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70-290

**Managing and Maintaining a
Microsoft Windows Server 2003
Environment**

Study Guide
DEMO Version

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Managing and Maintaining a Microsoft Windows Server 2003 Environment

Exam Code: 70-290

Certifications:

Microsoft Certified (MCP)	
Microsoft Certified Systems Administrator (MCSA 2003)	Core
Microsoft Certified Systems Engineer (MCSE 2003)	Core

Prerequisites:

None

About This Study Guide

This Study Guide provides all the information required to pass the Microsoft 70-290 exam - Managing and Maintaining a Microsoft Windows Server 2003 Environment. It however, does not represent a complete reference work but is organized around the specific skills that are tested in the exam. Thus, the information contained in this Study Guide is specific to the 70-290 exam and not only to Managing and Maintaining a Microsoft Windows Server 2003 Environment. It includes the information required to answer questions related to the installation of Windows Server 2003, Windows 2000 Server, Windows XP Professional, Windows 2000 Professional, Windows NT, and Windows 98 that may be asked during the exam. Topics covered in this Study Guide include: Installing Windows Server 2003, Installing and configuring hardware devices; Managing and maintaining physical and logical devices; Managing basic and dynamic disks; Maintaining server hardware; Optimizing disk performance; Implementing RAID; Defragmenting volumes and partitions; Managing users, computers and groups; Creating and managing computer accounts in Active Directory; Creating and managing user accounts in Active Directory; Creating and managing groups; Managing user profiles; Troubleshooting user accounts and computer accounts; Troubleshooting authentication; Managing and maintaining access to resources; Configuring access to shared folders; Managing shared folder permissions; Troubleshooting Terminal Services; Diagnosing and resolving Terminal Services security issues; Diagnosing and resolving client access issues; Configuring file system permissions; Verifying effective permissions; Changing ownership of files and folders; Troubleshooting access to files and shared folders; Managing and maintaining a server environment; Monitoring and analyzing events; Managing software update infrastructure; Managing software site licensing; Managing servers by using Remote Assistance, Terminal Services remote administration mode, and available support tools; Troubleshooting print queues; Monitoring system performance; Monitoring file and print servers; Monitoring disk quotas; Monitoring print queues; Monitoring server hardware for bottlenecks; Monitoring and optimizing a server environment for application performance; Monitoring memory performance objects; Monitoring network performance objects; Monitoring process performance objects; Monitoring disk performance objects; Managing a Web server; Managing IIS; Managing security for IIS; Managing and implementing disaster recovery; Performing system recovery for a server; Implementing Automated System Recovery; Restoring data from shadow copy volumes; Backing up files and System State data to media;

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Configuring security for backup operations; Managing backup procedures; Verifying the successful completion of backup jobs; Managing backup storage media; Recovering from server hardware failure; Restoring backup data; and Scheduling backup jobs.

Intended Audience

This Study Guide is targeted specifically at people who wish to take the Microsoft MCSA / MCSE exam 70-290 exam - Managing and Maintaining a Microsoft Windows Server 2003 Environment. This information in this Study Guide is specific to the exam. It is not a complete reference work. Although our Study Guides are aimed at new comers to the world of IT, the concepts dealt with in this Study Guide are complex and require an understanding of material provided for the CompTIA A+, Network+ and Server+ exams.

Note: There is a fair amount of overlap between the 70-290 and the 70-210, 70-270 and 70-218 exams. Don't skim over the information that seems familiar. Read over it again to refresh your memory.

How To Use This Study Guide

To benefit from this Study Guide we recommend that you:

- Study each chapter carefully until you fully understand the information. This will require regular and disciplined work.
- If possible, perform all the walk-throughs that are included in this Study Guide to gain practical experience, referring back to the text so that you understand the information better. Remember, it is easier to understand how tasks are performed by practicing those tasks rather than trying to memorize each step.
- Be sure that you have studied and understand the entire Study Guide before you take the exam.

Note: Remember to pay special attention to these note boxes as they contain important additional information that is specific to the exam.

Good luck!

1. Installing and Deploying Windows Server 2003

You can install Windows Server 2003 directly from the CD-Rom or from a network share. The Windows Server 2003 installation process consists of five stages:

Stage 1: Hard Drive Preparation: In text mode Setup checks the hard drive for consistency and errors. It allows you to format and create the Windows Server 2003 partition if you need to and copies setup files to the hard drive. Setup then reboots the computer.

Stage 2: Setup Wizard: The graphical user interface Setup Wizard gathers information from you; such as regional settings, your name and organization, the Windows Server 2003 CD-key, and computer name. The Windows Server 2003 Setup Program then creates the local Administrator user account and requests a password for it.

Stage 3: Installing Network Components: After the Setup Wizard has gathered the necessary information from you in Stage 2, it begins the network components installation. It detects your network adapter card; allows you to choose which network components, such as the network client, file and printer sharing and protocols, to install; allows you to join a workgroup or domain; and installs the components you have chosen.

Stage 4: Completing the installation: The Setup Wizard completes the installation by installing the start-menu items and applying and saving the configuration settings you chose in the previous stages. It then deletes the temporary setup files and reboots the computer.

Stage 5: Post Installation: After the installation is complete, you must perform the “Product Activation” and configure your server. You should also check your device manager for undetected or nonfunctioning hardware components.

1.1 System Requirements

Before installing Windows Server 2003, you must ensure that the computer meets the minimum system requirements for Windows Server 2003.

TABLE 1.1: *Windows Server 2003 Minimum System Requirements*

Component	Minimum Requirement
Processor	Pentium 133 MHz (Pentium III 550 MHz recommended for Standard Edition and Pentium III 733 MHz for Enterprise Edition)
Memory	128 MB Ram (256 MB Ram recommended)
Hard Disk Space	1.5 GB hard disk free space
Networking	Standard network adapter card
Display	Monitor and adapter with minimum resolution of the VGA standard
I/O devices	CD-ROM, keyboard, mouse, or other pointing devices.

1.2 Installing Windows Server 2003 from the CD-Rom

When installing Windows Server 2003 on a new computer from the CD-Rom you must boot directly from the CD-Rom. Unlike Windows 2000, Windows Server 2003 does not support booting from boot disks.

Therefore, if your computer does not support booting from the CD-Rom, you must install Windows Server 2003 from a network share or from within an existing operating system.

Place the Windows Server 2003 installation disk in the CD-Rom and reboot the computer. During the boot process you will be prompted to “**press any key to boot from CD-Rom**”. Once you have pressed a key the installation of Windows Server 2003 will begin.

1.3 Installing Windows Server 2003 from a Network Share

To install Windows Server 2003 over the network you must copy the *i386* folder from the Windows Server 2003 Installation CD to a shared network folder. You must also ensure that the computer has a can connect to the network share when it has booted.

1.4 Performing an Unattended Installation

Microsoft allows for the automated installation of Windows Server 2003 through unattended installations. There are three mechanisms through which an unattended installation can be performed. These are through:

- unattended answer files;
- disk imaging using the **System Preparation Tool**; and
- Remote Installation Services

1.4.1 Using an Unattended Answer File

The first mechanism you can use to perform an unattended installation of Windows Server 2003 is to use an **answer file**. An answer file is an automated script that supply's the Windows Server 2003 Setup program with all the information it would require during the installation.

You can use **Setup Manager** located in the *deploy.cab* file in the */support/tools* folder of the Windows Server 2003 Installation CD to create and modify an answer file or you can manually create the Answer file. You can use Setup Manager to create an answer file for an unattended installation, a sysprep install, and for a Remote Installation Services.

1.4.2 Using the System Preparation Tool

With disk imaging it is possible to install and configure Windows Server 2003 and all the applications and application update packs on a test computer and then create an exact image of the hard drive that can then be used to install Windows Server 2003 and the applications on other client computers. However, all the target computers to which the image is to be applied must have the same hardware configuration as the test computer. You will also have to change the computer name of all the target computers as each computer on the network must have a unique name.

You should use the Sysprep, after installing and configuring Windows Server 2003, the applications and application update packages on a test computer, to prepare the computer of disk imaging. You should then run the disk imaging program after Sysprep has completed. Sysprep adds a mini-Setup Wizard to the disk image that will request the user-specific information such as productID, user name, network configuration,

etc, on the first reboot of the target computer. This information can either be supplied by the user or by an answer file.

1.4.3 Using Remote Installation Services (RIS)

Unlike Windows 2000 Server, Windows Server 2003 can be deployed using Remote Installation Services (RIS). Remote installation is the process of connecting to **Remote Installation Services (RIS)** server from a target computer and then performing an automated installation of Windows Server 2003 on the target computer. This is the most effective method of deploying Windows Server 2003. Remote Installation allows administrators to use a centrally located computer to install Windows Server 2003 on a target computer, i.e. the computer on which the Windows Server 2003 operating system is to be installed, anywhere on a network. It however requires that your network already has a Windows Server 2003 server infrastructure in place and that the target computers support remote booting.

1.5 Windows Server 2003 Licensing

The use of Windows Server 2003 requires two distinct types of licensing: a **product license**, i.e., the CD-key, which allows you to install the Windows Server 2003 operating system on a computer; and a **Client Access License (CAL)**, which allows clients to connect to the Windows Server 2003 computer.

Windows Server 2003 provides three CAL modes: a per server mode, which sets the number of concurrent users or clients that can log on to a specific Windows Server 2003 computer; a per user mode, which permits an unlimited number of concurrent users to connect to the Windows Server 2003 computer, providing each has a CAL; and a per device mode, which permits an unlimited number of concurrent client computers, or devices, to connect to the Windows Server 2003 computer, providing that each device has a CAL.

1.6 Deploying Software Applications

1.6.1 Software Installation and Maintenance Technology

The software installation and maintenance technology in Windows Server 2003 uses **Group Policy** in conjunction with **Windows Installer** to automate and manage software installations, updates and removal from a centralized location. Group Policy can be used to assign the software application to a group of users that are members of an OU, and allows you to manage the various phases of software deployment.

There are four phases of software life cycle:

- **Preparation:** preparing the files that allows you to use Group Policy to deploy the application software. This involves copying the Windows Installer package files to a software distribution point. The Windows Installer application files can be obtained from the application's vendor or can be created through the use of third-party utilities.
- **Deployment:** the administrator creates a Group Policy Object (GPO) that installs the software on the target computers and links the GPO to the appropriate Organizational Unit. During this phase the software is installed.
- **Maintenance:** the software is upgraded with a new version or redeployed with a patch or a service pack.
- **Removal:** to remove software that is no longer required, you must remove the Windows installer package from the GPO that was used to deploy the software. The software is then automatically removed when a user log on or when the computer restarts.

Windows Installer consists of Windows Installer **service**, which is a client-side service, and Windows Installer **package**. Windows Installer package uses the **.msi** file extension that replaces the *Setup.exe* file and contains all the information that Windows Installer services requires to install the software. The software developer provides the Windows Installer package with the application. If a Windows Installer package does not come with an application, you can create a Windows Installer package or repackage the application, using a third-party utility. Alternatively you could create an application file (*.zap*) that uses the application's existing setup program. A *.zap* file is not a native Windows Installer package.

Advantages of using Native Windows Installer packages:

- **Automatic File Repair** when a critical application file becomes corrupt. The application automatically returns to the installation source to retrieve a new copy of the file.
- **Clean Removal** without leaving orphaned files and without deleting shared files used by another application.
- **Transformable**. You can customize a Windows Installer package to meet the requirements set by your company by using authoring and repackaging tools. Transformed Windows Installer packages are identified by the *.mst* file extension.
- **Patches**. Patches and upgrades can be applied to the installed applications. These patches use the *.msp* file extension.

Note: A *.zap* file is not a native Windows Installer package and does not offer the same benefits as Windows Installer packages. It therefore does not support **automatic repairing** and cannot be transformed.

1.6.1.1 Acquiring and Modifying Software Packages

The preparation phase involves two key processes: package acquisition and package modification. The Software Installation and Maintenance technology can only deploy and manage Windows Installer package files. Thus, you must have a package file for an application before that application can be deployed using Group Policy. Administrators have the following three options for acquiring package files:

- Obtain a package file from the **software vendor**;
- **Repackage an application** by create a package file using repackaging software; and
- **Create a text file** with the *.zap* extension.

Package modifications are similar to Windows Installer package files but have an *.mst* file extension. Modifications allow you to take one software application, such as Microsoft Office, and create any number of custom installations. You can then create GPOs, assign these different versions to different users, and install the software.

1.6.1.2 Deploying Software Packages

When you deploy software packages, you can assign the package to a user or computer, or you can publish the software package. In addition, you can also deploy *.zap* files.

1.6.1.3 Assigning Software Packages

Software packages can be assigned to users or computers.

- When you **assign a software package to a user**, the program is advertised when the user logs on, but is not installed until the first time the user starts the application. The user can start the installation of the application by selecting it from the **Start** menu or by **document invocation**, i.e., by double-clicking an icon or a file type associated with the application. By initially only advertising applications, you can minimize the impact on the local hard disk while keeping applications available to the user at all times.

To assign an application to users, do the following:

- Click on the **START** button
- Point to **PROGRAMS**
- Click on **ADMINISTRATIVE TOOLS**
- Click on **ACTIVE DIRECTORY USERS AND COMPUTERS**
- Expand the **domain** containing the users to whom you want to assign an application
- In the list of **Group Policy Object Links**, select the appropriate GPO (if no GPO exists, create one)
- Then click **EDIT**
- Expand the **User Configuration** node
- Expand the **Software Settings** node
- Then right-click the **Software Installation** node
- On the pop-up menu, point to **NEW**
- Then click **PACKAGE**
- In the **File Name** text box, enter the path to the package
- Then click **OPEN**
- In the **Deploy Software** dialog box, click **ASSIGNED**
- Then click **OK**

- When you **assign a software package to a computer**, you ensure that certain applications will be available on that computer regardless of who logs on to the computer. When you assign an application to a computer, the software is installed automatically when the computer is next turned on.

The steps for assigning an application to computers are almost identical to the steps for assigning an application to users. To assign an application to computers, do the following:

- Click on the **START** button
- Point to **PROGRAMS**
- Click on **ADMINISTRATIVE TOOLS**
- Click on **ACTIVE DIRECTORY USERS AND COMPUTERS**
- Expand the **domain** containing the computer to which you want to assign an application
- In the list of **Group Policy Object Links**, select the appropriate GPO (if no GPO exists, create one)
- Then click **EDIT**
- Expand the **Computer Configuration** node
- Expand the **Software Settings** node

- Then right-click the **Software Installation** node
- On the pop-up menu, point to **NEW**
- Then click **PACKAGE**
- In the **File Name** text box, enter the path to the package
- Then click **OPEN**
- In the **Deploy Software** dialog box, click **ASSIGNED**
- Then click **OK**

1.6.1.4 Publishing Software Packages

When an application is published to a user, it is not installed. The advertisement is stored in Active Directory directory services, so the software is readily available. A user can install the application by using Add/Remove Programs or by using document invocation.

- To use **Add/Remove Programs**, the user would start **Control Panel** and double-click the **Add/Remove Programs** icon. When he or she clicks **Add New Programs**, the set of programs available to the user is displayed in user friendly names. The user can then select the desired program and install the software.
- The user will install the application by **document invocation** when he or she double-clicks an unknown file type. When the user does this, the computer sends a query to Active Directory directory services to see if there are any applications associated with the file extension. If Active Directory directory services contain such an application, the computer then checks if this application has either been published or assigned to the user. If the application has been published or assigned to the user, the computer then checks if the application is set for **Auto-Install This Application By File Extension Activation**. If the administrator has set the application to Auto-Install, the application is installed.

1.6.1.5 Deploying .zap Files

Software Installation normally works only with Windows Installer package files. However, you can get around this requirement by creating a *.zap* file that provides instructions for deploying the application. You should only use *.zap* files to publish applications when it is not feasible to use repackaging software to repackage an application and when a Windows Installer package file from a software vendor is unavailable.

A *.zap* file is a text file that can be parsed and executed by Software Installation. These files allow you to publish non-Windows Installer applications with the following limitations:

- The applications **cannot be assigned** to either users or computers. They can only be published.
- The applications **do not automatically repair themselves** when key files have been deleted or become corrupted. Instead, the application will invoke and rerun its setup program any time it is unable to start.
- The applications are **rarely able to install without user intervention**. These applications run the software's original setup program, and few of these programs support an unattended installation.
- The applications **cannot install with elevated privileges**. If you intend to deploy *.zap* files, users must have permission to install software on their local computers. Native package files install using the privileges assigned to the Windows Installer. This allows package files to be installed on computers regardless of the user's privileges. In other words, security is based on the GPO that deployed the application rather than on the individual user's security rights. A *.zap* file can be created with **Notepad**

or any other text editor. The file itself has two primary sections: [Application], which is the Application section and [Ext], which is the File Extensions section.

1.6.2 Upgrading Software

You must be able to upgrade users' software to ensure that users' computers have the most current version of an organization's software. There are two types of upgrades: mandatory and optional.

1.6.2.1 Mandatory Upgrades

Mandatory upgrades automatically replace an older version of a program with the upgraded version. To deploy a mandatory upgrade, right-click the new version in **Software Installation**, and then click **Properties**. In the package file's **Properties** dialog box, select the **Upgrades** tab. In the **Packages That This Package Will Upgrade** section, click **Add**, and then select the older version of the program that you want to upgrade. If both versions of the program are native Windows Installer packages, this step will be done automatically. If the older version has been installed, it will be replaced with the newer version the next time that the user activates the program. You can use this same strategy to change from one vendor's product to another.

1.6.2.2 Optional Upgrades

Optional upgrades allow users to use either the old or the new version of a program. After an optional upgrade, users can also install and use both versions of the application simultaneously. To deploy an optional upgrade, right-click the new version in **Software Installation** and click **Properties**. Then select the **Upgrades** tab in the package file's **Properties** dialog box. In the **Packages That This Package Will Upgrade** section, click **Add**, and then select the older version of the program. If both versions of the program are native Windows Installer packages, this step will be done automatically. Clear the **Required Upgrade For Existing Packages** check box, and then click **OK**.

If the older version has been installed, existing shortcuts will still launch the older version. The next time the user logs on, the user can install either version from **Add/Remove Programs**. Document invocation will only install the newer version if the GPO deploying the newer version has the highest order of precedence.

If the older version has not yet been installed, the next time that the user logs on, advertised shortcuts will start an installation of the newer version. The user can install either version from **Add/Remove Programs**, and document invocation will only install the later version if the GPO deploying the later version has the highest order of precedence.

If you want new users to install the newer version of the program but don't want to uninstall the application for people who are currently using the older version of the program, deploy the newer version as an optional upgrade, and then disable the older version.

1.6.2.3 Redeploying Software

Windows Server 2003 simplifies the deployment of service packs and software patches. When you mark a package file for redeployment, the application is re-advertised to everyone who has been granted access to

the program, either through assigning or publishing. Then, depending on how the original package was deployed, one of the following happens:

- If the application was **published and installed**, the Start menu, desktop shortcuts, and registry settings relevant to that application will be updated the next time that the user logs on. The first time that the user starts the application, the service pack or software patch will be automatically applied.
- If the application was **assigned to a user**, the **Start** menu, desktop shortcuts, and registry settings relevant to that application will be updated the next time that the user logs on. The first time that the user starts the application, the service pack or software patch will be automatically applied.
- If the application has been **assigned to a computer**, the service pack or software patch will be automatically applied the next time that the computer is turned on. The application does not need to be activated for this to occur.

To redeploy a software package, obtain the service pack or software patch from the application vendor and place the files in the appropriate installation folders. The service pack must include a new *.msi* file. If it does not, you will be unable to redeploy the software because the original package file will contain instructions for deploying the new files added by the service pack or software patch. Open the GPO that originally deployed the application. In **Software Installation**, right-click the package filename, point to **All Tasks**, and click **Redeploy Application**. In the **Redeployment** dialog box, click **Yes**.

1.6.2.4 Removing or Disabling Software

Windows Server 2003 allows you to automatically remove software you no longer want deployed in your organization. To **remove software**, right-click the package file name in **Software Installation**, point to **All Tasks**, and then click **Remove**. In the **Remove Software** dialog box, select **Immediately Uninstall The Software From Users And Computers (Forced Removal)** to automatically delete the application from the computer, either the next time the computer is turned on or the next time a user logs on; or select **Allow Users To Continue To Use The Software, But Prevent New Installations (Optional Removal)**.

Note: Only software that has been installed from a Windows Installer package file can be removed using Group Policy. Any software that was installed without using Windows Installer must be removed manually.

1.6.3 Deploying Service Packs and Hotfixes

Between operating system version releases, Microsoft releases regular updates to correct bugs and security vulnerabilities. These updates are distributed in two basic forms:

- **Service Packs**, which are packages that contain a large number of updates; and
- **Hotfixes**, which are small, incremental updates released between service packs.

A service pack contains all of the updates for an operating system over a period of time, and all the updates found in previously released hotfixes. Service packs are eventually rolled into the distribution of the operating system and become a stable part of the operating system. Fixes in service packs continue to work as you uninstall and reinstall other components, unless you uninstall the service pack. Hotfixes, on the other hand, can be overridden by the installation of new software. Thus, if you install a hotfix and then later update a component affected by the hotfix, you will need to reinstall the hotfix.

You can use the *Qfecheck.exe* program to check the current service pack and hotfix status of a computer. The *Qfecheck.exe* program is available for download from the Microsoft support Web site. To display a Qfecheck report, run *Qfecheck.exe* from the command prompt. The report includes the current service pack level of the operating system and a list of installed hotfixes. Qfecheck indicates whether each hotfix is current on the system or needs to be reinstalled.

1.6.3.1 Installing Service Packs and Hotfixes

You can download the latest service packs for your operating system from the Microsoft Web site. These service packs are distributed in two downloadable forms:

- Express Installation, which you can use when you do not need the software for additional computers. This option scans the computer and downloads and installs only the updates that are needed.
- Network Installation, which you can use when you need to install the service pack on other computers or deploy it across a network. This option includes the entire service pack in a single *.exe* file.

For enterprise deployment of service packs, you need the network installation download or a service pack CD. The service pack is distributed in the form of an *.exe* file. You can execute this file directly to install the service pack on the current computer. This extracts the files to a temporary directory and runs the *Update.exe* program, which performs the update. Instead of installing a downloaded service pack on the local computer, you can extract the files to a directory by specifying the *-x* option with the service pack executable at a command prompt. This will prompt you for a destination directory for the service pack files and allows you to make the service pack available over the network or to specify options to *Update.exe*.

Hotfixes are distributed as *.exe* files, similar to service packs, but they are smaller in size. Microsoft uses a standard naming convention for hotfixes beginning with the **Microsoft Knowledge Base** article number describing the hotfix.

To install a hotfix on a local computer, run the executable file. Because the changes made by hotfixes are usually rolled into a service pack, the hotfix verifies that you have the correct service pack level. If you have a newer service pack, the hotfix is not required, and the installer exits without making any changes. The hotfix installation is performed by an *Update.exe* program located within the self-extracting archive. As with service pack distributions, you can use the *-x* option with a hotfix to extract its files into a directory for later use.

1.6.3.2 Removing a Service Pack or Hotfix

If a service pack or hotfix causes incompatibilities with software or causes other issues, you can remove it. The current service pack and any installed hotfixes are listed with other installed software in the **Add/Remove** programs control panel. Hotfixes are listed with the **Microsoft Knowledge Base** article number that uniquely identifies each hotfix. To uninstall a service pack or hotfix, select its entry from the list and click the **Change/Remove** button.

1.6.3.3 Slipstreaming Service Packs and Hotfixes

Windows 2000, Windows Server 2003 and Windows XP support the integration of service packs and hotfixes with the Windows 2000, Windows Server 2003 or Windows XP installation files. This is called

slipstreaming and allows you to create an installation image of the operating system with the service packs and hotfixes applied to it. You can then use this image to install the operating system with the service packs and hotfixes already applied during the deployment of new computers. You can also apply a service pack to computers that are already running Windows 2000, Windows Server 2003 or Windows XP by running the *update.exe* program.

To apply a new service pack to an existing installation image of the operating system, run the *update.exe* program from the service pack with the */slip* switch. This will replace the existing installation files with the appropriate files from the service pack.

Note: You cannot uninstall service packs or hotfixes that were installed from a slipstream installation of the operating system.

1.6.3.4 Adding Service Packs and Hotfixes to a Network Installation Share

The *Update.exe* program included with each service pack includes an option to update a network installation share with the service pack files. To use this option, you must first extract the service pack files to a folder using the *-x* option on the distributed *.exe* file. After the files are extracted, you can update the network share. From the *i386\Update* folder of the service pack files, execute the following command:

```
update.exe -s:<folder>
```

where *folder* is the folder where the installation files were extracted to.

Adding a hotfix to a network installation share is a more complex. To add a hotfix, extract its files using the *-x* option to the *.exe* file, and then copy the catalog file (*.cat*) and the *.exe* file for the hotfix into the *i386\svcpack* folder. You must create this directory if it does not exist. Then copy the hotfix binary files into the network installation folder and create a *Svcpack.inf* file describing the additional hotfix to be installed.

1.6.3.5 Installing Multiple Hotfixes

When a large number of hotfixes have been released, especially critical security updates, you might find it inconvenient to install multiple hotfixes at each computer in the network, especially when a reboot is required after each installation. You can use *Qchain.exe* or a batch file to simplify this process and install several hotfixes at once.

- The *Qchain.exe* utility configures the computer after you install several hotfixes so that a single reboot can correctly install all the hotfixes. You can obtain *Qchain.exe* from the <http://support.microsoft.com/> Web site by searching for **Knowledge Base article #Q296861**. To use *Qchain.exe*, first run the *.exe* file for each hotfix. Then use the *-z* option to prevent the hotfix from rebooting the computer after installation.
- You can combine several hotfixes and the *Qchain.exe* program, if necessary, into a batch file to install multiple hotfixes in a single operation. Use the *-m* option with each hotfix *.exe* file to suppress its output, along with the *-z* option to prevent rebooting. If *Qchain.exe* is required, include it as the last command in the batch file.

1.6.4 Microsoft Software Update Services

Windows server 2003 also supports automated methods to download and install hotfixes and service packs. These include the following methods:

- **Windows Update**, which is a Web-based interface that displays updates for a computer and allows users to install their choice of updates.
- **Automatic Updates**, which is a feature of Windows Update that notifies users of critical updates and optionally installs updates automatically.
- **Software Update Services (SUS)**, which provides a service similar to Windows Update for enterprises and allows administrators to manage the installation of available updates.

1.6.4.1 Windows Update

Windows Update is a Web-based service that scans the local computer, determines which updates have not been installed, and then displays potential updates and provides a convenient interface for installing them. You can access the **Windows Update** site with the shortcut installed by default in the **Start** menu, or by going to the **Windows Update** site at <http://windowsupdate.microsoft.com/>.

Once the site is displayed, you click the **Scan For Updates** link to scan the computer. After the scan completes, Windows Update displays a list of available updates. Critical updates and new service packs are listed first, followed by non-critical operating system updates and updated hardware drivers. Click the **Add** button next to an update description to add the update to the list of updates to install. After you are finished adding items, click the **Review And Install Updates** link to install the updates.

1.6.4.2 Windows Update Catalog

Windows Update is a convenient service for computers that have Internet connections, it is not useful for a computer that does not have an Internet connection. To service computers that are not connected to the Internet, you can use the **Windows Update Catalog**, which provides local copies of the available updates.

Once you have local copies of the updates on a computer that is connected to the Internet, you can distribute those updates to computers that are not connected to the Internet by using a local network or removable media such as CD-R. The Windows Update Catalog can then be configured on those computers to use the local sources for installation rather than connect to the Internet.

1.6.4.3 Automatic Updates

In computers with Windows Server 2003, Windows 2000 Service Pack 3 or Windows XP Service Pack 1 installed, **Critical Update Notification**, a utility that periodically checked the Windows Update Web site for critical updates to a computer, has been replaced by **Automatic Updates**. This service expands the original concept of the Critical Update Notification utility by not only notifying users of updates, but also downloading and installing them automatically if desired.

Automatic Updates downloads updates directly from the Microsoft web site and stores them in a temporary directory on each computer until they are installed. For large enterprises or for those that do not have a direct connection to the Internet, this default behavior is not always desirable. Automatic Updates can also act as a

client for **Microsoft Software Update Services (SUS)**, which allows administrators to establish a local server that can distribute updates.

1.6.4.4 Software Update Services

Microsoft Software Update Services (SUS) provides the same benefit on local servers as the Windows Update servers provide on the Internet. It allows you to make your choice of updates available to clients using Automatic Updates. The SUS server synchronizes with the Windows Update server to obtain the latest updates, and multiple SUS servers can synchronize with each other.

SUS requires at least a Windows 2000 Server computer with Service Pack 2 configured as a stand-alone server or member server. It cannot be installed on a domain controller. It also requires Internet Information Services (IIS). To install SUS, first download the server software from the Microsoft Web site. SUS is provided as a file, *Sussetup.msi*, that uses the Windows Installer to install the service. Run this program to begin the installation. A wizard guides you through the installation process.

When using SUS, you must configure each client to use the SUS server and you must approve updates before they will be made available to clients. This approval process allows you to pre-test updates before deploying them across the enterprise. The updates you approve will be installed by clients running Automatic Updates on their next scheduled connection to the SUS server.

Note: You can remove approval from updates that have been previously approved. However, this does not remove them from any clients that have already installed the update.

1.7 The Windows Server 2003 Boot Process

1.7.1 Files Used in the Boot Process

A Windows Server 2003 Intel-based boot sequence requires a number of files. A list of these files, their appropriate locations and the stages of the boot process associated with each file are listed in Table 1.2.

Note: *Systemroot* represents the path to your Windows Server 2003 installation folder, which by default is *C:\Windows*

TABLE 1.2: *Files Used in the Windows Server 2003 Boot Process*

File	Location	Boot Stage
Ntldr	System partition root (C:\)	Preboot and boot
Boot.ini	System partition root	Boot
Bootsect.dos	System partition root	Boot (optional)
Ntdetect.com	System partition root	Boot
Ntbootdd.sys	System partition root	Boot (optional)
Ntoskrnl.exe	<i>systemroot</i> \System32	Kernel load
Hal.dll	<i>systemroot</i> \System32	Kernel load

System	<i>systemroot</i> \System32\Config	Kernel initialization
Device drivers	<i>systemroot</i> \System32\Drivers	Kernel initialization

Note: The string *systemroot* (typed as %systemroot%) represents the folder in the boot partition that contains the **Windows Server 2003 system files**.

1.7.1.1 Preboot Sequence

During startup, a Windows Server 2003-based computer initializes the boot portion of the hard disk and the preboot sequence begins. This sequence consists of four steps:

- The computer runs power-on self test (POST) process to determine the amount of physical memory; and
- The hardware components are present.
- If the computer has a Plug and Play (BIOS), enumeration and configuration of hardware devices occurs.
- The computer BIOS locates the boot device and loads and runs the master boot record (MBR).

Note: Windows Server 2003 modifies the boot sector during installation so that Ntldr loads during system startup. Therefore you should disable the **Boot Sector Virus Protection** in your BIOS Setup.

1.7.1.2 Boot Sequence

After the computer loads **Ntldr** into memory, the boot sequence gathers information about hardware and drivers in preparation for the Windows Server 2003 load phases. The boot sequence uses the following files: **Ntldr**, *Boot.ini*, *Bootsect.dos* (optional), *Ntdetect.com*, and *Ntoskrnl.exe*.

The boot sequence also has four phases:

- **Initial Boot Loader:** During the initial boot loader phase, **Ntldr** switches the microprocessor from real mode to 32-bit flat memory mode, which **Ntldr** requires. Then, **Ntldr** starts the appropriate the minifile system drivers. The minifile system drivers are built into **Ntldr** so that **Ntldr** can find and load Windows Server 2003 from partitions formatted with either the FAT or NTFS file system.
- **Operating System Selection:** During the boot sequence, **Ntldr** reads the *Boot.ini* file. If multiple operating systems are supported on the computer in the *Boot.ini* file, then the **Please Select The Operating System To Start** screen, which you can use to select the operating system that should be loaded within a specified time before the default operating system. If no *Boot.ini* file is present, **Ntldr** attempts to load Windows Server 2003 from the *Windows* folder on the first partition of the first disk, typically *C:\Windows*.
- **Hardware Detection:** On Intel-based computers, *Ntdetect.com* and *Ntoskrnl.exe* perform hardware detection. *Ntdetect.com* executes if Windows Server 2003 should be loads. *Ntdetect.com* collects a list of installed hardware components and returns this list to **Ntldr** for later inclusion in the registry under the *HKEY_LOCAL_MACHINE\HARDWARE* key.
- **Configuration Selection:** After **Ntldr** starts loading Windows Server 2003 and collects hardware information, the operating system loader process displays the **Hardware Profile/Configuration**

Recovery Menu screen, which contains a list of the hardware profiles that have been created on the computer, if more than one hardware profile exists on the computer. The first hardware profile is highlighted. You can press the Down arrow key to select another profile. You can also press L to invoke the **Last Known Good Configuration** option.

1.7.1.3 Kernel Load

After the configuration selection, *Ntoskrnl.exe*, the Windows Server 2003 kernel loads and initializes. *Ntoskrnl.exe* also loads and initializes device drivers and loads services. If you press **ENTER** when the **Hardware Profile/Configuration Recovery Menu** screen displays, or if **Ntldr** makes the selection automatically, the computer enters the kernel load phase. The screen clears and a series of white rectangles appears across the bottom of the screen. During the kernel load phase, **Ntldr**:

- Loads *Ntoskrnl.exe* but does not initialize it.
- Loads the hardware abstraction layer file (*Hal.dll*).
- Loads the HKEY_LOCAL_MACHINE\SYSTEM registry key.
- Selects the control set required to initialize the computer.
- Loads device drivers with a value of 0x0 for the Start entry. These are typically low-level hardware device drivers, such as those for a hard disk.

1.7.1.4 Kernel Initialization

When the kernel load phase is complete, the kernel initializes and takes control from **Ntldr**. The system displays a graphical screen with a status bar that indicates load status. During the kernel initialization stage four tasks are performed:

- The Hardware key is created.
- The Clone control set is created.
- Device drivers are loaded and initialized.
- The Session Manager (*smss.exe*) is initialized.

1.7.1.5 The Session Manager

The Session Manager reads the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager registry key to find and initialize entries under BootExecute. By default, this includes AUTOCHK, which is a boot-time version of CHKDSK. Session Manager also sets up the paging file (*Pagefile.sys*). Session Manager then does the following two things simultaneously:

- Loads the console logon service (*Winlogon.exe*) to start the authentication verification process. Winlogon starts the Local Security Authority Subsystem (*Lsass.exe*), and the print spooler (*Spoolss.exe*), along with their supporting function libraries.
- Loads the Services Controller (*Screg.exe*), which loads the rest of the devices and services.

In Windows Server 2003, the user is permitted to log on even though many of the services are still being initialized.

1.7.2 The Boot.ini File

The *Boot.ini* file is a hidden file that the Windows Server 2003 Setup program saves in the active partition when you install Windows Server 2003. **Ntldr** uses information in the *Boot.ini* file to display the **Please Select The Operating System To Start** menu, from which you select the operating system that should be loaded.

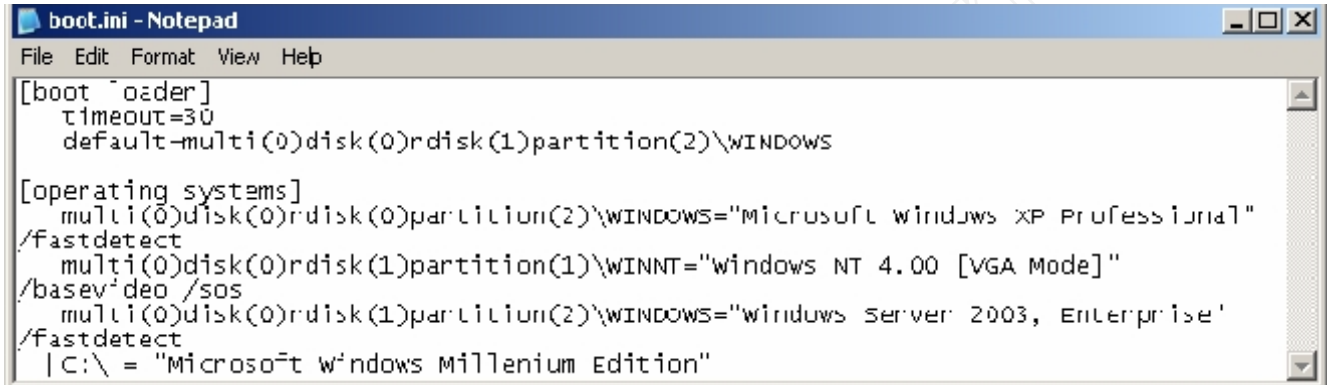


FIGURE 1.1: A *Boot.ini* File

1.7.2.1 Components of the Boot.ini File

The *Boot.ini* file includes two sections, **[Boot Loader]** and **[Operating Systems]**. The **[Boot Loader]** section contains the specified time that the **Please Select The Operating System To Start** menu is displayed and the default operating system that should be loaded if no selection is made within the specified time. The **[Operating Systems]** section of the *Boot.ini* file contains a list of all the operating systems that are installed on the computer.

1.7.2.2 ARC Paths

During installation, Windows Server 2003 generates the *Boot.ini* file, which contains **Advanced RISC Computing (ARC)** paths pointing to the computer's boot partition.

TABLE 1.3: ARC Path Naming Conventions

Convention	Description
multi(x) scsi(x)	Indicates the hardware adapter or disk controller . Use scsi only to indicate a SCSI controller on which SCSI BIOS is not enabled. All other hardware adapter or disk controllers use multi . (x) represents a number that indicates the load order of the hardware adapter. The hardware adapter first to load and initialize receives the value (0).
Disk(y)	The SCSI ID . For multi, this value is always (0).
Rdisk(z)	A number that identifies the disk and starts with (0).
Partition(a)	A number that identifies the partition. Partition numbers start with (1)

1.7.2.3 Boot.ini Switches

You can add a variety of switches to the entries in the [Operating Systems] section of the *Boot.ini* file to provide additional functionality. Table 1.4 lists some of these switches.

TABLE 1.4: *Boot.ini* Switches

Switch	Description
/basevideo	Boots the computer using the standard VGA video driver.
/fastdetect	Disables serial mouse detection. Without a port specification, this switch disables peripheral detection on all COM ports. By default, this switch is included in every entry in the <i>Boot.ini</i> file.
/maxmem:n	Specifies the amount of RAM that the operating system should use.
/noguiboot	Boots the computer without displaying the graphical boot status screen.
/sos	Displays the device driver names as they are loading.

1.7.3 Advanced Boot Options

The Windows Server 2003 advanced boot options include Safe Mode, Enable Boot Logging, Enable VGA Mode, Last Known Good Configuration, Directory Services Restore Mode, and Debugging Mode.

- **Safe Mode** can be used if your computer does not start properly. Pressing **F8** during the operating system selection phase displays a screen with advanced options for booting Windows Server 2003. If you select Safe Mode, Windows Server 2003 loads only basic files and drivers that are required to support the operating system. If your computer does not start using safe mode, you can try Windows Server 2003 Automatic System Recovery. You can also choose **Safe Mode With Networking**, which is the same as Safe Mode except that it adds the drivers and services required to enable network access, and **Safe Mode With Command Prompt**, which is the same as Safe Mode except when the computer restarts, it displays a command prompt.
- **Enable Boot Logging** logs the loading and initialization of drivers and services in the *ntbtlog.txt* file, which is located in the *windir* folder and can be used for troubleshooting boot problems.
- **Enable VGA Mode** option starts Windows Server 2003 with a basic VGA driver.
- **Last Known Good Configuration** starts Windows Server 2003 using the registry information that Windows Server 2003 saved after the last successful startup of Windows Server 2003. Windows Server 2003 startup is not considered **successful** until a user logs on at the computer. After a **logon**, the system automatically copies the Clone control set to the LastKnownGood control set making the current control set the **Last Known Good Configuration**.

Note: Windows Server 2003 startup is not considered **successful** until a user logs on at the computer. After a **logon**, the system automatically copies the Clone control set to the LastKnownGood control set making the current control set the **Last Known Good Configuration**.

1.8 The Recovery Console

The Recovery Console is a **command-line** interface that can be used to perform a variety of troubleshooting and recovery tasks on the local computer. These tasks include:

- Starting and stopping services;
- Reading and writing data on a local drive; and
- Formatting hard disks.

1.8.1 Installing and Starting the Recovery Console

You can install the Recovery Console from the Windows Server 2003 Installation CD by running the `winnt32` command with the `/cmdcons` switch from the command prompt. After Recovery Console is installed, you can access it from the **Please Select Operating System To Start** menu. You can also use the Windows Server 2003 Installation CD to start your computer and then select the Recovery Console option when you are prompted to choose repair options.

Note: You can instruct the Windows Server 2003 Setup program to install the **Recovery Console** when you install Windows Server 2003 by installing Windows Server 2003 with the `winnt` command and adding the `/e` and `/cmdcons` switches. The `/e` switch specifies that the Windows Server 2003 Setup program must run a command after the final stage of the installation of Windows Server 2003 is finished and the `/cmdcons` switch specifies that the command must install the recovery console onto the hard drive. The full command would be similar to this: `Winnt/e:z:\i386\winnt/cmdcons`

1.8.2 Using the Recovery Console

The Recovery Console provides you with a limited set of DOS-based administrative commands that you can use to repair your Windows Server 2003 installation. A list of the Recovery Console commands is shown in Table 1.5. Before you can use these commands, however, you must supply the password for the local **Administrator** account.

TABLE 1.5: *Some Recovery Console commands*

Command	Description
<code>attrib</code>	Changes the attribute of the selected file or folder
<code>chdir</code> or <code>cd</code>	Displays the name of the current folder or changes the current folder
<code>chkdsk</code>	Checks a hard drive and displays a status report
<code>copy</code>	Copies a single file from a floppy drive or CD-Rom drive to the hard drive
<code>delete</code> or <code>del</code>	Deletes one or more files
<code>dir</code>	Displays a list of files and subfolders in a folder

diskpart	Launches the disk partitioning utility
disable	Disables the specified service or a device driver
enable	Starts or enables the specified service or a device driver
exit	Exits the Recovery Console and restarts your computer
fdisk	Manages partitions on your hard disks
fixboot	Writes a new partition boot sector onto the system partition
fixmbr	Repairs the master boot record of the partition boot sector
format	Formats a disk
help	Lists all of the Recovery Console commands
listsvc	Lists the device drivers and services that are currently installed on the computer. Use this command to identify the service or device driver that you want to disable or enable
logon	Takes you back to the first prompt of the Recovery Console so you can choose another installation to repair
map	Displays the drive letter mappings currently in place
mkdir [drive:]path or md [drive:]path	Creates a folder at the specified <i>path</i> on the specified drive
rmdir [drive:]path or rd [drive:]path	Deletes the folder at the specified <i>path</i> on the specified drive . You cannot delete a folder if it contains files or subfolders.
rename or ren	Renames a single file
systemroot	Sets the current folder to the systemroot folder of the system that you are currently logged on to
type	Displays the content of the specified text file