

Chapter 2: Attended and Unattended Installations and Troubleshooting

TRUE/FALSE

1. A common cause of Stop message errors is missing but essential drivers.

ANS: T REF: 42

2. Custom installations are modified versions of Windows XP designed to fit a specific hardware or software configuration.

ANS: T REF: 44

3. SYSPREP can be used to upgrade your system.

ANS: F REF: 54

4. Your default gateway is the IP address of the router or proxy system acting as the gateway to the Internet.

ANS: T REF: 29

5. Any target system that receives the fully configured prototype RIS image must have the same HAL and hardware as the original prototype.

ANS: F REF: 53

MODIFIED TRUE/FALSE

1. RIS requires that DHCP, DNS, and Active Directory be present and active on a domain.

ANS: T REF: 52

2. FAT32 is the recommended file system for Windows XP. _____

ANS: F, NTFS

REF: 32

3. RIS can be used to install only the basic OS or it can be used for the deployment of systems that have all necessary applications installed and all critical settings configured. _____

ANS: T REF: 53

4. SYSPREP is a utility used to create RIS distributable images of a fully configured prototype computer.

ANS: F
Remote Installation Preparation
RIPrep

REF: 53

5. The SYSPREP command-line parameter *quiet* disables the display of confirmation dialog boxes.
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ANS: T

REF: 55

MULTIPLE CHOICE

1. The failure of a service or driver owing to the failure of a foundation class, or some other related services or driver, is called a(n) ____.
- a. SYSPREP
 - b. dependency failure
 - c. slipstream
 - d. PXE

ANS: B

REF: 43

2. The ____ file lists all tasks and actions performed during setup.
- a. setupapi.log
 - b. setuperr.log
 - c. setuplog.txt
 - d. PNPlog.txt

ANS: C

REF: 43

3. The ____ file contains a list of all hardware devices detected and installed during setup.
- a. setupapi.log
 - b. setuperr.log
 - c. PNPlog.txt
 - d. setuplog.txt

ANS: A

REF: 43

4. ____ is used by the GUI portion of setup to write information about encountered problems or errors that do not cause an outright installation failure.
- a. Setuplog.txt
 - b. PNPlog.txt
 - c. Setupapi.log
 - d. Setuperr.log

ANS: D

REF: 43

5. Which of the following files allows you to override some of the settings in the answer file to further streamline an unattended installation?
- a. UDF
 - b. Answer file
 - c. Slipstream
 - d. WINNT

ANS: A

REF: 45

6. The ____ Wizard is a tool used to create UNATTEND.TXT files.
- a. Animated
 - b. RIS
 - c. Setup Manager
 - d. Network Identification

ANS: C

REF: 47

7. The ____ is a Windows Server-based service that allows operating systems to be automatically installed onto target systems over the network with nothing more in the target system than a NIC and possibly a boot floppy.
- a. Remote Installation Service
 - b. UDF
 - c. SYSPREP
 - d. HCL

ANS: A

REF: 52

8. A(n) ____ is the hardware component that enables a computer to connect to and communicate over a network.
- a. network adapter
 - b. network interface card
 - c. slipstream
 - d. both a & b

ANS: D REF: 52

9. ____ is designed for standard and automated installations with few additional options.
- a. WINNT
 - b. NTFS
 - c. HCL
 - d. FAT32

ANS: A REF: 57

10. ____ is designed for standard and automated installations and offers several options for source and destination locations as well as debug logging.
- a. NTFS
 - b. HCL
 - c. FAT32
 - d. WINNT32

ANS: D REF: 58

11. Windows XP Professional includes ____ setup boot disks.
- a. 3
 - b. 5
 - c. 6
 - d. 8

ANS: C REF: 28

12. When installing XP, you must know the IP address, subnet mask, and default gateway. If you don't know these, you can use ____ for the IP address and ____ for the subnet mask as working placeholders.
- a. 255.255.0.0, 255.255.0.0
 - b. 172.16.1.1, 255.255.0.0
 - c. 255.255.0.0, 172.16.1.1
 - d. 0.0.0.0, 172.16.1.1

ANS: B REF: 28

13. A(n) ____ is a space set aside on a disk and assigned a drive letter where Windows XP Professional is to be installed.
- a. track
 - b. sector
 - c. cylinder
 - d. partition

ANS: D REF: 31

14. NTFS is the recommended file system for Windows XP and supports volumes up to ____.
- a. 4 GB
 - b. 32 GB
 - c. 2 TB
 - d. 32 TB

ANS: C REF: 32

15. When can you use the quick format option?
- a. if the destination partition was preformatted
 - b. if you are using a new hard drive
 - c. if you have just created a new partition
 - d. if are overwriting an existing partition

ANS: A REF: 32

16. Make no mistake, ____ skills will make or break your career. Your expertise in this area will be noted and appreciated by your end users and your boss.
- a. installation
 - b. troubleshooting
 - c. people
 - d. network configuration

ANS: B REF: 40

YES/NO

1. Is an “upgrade” an installation method in which data and configuration settings from the previous operating system or systems remains intact?

ANS: Y REF: 28

2. Does the term “typical installation” refer to one in which an OS is installed without regard for pre-existing operating systems?

ANS: N REF: 28

3. Assume that your computer employs new hardware, especially drive controllers, such as brand new SCSI or IDE controller technology. Is it true that the Windows XP installation CD may not include drivers for the new hardware?

ANS: Y REF: 30

4. Is the only source for the Setup Manager Wizard through the Windows XP Professional Support Tools Setup Wizard?

ANS: N REF: 47

5. Is it typical for a help desk technician to receive calls about troubleshooting unattended installs?

ANS: N REF: 56

COMPLETION

1. A(n) _____ is an installation method in which data and configuration settings from the previous operating system or systems remain in tact.

ANS: upgrade

REF: 28

2. The _____ is a list of hardware and software that is deemed compatible with various versions of Windows.

ANS:
HCL
Hardware Compatibility List

REF: 28

3. Unattended installations proceed in much the same manner as an attended installation, except that a(n) _____ is used to provide the responses to all the setup prompts.

ANS: answer file

REF: 44

4. The \i386 directory on the Windows XP Professional CD contains a file called _____ that is used for configuring unattended installations on that type of platform.

ANS: UNATTEND.TXT

REF: 45

5. _____ removes the configurable settings of a system that are defined in a typical UNATTEND.TXT file and prepares the system to redetect all Plug and Play devices the next time the system is booted.

ANS: SYSPREP

REF: 54

MATCHING

Match each term with the correct statement below.

- a. Partition
 - b. Media errors
 - c. Domain controller communication difficulties
 - d. Plug and Play
 - e. setupact.log
 - f. PNPllog.txt
 - g. Remote Installation Service
 - h. SYSPREP
 - i. WINNT /U and /S options
1. Used to initiate an unattended installation.
 2. Problems with the distribution CD-ROM itself, the copy of the distribution files on a network drive, or the communication link between the installation and the distribution files.
 3. A feature of Windows that automatically detects and installs device drivers for hardware.
 4. Used to push installations over a network to a client.
 5. File used to record the actions and activities performed during the setup process.
 6. Contains information about automatically detected and installed hardware devices and relevant errors.
 7. Space set aside on a disk and assigned a drive letter.
 8. A system duplication tool used to prepare a hard drive for duplication.
 9. This problem is often related to the mistyping of a name, password, domain name.
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1. ANS: I REF: 45
 2. ANS: B REF: 42
 3. ANS: D REF: 42
 4. ANS: G REF: 52
 5. ANS: E REF: 43

- | | |
|-----------|---------|
| 6. ANS: F | REF: 43 |
| 7. ANS: A | REF: 31 |
| 8. ANS: H | REF: 54 |
| 9. ANS: C | REF: 42 |

SHORT ANSWER

1. Under what circumstances would you have to perform an upgrade installation?

ANS:

You may have to perform an upgrade installation if any of the following are true:

The system responds poorly to other troubleshooting techniques
It is not possible to boot into Safe Mode
A malfunctioning driver or software upgrade cannot be removed
There is a Registry corruption
There has been a significant change to your core hardware components

REF: 44

2. What are the steps involved when employing the Remote Installation Service?

ANS:

1. Verify that all system comply with hardware requirements.
2. Install a Windows 2000 Server or Windows Server 2003 as a standalone/member server. Install Remote Installation Services as an optional component during the installation or after initial installation is complete.
3. If DNS is not already present in the domain, install it.
4. Promote the Windows Server to a domain controller.
5. If DHCP is not already present on the domain, install it.
6. Initiate the configuration procedure for RIS by launching RISEUP.EXE from the Run command. Using the Wizard, configure RIS for your requirements and network design.
7. Authorize RIS with Active Directory through the DHCP Manager.
8. Use the Directory Management snap-in to further configure RIS and define remote installation parameters.

REF: 52

3. What is the purpose of the following SYSPREP command-line parameters: audit, pnp, reboot, and clean

ANS:

audit: Reboots the system without generating new SIDs (Security IDs) or executing any item in the [OEMRunOnce] section of the WINBOM.INI file.

pnp: Forces a full refresh of Plug and Play on next reboot, and should only be used on systems with legacy and non-Plug and Play devices.

reboot: Reboots the system after SYSPREP is finished.

clean: Removes all entries from the critical database that is referenced by the [SysprepMassStorage] section of the SYSPREP.INF file.

REF: 55

4. Identify several of the assumptions for a clean installation.

ANS:

1. Your computer's hardware is Hardware Compatibility List (HCL)-compliant and all required device drivers are found on the distribution CD. The HCL is a list of hardware and software that is deemed compatible with various versions of Windows.
2. Your computer has no pre-existing operating systems installed.
3. You have the six setup floppies. If you don't already have the setup floppies, follow the instructions in the "CD-ROM Installation Launched from Setup Boot Floppies" section of Chapter 1.
4. You will select the default or typical settings for this installation.
5. You will be using a specific IP address. You must know the IP address, subnet mask, and default gateway. If you don't know these yet, you can use 172.16.1.1 for the IP address and 255.255.0.0 for the subnet mask as working placeholders. For more information on TCP/IP and its complex configuration options, see Chapter 13, "Troubleshoot TCP/IP".
6. You will be a member of an existing domain. You'll need to know the name of this domain and the authentication information for an Administrator account. If a domain is not available, you can choose to join a workgroup and give it any name you want.
7. The connecting network offers Internet access to clients. This means you need to know your default gateway (that's the IP address of the router or proxy system acting as the gateway to the Internet). You might also need the IP addresses of one or two DNS (Domain Name System) servers from the Internet. Your network administrator or your Internet service provider (ISP) should be able to provide this information. See Chapter 14, "Name Resolution and Remote Connections," for more details on Internet connectivity. If you are using DHCP, information such as the subnet mask and DNS server(s) is provided automatically.

REF: 28-29

5. Explain several of the tasks that can be accomplished with the Setup Manager.

ANS:

The Setup Manager Wizard is a tool used to create UNATTEND.TXT files. Complete details on how to edit this file and all of the possible syntax combinations are contained in the *Microsoft Windows XP Professional Resource Kit*, which includes the wizard for creating or editing your own fully customized UNATTEND.TXT files.

The Setup Manager Wizard is made available through the Windows XP Professional Support Tools Setup Wizard or it can be found in the DEPLOY.CAB file within the \Support\Tools directory on the distribution CD. If you are working from Windows XP, you can access the contents of the .cab file like any other compressed folder. Double-clicking on the SETUPMGR.EXE file from within the .cab file initiates an extraction process; once extracted to the location of your choice, the file can be executed from its new location. Once launched, the Setup Manager Wizard can be used to create a variety of installation scripts, including the following:

1. Duplicate current system's configuration, edit an existing UNATTEND.TXT file, or create a new file from scratch.
2. Create uninstall scripts, SYSPREP installation scripts, or RIS installation scripts.
3. Create scripts for Windows XP Home Edition, Windows XP Professional, Windows Server 2003, Enterprise Server, or DataCenter Server.
4. Fully automated (no user interaction), read-only (user can view settings on each page but no changes can be made), GUI (text portion is automated), provide defaults (recommended settings are defined, but user can change during setup), or hide some configuration setup pages.

REF: 47