FACULTY OF MANAGEMENT AND ADMINISTRATION

CSC 410 SYSTEMS ADMINISTRATION

Date: **November 2014**

Time: **3 hours**

Instructions to candidates:

- This paper consists of **six (6)** questions.

- **Answer any five** questions.

- Each whole question carries **20** marks.

- Where part marks are allocated to subsections of a question, the marks are enclosed in brackets [].

- Start each question on a fresh page

Question 1

a) Windows server 2003 provides three types of user accounts: *local user accounts, domain user accounts* and *built-in user accounts*. Explain each of these accounts clearly highlighting how they differ. **[9]**

b) You are contracted by company XYZ to troubleshoot problems caused by their DNS servers. Discuss two methods of troubleshooting you are likely to implement. **[11]**

Question 2

a) Printer pooling enables you to make a single printer support multiple print devices. Briefly explain how a Printer Pool is created. **[10]**

b) Define Print *Spooler* as applied in network print services. **[2]**

c) Explain the four components of *Printer Spooler*. **[8]**

Question 3

a) Define the following terms as used in Windows Server 2003:
   i) Organizational Unit
      [2]
   ii) Tree
      [2]
   iii) Forest
      [2]

b) Active Directory is the integrated, distributed directory service that provides a single point of network resource management. Describe the features of Active Directory. **[14]**

Question 4

a) All DNS name resolutions are done through queries, which are small messages sent back and forth between DNS servers and clients. Explain the two types of queries. **[6]**

b) As a systems administrator which file system would you use for your network machines. Support your preference with reasons. **[8]**

c) Explain the following DNS concepts:
   i) Forward lookup zone **[3]**
   ii) Reverse lookup zone **[3]**

Question 5

a) Define what you understand by Group Policy. **[2]**

b) Discuss the order in which Group Policy settings are applied. **[8]**

c) You work for an organization that requires high level of information confidentiality. Your task is to make sure that all files on the server are accessed by authorized users only. Explain the strongest encryption which you are going to use. **[10]**

Question 6

a) Windows uses a layered operating system architecture to handle specific tasks. The three major layers of Windows' architecture include the *HAL*, the *kernel* and the *applications* that run under windows. Explain the function of each.   **[12]**

b) Explain what you understand from the following terms:
   i)   Multitasking   **[4]**
   ii)   Multithreading   **[4]**

*******************END OF EXAMINATION************************