Lesson 3: Understanding Native Applications, Tools, Mobility, and Remote Management and Assistance

**Multiple Choice**

1. Which of the following is text stored by a user’s web browser?

a) pop-up blockers

b) phishing

c) cookies

d) Tracking Protection

Answer: c

Difficulty: Easy

Section Reference: Managing Cookies and Privacy Settings

Explanation: A cookie is text stored by a user’s web browser. It can be used for a wide range of functions, including identifying you as a user, authenticating you as a user, and storing your site preferences and shopping cart contents. Cookies can provide a website with a lot of helpful information that can make your browsing experience easier and faster, but they also can be used by spyware programs and websites to track your online behavior. Unfortunately, some websites will not operate without cookies.

2. The Snipping Tool allows you to do which of the following?

a) Change the color of a captured image

b) Add typed labels

c) Save in PDF format

d) Annotate an image with the pen tool

Answer: d

Difficulty: Medium

Section Reference: Using the Snipping Tool

Explanation: The Snipping Tool is a Windows 10 accessory program that allows you to take screen shots, use the pen tool to annotate them, and save the images in GIF, JPG, PNG, or HTML format. You can add freehand annotations, highlight or erase part of the image, or send it to a recipient via e-mail. You cannot change the color of a captured image or add typed labels.

3. Which of the following enables you to sync certain mobile devices as well as files stored in folders on network servers?

a) Sync Center

b) Local network files

c) Protected files

d) Restored files

Answer: a

Difficulty: Easy

Section Reference: Using Sync Center

Explanation: Sync Center enables you to sync certain mobile devices as well as files stored in folders on network servers (offline files).

4. When you want to run a program with elevated or administrative privileges, you can right-click the program’s link and select which shortcut menu item?

a) Run as administrator

b) Run with permission

c) Run elevated

d) Run protected

Answer: a

Difficulty: Hard

Section Reference: Introducing Accessory Programs

Explanation: The Run command allows you to run commands from the Start menu. Some commands require elevated or administrative privileges; to run these commands, use the Run as administrator command.

5. Which of the following can be performed with Windows Media Player 12? (Choose all that apply.)

a) Create playlists

b) Rip music from a CD

c) Play a slide show

d) Stream video files over the internet

Answer: a, b, c, d

Difficulty: Medium

Section Reference: Using Windows Media Player

Explanation: Windows Media Player 12 is a program that allows you to play back music and video files. You can also create playlists, rip music from a CD, and play a slide show of photos.

6. Which Windows 10 feature enables you to adjust a laptop’s power plan and screen brightness?

a) Windows Media Center

b) Sync Center

c) Remote Desktop Connection

d) Windows Mobility Center

Answer: d

Difficulty: Medium

Section Reference: Using Windows Mobility Center

Explanation: Rather than using different tools to adjust a laptop’s screen brightness, power plan, wireless settings, and more, just open the Windows Mobility Center, which displays groups of settings all in one interface.

7. The following are security or privacy features of Internet Explorer *except*:

a) Domain highlighting

b) InPrivate Browsing

c) ActiveX Filtering

d) A pinned site

Answer: d

Difficulty: Medium

Section Reference: Configuring Windows Internet Explorer

Explanation: InPrivate Browsing, ActiveX Filtering, and domain highlighting are all security or privacy features of Internet Explorer 11.

8. Which utility is used to run the ps cmdlet?

a) Computer Management

b) MS-DOS command window

c) Windows Remote Assistance

d) Windows PowerShell

Answer: d

Difficulty: Hard

Section Reference: Introducing Windows PowerShell

Explanation: Windows PowerShell is a command-line interface used mainly by IT professionals to run cmdlets (pronounced command-lets), complete background jobs (processes or programs that run in the background without a user interface), and run scripts to perform administrative tasks.

9. Which Internet Explorer 11 feature enables you control which websites can track your online browsing activity and receive that information?

a) InPrivate Browsing

b) ActiveX Filtering

c) Tracking Protection

d) SmartScreen Filter

Answer: c

Difficulty: Medium

Section Reference: Managing Cookies and Privacy Settings

Explanation: Some websites can be used to gather information about which pages you visit on the internet. Tracking Protection blocks this content from websites that appear on Tracking Protection Lists. A Personalized Tracking Protection List included with Internet Explorer is generated automatically based on sites you visit. You can also download Tracking Protection Lists and then Internet Explorer will periodically check for updates to the lists.

10. Which of the following is best for accessing your home computer from work to get a file you worked on last night?

a) Remote Desktop Services

b) Disk Management

c) Sync Center

d) Windows Remote Assistance

Answer: a

Difficulty: Medium

Section Reference: Configuring Remote Desktop

Explanation: Remote Desktop Services (RDS) allows users to access a remote computer just as if they are sitting in front of the computer. Within a Window, the user has a Start button, desktop, applications, and folders as well as access to local resources such as the user’s local drive and mapped drives. Users could use Remote Desktop Services to run applications that they can’t run on their own machines. You could go one step further and use multiple servers to create an entire RDS infrastructure to provide a robust, resilient service for your users.

11. Sync Center offers which of the following ways to sync data? (Choose two answers.)

a) one-way sync

b) remote sync

c) two-way sync

d) auto sync

Answer: a, c

Difficulty: Medium

Section Reference: Using Sync Center

Explanation: With one-way sync, data kept in a primary location is synchronized with data in another location. With two-way sync, data is transferred in both directions.

12. You need to configure security zones in Internet Explorer 11. Where are security zone settings located?

a) Internet Options Privacy tab

b) Internet Options Security tab

c) Tracking Protection window

d) Safety menu

Answer: b

Difficulty: Medium

Section Reference: Configuring Security Features

Explanation: You select security zones on the Security tab in the Internet Explorer 11 Internet Options dialog box. A security zone is a group of security settings for a type of site: internet, Local intranet, Trusted sites, or Restricted sites.

13. Which of the following is a control panel of sorts that gives you access to several laptop settings all in one place?

a) Windows Remote Assistance

b) Remote Desktop Connection

c) Microsoft Management Console

d) Windows Mobility Center

Answer: d

Difficulty: Medium

Section Reference: Using Windows Mobility Center

Explanation: Windows Mobility Center is a control panel of sorts that gives you access to several laptop settings, from volume to screen brightness to power options to Wi-Fi and Bluetooth settings—all in one place.

14. Which of the following enables users to access a remote computer just as if they were sitting in front of the computer?

a) Remote Desktop Services (RDS)

b) Remote Desktop Connection (RDC)

c) Remote Desktop Protocol (RDP)

d) Windows Mobility Center

Answer: a

Difficulty: Hard

Section Reference: Configuring Remote Desktop

Explanation: Remote Desktop Services (RDS)allows users to access a remote computer just as if they were sitting in front of the computer. Within a Window, the user has a Start button, desktop, applications, and folders as well as access to local resources such as the user’s local drive and mapped drives. Users could use Remote Desktop Services to run applications that they can’t run on their own machines. You could go one step further and use multiple servers to create an entire RDS infrastructure to provide a robust, resilient service for your users.

15. Which of the following are accessible from the Computer Management window? (Choose all that apply.)

a) Windows Upgrade Advisor

b) Performance Monitor

c) Event Viewer

d) Disk Management

Answer: b, c, d

Difficulty: Hard

Section Reference: Using the Microsoft Management Console to Manage Systems Remotely

Explanation: Computer Management is a popular snap-in that includes several tools such as Disk Management for configuring hard disks and their partitions and Event Viewer, which allows you to view computer event information such as program starting and stopping (including program crashes) and security problems. You can manage system performance and resources using Performance Monitor, which is under Performance > Monitoring Tools. Windows Upgrade Advisor is not accessible from Computer Management by default.

**Fill in the Blank**

1. To execute a command from the Windows 10 command prompt, you must use the \_\_\_\_\_ program.

Answer: WinRS.exe

Difficulty: Medium

Section Reference: Using WinRS.exe

Explanation: To execute a command from the Windows 10 command prompt, you must use the WinRS.exe program.

2. The \_\_\_\_\_ in Internet Explorer 11 detects threats on websites, such as phishing attacks and malware downloads, and prevents them from running.

Answer: SmartScreen Filter

Difficulty: Medium

Section Reference: Configuring the SmartScreen Filter and Phishing

Explanation: The SmartScreen Filter examines traffic for evidence of phishing activity and displays a warning to the user if it finds any. It also sends the address back to the Microsoft SmartScreen service to be compared against lists of known phishing and malware sites. If SmartScreen Filter discovers that a website you’re visiting is on the list of known malware or phishing sites, Internet Explorer 11 displays a blocking web page and the address bar is shown in red. From the blocking page, you can choose to bypass the blocked website and go to your home page instead, or you can continue to the blocked website, though this is not recommended. If you continue to the blocked website, the address bar continues to appear in red.

3. ***\_\_\_\_\_*** is a Windows 10 feature that enables an administrator, trainer, or support person to connect to a remote user’s computer, chat with the user, and either view all the user’s activities or take complete control of the system.

Answer: Remote Assistance

Difficulty: Medium

Section Reference: Configuring Remote Assistance

Explanation: Remote Assistance is a Windows 10 feature that enables an administrator, trainer, or support person to connect to a remote user’s computer, chat with the user, and either view all of the user’s activities or take complete control of the system.

**Short Answer**

1. What occurs when you have two copies of a file stored in different locations (e.g., locally and in a network folder) that have both changed since the last sync?

Answer: A sync conflict occurs.

Difficulty: Medium

Section Reference: Resolving Sync Conflicts

Explanation: A sync conflict occurs when you have two copies of a file stored in different locations (e.g., locally and in a network folder) that have both changed since the last sync.

2. Windows Remote Management (WinRM) is a Windows 10 service that enables administrators to do what, exactly?

Answer: Windows Remote Management (WinRM) is a Windows 10 service that enables administrators to execute commands on remote computers using Windows PowerShell or the Windows Remote Shell (WinRS.exe) command-line program.

Difficulty: Hard

Section Reference: Using Windows Remote Management

Explanation: Windows Remote Management (WinRM) is a Windows 10 service that enables administrators to execute commands on remote computers using Windows PowerShell or the Windows Remote Shell (WinRS.exe) command-line program.