

Desktop Support interview Question and ans.

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Q. What is an operating system?

A. Operating system works as an interpreter between computer Hardware and application. Operation system works as a user interface.

Q. Types of Operating systems?

A. There are two types of operating systems

1. SOS: Simple Operating System as for example- Windows 95,98, ME
2. NOS: Network Operating System as for example- Windows NT, 2000, 2003.

Q. What is server?

A. Server are computer that provides the services. As for Example:-

1. DNS Server
2. WINS Server
3. DHCP Server
4. RAS Server
5. VPN Server

Q. What is RAS Server?

A. RAS stands for Remote Access Server. It is basically use for mobile user in the network. This server provides the access connectivity for mobile user. In this way all of the mobile users are connected to server through telephone line. This server also provides the connectivity between two more offices in the network.

Q. What is VPN Server?

A. VPN Stands for Virtual Private Network. It is basically use for mobile user in the network. This server provides the remote

access connectivity for mobile user. In this way all of the mobile users are connected to server through internet. This server also provides the connectivity between two or more office in the network. VPN is cost effective (No Costly).

Q. What is IAS Server?

A. IAS stands for Internet Authentication Services. IAS server is also known as RADIUS Server. IAS Server provides the centralized management of multiple RAS & VPN Server in the Network. On this Server Remote Access Policy and Remote Access logging options are available.

Q. FAT/NTFS?

A. there is major difference are available between FAT and NTFS file systems
Such as:

FAT:

- FAT Stands for File Allocation Table
- There are three categories in FAT file system.
 - ❑ FAT
 - ❑ FAT-16
 - ❑ FAT-32
- In FAT Not up to folder level security is available
- Compression option is not available
- Encryption Option is not available
- Disk Quota Option is not available
- FAT supported by all of the Microsoft Based Operating Systems.

NTFS:

- NTFS stands for New Technology File Systems
- There are three categories in NTFS file systems
 - ❑ NTFS 4.0- NT Operating Systems
 - ❑ NTFS 5.0- 2000 Operating Systems
 - ❑ NTFS 6.0- 2003 Operating Systems
- In NTFS up to File level security is available
- Compression option is available
- Encryption option is available

- Disk Quota Option is available
- NTFS supported by only limited Microsoft Based Operating System

Q. What is the difference between Windows NT/2000/2003?

A. There is many differences are available between Windows NT, 2000 and 2003 O/S, such as NT:

- There is no active directory
- There is no tree/forest hierarchical structure is available
- There is no site relationship
- There is no parent domain and child domain concepts are available in the network/
- NT support NTFS 4.0 file system
- NT support NTLM version 2 LAN Authentication Protocol
- In NT by default no trust relationship are configured
- In NT we will use System Policy
- In NT specific Client site Operation system is available i.e. NT Workstation 4.0 Edition
- In NT we will use Exchange 5.5 Server
- In NT we can create only one way trust relationship inside the network

2000:

- There is Active Directory
- Tree/Forest Hierarchical Structure are available
- There is Site Relationship is available
- There is parent domain and child domain concept are available
- 2000 Support NTFS 5.0 file system
- 2000 Support Kerberos version 5.0 authentication protocol
- In 2000 by default Two-way Trust Relationship are configured
- In 2000 we will use Group Policy
- 2000 support maximum 32 Processor and 64 GB Ram
- In 2000 Specific client site operating system is available i.e. 2000 Professional
- In 2000 we will use Exchange 2000 server
- In 2000 no stub zone is available in DNS
- In 2000 Resultant Setup Policy is not available
- In 2000 GPMC is not available

- In 2000 Conditional forwarding option is not available
- In 2000 Effective Permission option is not available
- In 2000 only some Administrative Command Line Tools are available
- Active Directory saved query option is not available
- Shadow copy Option is not available in windows 2000 Operating System
- ASR Option is not available in Windows 2000 operating System
- In Windows 2000 we can create Maximum 1 DFS Root on a single DFS Server in the network.
- In 2000 we can create two way trust relationship inside the network

2003:

- There is Active Directory
- Tree/Forest Hierarchical Structure are available
- There is site relationship is available
- There is parent domain and child domain concept are available
- 2003 support NTFS 6.0 File system
- 2003 support Kerberos 5.0 Authentication Protocol
- In 2003 we will use group policy
- 2003 support maximum 64 Processor and 64 GB RAM
- In 2003 no specific client site Operating System is available you can use either windows 2000 Professional either Windows XP Professional in the network
- In 2003 we will use Exchange 2003 Server
- In 2003 Stub Zone is available in DNS
- In 2003 GPMC is available
- In 2003 Resultant Setup Policy is available
- In 2003 Conditional Forwarding option is available
- In 2003 Effective Permission option is available
- Active Directory Saved Query option is available
- Shadow Copy option is available in Windows 2003 Operating System
- ASR Option is available in Windows 2003 Operating System
- In Windows 2003, we can create more than 1 DFS Root on A single DFS Server in the Network
- In 2003 we can create two way Trust Relationship inside the network

Q. What is Active Directory?

A. Active Directory is the main concept of Windows 2000/2003 Network. it stores all of the information about the whole network such as users, printers, computers etc.

Q. What is tree?

A. A group of domain is called tree and sharing a contiguous Name Space.

Q. What is forest?

A. A group of tree is called forest and does not sharing a contiguous name space but sharing a common configuration (Schema).

Q. Difference between D.C. and A.D.C.?

A. D.C. stands for Domain Controller and A.D.C. stands for Additional Domain Controller. A.D.C. is a backup of D.C. Only one different is available between D.C. and A.D.C. i.e. – Operation master Role. On D.C. all of five Operation Master Roles are available-

1. Schema Master
2. Domain Naming Master
3. RID Master
4. PDC Emulator
5. Infrastructure Master

But on A.D.C. only Three Operation Master Role are Available:

1. RID Master
2. PDC Emulator
3. Infrastructure Master

Q. What is the benefit of Child Domain?

A. There are many benefits of Child Domain Such As:

1. Security Boundary
2. Administrative Overhead Low
3. Network Traffic Low

Q. What is Group?

A. Group is a collection of user account. It provides the simplified administration in the network.

Q. What is OU?

A. OU stands for Organizational Unit. On OU we define group Policy in the network. Group policy is basically assigned on active directory container i.e. Site, domain, OU. When ever we want some users then we put that user in the OU and assign the appropriate Group Policy on that OU.

Q. What is Group Policy?

A. Group Policy provides the stream line access to all of the users in the network. Group policy is basically assigned on active directory container i.e. Site, Domain and O.U. When ever we want some users in the network do not use shut down the system, do not use run command, do not use Control Panel, then we put that user in the OU and assign the appropriate Group Policy on that OU.

Q. Difference between permission, rights and policy?

A. Permission: permission is basically assigned on network resources as for example – file, folder, share folder, printer.

Right: Right is basically assign to users and groups.

Policy: Policy is basically assigned on active directory container i.e. – Site, Domain, OU.

Q What is ISA Server?

A. ISA stands for Internet Security Acceleration. ISA server provides the internet connectivity for all of the users in network ISA Server also works as proxy Server in the network. With the help of ISA Server Administrator can filtering a client request for a specific web site in the network.

Q. What is Default Gateway?

A. Default Gateway is the IP address of router in the network. When ever any clients want to go to another network that query will

forward to default gateway.

Q. What is site?

A. A site is a geographical area where all of the domains are available. Site manages the replication traffic between two or more different sites in the network.

Q. What is Operation Master Role?

A. Operation Master Role is available on Domain Controller in the Network. There are five types of operation master roles:-

1. Schema master
2. Domain Naming Master
3. RID Master
4. PDC Emulator
5. Infrastructure Master

Q. Difference between Mixed Mode and Native Mode?

A. There are two types of domain mode:

1. Mixed Mode: In this mode NT, win 2000 and win 2003 D.C. are available.

2. Native Mode: there are two types of native mode.

i. Win 2000 Native Mode: In this mode win 2000 and win 2003 DC are available.

ii. Win 2003 Native mode: in this mode only win 2003 DC are available.

Q. What is SCSI?

A. SCSI stands for Small Computer System Interface. In SCSI the rate of data transmission is fast. SCSI Hard Disk Speed R.P.M. is fast in SCSI Data Transmission speed is 320 MBPS in the Network. In SCSI Controller We can connect Maximum 15 Physical Devices in the System.

Q. What are A-Host Record and PTR Record?

A. A record is also called host record. This record is basically created in forward lookup Zone

PTR record is also called a Pointer record. This record is basically created in reverse lookup Zone

Q. What is reservation?

A. Reservation is basically used in DHCP Server. When Ever we want this computer is always received this IP address from DHCP Server in the network, in the network, in that case we create a reservation in DHCP Server of that particular computer in the network.

Q. IP Address Range/Classes?

A. There are two types of IP address:-

1. Class Full IP Address
2. Class Less IP Address

Class Full IP Address – There are five classes:

1. Class A - 0 - 126(127 is reserved for Loop back)
2. Class B - 128 – 191
3. Class C - 192 – 223
4. Class D - 224 - 239
5. Class E - 240 - 255

Q. Difference between Hardware Router & Software Router?

A. Hardware Router: Hardware Router is a dedicated Router. It's having a lot of feature such as Security, dedicated routing in the networking. As for Example Cisco Router.

Software Router: Software Router is not a dedicated router. It provides the different services also such as DNS Server, DHCP Server i.e. Windows Based Router.

Q. Difference between Hardware Firewall and Software Firewall?

A. Hardware Firewall: It is a dedicated firewall. A lots of security features are available on hardware based firewall. As for Example- Cisco Pix Firewall.

Software Firewall: It is a dedicated firewall. It provides the normal security in the network- Check Point.

Q. What is Domain Controller?

A. D.C. stands for Domain Controller. It provides the centralized management of entire domain in the network. When ever we will install active directory database on a server side operating system, then after that system becomes a D.C. Domain controller manages all security related interaction between users and computers in the network.

Q. What is B Router?

A. B Router stands for Bridge Router. We can say this is a layer three bridge that provides the communication between two or more different network ID.

Q. What is a Bridge?

A. Bridge is a layer 2 network device that provides the communication within the same network ID. In bridge maximum 16 ports are available.

Q. Difference between Gateway and Router?

A. Router works on same network architecture but Gateway works on different network architecture.

Q. What is POP Server/SMTP Server?

A. POP Stands for Post Office Protocol. It is basically use for mail receiving purpose in the network.
SMTP Stands for Simple Mail Transfer Protocol. It is basically use for sending a mail as well as receiving a mail in the network.

Q. What is Active Directory Partitions?

A. Active Directory Partition is a logical Partition of Active Directory. This Partition is basically use for replication from D.C. to A.D.

C. & D.C. to G.C.S. (Global Catalog Server) in the network. There are three Types of Active Directory Partition:

1. Schema Partition
2. Configuration Partition
3. Domain Partition

Q. Types of Active Directory Partitions?

A. There are Three types of Active Directory Partitions:

1. Schema Partition
2. Configuration Partition
3. Domain Partition

Q. What is the function of Ping Command?

A. Ping provides to check the Physical IP Connectivity between two or more devices in the network. Ping sends an ICMP request from source Computer to destination computer and destination computer sends an ICMP reply.

Q. What are Broadcasting, Multicasting and unicasting?

A. Broadcasting – one to all
Multicasting - one to many not all
Unicasting - One to One.

Q. What is Group Nesting?

A. When we add two or more Groups within a Single Group. It is called Group Nesting.

Q. What is FIXMBR?

A. FIXMBR Repair the Master boot record of the Partition Boot Sector.

Q. What is FIXBOOT?

A. FIXBOOT write a new partition boot sector on to the system partition.

Q. What is SID?

A. SID stands for Security Identifier. Every object has a unique ID, it is called SID.

Q. What is RADIUS Server?

A. RADIUS Stands for Remote Authentication Dial-in User Service, RADIUS Server Provides the Centralized Management of Multiple RAS & VPN Server in the network. On this Server Remote Access Policy and Remote Access Logging Options are available.

Q. What is Trusting Domain?

A. In Trusting Domain Resources are available.

Q. What is Trusted Domain?

A. In Trusted Domain User Account's are available.

Q. What is Microsoft Exchange Server?

A. Microsoft Exchange Server is Software that provides the services such as sending & receiving the Mail.

Q. What is Printer?

A. Printer is a Software that Governing the print Device. There are two types of Printer:

1. Local Printer

Chatting is a Real Time Conversation between two or more people in the network.

2. Network Printer

Q. What is Chatting?

A.

Q. What is Directory Services restore mode?

A. When our Active Directory Database is not working properly, then we restart the domain Controller and press f8 key. Then after Selecting the Directory services restore mode and then after restoring the active directory database from the last backup.

Q. What is Normal Backup?

A. Just like a normal backup by default Backup.

Q. What is incremental backup?

A. In incremental backup only incremental parts are backup not full backup.

Q. What is differential backup?

A. In differential backup, we take full backup after the normal backup.

Q. What is packet?

A. A packet is a logical grouping of information that includes a header which contains location information and user data.

Q. What is forwarder?

A. It is basically use in DNS Server. When client query to the DNS Server. In that case if the DNS is having a best results then DNS Server give the best result. To the client computer in the network otherwise DNS

1) What is Active Directory?

A central component of the Windows platform, Active Directory directory service provides the means to manage the identities and relationships that make up network environments. For example we can create, manage and administrator users, computers and printers in the network from active directory.

2) What is DNS? Why it is used? What is "forward lookup" and "reverse lookup" in DNS? What are A records and mx records?

DNS is domain naming service and is used for resolving names to IP address and IP addresses to names. The computer understands only numbers while we can easily remember names. So to make it easier for us what we do is we assign names to computers and websites. When we use these names (Like yahoo.com) the computer uses DNS to convert to IP address (number) and it executes our request.

Forward lookup: Converting names to IP address is called forward lookup.

Reverse lookup: Resolving IP address to names is called reverse lookup.

'A' record: Its called host record and it has the mapping of a name to IP address. This is the record in DNS with the help of which DNS can find out the IP address of a name.

'MX' Record: its called mail exchanger record. Its the record needed to locate

the mail servers in the network. This record is also found in DNS.

3) What id DHCP? Why it is used? What are scopes and super scopes?

DHCP: Dynamic host configuration protocol. Its used to allocate IP addresses to large number of PCs in a network environment. This makes the IP management very easy.

Scope: Scope contains IP address like subnet mask, gateway IP, DNS server IP and exclusion range which a client can use to communicate with the other PCs in the network.

Superscope: When we combine two or more scopes together its called super scope.

4) What are the types of LAN cables used? What is a cross cable?

Types of LAN cables that are in use are "Cat 5" and "Cat 6". "Cat 5" can support 100 Mbps of speed and "CAT 6" can support 1Gbps of speed. Cross cable: Its used to connect same type of devices without using a switch/hub so that they can communicate.

5) What is the difference between a normal LAN cable and cross cable?

What could be the maximum length of the LAN cable?

The way the paired wires are connected to the connector (RJ45) is different in cross cable and normal LAN cable. The theoritical length is 100 meters but after 80 meters you may see drop in speed.

6) What would you use to connect two computers without using switches?

Cross cable.

7) What is IPCONFIG command? Why it is used?

IPCONFIG command is used to display the IP information assigned to a computer. From the output we can find out the IP address, DNS IP address, gateway IP address assigned to that computer.

8) What is APIPA IP address? Or what IP address is assigned to the

computer when the DHCP server is not available?

When DHCP server is not available the Windows client computer assigns an automatic IP address to itself so that it can communicate with the network computers. This ip address is called APIPA. ITs in the range of 169.254.X.X. APIPA stands for Automatic private IP addressing.

9) What is a DOMAIN? What is the difference between a domain and a workgroup?

Domain is created when we install Active Directory. ITs a security boundary which is used to manage computers inside the boundary.

Domain can be used to centrally administer computers and we can govern them using commo policies called group policies. We can't do the same with workgroup.

10) Do you know how to configure outlook 2000 and outlook 2003 for a user?

Please visit the link below to find out how to configure outlook 2000 and outlook 2003 <http://www.com-networks.com/2012/09/how-to-configure-microsoft-outlook-2007.html>

11) What is a PST file and what is the difference between a PST file and OST file? What file is used by outlook express?

PST file is used to store the mails locally when using outlook 2000 or 2003. OST file is used when we use outlook in cached exchanged mode. Outlook express useds odb file.

12) What is BSOD? What do you do when you get blue screen in a computer? How do you troubleshoot it?

BSOD stands for blue screen of Death. when there is a hardware or OS fault due to which the windows OS can run it give a blue screen with a code. Best way to resolve it is to boot the computer is "Last known good configuration". If this doesn't work than boot the computer in safe mode. If it boots up than the problems with one of the devices or drivers.

13) What is RIS? What is Imaging/ghosting?

RIS stands for remote installation services. You save the installed image on a

windows server and then we use RIS to install the configured on in the new hardware. We can use it to deploy both server and client OS. Imaging or ghosting also does the same job of capturing an installed image and then install it on a new hardware when there is a need. We go for RIS or imaging/ghosting because installing OS every time using a CD can be a very time consuming task. So to save that time we can go for RIS/Ghosting/imaging.

14) What is VPN and how to configure it?

VPN stands for Virtual private network. VPN is used to connect to the corporate network to access the resources like mail and files in the LAN. VPN can be configured using the steps mentioned in the . for detail - www.com-networks.com/2013/05/setupvpnsrver2008r2.html

15) Your computer slowly drops out of network. A reboot of the computer fixes the problem. What to do to resolve this issue?

Update the network card driver.

16) Your system is infected with Virus? How to recover the data?

Install another system. Install the OS with the latest patches, Antivirus with latest updates. Connect the infected HDD as secondary drive in the system. Once done scan and clean the secondary HDD. Once done copy the files to the new system.

17) How to join a system to the domain? What type of user can add a system to the domain?

Please visit the article below and read "Adding the Workstation to the Domain"

18) What is the difference between a switch and a hub?

Switch sends the traffic to the port to which its meant for. Hub sends the traffic to all the ports. For detail - <http://www.com-networks.com/2011/10/difference-between-hub-and-switch.html>

19) What is a router? Why we use it?

Router is a switch which uses routing protocols to process and send the traffic. It also receives the traffic and sends it across but it uses the routing protocols to do so. For detail - www.com-networks.com/2011/07/routers.html

20) What are manageable and non manageable switches?

Switches which can be administered are called manageable switches. For example we can create VLAN for on such switch. On no manageable switches we can't do so.

21) What is bootloader?

Answer: Boot loader facilitates loading of operating system on the system. It enables the booting process and gives OS options to the user while starting the system.

22) Which is better - Windows 7 or Windows XP? Support your answers with examples.

Answer: Windows 7 boasts of better features and is recommended over Windows XP. The looks and graphics of windows 7 are impressive and features better secured system. It is better equipped to defend virus and malware attacks. Speech recognitions, backup and restore functions, application compatibility, quick installation, etc., are some of the features that give advantage to Windows 7 than windows XP. For detail -

23) How to recover files if the system detects virus?

Answer: Firstly, install another operating system with latest patches and upgraded antivirus protection. Now, connect the main infected hard disk to the system. Run the antivirus and scan the secondary HDD. Once the hard disk is cleaned, copy the files to another system.

24) Differentiate between firewall and proxy server

Answer: Firewall is used to protect the internal IT infrastructure from hackers. Proxy servers allow sharing internet connections and protecting IP addresses. Firewall is a networking based technology and proxy server is an application based technology.

25) What measures are taken to improve the security of the desktop system?

Answer: First step is to install and upgrade the anti-virus for the system. Secondly, ask all users to not give out or write down passwords, include special characters, and it must be at least 8 characters long. Thirdly, for desktop security, ensure the screen is locked and password secured during the day, and logged off during the night.

Situational Questions

These questions are based on a situation that requires actions from your side. Since your profile is of a desktop support, you are required to constantly answer queries. There are several situations that require your assistance. We have listed a few as examples.

1. What steps will you follow if you have to install same operating system on over 70 computers at the same time?
2. Describe the process for adding a new user to a network of 15 computers?
3. How would you retrieve passwords if one of the users have forgotten their password and can no longer access their official account?
4. How would you resolve a problem if the complainant says that whenever she tries to use internet explorer, the page does not load and instead gives a prompt, 'virus detected'?
5. Give example of an instance where you have explained a complex technical term or procedure to a layman? Which examples you gave to solve their queries?

1 What are the Ports on Motherboard ?

Parallel port :- It has 26 pin input and 25 pins output use to connect printer. It is also called LPT1 Line Printer Terminal

USB port : Universal serial bus use to connect USB devices

2 What are the Slots on Motherboard ?

ISA slots : Industrial Standard Architecture slot. Available in 8 bits and 16 bits use to connect sound card, display card and LAN card

PCI Slots : Peripheral Component Interface slot. Available in 32, 64 and 128 bit use to connect expansion cards like LAN card

AGP : Accelerator Graphic Port use to connect graphic card

AMR Slots : Audio Modem Riser use to connect internal AMR modem

CNR Slots : Communication Network Riser. This slot is advanced of AMR slot use to connect internal AMR modem as well as other communication network adapter

3 What are the Connectors & Pins on Motherboard

12 Pins power supply connector used in AT type of cabinet

20 Pins power supply connector used in ATX type of cabinet

Pins for Hard disk

Now days we are using 24 pins power supply connector

HDD Controller : There are two HDD controller on a single motherboard called as IDE1 and IDE 2

IDE (Integrated Device Electronic) each have 40 pins

4 Describe Three types of RAM Socket

SIMM : Single Inline Memory Module use to connect two types of RAM, 30 and 72 Pin SIMM RAM

DIMM : Dual Inline Memory Module use to connect 184 pin DIMM RAM

RIMM :- Rambus Inline Memory Module use to connect 184 Pin RD RAM

5 Describe BIOS

Basic Input Output System. This is a chip required to control, to manage and to detect all hardware of system. Function of BIOS is to store user level changes in hardware setting and to always provide effective setting of hardware

6 Describe CMOS Battery

Complementary Metal Oxide Semiconductor. It is a +3 V battery and use to give a backup to the BIOS chip as well as date and time setting

7 Describe ROM

PROM : Programmable ROM. This is basically a blank ROM Chip that can be written but only once

EPROM : Erasable PROM. This is just like a PROM except that you can erase the ROM by shining ultra violet rays on sensor on the top of the ROM chip for a certain amount of time

EEPROM : Electrical Erasable PROM

8. What are the types RAM ?

RAM is the basic unit of the data storage. It is a volatile means all the data is lost when the power is turn off

Dynamic RAM : It is a type of RAM that only holds the data if it is continuously accessed by the special type of logic called refresh circuit

FPM RAM : Fast Page Mode

SDRAM : Synchronous Dynamic RAM. It is still DRAM but it is synchronize to the system clock

EDO RAM : Extended Data Output

ECC : Error Correction Code

SG : Synchronous Graphic

VRAM : Video

RDRAM : Rambus

DDR : Double Data Rate

SRAM : Static RAM. Static RAM is a type of RAM which holds the data without external refresh circuit for as long as power is supplied. SRAM is faster than DRAM

9 Describe BUS Speed

The rate of communication speed between two contact points on a single PCB (Planted Circuit Board) OR The rate of communication speed between microprocessor and RAM

10 Access Time/Speed

The rate of access the data by the RAM (Nano seconds 10^{-9})

11 What are the types of Hard Disk ?

WDC : Winchester Disk controller. Develop by IBM. 34 Pin controller, 20 Pin data controller, jumper setting, 4 pin power supply

IDE : Integrated Device Electronic. 40 pin data controller

Hard disk can be detected in CHS, LBA and DMA mode

Logic area defining on the hard disk is called partition mode. Partition can be created by 3 ways,

12 How many ways you can create partition in hard disk ?

First party utility : At the time of OS installation

Second party utility : Command base utility using **fdisk**

Third party utility : Using third party utility like disk manager

13 Describe two types of Monitor

CRT Monitor : It use cathode rays and phosphorescence to produce image

LCD Monitor : It use liquid to create image

Primary Memory: A type of memory in which data and information are stored temporarily eg ROM and RAM.

Secondary Memory: A type of memory in which data and information are stored permanently. Eg HD and FD

14 Describe Difference between file systems

Properties	FAT16	FAT32	NTFS
[1] Supports partition up to	2Gb	32Gb	2TB
[2] No file, folder security			File & folder security.
[3] No data compression			Data compression.
[4] No EFS			EFS.
[5] No disk quota			Disk quota.
[6] No sharing level security			Sharing level security.

How many logical drives is it possible to fit on to a physical disk?

Maximum of 24 logical drives. The extended partition can only have 23 logical drives.

16 Describe Operating System

A type of software which is used to manage user and hardware is called as operating system.

O.S establishes the communication between hardware and application software.

System file of DOS – i/o.sys, msdos.sys, command.com.

Kernel file:- Particular os file which **directly** communicates with the hardware of system.

Kernel file of DOS:- i/o.sys, msdos.sys

Windows:- kernal32.dll

Shell file:- Particular os file which act as **interpreter** between user and hardware of system. It means it converts user level language into machine level language.

Shell file of Dos:- command.com

Windows:- explorer.exe

Windows XP:- Windows Experience Professional.

17 Which boot files required to boot system

NTLDR – loader file

NTDETECT.COM – recognizes hardware

BOOT.INI – OS menu

BOOTSECT.DOS – alt boot sector

NTOSKRNL.EXE - kernel

HAL.DLL -

SYSTEM32\CONFIG - registry

SYSTEM\32\DRIVERS*.SYS – drivers

18 What is min hardware requirement for XP ?

P1 133 MHz,

64 MB RAM,

1.5GB free hard disk space.

19 What are the types of XP

Windows XP Home edition,

Professional,

Media center edition,

Tablet PC,

64 bit version.

20 Describe Features of Windows XP

Win 2000 and Win XP both are based on the NT kernel.

Fast user switching

Client server architecture

Remote desktop connection and restore option if crash

Enhanced software restriction policies

Encrypting File System (EFS) with multi-user support

IP Security (IPSec)

Internet Explorer Add-on Manager

Windows Firewall

Windows Firewall Exception List

Windows Firewall Application and Port Restrictions

21 What is min hardware requirement for Win 98

Pentium

Memory: - 32 - 64 MB

Disk Space: - 400 MB

22 What is min hardware requirement for Vista

P3

700MHz,

512 MB RAM

23 What is min hardware requirement for Exchange Server

P3 700 MHz

256MB RAM but recommended 512MB,

15GB of free hard disk space.

24 What is min hardware requirement for Window 2000 server

Pentium 133 recommended 350 MHz

64 MB recommended 128 MB RAM

VGA recommended SVGA

650 MB free disk space 2 GB recommended and 6.4 GB available

25 What are the types of Win 2003 Server family:-

Standard server,

Advanced server,

Enterprise edition,

Data center edition,

Media center edition,

Web edition

26 Installation of XP

Press the power supply button----- press del/f2/Num key to enter into bios----- advanced setup press any key to boot from cd----- enter to continue----- f8 to likens agreement----- here if u want to create partition then press C and fill up partition size in mb----- (repeat this process to create another partition)----- if u want to delete the partition then press d-

----- select c partition press enter to continue----- select format the partition using FAT or NTFS file system-----

Now u r computer is from hard disk----- next---- fill up name and organization----- fill up serial key q7q6wq3846rgdbm6r8833736g----- next---- fill up computer name----- next---- adjust date and time setting----- - next---- typical setting----- next---- no this computer is not on network---- -- next----- finish----- restart computer----- next----- skip no not at this time----- next----- fill up the user name----- finish.

27 Unattended installation of XP

Insert Win XP cd into cd rom, it auto run----- exit----- My computer----- Rt. click on cd rom colon----- open----- double click on support folder----- double click on tools folder----- double click on depoly.cab5(copy all the files of this folder) then Rt. click----- extract----- expand My computer----- take an partition eg. C----- make a new folder----- make deploy tools folder----- extract----- then goes to folder which we create, here we see all these files----- double click on setupmgr.exe----- next----- create new next----- unattended setup next----- Win XP professional next----- fully automated next----- create a new distribution share next----- on the cd next----- next----- accept the license agreement next----- fill up the name and organization next----- next----- then define date and time setting next----- then fill up product key next----- fill up computer name----- fill up password if required----- next----- typical setup/setting next----- next----- next----- use the default region next----- language Indic next----- use the default internet explorer setting next----- a folder name windows next----- next----- next----- Finish----- ok. Here all files of the cd has been coping in the windist named folder.

Now at the client side_____

Start----- run----- browse----- double click on my network places icon-- -- double click on entire network----- double click on Microsoft windows network----- double click on domain name----- after this double click on that computer on which answer file is there----- double click on windist folder----- double click on I386----- select WINNT32 and open----- all these appears in run of following type____

Eg. Uni-awvvitwotac\windist\I386\WINNT32.exe unattended----- ok.

After this only type serial number.

28 Installation of Vista

Installation of Windows Vista

.....Press any key to continue ----- we can see setup into GUI mode-----
 Install now----- fill up product key----- next----- select Windows Vista
 Business----- check mark on I accept the license terms----- next----- click
 on custom setup----- Here if we want to create portions then click on
 create partition and select new----- then define space near about 15GB-----
 format----- next----- type user name and password----- next----- next-----
 - ask me later----- next----- select date and time setting----- next-----
 work----- start.

29 Installation of Exchange Server

Insert Exchange cd (auto run)----- exchange deployment tool----- deploy
 the 1st exchange 2003 server----- new exchange 2003 installation-----
 check mark on no.8 and click on run the setup now----- next I agree next
 next create a new exchange organization next next I agree next next
 ok[then enter into ADS users and computers----- built-in----- double click
 on pre windows 2000 group members select NT authority and remove yes
 ok] finish.

30 Difference between Windows NT and 2000

Windows NT

- a) Directory Service
- b) FAT16 and NTFS 4.0
- c) Compression
- d) System Policy
- e) Local and Global Group
- f) No IPsec
- g) 40000 user limit
- h) NTLM authentication
- i) Basic disk

Windows 2000

- Active Directory Service
- FAT16, FAT32 and NTFS 5.0
- Compression, Encryption and Disk Quota
- Group Policy
- Local, Global and Universal Group
- IPsec builtin
- 100000 user limit
- NTLM and Kerberos authentication
- Basic and Dynamic Disk

31 Difference between Windows NT and 2003

Windows NT

- a) Directory Service
- b) FAT16 and NTFS 4.0
- c) Compression
- d) System Policy
- e) Local and Global Group
- f) No IPsec

Windows 2003

- Active Directory Service
- FAT16, FAT32 and NTFS 5.0
- Compression, Encryption and Disk Quota
- Group Policy
- Local, Global and Universal Group
- IPsec builtin

g) 40000 user limit	100000 user limit	
h) NTLM authentication	NTLM and Kerberos authentication	
i) Basic disk	Basic and Dynamic Disk	
j) No Shadow	Copy Shadow copy	
k) ERD		ASR

32 Difference between Windows 2000 Server and 2003 Server

Windows 2000

- a) No Shadow copy
- b) No RPC over HTTP
- c) 32 bit
- d) no Domain rename features
- e) Terminal Service
- f) ERD
- g) less command line tool
- h) No Stub DNS
- i) IIS 5

Windows 2003

- Shadow Copy feature
- RPC over HTTP
- 32 bit and 64 bit
- domain rename feature
- Remote desktop and assistance
- ASR
- more command line tools
- Stub DNS
- IIS 6

33 Difference between Windows 2000 Prof and Windows XP prof

Windows 2000 Prof

- a) ERD
- b) Terminal Service
- c) IE 5
- d) No Firewall
- e) NO Alternate IP configuration
- f) NO System restore
- g) NO Driver rollback feature

Windows XP prof

- ASR
- Remote Desktop and assistance
- IE 6
- Basic firewall
- Alternate IP configuration
- System restore
- Driver rollback feature

34 Difference between Windows XP home and Windows XP prof

Windows XP home

- a) no Remote desktop
- b) NO Offline folders
- c) 1 processor
- d) workgroup member

Windows XP professional

- remote desktop
- Offline folders
- 2 processor
- Work group and domain member

- | | |
|-----------------------|-----------------|
| e) NO Encryption | Encryption |
| f) NO GPO | GPO |
| g) NO Roaming profile | Roaming profile |
| h) no ASR | ASR |

35 Difference between Windows XP and Windows 98

Windows XP

- a) Remote desktop
- b) GPO
- c) 2 processor
- d) NTLM & Kerberos
- e) Encryption
- f) Disk Quota
- g) FAT, FAT32 and NTFS
- h) IE 5

Windows 98

- No Remote desktop
- No GPO
- 1 processor
- NTLM authentication
- NO Encryption
- NO Disk Quota
- FAT and FAT32
- IE 4

36 Difference between Windows 95 and Windows 98

Windows 95

- a) NO USB support
- b) FAT 16 and FAT32 for R2
- c) Single monitor
- d) NO Direct X
- e) IE3
- f) NO APM (Adv. Power Management) APM

Windows 98

- USB support
- FAT16 and FAT32
- Multiple monitor
- Direct X
- IE 4

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