

Table of Contents

PART I: Exam Preparation

1 Installing Windows 2000 Professional	13
Introduction	16
Windows 2000 Products	16
Before You Begin Installation	17
Hardware Requirements	18
Disk and Partition Options	18
Windows 2000 File Systems	21
Workgroup Versus Domain Models	25
Installing Windows 2000 Professional—An Overview	26
Phase 1—Running the Setup Program	27
Phase 2—Completing the Setup Wizard	28
Phase 3—Installing Networking Components	28
Phase 4—Completing the Installation	29
Manually Installing Windows 2000 Professional	30
Installing from a Local CD	30
Installing Over a Network	33
Automating the Installation Process	34
Creating Unattended Installation Files	35
Remote Installation Services (RIS)	62
Imaging Windows 2000 Professional Installs	65
Using a Dual-Boot System	68
Upgrading to Windows 2000 Professional	68
Verifying Upgrade Paths	69
Client Hardware Requirements	71
Hardware Compatibility	71
Upgrading Compatible Windows 95/98 Clients	72
Upgrading Compatible Windows NT Clients	73
Incompatible Systems	74

Service Pack Deployment	75
Troubleshooting the Installation Process	75
Exercises	79
Review Questions	83
Exam Questions	83
Answers to Review Questions	90
Answers to Exam Questions	91
2 Implementing and Conducting Administration of Resources	97
Introduction	101
Managing Network Resources	101
Securing Network Resources	101
File Resources	102
File Shares	102
NTFS Permissions	112
NTFS Permissions and Shared Folders	123
Developing an Efficient Directory Structure	124
Managing File Resources	129
NTFS, FAT32, or FAT	130
Print Resources	137
The Print Environment	137
Managing Printers	143
Managing Print Jobs	150
Managing Printers Using a Web Browser	151
Exercises	156
Review Questions	159
Exam Questions	160
Answers to Review Questions	167
Answers to Exam Questions	168
3 Implementing, Managing, and Troubleshooting Hardware Devices and Drivers	175
Introduction	179
Installing Hardware	179
Using the Add/Remove Hardware Wizard	181
Confirming Hardware Installation	182
Determining Required Resources	183
Determining Available Resources	185
Changing Resource Assignments	185

Media Devices	186
CD-ROM and DVD Devices	187
Fixed Disks	190
Volume Sets	197
Removable Media	201
Display Devices	206
Multiple Display Support	206
Video Adapters	209
Mobile Computing	211
Power Management	211
Card Services	214
Input and Output (I/O) Devices	215
Configuring Input and Output (I/O) Devices	215
Configuring Accessibility Options	234
Maintaining Updated Drivers	236
Multiple Processor Machines	238
Monitoring Multiple CPUs	239
Impact on Resources	239
Network Adapters	241
Installing a Network Adapter	243
Managing Network Adapters	244
Exercises	248
Review Questions	251
Exam Questions	252
Answers to Review Questions	258
Answers to Exam Questions	259
4 Monitoring and Optimizing System Performance and Reliability	263
Introduction	268
Managing and Troubleshooting Driver Signing	268
Digitally Signing a File	268
System File Checker	270
Configuring, Managing, and Troubleshooting the Task Scheduler	271
Task Scheduler and the AT Command	271
Creating a Scheduled Task	271

Managing and Troubleshooting the Use and Synchronization of Offline Files	273
Offline Files and Mobile Users	274
Selecting Items to Be Available Offline	274
Synchronizing	275
File Conflicts	275
Optimizing and Troubleshooting Performance of the Windows 2000 Professional Desktop	276
Optimizing and Troubleshooting Memory Performance	278
Optimizing and Troubleshooting Processor Performance	285
Examining and Tuning Disk Performance	290
Monitoring Network Performance	296
Optimizing and Troubleshooting Application Performance	305
Managing Hardware Profiles	308
Creating a New Hardware Profile	309
Recovering System and User Data	310
Recovering System and User Data by Using Windows Backup	310
Troubleshooting System Restoration Using Safe Mode	316
Using the Windows 2000 Recovery Console	327
Configuring the Windows 2000 Recovery Console	328
Troubleshooting Stop Errors	330
Exercises	334
Review Questions	337
Exam Questions	337
Answers to Review Questions	346
Answers to Exam Questions	347
5 Configuring and Troubleshooting the Desktop Environment	351
Introduction	355
Configuring User Profiles	355
User Profile Types	358
Configuring the Desktop Environment	368
Configuring Regional Options	368
Configuring Accessibility Options	370
Installing and Configuring Applications	373
Add/Remove Programs	374
Windows Installer	377
Publishing ZAP files	380

Securing the Desktop Using Security Policies	381
Implementing Security on a Local Computer	383
IP Security Policy	387
Implementing Local Group Policy	388
Configuring Fax Support	391
Troubleshooting Fax Problems	394
Configuring Internet Options	395
Exercises	400
Review Questions	400
Exam Questions	400
Answers to Review Questions	403
Answers to Exam Questions	403
6 Implementing, Managing, and Troubleshooting Network Protocols and Services	407
Introduction	410
The Windows 2000 Professional Networking Model	410
Windows 2000 Networking Versus the OSI Reference Model	411
NDIS-Compatible Network Adapter Card Drivers	412
NDIS 5.0	413
Network Protocols	415
Transport Driver Interface	420
Network Application Programming Interfaces	420
Interprocess Communication	421
Basic Network Services	424
Interoperating with Other Networks	426
Adding and Configuring the Network Components of Windows 2000	429
Identification Options	429
Protocol Options	430
Service Options	431
Client Options	431
Advanced Options	432
Configuring the TCP/IP Protocol	433
IP Addressing	433
Subnet Mask	435
Default Gateway (Router)	436
Windows Internet Name Service (WINS)	437
Domain Name Systems (DNS) Server Address	438

Understanding DHCP	439
Manually Configuring TCP/IP	440
Name Resolution with TCP/IP	440
Advanced TCP/IP Configuration	441
Connecting to Computers by Using Dial-up Networking	444
Line Protocols	445
Installing a Dial-Up Networking Connection	446
Internet Connection Sharing	449
Connecting to Shared Resources on a Microsoft Network	452
Browsing	453
Universal Naming Convention	454
My Network Places	454
Net View Command	455
Net Use Command	455
Troubleshooting TCP/IP Connections	456
Configuration Errors	456
Checking Basic Connectivity	457
Resolving Host Names in TCP/IP	460
Identifying Name Resolution Problems	469
Exercises	477
Review Questions	481
Exam Questions	481
Review Answers	489
Answers to Exam Questions	490
7 Implementing, Monitoring, and Troubleshooting Security	495
Introduction	498
User and Group Management	498
The Workgroup Model	499
The Domain Model	499
Accounts and Security Identifiers	502
User Accounts	502
Groups	522
User Rights	541
Local Group Policy	549
Local Account Policy	550
Password Policies	550
Account Lockout Policy	552

Monitoring Security Events	553
Event Logs and the Event Viewer	553
Audit Policies	557
Windows 2000 Security Configurations	561
Basic and Advanced Security Templates	562
Configure System Security	564
Validating a Security Configuration	568
Encrypting File System (EFS)	570
Exercises	576
Review Questions	578
Exam Questions	579
Answers to Review Questions	585
Answers to Exam Questions	588

PART II: Final Review

Fast Facts	597
Installing Windows 2000 Professional	597
System Configuration	597
Installation Methods	598
Unattended Installation	598
Remote Installation Services	599
Implementing and Conducting Administration of Resources	599
Best Practices	601
Sharing Printer Resources	601
Implementing, Managing, and Troubleshooting Hardware Devices and Drivers	602
CD-ROM and DVD Devices	603
Hard Disk Devices	603
Removable Storage	603
Multiple Displays	603
Power Management	603
Card Services	603
Input/Output devices	604
Modems	605
Infrared Devices	605
Wireless Devices	605
USB Devices	605
Updating Drivers	606

Monitoring and Optimizing System Performance and Reliability	606
Driver Signing	606
The Task Scheduler	606
Using and Synchronizing Offline Files	607
Performance Monitoring	607
Hardware Profiles	610
Recovering System and User Data Using Backup	610
Booting your Computer Using Safe Mode	611
Last Known Good Configuration	611
Configuring the Windows 2000 Recovery Console	612
Configuring and Troubleshooting the Desktop Environment	612
User Profiles	612
Configuring Support for Multiple Languages	612
Windows Installer	612
Configuring Desktop Settings	613
Windows 2000 Professional in the Windows 2000 Server Network	613
Desktop Control through Local Group Policies	614
Configuring and Troubleshooting Fax Support	614
Accessibility Services	615
Implementing, Monitoring, and Troubleshooting Network Protocols and Services	615
TCP/IP	615
NWLink IPX/SPX Compatible Transport	616
NetBIOS Extended User Interface (NetBEUI)	616
Adding and Configuring Network Components	616
IP Addressing	616
Subnet Mask	617
Default Gateway (Router)	618
Windows Internet Name Service (WINS)	618
Domain Name Systems (DNS) Server Address	618
Understanding DHCP	618
Virtual Private Networks (VPN)	618
Point-to-Point Tunneling Protocol (PPTP)	619
Layer 2 Tunneling Protocol (L2TP)	619
Connecting to Computers by Using Dial-Up Networking	619
Connecting to Shared Resources	620
Troubleshooting TCP/IP Connections	621
Implementing, Monitoring, and Troubleshooting Security	622
The Workgroup Model	622
The Domain Model	622

User Accounts	622
Local User Accounts	622
Creating Domain User Accounts	622
Groups	623
User Rights	625
Audit Policies	626
Windows 2000 Security Configurations	626
Encrypting File System	627
Study and Exam Prep Tips	629
Learning Styles	629
Study Tips	630
Study Strategies	630
Pre-Testing Yourself	631
Exam Prep Tips	631
The MCP Exam	631
Exam Format	632
Question Types	634
Putting It All Together	639
Final Considerations	642
Practice Exam	643
Exam Questions	644
Answers to Exam Questions	661

PART III: Appendices

A Overview of the Certification Process	671
Types of Certification	671
Certification Requirements	672
How to Become a Microsoft Certified Professional	672
How to Become a Microsoft Certified Professional+Internet	673
How to Become a Microsoft Certified Professional+Site Building	673
How to Become a Microsoft Certified Database Administrator	673
How to Become a Microsoft Certified Systems Engineer	674
How to Become a Microsoft Certified Systems Engineer+Internet	677
How to Become a Microsoft Certified Solution Developer	677
Becoming a Microsoft Certified Trainer	680

B What's on the CD-ROM	683
ExamGear, Training Guide Edition	683
Exclusive Electronic Version of Text	683
Copyright Information and Disclaimer	684
C Using the ExamGear, Training Guide Edition Software	685
Exam Simulation	685
Question Quality	685
Interface Design	685
Study Tools	685
Effective Learning Environment	686
Automatic Progress Tracking	686
How ExamGear, Training Guide Edition Works	686
Interface	686
Database	687
Installing and Registering ExamGear, Training Guide Edition	687
Requirements	687
Installing ExamGear, Training Guide Edition	687
Registering ExamGear, Training Guide Edition	688
Removing ExamGear, Training Guide Edition from Your Computer	688
Using ExamGear, Training Guide Edition	689
General Description of How the Software Works	689
Menu Options	690
Starting a Study Mode Session	690
Starting Practice Exams and Adaptive Exams	692
What Is an Adaptive Exam?	693
Why Do Vendors Use Adaptive Exams?	693
Studying for Adaptive Exams	693
ExamGear's Adaptive Exam	694
Question Types and How to Answer Them	694
Simulations	698
Hot Spot Questions	699
Mark Question and Time Remaining	700
Item Review	701
Examination Score Report Screen	705
Checking the Web Site	705
Obtaining Updates	706
The Catalog Web Site for Updates	706
Product Updates Dialog Box	706

Contacting New Riders Publishing	706
Technical Support	706
Customer Service	707
Product Updates	707
Product Suggestions and Comments	707
License Agreement	707
License	707
Software and Documentation	707
License term and Charges	707
Title	708
Updates	708
Limited Warranty and Disclaimer	708
Limitation of Liability	709
Miscellaneous	709
U.S. Government Restricted Rights	709
Index	711