

Server Support Interview Questions And Answers Guide.



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Server Support Job Interview Preparation Guide.

Question # 1

What if a FSMO server role fails?

Answer:-

FSMO roles are important role in server . these are schema master, domain naming master in forest level while infrastructure master, pdc emulator and RID master in every dc level. each roles plays important parts . if FSMO roles fails it has not direct impact till we not made changes on schema ,or not added any new object or any new user tries to reconnect. but two methods piercing and seizing is used to transfer these roles to another server .In 1. piercing we register schema using `svr32scheamgmt.dll` and transfer roles through schema snap-in to another server to the server which already an schema holder (some roles) 2.in cash of total fail we go to ADRM of through cmd use `NTdsutil` to transfer roles . however infrastructure roles are not places in GC server .

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Question # 2

What is a Proxy Server and what are its functions?

Answer:-

A proxy server is used for security purposes, performance (caching) or anonymity. It may be purely software or may run on its own hardware, either a standard PC or server machine or a custom hardware appliance.

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Question # 3

Explain SYSVOL Folder?

Answer:-

SYSVOL folder contains the GPTs, GPCs .

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Question # 4

What is disk scheduling algorithm?

Answer:-

Disk scheduling algorithms are algorithms designed and used for scheduling disk operations

Disk scheduling algorithms dramatically increase disk performance

Disk scheduling algorithms aims to minimize seek time in moving-head disk

There are several algorithms available to schedule the servicing of disk I/O requests

Some of the Disk scheduling related algorithms are listed here below:

- Anticipatory scheduling
- CFQ
- Deadline scheduler
- Elevator algorithm
- FIFO / FCFS (First Come, First Served)
- SSTF (Shortest Seek Time First)
- FSCAN
- I/O scheduling
- LOOK algorithm
- N-Step-SCAN
- C-SCAN (circular scan)
- Noop scheduler
- C-LOOK

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Question # 5

What is external network in clustering?

Answer:-



In clustering External network is Public Network.
There are two types of network in Clustering.
1) Private Network---- For Heartbeat connection
2) Public Network (external Network)

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Question # 6

What is the difference between 2000 Server and 2003 Server?

Answer:-

- 1: Domains can be renamed or moved to a different level in the AD tree
- 2: It supports IPV6 and XML Web services.
- 3: A new concept of Volume Shadow copy which will takes periodic Snapshots of harddisk.
- 4: IIS has ability to keep worker process from diffrent website and web application separated.so that if one application crashes other websites running on the same server remains unaffected.
- 5: Task Manager has two extra tabs,One showing the graph of network usage per adapter and other showing details of connected users
- 6: inorder to reduce piracy,microsoft introduced product activations in window XP
- 7: Shutdown event tracker.
- 8: it supports 32 bit and 64 bit processors.
- 9: it supports multiprocessor upto 64 numbers,scaleable to 512 GB Ram and 720 Group policies.

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Question # 7

How does protocol works?

Answer:-

Question is not clear about which protocol - But Protocol i set of rules and regulations and these rules are different for every protocol, for example TCP/IP etc

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Question # 8

Explain the role of FQDN in server 2003 ??? is it also used in server 2000?

Answer:-

Please share your answers.

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Question # 9

How to handle a unhappy customer?

Answer:-

This is a common problem faced by a everyone working in support team.

1. don't try to argue with him.
2. try to understand the issues or problems he is facing.
- 3 .don't promise him heaven and earth.

Finally keep a cool head don't concentrate on what he is saying and just concentrate on the solution.

As a support staff your duty is to focus on the best possible solution.

Don't get carried away.

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Question # 10

What is the requirement and work of active directory?

Answer:-

Requirement for Active Directory

- 1)NTFS partition with enough Free space
- 2)Administrator's username and password
- 3)Correct Operatiing system version
- 4)Nic
- 5)Properly configured TCP/IP (IP address, subnet mask and - optional -default gateway)
- 6) Net Work Connection(Through Switch or Via Another Computer with Crossover cable)
- 7) DNS Server
- 8)Domain name that you want to use
- 9)The Windows 2000 or Windows Server 2003 CD media

Work Of Active Directory: Active Directory store information and data about networks and domains, Network Users.

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Question # 11

How to create restore point in Server 2003?

Answer:-

For windows XP restore point is available at Start -> Program Files -> Accessories -> System Tools „ > System restore. I looked in Windows Server 2003 and it was not there. I search on google and found a really good link that shows the way how to install restore point on Windows Server 2003.

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Question # 12

Tell me where are cluster logs stored?

Answer:-

Please share your answers.

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Question # 13

Explain patch, hotfix and service pack?

Answer:-

Patch: Microsoft Patch contain the updates for the application and improve the performance and clear the bugs

Hot fix: this is also same like patch but the hot fill comes along with the new future and bugs clearance.

Service Pack: Latest service pack contain the host fix and patch and the latest updates

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Question # 14

What is Replication?

Answer:-

Replication: Replication means duplicate data..Eg- DC and ADC shares same database..whatever changes are made in DC will automattically be replicated to ADC and vice-versa..

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Question # 15

What is Kerberos? Which version is currently used by Windows? How does Kerberos work?

Answer:-

Kerberos is an authentication machine which provide authentication to accessing of special type of secured networks it is bascially used in bank accounts

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Question # 16

Explain what are active directory partitions? how many directory partitions are there in AD database?

Answer:-

There are three types of Active directory they are

- 1) Schema partition
- 2) Domain Partition
- 3) Configuration and another new partition is application partition it is introduced windows Server 2003 onwards.

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Question # 17

Explain what does locality of reference mean in term of operating system?

Answer:-

In order to run a computer, several data locations needs to be referenced in a short period of time. Such data locations consists are in relatively well predictable clusters. This concept of frequently accessing same or related value storage locations is known as Locality of Reference. It is also known as "principle of locality" / "locality principle".

Few special cases of locality are as follows:

1. Temporal locality,
2. Spatial locality,
3. Equidistant locality
4. Branch locality.

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Question # 18

How many max tape drives having a media server?

Answer:-

Please share your answers.

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Question # 19

Without having the terminal server installed we can get the desktop of a system on a remote system through Remote Desktop Connection by enabling remote desktop. Then what is use of Terminal Service?

Answer:-

Terminal services is a component of microsoft windows operating systems (both client and server versions) that allows a user to access application or data stored on a remote computer over a network connection. Terminal services is Microsoft's take on server centric computing, which allows individual users to access network resource easily.

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Question # 20

What is CVS and What is its functionality?

Answer:-

CVS - Content Versions System (opensource)

In a nutshell, both of these keep track of all work and all changes done in a set of files (e.g. application source code), and allows several developers to collaborate.

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Question # 21

What is difference between ADM and ADMX files?

Answer:-

ADM: Administrative Templates Xp and 2003 server

ADMX: Administrative Templates in XML files from Vista onwards.

ADM is containing the group policy user and computer configuration settings, which we can import and export it.

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Question # 22

Do you know what is the SYSVOL folder?

Answer:-

Every domain controller has a shared folder in its local file system that is the file system component of Active Directory. This shared folder, named SYSVOL, contains files and folders that must be available and synchronized between domain controllers in a domain, including:

•

The NETLOGON shared folder, which includes system policies and user-based logon and logoff scripts for non-Windows Server 2003 and non-Windows 2000 network clients, such as clients running Windows 95, Windows 98, and Windows NT 4.0.

•

Windows Server 2003 and Windows 2000 system policies.

•

Group Policy settings (templates), including Group Policy settings for domain controllers running Windows Server 2003 or Windows 2000.

When you add, remove, or modify the contents in the SYSVOL shared folder, FRS replicates the changed contents to the SYSVOL shared folders on all other domain controllers in the domain.

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Question # 23

What is the scope of DHCP server?

Answer:-

Scope determines which IP addresses are provided to the clients. Scopes should be defined and must be activated before DHCP client use DHCP server for its dynamic IP configuration - In simple word scope is a set of IP address range that administrator want to assign to the devices in the network.

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Question # 24

What is a ISP and How it works?

Answer:-

ISP stand for Internet Service Provider for example AOL, BT, Virgin are examples of ISPs. The ISP is housed in a building called a data center, which contains all of the computing and networking computer that runs the ISP.

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Question # 25

How to set the security to the firewall?

Answer:-

Firewall is an appliance set at the gateway of your network to protect your network from kind of vulnerabilities (Security Threats).

It is a kind of Operating System (OS) to make your own rules to protect your network.

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Question # 26

Explain how to find problem in server for taking support of event logs?

Answer:-

To access the Event Viewer, select the Programs | Administrative Tools | Computer Management from the Start menu. When the Computer Management console loads, navigate through the console tree to Computer Management (Local) | System Tools | Event Viewer. When you expand the Event Viewer container, you'll see a list of the various event logs appear beneath it.

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Question # 27

What are the Logical / Physical Structures of the AD Environment?

Answer:-

Active Directory Logical components are Forests, Trees, Domains, OUs and Objects.

Active Directory Physical components are Domain Controllers, Sites and subnets.



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Question # 28

What is DNS & DNS Records?

Answer:-

DNS: internet system which is converting name to ip and ip to name .

DNS Records are

SOA Record

N S Record

Host Record

Alias Record

pointer

Mx

Srv record

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Question # 29

Which protocol does ADS require?

Answer:-

LDAP for directory services and kerberos for Authentication.

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Question # 30

Explain how to backup active directory?

Answer:-

You back up active directory by doing a system state backup with either windows back up or a third party backup provider (e.g. Symantec backup exec). When you perform a system state backup the ntds.dit file is backed up and the ntds.dit file is the file which active directory is stored in. It is not possible to just backup the ntds.dit file you must do a system state back up.

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Question # 31

Tell us can RAID be constructed by using different size hard disks?

Answer:-

Yes it is possible but if you configure raid 1 you will get only the least size HDD

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Question # 32

How a Windows XP machine communicates to the network and in what order?

Answer:-

Please share your experience.

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Question # 33

How to apply users to the policy and organizational unit in windows 2003 server?

Answer:-

to create an OU in active directory users and computers you would right click your domain and select new then OU name it what you want....to create or assign a GPO to said OU you can right click the OU and select properties then select the group policy tab you will then have many option (add, new)

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Question # 34

What are the types of hard disks used in servers?

Answer:-

Mostly we use scsi hardrive in server due few reason to it, high scalability & flexibility in raid array, faster from other type of hdd interface like-sata,ata,ide also it reliable & compatible with older scsi devices

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Question # 35

What are some of the command-line tools available for managing a Windows 2003 Server/Active Directory environment?

Answer:-

Command Line Tools

1) GPupdate

2) Where

3) SystemInfo

4) CSVDE



- 5) LDIFDE
- 6) CMDCONS
- 7) Ipconfig
- 8) RoboCopy
- 9) CMDHere
- 10) PathPing

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Question # 36

What is Microsoft outlook?

Answer:-

1. Microsoft outlook is a client email application which is not inbuilt with an O.S where as outlook express is an inbuilt application with an O.S
2. POP3-110 HTTP - 80 SMTP -25 & IMAP-143
3. PST -Personal storage table, is used to store the e-mail in the computer hard drive itself. unfortunately if you move to some other computer we can copy that PST and use it on the other system.
4. File --> import and export from there we can take backup of outlook files
5. PST file contain uncomfortable format of mails which an end user doesnt know. we can read with the help of outlook connections
6. Never, but we can create rule in outlook for folders or i would say mail flow
7. it will helps you to fetch email from server. so the communication between outlook client and server would happen in a very lesser time. i would say for the quick response

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Question # 37

What is WMI (Windows Management Instrumentation)?

Answer:-

Windows Management Instrumentation (WMI) is the infrastructure for management data and operations on Windows-based operating systems. You can write WMI scripts or applications to automate administrative tasks on remote computers but WMI also supplies management data to other parts of the operating system and products, for example System Center Operations Manager, formerly Microsoft Operations Manager (MOM), or Windows Remote Management (WinRM).

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Question # 38

What is Windows 2003 Boot Process?

Answer:-

Boot sequence for Windows NT, 2000, XP and 2003:

BIOS: performs Power On Self Test (POST)

BIOS: loads MBR (Master Boot Record) from the boot device

MBR: contains a small amount of code that reads the partition table and loads the boot sector from the system volume

BOOT SECTOR: reads the root directory of the system volume at loads NTLDR

NTLDR: reads BOOT.INI from the system volume to determine the boot drive. loads and executes NTDETECT.COM from the system volume to perform BIOS hardware detection

loads NTOSKRNL.EXE, HAL.DLL, BOOTVID.DLL from the boot (Windows) volume

NTLDR: loads WINDOWSSYSTEM32CONFIGSYSTEM which becomes the system hive HKEY_LOCAL_MACHINESystem

NTLDR: loads drivers flagged as "boot" defined in the system hive, then passes control to NTOSKRNL.EXE

NTOSKRNL.EXE: creates the Session Manager process (SMSS.EXE)

SMSS.EXE: starts WINLOGON.EXE

WINLOGON.EXE: starts the Local Security Authority (LSASS.EXE) and the services controller (SERVICES.EXE)

The SYSTEM volume is the partition from which the boot process starts, containing the MBR, boot sector, NTLDR, NTDETECT.COM & BOOT.INI

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Question # 39

What is meant by a tree and a forest, and how they differ?

Answer:-

A forest is a collection of multiple trees that share a common global catalog, directory schema, logical structure, and directory configuration.

Trees are collections of one or more domains that allow global resource sharing. A tree may consist of a single domain or multiple domains in a contiguous namespace

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Question # 40

What is meant by active directory?

Answer:-

Active directory is a directory service / database which contains all the information related as part of domain. Like server / computer / users / groups and etc. All the entities are part of domain are call it as objects. So this ADS service will relate /integrate all the object in AD. This is same like our NDS in NT4X but NDS we cannot edit / update from anywhere. Since ADS allow administrator to edit the objects from any where we are calling this as a ACTIVE DIRECTORY.

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Question # 41

What is the difference between domain and domain and domain name server?

Answer:-

Domain Name server is server role which resolves IP address into Domain name of devices in the network. Where as Domain is a name that locate organisation or



other entity on the internet.

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Question # 42

Explain what are the alarms in Solaris UNIX?

Answer:-

Please share your answers.

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Question # 43

Suppose one DC running on Windows 2003 with its objects, but now i want to transfer it to another machine, without having changing from previous systems permission and object resources?

Answer:-

To transfer domain controller one system to another first of all we need to take backup of current windows server by performing these steps:- start-program-Accessories-System tool-backup. After selecting the backup option you have to choose the first option from the backup wizard "backupfile and setting" then press next and then choose second option " Let me choose what to back up" then press next and then "click on my computer option" when this option will be clicked the list of options will be display at the right side part of the wizard from there you have to choose the "system state option" then press next button and specify the path where you want to store the backup of server after that press next button the system will start to take backup after the several minutes the backup will be ready.

After that take that backup in some pen drive or cd. after performing this procedure install the windows server 2003 in new pc and give similar name etc to the server and while installing active directory to that system choose the backup option and give the path of pendrive or cd where you store the backup of previous server.

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Question # 44

Explain what is the advantage of using application server?

Answer:-

To avoid installing application on every machine.

To centralise the database of the application.

Easy to manage the application ie installing,patching,etc..

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Question # 45

Explain how to increase a heap size through command line and explain the parameters?

Answer:-

Please share your answers.

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Question # 46

Explain the changes included with Windows 2003 Server R2?

Answer:-

The following are the improvements that we find in Windows server 2003 R2:

- A) Identity and access management
- B) Branch office Server management
- C) Storage set-up and management
- D) Application development inside and outside organizational traditional boundaries.
- E) Improved MMC
- F) Hardware management
- G) Identity management with UNIX

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Question # 47

What are the different versions in Windows 2003 and the differences between them?

Answer:-

I am currently finishing getting my degree as a Network Security Professional/Administrator. I am working with a book "Network + Guide to Networking, 4th Edition by Tamara Banks. I am confused about the Windows Server 2003 and the different Editions. There is Standard Edition, Web Edition, Enterprise Edition, and Data center Edition. I do understand from my reading that the Standard Edition would be for a small working environment. My question is do each of these Editions build upon the previous or would you need to install each different Edition for let say a large health-care insurance provider. I understand the requirements for each Edition. If anyone has had this class please give me some insight to this so that I can answer the Case Project correctly. I have had 8 years experience building networks but that was about 5 years ago due to husband's health and death.

You would need to install each different Edition

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Question # 48

What are the steps to create a child domain in windows 2003 advance server?

Answer:-

You can create a new child domain under Windows Server 2003 using the steps



below:

1. On the member server, you want to turn into a domain controller, click Start, and click Run and launch the Active Directory Installation Wizard. Click next and next again and Select Domain controller for a new domain. Click next. Select Child domain in an existing domain tree. Click Next.
2. Type in the appropriate network credentials. Click next and then type the domain name of the parent domain. Then type in the new name of the child domain. Click Next.
3. Click Next to accept the default settings. Select the permission level you want to use then type in a password for the Directory Services Restore Mode Administrator Password. Click Next. From the Summary dialog box, click next. Click Finish.
Click Restart Now.

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Question # 49

Tell me how can a mapping a user to its directory folder: Meaning i want the user to have access to a drive call "G"?

Answer:-

Try to use the net use command to map the g : drive
Eg:net use g: Drive Nameshared Folder Name

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Question # 50

How to create a policy and organizational unit in windows 2003 server?

Answer:-

Policy is collection of users settings and configuration.Through policy you can deny and permit user for specific settings.

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Question # 51

What applications or services use AD application partitions? Name a couple?

Answer:-

Application partition contains the information of application data and other data related to application as well. But it does not contain any data related AD object such as USER, COMPUTER and GROUP. The saved data will be replicated to some of the particular DC not to all the DCs.

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Question # 52

What is active directory Garbage Collection?

Answer:-

Garbage collection is the process of the online De-fragmentation of active directory. It happens every 12 Hours.

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Question # 53

Explain what is mean by cut command?

Answer:-

Please share your views.

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Question # 54

How to configure print server in windows 2003?

Answer:-

Click Start, point to Administrative Tools, and then click Configure Your Server Wizard.

Click Next.

Click Next.

Click Print server in the Server role box, and then click Next.

On the "Printers and Printer Drivers" page, click the types of Windows clients that your print server will support, and then click Next.

Click Next.

On the "Add Printer Wizard Welcome" page, click Next.

Click Local printer attached to this computer, click to clear the Automatically detect and install my Plug and Play printer check box, and then click Next.

Click the port for your printer, and then click Next.

Click the printer make and model or provide the drivers from the printer manufacturer media, and then click Next.

NOTE: If you are prompted to keep or not keep your existing printer driver, either keep the existing driver or replace the existing driver. If you replace the driver, you must provide the manufacturer driver for this printer. Click Next to continue.

Accept the default name of the printer or provide a different name, and then click Next.

Click the Share as option, type the share name, and then click Next.

NOTE: This step is optional because you can share the printer later. You may provide the location of the printer and a comment to make it easier to locate. Click Next to continue. Click the Print a test page option, click Next, and then click Finish to quit the Add Printer Wizard. Your printer appears in the Printers and Faxes folder.

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Question # 55

Explain what does NTDS.DIT stand for?

Answer:-

NTDS.DIT file represents the Active Directory Databases, which has the user, computer, and other AD objects including printer and faxes . It is located under C:\windowssystem32\NTDS. If you delete the NTDS.DIT, we have to do the system state backup to be restored and the objects and the work on the day you do restore have been lost. Now in windows server 2008 R2 edition having feature , which can restore the deleted object from ADDS.

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Question # 56

What is the difference between windows server 2003 and windows server 2008?

Answer:-

Difference Between 2003 & 2008 server.

There are some of the measure points:

- 1)2008 server has core & read only domain controller Installation, which is not there in 2003 server.
- 2)2008 server has introduced Powershell command line tool where can manages the all the activities, which is not there in 2003 server.
- 3) 2008 server has Hyper-V virtualization server, which is not there in 2003 server.
- 4) Most important is deleted objects can restore form Recyline, where 2003 has tombstone & third party tool called"Adrestore.net"

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Question # 57

What is mail server?

Answer:-

For small sites where you need mail, but not a powerful exchange server.

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Question # 58

Where is the AD database held? What other folders are related to AD?

Answer:-

The directory database is ntds.dit contains on the folder: c:\windows tds and there is a folder sysvol contains information of registry setting and group policy settings.

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Question # 59

Explain how to enable log rotation in http server?

Answer:-

Please share your answers.

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Question # 60

How to configure mirrored volume in Windows 2003 server?

Answer:-

Open Computer Management (Local).

In the console tree, click Computer Management (Local), click Storage, and then click Disk Management.

Right-click the unallocated space on one of the dynamic disks on which you want to create the mirrored volume, and then click New Volume.

In the New Volume Wizard, click Next, click Mirrored, and then follow the instructions on your screen

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Question # 61

Explain about Active Directory & LDAP with industry usage?

Answer:-

An Active Directory is a centralized database where it contains information about objects like users, groups, computers, printers, OUs, contacts and shared folders.

LDAP - Light Weight Directory Access Protocol

DN-(Distinguished Name), RDN-(Relative Distinguished Name), UPN-(User Principal Name), GUID-(Global Unique Identifier) are the naming convention used by LDAP.

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Question # 62

Explain how to configure Microsoft Exchange in windows 2000 server?

Answer:-

Assuming this will be the First Exchange install.

Make sure that Windows 2000 Server is part of the Active Directory.

We have proper reposne for the nslookup from this box.

Install IIS along with the components SMTP & NNTP.

Decide with the database and log files drives, seperate drives recommended.

Run the forestprep and domain prep before going with Exchange installtion.



What will be the Exchange Organization name?
Once installed apply latest SP and along with the August RollUp.

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Question # 63

What is VSS and What is its functionality?

Answer:-

VSS - Visual Source Safe (from MS)

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