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# 70-684

**Microsoft**

*TS- OEM Reseller*

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# **DEMO EXAM**

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**QUESTION: 1**

A customer purchased a Full Packaged Product (FPP) version of Windows 7 Home Premium at a retail store six months ago. The customer requires technical support to restore the operating system to its default settings. You need to tell the customer which party is responsible for providing technical support. Who should you tell the customer to contact?

- A. Microsoft Support
- B. Microsoft Services
- C. The retail store where the client computer was purchased
- D. The hardware manufacturer of the client computer

**Answer:** A

**Explanation:**

Customers who purchase full packaged products (consumer products, desktop applications, desktop operating systems) will receive 90 days of no-charge assistance via phone, starting from either the product activation or the first incident.

- 90 days support from product activation for Windows Vista and Windows 7
- 90 days support from first incident for the 2007 Microsoft Office system
- 90 days support from first incident for all other Consumer products

**QUESTION: 2**

A customer plans to buy eight new client computers. The customer plans to purchase Windows 7 and to install the software on the new client computers. You need to recommend which type of Windows 7 license the customer must purchase. The solution must minimize licensing costs. Which type of license should you recommend?

- A. Full Packaged Product (FPP)
- B. OEM
- C. Open Business with Microsoft Software Assurance
- D. Open Value

**Answer:** B

**Explanation:**

OEM is Original Equipment Manufacturer, the application is bundled with specific computer and you can't use in different computer. FPP or retail product is the application that you can use in any computer.

**QUESTION: 3**

A customer purchases a new client computer that has an OEM license of Windows 7 Ultimate. Which version or versions of Windows is the customer permitted to install on the computer without requiring the purchase of additional licenses? (Choose all that apply.)

- A. Windows XP Tablet PC Edition
- B. Windows XP Media Center Edition
- C. Windows XP Professional
- D. Windows 2000 Professional
- E. Windows Vista Ultimate

**Answer:** A, C, E

**Explanation:**

OEM versions of Windows 7 eligible for downgrade Windows 7 Professional and Windows 7 Ultimate include downgrade rights to: Windows Vista Business and Windows Vista Ultimate. Windows XP Professional, Windows XP Tablet PC Edition, or Windows XP x64 Edition.

**Reference:**

Understanding downgrade rights

**QUESTION: 4**

You work for an OEM reseller named Contoso, Ltd. Contoso only has offices in the United States. You have a customer that has offices in the United States and the United Kingdom. The customer purchases 30 client computers from Contoso. The client computers have Windows 7 installed. The customer also purchases 10 client computers from an OEM reseller named Litware, Inc. The client computers have Windows 7 installed. Litware only has offices in the United Kingdom. The customer purchased all of the client computers during the past week. The customer wants to purchase OEM licenses of Microsoft Office 2010 for all of the new client computers. What advice should you give the customer?

- A. Office 2010 is unavailable under OEM licensing.
- B. The customer can purchase Office 2010 OEM licenses for all of the 40 client computers from Contoso.
- C. The customer can purchase 30 OEM licenses of Office 2010 from Contoso and 10 OEM licenses of Office 2010 from Litware.
- D. If an OEM license of Office 2010 was not preinstalled on the client computers, it is illegal to install it.

**Answer:** D

**Explanation:**

OEM stands for "Original Equipment Manufacturer" and it can only come pre-installed with a new computer. The OEM license is tied to the computer system with which it has been sold and cannot be transferred to another computer (i.e. lives and dies on a single machine).

**QUESTION: 5**

Your company sells a customer two desktops computers. Both of the computers have Windows 7 Professional preinstalled. One of the computers also has Microsoft Office Home and Business 2010 preinstalled. The customer contacts you 60 days after the sale requesting to install Office Home and Business 2010 on the computer that was shipped without Office 2010 installed. You need to provide a solution to license Office 2010 on the computer. The solution must minimize costs. What should you do?

- A. Instruct the customer to contact Microsoft for an additional Office Home and Business 2010 product key.
- B. Sell the customer a Full Packaged Product (FPP) license of Office Home and Business 2010.
- C. Sell the customer an OEM license of Office Home and Business 2010.
- D. Instruct the customer to use the product key that came with the other computer.

**Answer:** B

**Explanation:**

FPP stands for "Full Packaged Product" and can be bought as a standalone piece of software; it is commonly referred to as "Retail" or "boxed product". If used on a PC that came with a preloaded single image, it can activate the respective suite (there is no need to remove the Office Single Image in order to install). It comes with installation media which, in the case of PCs with a preloaded single image, serves as a backup means only (i.e. the media is not necessary for the activation, only the product key on its box is). Its licensing allows for portable device rights, which means that it can be installed on a main device (e.g. desktop) plus on a portable device (e.g. laptop) — this effectively makes it a product with two licenses available to the buyer (Office 2010 Home & Student FPP comes with three licenses). Its license is transferable to another device, as long as the maximum allowable number of licenses is not exceeded.

**Incorrect:**

Not C: OEM stands for "Original Equipment Manufacturer" and it can only come pre-installed with a new computer. The OEM license is tied to the computer system with which it has been sold and cannot be transferred to another computer (i.e. lives and dies on a single machine).

**QUESTION: 6**

What are the advantages of genuine Windows? (Choose all that apply.)

- A. free access to Microsoft Forefront Endpoint Protection 2010
- B. access to Windows Live products
- C. improved protection against viruses and malware
- D. free access to Microsoft Security Essentials
- E. access to all updates from Microsoft

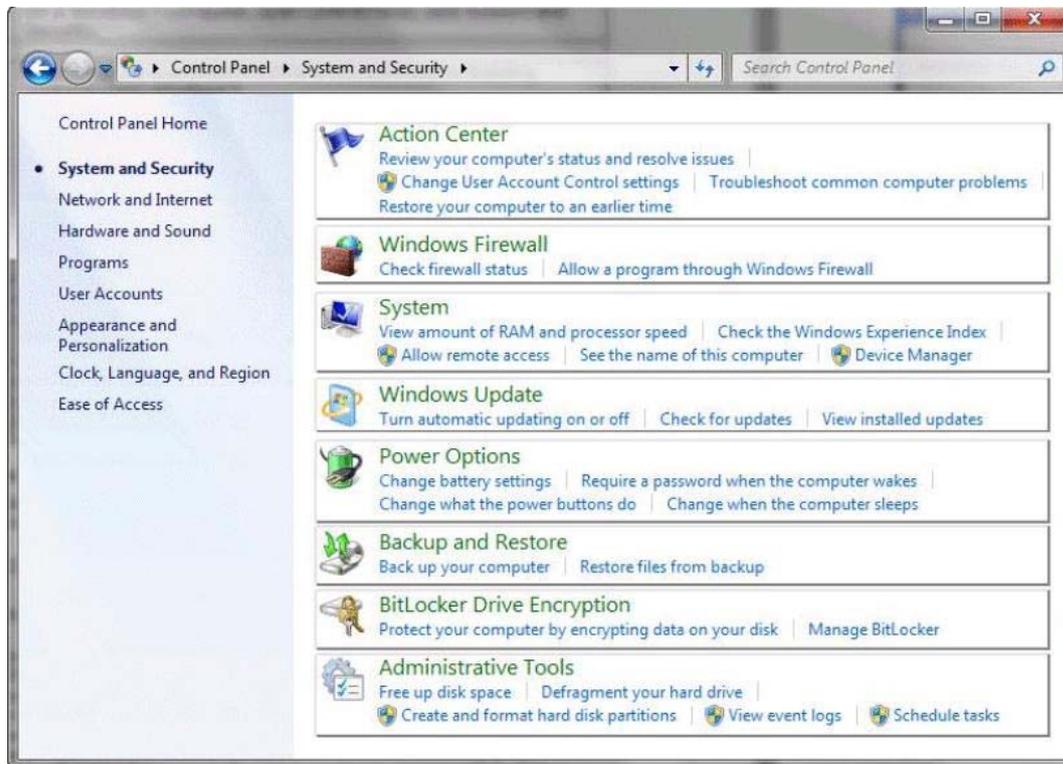
**Answer:** B, C, D, E

**Explanation:**

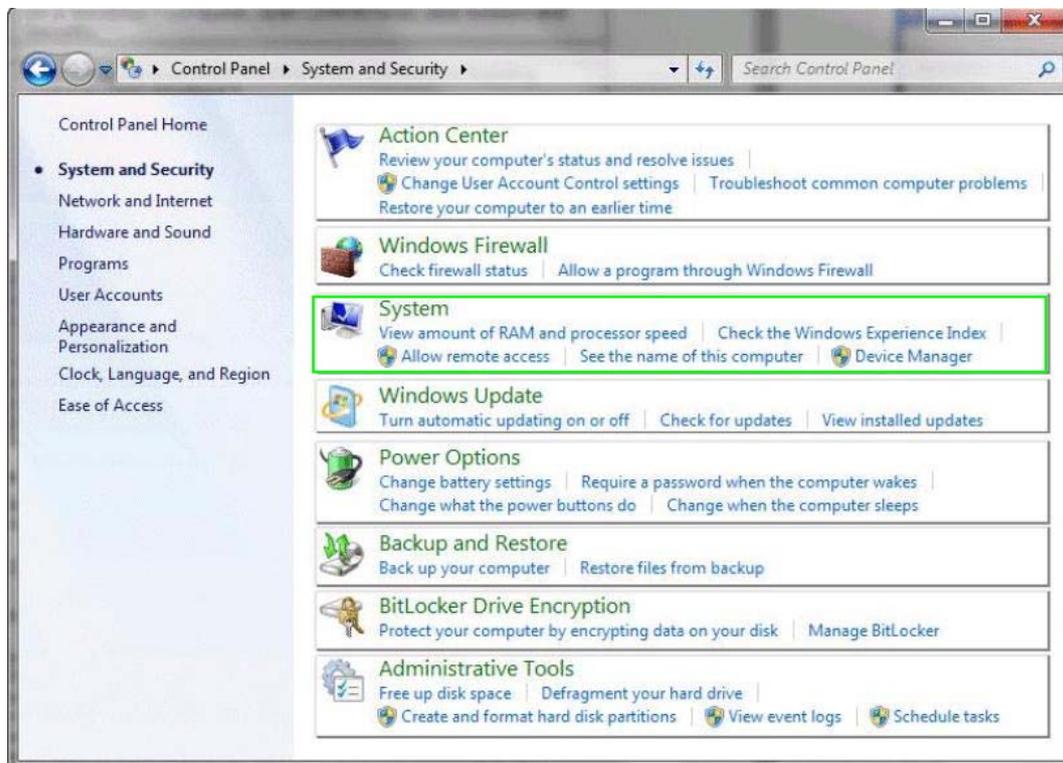
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**QUESTION: 7****HOTSPOT**

You need to verify whether the OEM who built a system configured Windows 7 to include the appropriate technical support contact information for end users. Which Control Panel item should you open? To answer, select the appropriate Control Panel item in the answer area.



**Answer:**



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