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Exam : **70-682**

Title : Pro. Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician
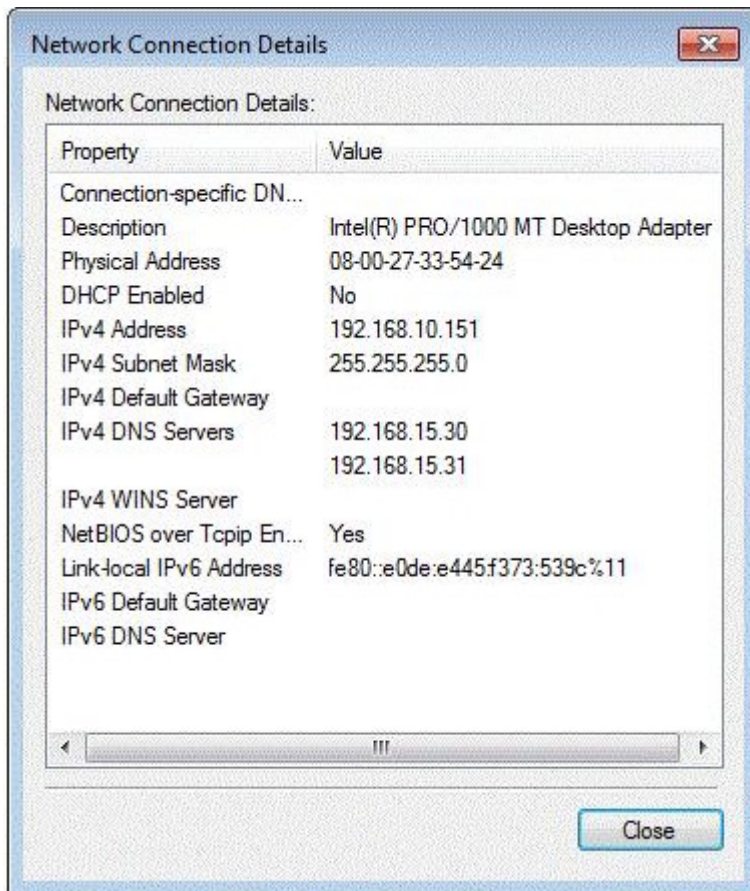
Version : DEMO

1. This question is the first in a series of questions that all present the same scenario. For your convenience, the scenario is repeated in each question. Each question presents a different goal and answer choices, but the text of the scenario is exactly the same in each question in this series. Start of repeated scenarioYou are an enterprise desktop support technician for Fabrikam, Inc. Active Directory InformationThe company has a main office and a branch office. The main office hosts all of the companys servers. The main office connects to the branch office by using a WAN link. The network contains a single Active Directory domain that has 500 users. The domain contains three domain controllers and an enterprise root certification authority (CA). All servers run Windows Server 2008 R2. All user accounts are in an organizational unit (OU) named Employees. The computer accounts for all desktop computers are in an OU named Desktops. The computer accounts for all portable computers are in an OU named Laptops. A startup script is deployed to all computers by using Group Policy objects (GPOs). Client ConfigurationsAll client computers run Windows 7 Enterprise. All users have desktop computers. All computers are members of the domain. All desktop computers use wired connections to connect to the network. All portable computers use wireless connections to connect to the network. The wireless network is secured by using EAP-TLS. Company policy states that all client computers must be configured by using DHCP. The company has an internal Web site. The Web site is configured to use SSL encryption and to require client certificates. All company users can access the internal Web site. End of repeated scenario The company hires a new desktop support technician. The technician is added to the Administrators group on all client computers and the DHCP Users group on all DHCP servers. The new technician reports that the DHCP snap-in is unavailable on his computer. You need to ensure that the technician can view the configurations of the DHCP servers. What should you do?

A.Instruct the technician to customize the Start menu to display the administrative tools.

B.Instruct the technician to install Remote Server Administration Tools (RSAT) and to modify the Windows Features.

C.Request that the technician be added to the Server Operators group in Active Directory.

D.Request that the technician be added to the Network Configuration Operators group in Active Directory and modify the Windows Features.

Answer:B

2. Start of repeated scenarioYou are an enterprise desktop support technician for Fabrikam, Inc. Active Directory InformationThe company has a main office and a branch office. The main office hosts all of the companys servers. The main office connects to the branch office by using a WAN link. The network contains a single Active Directory domain that has 500 users. The domain contains three domain controllers and an enterprise root certification authority (CA). All servers run Windows Server 2008 R2. All user accounts are in an organizational unit (OU) named Employees. The computer accounts for all desktop computers are in an OU named Desktops. The computer accounts for all portable computers are in an OU named Laptops. A startup script is deployed to all computers by using Group Policy objects (GPOs). Client ConfigurationsAll client computers run Windows 7 Enterprise. All users have desktop computers. All computers are members of the domain. All desktop computers use wired connections to connect to the network. All portable computers use wireless connections to connect to the network. The wireless network is secured by using EAP-TLS. Company policy states that all client computers must be configured by using DHCP. The company has an internal Web site. The Web site is configured to use SSL encryption and to require client certificates. All company users can access the internal Web site. End of repeated scenario The help desk reports that all newly installed desktop computers cannot access the

companys file server. The help desk sends you the screen capture shown in the exhibit. (Click the Exhibit button.) You need to resolve the network connectivity issue. The solution must adhere to the company policy. What should you instruct help desk to do?

```
Network Connection Details                                    [x]

Network Connection Details:

Property                      Value

Connection-specific DN...
Description                   Intel(R) PRO/1000 MT Desktop Adapter
Physical Address              08-00-27-33-54-24
DHCP Enabled                  No
IPv4 Address                  192.168.10.151
IPv4 Subnet Mask              255.255.255.0
IPv4 Default Gateway
IPv4 DNS Servers              192.168.15.30
                              192.168.15.31

IPv4 WINS Server
NetBIOS over Tcpip En...      Yes
Link-local IPv6 Address       fe80::e0de:e445:f373:539c%11
IPv6 Default Gateway
IPv6 DNS Server

  ◄              III              ►

                                        Close
```

A.Modify the network configuration and define the IPv4 default gateway.

B.Modify Windows Firewall and enable File and Printer Sharing in the public profile.

C.Modify Windows Firewall and enable File and Printer Sharing in the domain profile.

D.Modify the network configuration to automatically obtain an IP address and a DNS server address.

Answer:D

3. Start of repeated scenarioYou are an enterprise desktop support technician for Fabrikam, Inc. Active Directory InformationThe company has a main office and a branch office. The main office hosts all of the companys servers. The main office connects to the branch office by using a WAN link. The network contains a single Active Directory domain that has 500 users. The domain contains three domain controllers and an enterprise root certification authority (CA). All servers run Windows Server 2008 R2. All user accounts are in an organizational unit (OU) named Employees. The computer accounts for all desktop computers are in an OU named Desktops. The computer accounts for all portable computers are in an OU named Laptops. A startup script is deployed to all computers by using Group Policy objects (GPOs). Client ConfigurationsAll client computers run Windows 7 Enterprise. All users have desktop computers. All computers are members of the domain. All desktop computers use wired connections to connect to the network. All portable computers use wireless connections to connect to the network. The wireless network is secured by using EAP-TLS. Company policy states that all client computers must be configured by using DHCP. The company has an internal Web site. The Web site is configured to use

SSL encryption and to require client certificates. All company users can access the internal Web site. End of repeated scenario Users in the branch office report slow network performance when they connect to the file shares in the main office. You need to recommend a solution to improve performance when users access the file shares from the branch office. The solution must minimize hardware costs. What should you recommend implementing?

A.BranchCache

B.DirectAccess

C.Distributed File System Replication (DFSR)

D.Universal Group Membership Caching

Answer:A

4. All client computers on your company network were recently migrated from Windows XP to Windows 7. Employees use Internet Explorer 8. Each time employees access a Web application, they are prompted to install an add-on. After each installation, the application restarts and prompts the employees to install the add-on again. You need to ensure that employees can run the application. What should you do?

A.Use a script to install the add-on in Windows XP Mode.

B.Use a script to run the application in Windows XP Compatibility Mode.

C.Add the class identifier of the add-on to the Add-on list in Group Policy.

D.Set the Deny all add-ons unless specifically allowed in the Add-on list Group Policy setting to Disabled.

Answer:C

5. All client computers on your company network were recently upgraded from Windows Vista to Windows 7. Several employees use a scanner to import document images into a database. They install a new scanning application on their computers. The application updates the device driver for the scanners as part of the installation process. Employees report that the application can no longer connect to the scanner. You need to ensure that the employees can use the scanner. What should you do?

A.Roll back the device driver to the previous version.

B.Reinstall the application in Windows Vista compatibility mode.

C.Set the application compatibility properties to run the application as an administrator.

D.Restart the computer by using the System Configuration tool to load only basic devices and services.

Answer:A

6. All client computers on your company network run Windows 7. The preview displayed in the Content view of Windows Explorer and the Search box is considered a security risk by your company. You need to ensure that documents cannot be previewed in the Content view. What should you do?

A.Change the Windows Explorer view to the List view and disable all Search indexes.

B.Set Group Policy to enable the Remove See More Results/Search Everywhere link setting.

C.Set Group Policy to enable the Turn off the display of snippets in Content view mode setting.

D.Set Group Policy to enable the Turn off display of recent search entries in the Windows Explorer search box setting.

Answer:C

7. Your company has client computers that run Windows 7 and client computers that run Windows XP Professional. You enable the Network Discovery feature on the Windows 7 computers. You discover that

the Windows XP computers do not appear on the network map. You need to ensure that all client computers appear on the network map. What should you do?

A.Configure the IPv6 protocol on the Windows 7 computers.

B.Configure the network shares on the Windows 7 computers to include the user names of all employees.

C.Configure the network shares on the Windows XP computers to include the user names of all employees.

D.Install the Link Layer Topology Discovery (LLTD) Responder on the Windows XP computers.

Answer:D

8. All client computers on your company network run Windows 7 and are members of a Windows Server 2008 R2 domain. The R&D department staff are local administrators on their computers and are members of the R&D global security group. A new version of a business software application is available on the network. You plan to apply an AppLocker security policy to the R&D group. You need to ensure that members of the R&D group are not allowed to upgrade the software. What should you do?

A.Create an Audit only restriction based on the version of the software.

B.Create an Audit only restriction based on the publisher of the software.

C.Create an Enforce rule restriction based on the version of the software.

D.Create an Enforce rule restriction based on the publisher of the software.

Answer:C

9. Your company has a main office and two branch office locations. All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. All servers run Windows Server 2008 R2 and are located in the main office. Branch office employees use a slow WAN link with high latency to access files on a network share located in the main office. You need to meet the following requirements. Reduce WAN link utilization Improve user response time when accessing files What should you do?

A.Configure BranchCache in Hosted Mode.

B.Configure BranchCache in Distributed Mode.

C.Configure the Default Cache Size setting by using Group Policy.

D.Configure the Configure Slow link speed setting by using Group Policy.

Answer:B

10. All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. Employees using portable computers report that they get connected to a coffee shop wireless network from the company conference room. You need to ensure that the employees connect to the company wireless network by default from anywhere within the company premises. What should you do?

A.Configure the Network authentication (Shared mode) setting.

B.Apply a Wireless Network Policy to set the network type to WPA-PSK.

C.Apply a Wireless Network Policy to automatically connect to the company wireless network.

D.Apply a Wireless Network Policy to set the company wireless network as the preferred network.

Answer:D

11. All client computers on your company network run Windows XP and are members of an Active Directory Domain Services domain. You plan to migrate all computers to Windows 7. You also plan to deploy a new VPN server to support remote network access for the computers. You need to ensure that all computers will be supported for remote access during the migration to Windows 7. What should you do?
A.Set the VPN server to Layer 2 Tunneling Protocol.
B.Set the VPN server to Secure Socket Tunneling Protocol.
C.Set the VPN server to Internet Key Exchange version 2.
D.Configure the Direct Access feature on the VPN server.
Answer:A

12. Your network contains a wired network and a wireless network. Users report that they experience intermittent problems accessing network resources when they connect to the internal wireless network. You discover that an unsecured rogue wireless access point uses the same Service Set Identifier (SSID) as the internal wireless network. You need to ensure that the users only connect to the internal wireless network. What should you do?
A.Configure a Windows Connect Now Group Policy.
B.Configure a Wireless Network (IEEE 802.11) Policy.
C.Delete the rogue network from the Network and Sharing Center on each computer.
D.Create a Connection Manager Administration Kit (CMAK) profile and deploy it to all users.
Answer:B

13. Multiple users report that their Windows 7 computers take longer to start than when their computers were first installed. A help desk technician reports that the problem is related to installed applications. You need to recommend a solution that identifies the applications that run during the startup process. What should you recommend?
A.Event Forwarding
B.MSConfig.exe
C.Problem Steps Recorder
D.Reliability Monitor
Answer:B

14. All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. AppLocker is configured to allow only approved applications to run. Employees with standard user account permissions are able to run applications that install into the user profile folder. You need to prevent standard users from running unauthorized applications. What should you do?
A.Create Executable Rules by selecting the Create Default Rules option.
B.Create Windows Installer Rules by selecting the Create Default Rules option.
C.Create the following Windows Installer Rule.Deny C Everyone - %OSDRIVE%\Users\<user name>\Downloads*
D.Create the following Executable Rule.Deny - Everyone - %OSDRIVE%\Users\<user name>\Documents*
Answer:A

15. All client computers on your company network run Windows 7. The Finance department staff run an application that collects data from 09.30 hours to 15.00 hours everyday. After data collection, the application generates reports that contain data aggregation for the day and the previous week. During report generation, the Finance department staff experience slow performance on their computers. You discover that the usage of the processor on these computers is between 90 and 100 percent. You need to reduce the impact of report generation on the Finance computers.   What should you do?

A.Set the priority of the application to Low.

B.Set the priority of the application to Real-time.

C.Configure the processor affinity mask to ensure that the application uses all the available processors.

D.Modify the memory settings of the computers to optimize the performance of the background applications.

Answer:A