet was the name used in Windows XP. Answers C and D are incorrect because the Administrative Tools and system applet are not used for any accessibility options.
6. **Answers A, D, E, and F are correct.** To enable Windows Aero, you must have set the monitor settings to a refresh rate higher than 10, set the color to 32 bit, set the theme to Windows Vista, and set the color scheme to Windows Aero. Answer B is incorrect because the key combination will not enable or disable Windows Aero. Answer C is incorrect because the resolution is not a direct factor for Windows Aero.
7. **Answer B is correct.** If an application is not compatible with Windows Aero, it might cause the Flip 3D to stop functioning. Answer A is a possible cause, but it is more likely that it is answer B. Answers C and D are incorrect because nothing else was changed on the system, and Flip 3D was functioning before the application was started.
8. **Answers B, E, and F are correct.** For Windows Aero to function, you must have the color depth set to 32 bit, the monitor refresh rate set to greater than 10 hertz, and the theme set to Windows Vista. Answer A is incorrect because Windows Aero requires 32 bits. Answers C and D are incorrect because resolution is not a direct factor for Windows Aero.
9. **Answer B is correct.** Because the video card only has 32 MB of video RAM, you need to upgrade the card that has at least 64 MB. More memory might be needed if you have a high resolution. Answers A, C, and D are incorrect because they all meet the minimum requirements to run Windows Aero.

- 10. Answer B is correct.** You can use parental controls to run only allowed programs that you specify. Answer A is incorrect because the Windows Vista Home Basic edition has parental controls. Answer C is incorrect because Web Filter will not stop Messenger. Answer D is incorrect because you should not use administrative accounts to do daily tasks.
- 11. Answer C is correct.** Parental controls only affect standard users, not administrative users. Answer A is incorrect because parental controls would not have been enabled if that computer was part of a domain. Answer B is incorrect because you don't need to upgrade (because parental controls are available in the Windows Vista Home Basic edition). Answer D would require an administrative account to disable parental control, and it is therefore unlikely that this is correct.
- 12. Answer C is correct.** Because the computer is not part of a domain, which means no group policies, answers A, B, and D are incorrect. So, the only other way to control when someone can log on is by using parental controls.
- 13. Answers B and C are correct.** To load drivers, you must have the device connected first. Then, it is always recommended to use signed drivers. Answer A is incorrect because applications do not have to be digitally signed. Answer D is incorrect because you must have the device connected before you load the driver.

Recommended Readings and Resources

Mitch Tulloch, Tony Northrup, Jerry Honeycutt, Ed Wilson, Ralph Ramos, and the Windows Vista Team, *Windows Vista Resource Kit (Pro - Resource Kit)* (Redmond, Washington: Microsoft Press, 2007).

William R. Stanek, *Introducing Microsoft Windows Vista* (Redmond, Washington: Microsoft Press, 2006).

Visit the Microsoft Accessibility website for solutions, tutorials, and case studies at <http://www.microsoft.com/enable>.

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