

# Quiz #4 Study Guide: ISAT 121

## Installing, Maintaining, & Supporting Windows 2000/XP 1 May 2008

Differences between Windows 2000 and earlier Windows desktop OS

Different versions of Windows 2000 and Windows XP

Included features of Windows XP

2 operating modes

Purpose & features of the user mode

Purpose & features of the kernel mode

Applications/Processes/Threads

What is HAL

Workgroups & Domains

What is the SAM

What are the PDC and BDC

Logging into Windows 2000

Purpose and reasons for using partitions

Drive formats

Storage requirements of FAT16/FAT32/NTFS

Advantages of XP over 2000

Minimum & recommended requirements for XP

Types of installation processes

Windows Update

Hard drive administration

Adding & removing applications and Windows components