

Chapter 14

REVIEWING THE BASICS

1. In the Windows 2000/XP boot process, what file reads and loads the boot menu?

Ntldr

2. Where is the Boot.ini file stored?

Root directory of the system partition (usually C:\)

3. What does %SystemRoot% mean?

Indicates the Windows 2000/XP folder on the boot partition, usually C:\Windows

4. Under what circumstances would you use the Enable VGA Mode option on the Advanced Options menu?

When the video setting has problems that prevent you from seeing well enough to fix it

5. What key do you press to display the Advanced Options menu during startup?

F8

6. When you look at a Windows desktop, how can you tell if the system has been booted into Safe Mode?

“Safe Mode” is displayed in all four corners of the screen.

7. What is the purpose of Safe Mode with networking under the Advanced Options menu?

This mode is used when there is a problem with the boot process that requires access to the network to solve, or when the Windows 2000/XP installation files are loaded from the network and access to those files is required.

8. What is the name of the log file that Windows 2000/XP uses when booting in Safe Mode?

Ntbtlog.txt

9. List the steps to load the Recovery Console when using the four Windows 2000 rescue disks.

Insert the first of the four setup disks and restart the PC. You are directed to insert each of the four disks in turn, and then the Setup screen appears.

Type R to select the “To repair a Windows 2000 installation” option. The Windows 2000 Repair Options window opens.

Type C to select the Recovery Console.

The Windows 2000 Recovery Console window opens. The Recovery Console looked at the hard drive and determined that only a single Windows 2000 installation was on the drive installed in the C:\Winnt folder. (The Winnt folder might be on a different drive on your machine.) Press 1 and then press Enter to select that installation.

Enter the Administrator password and press Enter. If you do not know the password, you cannot use the console.

You now have a command prompt. You can use a limited group of DOS-like commands at this point to recover a failed system.

10. Which Windows 2000/XP folder contains one subfolder for every user account?

C:\Documents and Settings

11. What two subfolders in the C:\Windows\system32 folder contain files needed for Windows startup?

\config and \drivers

12. What Recovery Console command is used to extract a file from a .cab file?

Expand

13. Which option on the Windows XP Advanced Options menu is not available on the Windows 2000 menu?

Disable automatic restart on system failure

14. Which Recovery Console command can be used to examine the partitions on a hard drive for errors?

Diskpart

15. On the Windows setup CD, what type of file uses an underscore as the last character in the file extension?

A compressed file

16. Under what circumstances is the Administrator password not required when launching the Recovery Console?

If the registry is so corrupted that it cannot read the Administrator password in order to validate it, you are not asked for the password, but you are limited as to what you can do in the Recovery Console.

17. What is the purpose of the Systemroot command under the Recovery Console?

Sets the current directory to the directory where Windows 2000/XP is installed

18. Under the Recovery Console, what is the command to rewrite the Master Boot Program?

Fixmbr

19. What is the command to install the Recovery Console on the boot loader menu?

winnt32 /cmdcons

20. Before you can perform the Windows 2000 Emergency Repair Process, what disk must you have? What is contained on the disk?

The ERD (Emergency Repair Disk), which contains enough data to restore the system to the state in which it was in immediately after the Windows 2000 installation

21. When would you use System File Checker? What is the command to execute it?

The SFC is used to verify that the system is using correct versions of all protected system files. The command to execute it is Sfc or Sfc.exe. Use it when you suspect the system has corrupted system files.

22. What is the program filename for System File Checker?

Sfc.exe

23. What is the name of two utility programs that allows you to view the contents of the Boot.ini file?

Bootcfg and Msconfig

24. What is the Windows XP recovery tool that is similar to the Windows 2000 Emergency Repair Process?

Automated System Recovery

25. Place these tools in the order in which you should try them when troubleshooting the boot process: Recovery

Console, Advanced Options Menu, and System Restore.

Advanced Options Menu, System Restore, Recovery Console

THINKING CRITICALLY

1. Your Windows XP system boots to a blue screen and no desktop. What do you do first?

- a. Reinstall Windows XP.
- b. Attempt to boot into the Advanced Options menu.
- c. Attempt to boot into the Recovery Console.
- d. Attempt to use the Automated System Recovery.

b. Attempt to boot into the Advanced Options menu.

2. You tried to use the Automated System Recovery to restore a failed Windows XP system. The process failed with errors, but there is a very important data file on the hard drive that you need to recover. The hard drive is using the NTFS file system. What do you do?

- a. Most likely the file is toast. The ASR process probably destroyed the file if it was not already destroyed.
- b. Boot to the Recovery Console using the Windows XP setup CD and attempt to recover the file.
- c. Reinstall Windows XP and then recover the file.

d. Boot to the Advanced Options menu and use Safe Mode to recover the file.

a. Most likely the file is toast. The ASR process probably destroyed the file if it were not already destroyed. The ASR process completely erases everything on drive C. Always recover data first before using ASR.

3. When you start Windows XP, you see an error message about a service that has failed to start and then the system locks up. You think this service is related to a critical Windows process. What do you try first? Second?

a. Boot into Safe Mode and run System Restore.

b. Select the Last Known Good Configuration on the Advanced Options menu.

c. Perform an in-place upgrade of Windows XP.

d. Use the Recovery Console to restore the system file.

b. Select the Last Known Good Configuration on the Advanced Options menu.

a. Boot into Safe Mode and run System Restore.

4. While cleaning up the Windows XP startup process, you discover a program in this folder:

C:\WINDOWS\System32\GroupPolicy\Machine\Scripts\Startup. You know that this program is not one that an administrator or other user placed there. What is your next step?

a. Delete the program file and move on to the next step in cleaning up startup.

b. Assume the file is malicious and run antivirus software.

c. Assume the file is malicious, delete the file, and run antivirus software.

d. Move the file to another folder.

c. Assume the file is malicious, delete the file, and run antivirus software.

5. Which statement(s) are true about the Windows 2000/XP boot disk?

a. The boot disk can be used to boot the system to the Windows 2000/XP desktop when Ntldr is missing from the hard drive.

b. The boot disk can be used to boot to the desktop even when the C:\Windows folder is corrupted.

c. The boot disk can be used in place of the boot files in the root directory of the active partition.

d. The boot disk can be used to boot to the desktop even when the partition table is corrupted.

a, c