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70-682

Microsoft

Pro: Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician

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QUESTION: 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 scenario

You are an enterprise desktop support technician for Fabrikam, Inc.

Active Directory Information

The company has a main office and a branch office. The main office hosts all of the company's 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 Configurations

All 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

QUESTION: 2

Start of repeated scenario

You are an enterprise desktop support technician for Fabrikam, Inc.

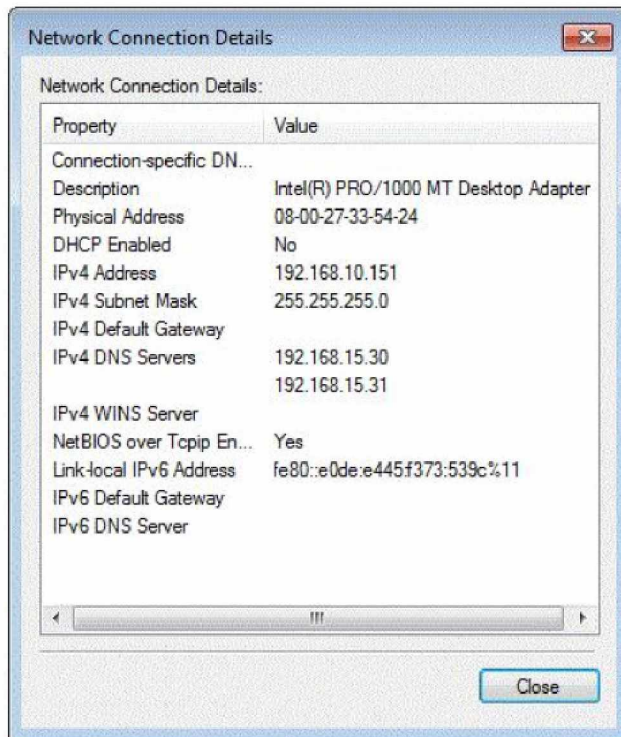
Active Directory Information

The company has a main office and a branch office. The main office hosts all of the company's 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 Configurations

All 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?



- 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

QUESTION: 3

Start of repeated scenario

You are an enterprise desktop support technician for Fabrikam, Inc.

Active Directory Information

The company has a main office and a branch office. The main office hosts all of the company's 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 Configurations All 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. Branch Cache
- B. Direct Access
- C. Distributed File System Replication (DFSR)
- D. Universal Group Membership Caching

Answer: A

QUESTION: 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

QUESTION: 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

QUESTION: 6

Your company has a main office and a branch office. The network contains an Active Directory forest. All users on the network access the Internet from their computers. The company hires a temporary employee who has his own portable computer. The employee connects his portable computer to the network. When the employee attempts to join the computer to the domain, the connection fails. A help desk technician reports the following about the employee. He has a domain user account. His computer can access Internet Web sites. His computer can contact domain controllers by using the domain controllers IP addresses. You need to ensure that the employee's computer can join the domain. The solution must ensure that the computer can access resources on the Internet. What should you do?

- A. Modify the time zone for the computer.
- B. Modify the IPv4 settings on the computer.
- C. Create an A record for the computer in an internal DNS zone.
- D. Request that an administrator create a prestaged computer account in the domain.

Answer: B

QUESTION: 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

QUESTION: 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

QUESTION: 9

All client computers on your company network run Windows 7. A computer is unable to connect to network resources. The configuration of the computer is as shown in the following table. You need to ensure that the computer is able to connect to network resources. What should you do?

IP address	131.107.4.254
Subnet mask	255.255.240.0
Default gateway	131.107.15.255
Preferred DNS server	131.107.3.2

- A. Change the IP address to 131.107.3.254.
- B. Change the subnet mask to 255.255.248.0.
- C. Change the default gateway to 131.107.0.1.
- D. Change the preferred DNS server to 131.107.3.1.

Answer: C

QUESTION: 10



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