

Managing and Supporting Windows XP - Chapter #16

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Key Terms

Backup Operator — A Windows 2000/XP user account that can back up and restore any files on the system regardless of its having access to these files.

Blue screen — A Windows NT/2000/XP error that displays against a blue screen and causes the system to halt. Also called a stop error.

Built-in user account — An administrator account and a guest account that are set up when Windows NT/2000/XP is first installed.

Disk quota — A limit placed on the amount of disk space that is available to users. Requires a Windows 2000/XP NTFS volume.

Dr. Watson.log — A Windows utility that can record detailed information about the system, errors that occur, and the programs that caused them in a log file. Windows 9x names the log file \Windows\Drwatson\WatsonXX.wlg, where XX is an incrementing number. Windows 2000 names the file \Documents and Settings\user\Documents\ DrWatson\Drwtsn32.log. Windows XP calls the file Drwatson.log.

Encrypted File System (EFS) — A way to use a key to encode a file or folder on an NTFS volume to protect sensitive data. Because it is an integrated system service, EFS is transparent to users and applications and is difficult to attack.

Encryption — The process of putting readable data into an encoded form that can only be decoded (or decrypted) through use of a key.

Forgotten password floppy disk — A Windows XP disk created to be used in the event the user forgets the user account password to the system.

Global user account — Sometimes called a domain user account, the account is used at the domain level, created by an administrator, and stored in the SAM (security accounts manager) database on a Windows 2000 or Windows 2003 domain controller.

Group Policy – Displays and changes policies controlling users and the computer.

Group profile — A group of user profiles. All profiles in the group can be changed by changing the group profile.

Guest user — A user who has limited permissions on a system and cannot make changes to it. Guest user accounts are intended for one-time or infrequent users of a workstation.

Hardware profile — A set of hardware configuration information that Windows keeps in the registry. Windows can maintain more than one hardware profile for the same PC.

Hive — Physical segment of the Windows NT/ 2000/ XP registry that is stored in a file.

Internet Connection Firewall (ICF) — Windows XP software designed to protect a PC from unauthorized access from the Internet.

Key — (1) In encryption, a secret number or code used to encode and decode data. (2) In Windows, a section name of the Windows registry.

Limited user — Windows XP user accounts known as Users in Windows NT/2000, which have read/write access only on their own folders, read-only access to most system folders, and no access to other users' data.

Local user account — A user account that applies only to a local computer and cannot be used to access resources from other computers on the network.

Mandatory user profile — A roaming user profile that applies to all users in a user group, and individual users cannot change that profile.

Power user — Can read from and write to parts of the system other than their own local drive, install applications, and perform limited administrative tasks.

Restore Point - A snapshot of the Windows Me/XP system state, usually made before installation of new hardware or applications.

Roaming user profile — A user profile for a roaming user. Roaming user profiles are stored on a server so that the user can access the profile from anywhere on the network.

Stop error — An error severe enough to cause the operating system to stop all processes.

System Restore — A Windows Me/XP utility, similar to the ScanReg tool in earlier versions of Windows, that is used to restore the system to a restore point. Unlike ScanReg, System Restore cannot be executed from a command prompt.

User account — The information, stored in the SAM database, that defines a Windows NT/ 2000/XP user, including username, password, memberships, and rights.

User profile — A personal profile about a user that enables the user's desktop settings and other operating parameters to be retained from one session to another.

Review Questions

1. Which operating system has the most security: Windows 9x/Me or Windows XP?

Windows XP

2. What is the difference between joining a workgroup and joining a domain?

In a workgroup, each computer manages the security for its own resources. Each local user account is set up on the local computer independent of other accounts on other PCs, and there is no centralized control of resources. To join a domain, the administrator creates the global user account which is stored in the SAM database on a domain controller.

3. Where is user account information stored on a Windows 2000/2003 domain?

In the SAM, which is part of Active Directory.

4. When is the local user profile created?

After an administrator creates a local user account and the user logs on for the first time.

5. How are a roaming profile and a mandatory profile the same? How are they different?

They both are roaming profiles. The roaming user profile pertains to one user who's profile follows them from one computer to another without having to redo the settings on each computer. The mandatory user profile pertains to a group of users in which the profile cannot be changed by individual users.

6. What is the difference between the tools ASR and System Restore?

An ASR allows you to restore an entire hard drive volume or logical drive to its state at the time the backup of the volume was made and System Restore is used to restore the system to a restore point.

7. What are two important criteria that make for a good password?

1. They should not be easy to guess
2. They should be a combination of letters, numbers, and non-alphanumeric characters.

8. What can a user do to keep from having the administrator reset a forgotten password?

Create a Windows XP forgotten password floppy disk.

9. Which user group has more rights, Power Users or Administrators?

Administrators

10. When using Group Policy on a computer in a workgroup, which type of configuration do you use?

Computer Configuration

11. What do you implement to control how much disk space a user can take up?

You must be logged on as administrator and be using NTFS.

12. Explain how to decrypt a file using My Computer.

You must be logged on as administrator. From My Computer, locate the file or folder that is encrypted and right click it. Choose the properties option. On the General tab click the Advanced button. Remove the check from the box labeled "Encrypt contents to secure data. Click OK and then Apply.

13. What command can you use at the command prompt to encrypt a file?

CIPHER /E

14. Which applet in Control Panel is used to enable and disable Internet Connection Firewall?

Network Connections

15. Which Windows registry subtree contains information about the currently logged-on user?
HKEY_CURRENT_USER

16. Which Windows registry subtree gets all its information from the HKEY_LOCAL_MACHINE subtree?
HKEY_CURRENT_CONFIG

17. In Windows NT/2000/XP, a file that contains part of the Windows registry is called a(n)
Hive.

18. What is the Windows XP command to access the registry editor?
Regedt32 or Regedit

19. What is the name of the utility program that allows you to view and edit Boot.ini?
Bootcfg.exe

20. How is Dr. Watson different in Windows XP from how it was in Windows 2000?
Windows 2000 names the file \Documents and Settings\user\Documents\DrWatson\Drwtsn32.log. Windows XP calls the file Drwatson.log.

21. How is the registry editor different in Windows XP from how it was in Windows 2000?
Windows 2000 had two registry editors and you had to know when to use which one, while windows has a single registry editor.

22. What is the name of the snap-in file for Disk Defragmenter?
Defrag.exe

23. Looking at a program filename and file extension, how can you tell if the program is an MMC snap-in or a command-line program?
An MMC snap-in has an .msc file extension and a command line snap-in has an .exe file extension.

24. What is the name of the log file created when boot logging is enabled from the Advanced Options startup menu?
Boot.ini

25. What is a restore point and what is it used for?
It is a snapshot of the system's state that can be used to restore the computer back to the way it was when that snapshot was taken.

26. ScanReg has been replaced in System Restore in Windows XP. What is the main advantage that ScanReg has over System Restore?
ScanReg can be executed at the command prompt and system Restore can't be.

27. Can you use an MS-DOS startup disk to launch Windows XP? To recover data files? To recover from a failed installation of Windows XP?
You cannot use this disk to launch Windows XP or to recover from a failed installation of Windows XP, but yes you can use it to recover data.

28. What are two recovery tools new to Windows XP that are used to recover from a failed boot?
System Restore and Automated System Recovery (ASR)

29. When trying to restore a failed system, what should you do next if Recovery Console does not work?

Use the automated System Recovery (ASR) tool.

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

Recovery Console, Advanced Options Menu, System Restore.

- a) Advanced Options Menu
- b) System Restore
- c) Recovery console