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# Microsoft

## 70-685 PRACTICE EXAM

Pro: Windows 7 Enterprise Desktop Support Technician

## Total Questions: 191/13 Case Study

### Question: 1

All client computers on your company network run Windows 7 and are members of a Windows Server 2008 R2 domain. The R&D department staffs 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

Explanation:

Feature	SPR (Windows XP & W2K3)	AppLocker
Rule scope	Specific user or group (per GPO)	Specific user or group (per rule)
Rule conditions provided	File hash, path, certificate, registry path, and Internet zone rules	File hash, path, and publisher rules
Rule types provided	Allow and deny	Allow and deny
Default rule action	Allow and deny	Deny
Audit-only mode	No	Yes
Wizard to create multiple rules at one time	No	Yes
Policy import or export	No	Yes
Rule collection	No	Yes
PowerShell support	No	Yes
Custom error messages	No	Yes

[http://technet.microsoft.com/en-us/library/ee619725\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/ee619725(WS.10).aspx)

<http://sourcedaddy.com/windows-7/applocker-rule-types.html>

### Question: 2

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 Everyone - %OSDRIVE%\Users\<user name>\Downloads\\*
- D. Create the following Executable Rule:

Deny - Everyone - %OSDRIVE%\Users\<user name>\Documents\\*

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**Answer: A**

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Explanation:

A. Create Executable Rules by selecting the Create Default Rules option.

Many organizations are implementing standard user policies, which allow users to log on to their computers only as a standard user. With Windows Vista®, this task became easier. However, more independent software vendors (ISVs) are creating per-user applications that do not require administrative rights to be installed and that are installed and run in the user profile folder. As a result, standard users can install many applications and circumvent the application lockdown policy. With AppLocker, you can prevent users from installing and running per-user applications.

To prevent standard users from running per-user:

To open the Local Security Policy MMC snap-in, click Start, type secpol.msc in the Search programs and files box, and then press ENTER.

In the console tree, double-click Application Control Policies, and then double-click AppLocker.

Right-click Executable Rules, and then click Create Default Rules.

[http://technet.microsoft.com/en-us/library/dd723685\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd723685(WS.10).aspx)

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### **Question: 3**

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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.

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**Answer: A**

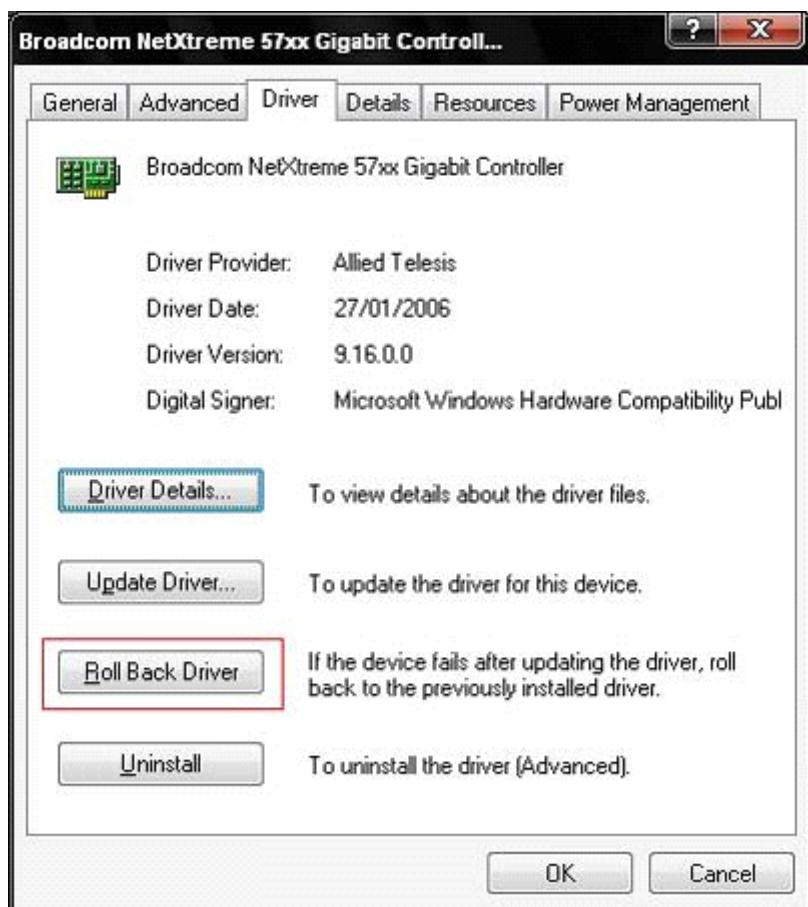
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Explanation:

Chapter 1 Lesson 1 p 17

Appendix C p 485 / 486

Chapter 5 p 275 / 276



#### How to Roll Back to the Previous Version of a Device Driver:

Device Driver Roll Back reinstalls the driver you were using previously and restores any driver settings that were changed when you added the new driver. To roll back a device driver to a previous version:

Log on to the computer by using an account with administrative privileges.

Click Start, and then click Control Panel.

Under Pick a category, click Performance and Maintenance.

Under or pick a Control Panel icon, click System.

On the Hardware tab, click Device Manager.

In the device list, expand the device type branch that you want to work with. For example, Display adapters.

Right-click the device that you want to work with, and then click Properties.

On the Driver tab, click Roll Back Driver. Click Yes when you receive the following message:

Are you sure you would like to roll back to the previous driver?

The previous device driver is restored. Click Close.

10. Quit Device Manager, and then click OK.

Note: that you cannot restore printer drivers with Device Driver Roll Back.

Driver Roll Back only allows you to roll back a driver once. In other words, Windows 7 only keeps a copy of the very last driver installed. It does not keep an archive of all previously installed drivers for the device.

<http://pcsupport.about.com/od/windows7/ht/roll-back-driver-windows-7.htm>

#### Question: 4

All client computers on your company network run Windows 7. A standard Windows 7 image is loaded on all new computers on the network. A department in your company purchases several tablet computers. Employees report that the pen interface does not work on the tablet computers. You need to ensure that employees can use the pen interface. What should you do?

- A. Turn on the Media Features.
- B. Turn on the Tablet PC Components.
- C. Start the WMI Performance Adapter service and set it to Automatic.
- D. Start the Human Interface Device Access service and set it to Automatic.

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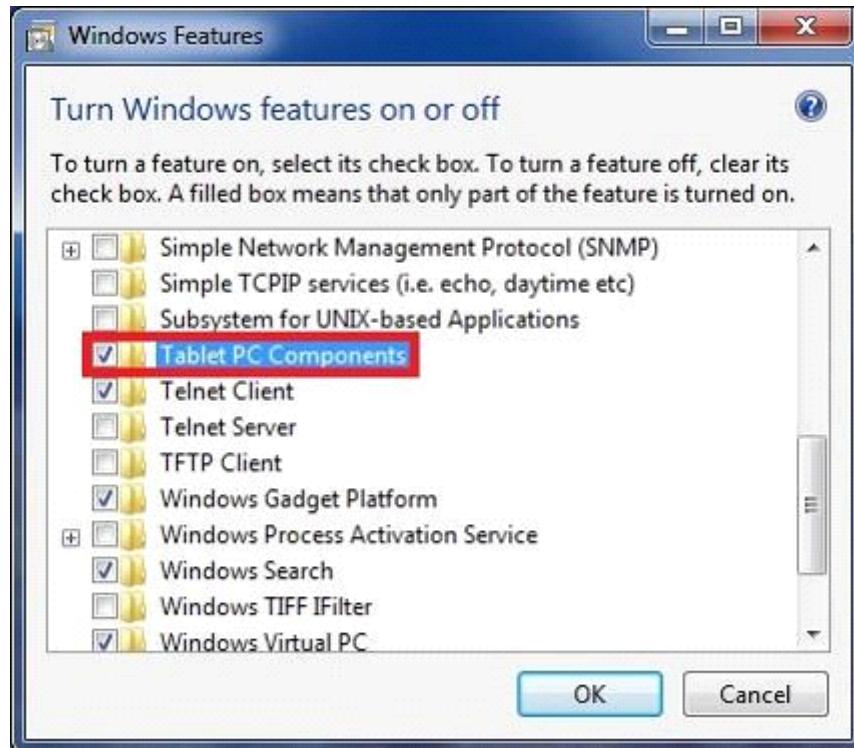
**Answer: B**

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Explanation:

Chapter 6 p 296 -298

Start > Control Panel > Programs > Programs and Features > Turn Windows features on or off



To turn a Windows feature on, select the check box next to the feature. Click OK.

To turn a Windows feature off, clear the check box. Click OK.

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### **Question: 5**

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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.

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**Answer: C**

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Explanation:

Location: User Configuration > Administrative Templates > Windows Components > Windows Explorer This policy lets you disable the display of file content snippets when Content view is turned on. Content view is the default view

returned when a search is executed and shows snippets of content of returned files.

Default configuration: Snippets are displayed in Content view

Purpose: This policy should be enabled if you want to disable showing snippets of file contents by default when a search is returned. This helps users avoid displaying sensitive data accidentally through Windows Explorer searches while in a non-secure environment.

[http://technet.microsoft.com/en-us/library/dd744697\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd744697(WS.10).aspx)

[http://technet.microsoft.com/en-us/library/dd744697\(WS.10\).aspx#WS\\_TurnOffDisplayofSnippets](http://technet.microsoft.com/en-us/library/dd744697(WS.10).aspx#WS_TurnOffDisplayofSnippets)

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### **Question: 6**

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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.

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### **Answer: C**

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Explanation:

Chapter 4 Lesson 2 p 149

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### **Question: 7**

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Your network contains an Active Directory domain. All client computers run Windows 7 Enterprise. A custom application named App1 is installed on the computers. All settings for App1 are stored in the user portion of the registry. The help desk reports a high volume of calls from users who have incorrectly configured the App1 settings. You need to recommend a solution to minimize the number of help desk calls about the incorrect App1 configurations. Users must be able to use App1. What should you do?

- A. Instruct the help desk to modify the Windows Defender settings.
- B. Instruct the help desk to remove all users from the Administrators group on all local computers.
- C. Request that a domain administrator create a Group Policy object (GPO) that uses a custom administrative template.
- D. Request that an administrator create a Group Policy object (GPO) that configures a software restriction policy.

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### **Answer: C**

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### **Question: 8**

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All client computers on your company network run Windows 7. A software application that monitors Internet usage is installed on each of the computers. You plan to collect all Critical and Error events generated by the application and review them on your computer. You perform the following tasks on your computer:

- Create an event subscription by using Event Viewer.
- Create a query filter and select Critical and Error events from the Application event log.

You need to ensure that the following requirements are met:

- Only Critical and Error events from the Application event log are forwarded to your computer.

- The Application event log can be viewed from your computer and the computers that generated the errors. What should you do first?
  - A. Set the Subscription type property to Collector initiated by using a Windows Remote Shell Group Policy.
  - B. Set the Subscription type property to Source initiated by using a Windows Remote Management Service Group Policy.
  - C. Set the Subscription type and source computers property to Source computer initiated by using a Windows Remote Shell Group Policy.
  - D. Set the Subscription type and source computers property to Collector initiated by using a Windows Remote Management Client Group Policy.

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**Answer: B**

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Explanation:

[http://msdn.microsoft.com/en-us/library/windows/desktop/bb870973\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/bb870973(v=vs.85).aspx)

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**Question: 9**

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All client computers on your company network were recently migrated from Windows XP to Windows 7. Your company uses a proprietary software program that is installed by using a Windows Installer (.msi) file. Employees who require the application must install it on their computers. Employees are unable to install the software due to compatibility issues. You need to ensure that the application can be installed. What should you do?

- A. Disable UAC prompts.
- B. Add the user to the local Administrators group.
- C. Run the .msi file from an elevated command prompt.
- D. Modify the properties of the .msi file to run in compatibility mode.

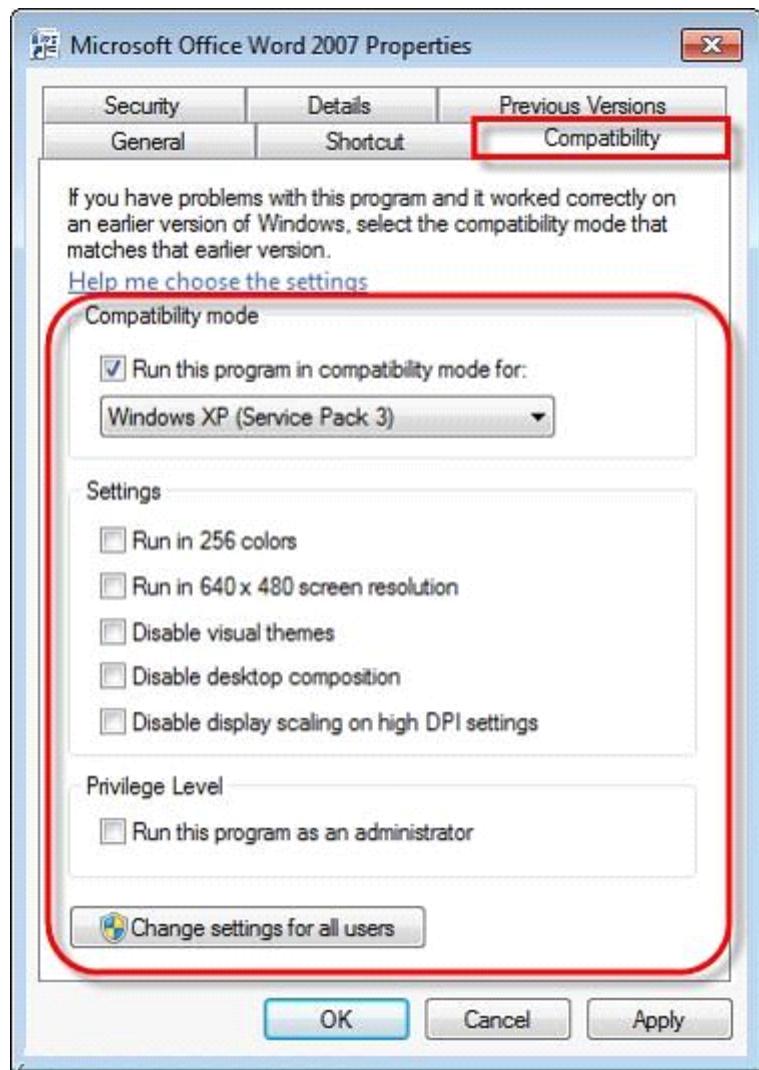
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**Answer: D**

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Explanation:

Chapter 9 Lesson 2 p 360



<http://windows.microsoft.com/en-US/windows-vista/Make-older-programs-run-in-this-version-of-Windows>

### Question: 10

All client computers on your company network run Windows 7. The event logs contain errors from an application source and the Kernel-Power source. You plan to track the errors. You need to capture only the relevant data to generate a report. What should you do?

- A. Open Event Viewer and sort by Source.
- B. Open Event Viewer and create a Custom View. Include the application and system logs and include the event sources. Save the filter results as an XML file.
- C. Open Performance Monitor and save the template from EventLog-System Event Trace Session.
- D. Open Performance Monitor and save the template from EventLog-Application Event Trace Session.

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**Answer: B**

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### Question: 11

All client computers on your company network run Windows 7. Several legacy software applications are made available on the computers by using Windows XP Mode (XPM). Employees report that all Start menu shortcuts for the

legacy applications are missing from their computers. You need to ensure that all employees can access the Start menu shortcuts for the legacy applications. What should you do?

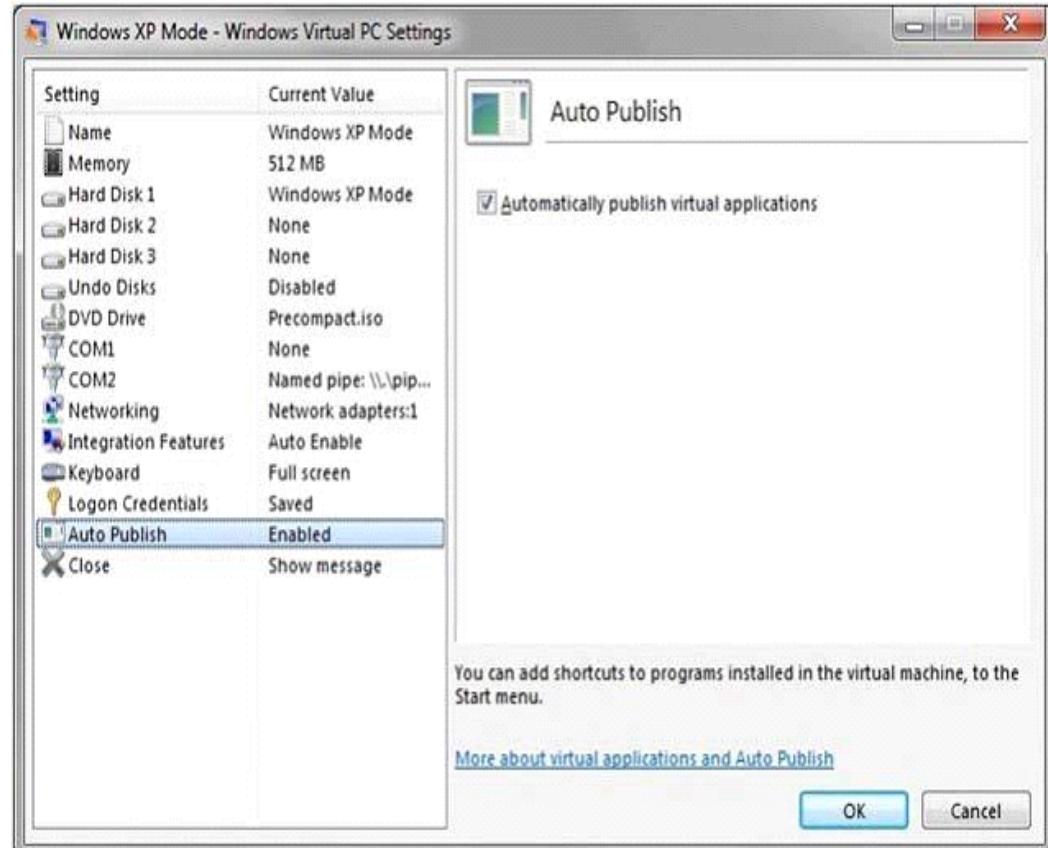
- A. Copy the program icons to the Start menu of the Windows 7 computers.
- B. Reinstall the applications on the XPM machines and select the repair option.
- C. Configure the applications as Default Programs on the Windows 7 computers.
- D. Enable the Auto Publish option for Virtual Machine Settings on the Windows 7 computers.

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**Answer: D**

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Explanation:



[http://blogs.technet.com/b/windows\\_vpc/archive/2009/11/02/publishing-virtual-applications-in-windows-virtualpc.aspx](http://blogs.technet.com/b/windows_vpc/archive/2009/11/02/publishing-virtual-applications-in-windows-virtualpc.aspx)

<http://technet.microsoft.com/en-us/gg132940>

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### Question: 12

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All client computers on your company network were recently migrated from Windows XP to Windows 7. Your company uses a proprietary application that is currently not compatible with Windows 7. A shim has been created and applied to mitigate compatibility issues until a Windows 7-compatible version is developed. A security update is made for this application. The update must be tested and then deployed as a new version of the application. During testing you are unable to install the application. You need to ensure that the application can be installed in the test environment before it can be deployed to the production environment. What should you do?

- A. Disable UAC prompts.
- B. Run the .msi file from an elevated command prompt.
- C. Modify the shim to apply to all versions of the application.

- D. Modify the shim to apply only to the new version of the application.

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**Answer: D**

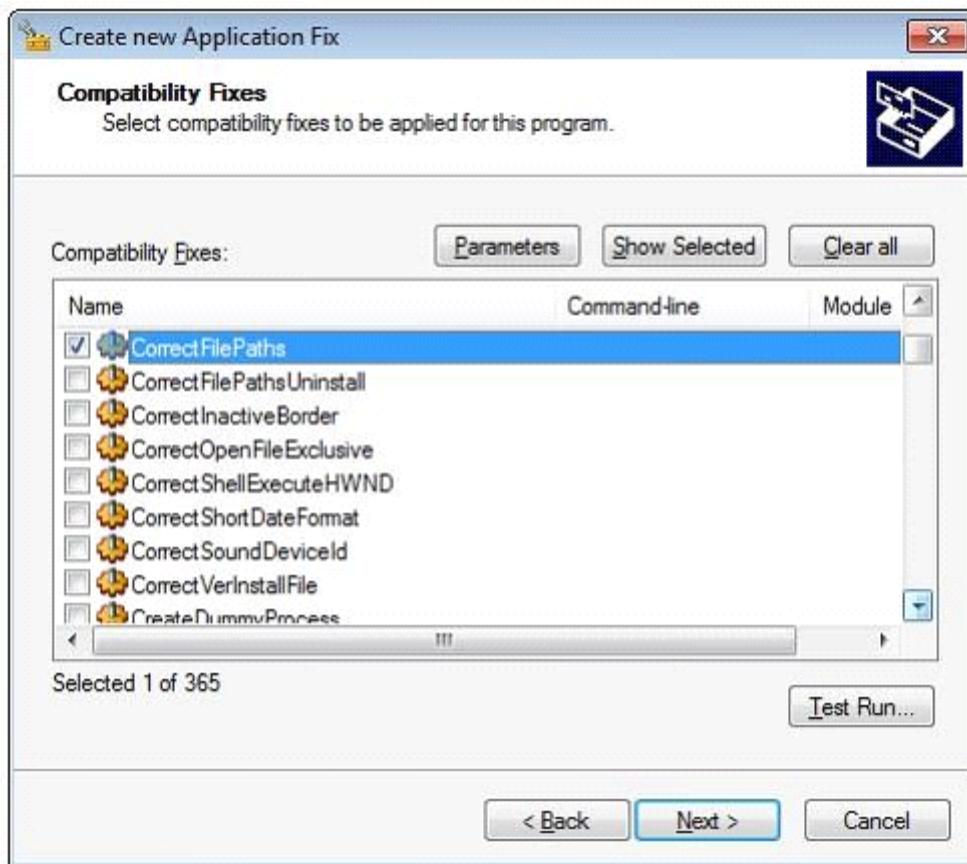
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Explanation:

Answer is D. Different software versions require different shims.

[http://blogs.msdn.com/b/chinmay\\_palei/archive/2011/01/16/windows-7-application-compatibility-issues-fixcentre.aspx](http://blogs.msdn.com/b/chinmay_palei/archive/2011/01/16/windows-7-application-compatibility-issues-fixcentre.aspx)

[http://technet.microsoft.com/en-us/library/dd837645\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd837645(v=ws.10).aspx)



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### Question: 13

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All client computers on your company network run Windows 7. The computers are deployed within an Active Directory Domain Services domain in a Windows Server 2003 environment.

When an employee attempts to log on to the domain from his computer, he receives the following error message: "System cannot log you on to the domain because the system's computer account in its primary domain is missing or the password on that account is incorrect." You need to ensure that the employee can log on to the domain from his computer.

What should you do?

- A. Change the domain password of the employee.
- B. Create a roaming profile for the employee on his computer.
- C. Add the user account of the employee to the local Administrators group.
- D. Add the computer to a workgroup and then add the computer again to the domain.

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**Answer: D**

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### **Question: 14**

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All client computers on your company network are members of an Active Directory Domain Services domain. The Finance team uses Remote Desktop to access Windows 7 virtual machines that are hosted on a Windows Server 2008 Hyper-V server. The team members receive the following error message when they attempt to log on to the virtual machines:

"The trust relationship between this workstation and the primary domain failed."

You discover that the Hyper-V server was recently restored from a backup.

You need to ensure that the team members can log on to the virtual machines.

You log on to the virtual machines as local administrator. What should you do next?

- A. Modify the computer name of each virtual machine.
- B. Run the netdom join command on each virtual machine.
- C. Restore each virtual machine by using the System Restore tool.
- D. Make each virtual machine a member of a workgroup and join them back to the domain.

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**Answer: D**

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### **Question: 15**

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All client computers on your company network run Windows 7. An application has stopped working. The application is dependent on a service that runs automatically and logs on to the domain by using a dedicated service account. You also discover that an entry in the event log has the following message:

"Logon failure: unknown user name or bad password."

You need to ensure that the service runs successfully.

What should you do?

- A. Add the dedicated account to the local Administrators group.
- B. Add the employee user account to the local Administrators group.
- C. Reset the employee password and configure it to never expire.
- D. Reset the service account password and configure it to never expire.

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**Answer: D**

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### **Question: 16**

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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.

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

You need to ensure that the computer is able to connect to network resources. What should you do?

- 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.

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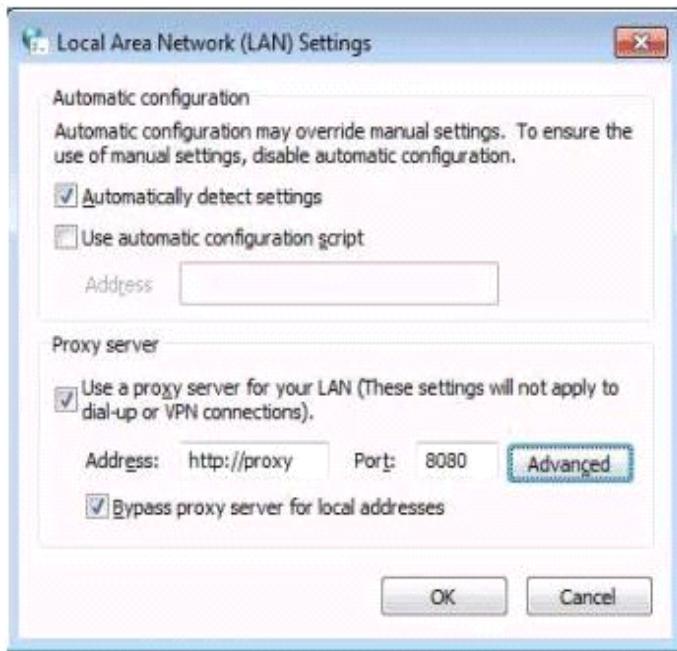
**Answer: C**

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### **Question: 17**

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Your company has an Active Directory Domain Services domain named contoso.com. All client computers run Windows 7 and are members of the contoso.com domain. All computers are configured to use a proxy server as shown in the exhibit. (Click the Exhibit button.)



An internal SSL Web application named Webapp1 does not run properly when it is accessed through a proxy server. Employees type https://Webapp1.contoso.com into their browsers and attempt to run the Web application. They are still unable to run the application. You need to ensure that employees can run the Web application. What should you do?

- A. Add https://Webapp1 to the Exceptions list.
- B. Clear the Bypass proxy server for local addresses check box.
- C. Instruct employees to type https://Webapp1 into their browsers.
- D. Instruct employees to type http://Webapp1.contoso.com into their browsers.

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**Answer: C**

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### **Question: 18**

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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.

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**Answer: D**

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Explanation:

<http://www.petri.co.il/installing-link-layer-topology-discovery-on-windows-xp.htm>

You can use following steps to fix this problem:

1. First you have disable firewall on both the machine.

2. Now download and install Link Layer Topology Discovery (LLTD) Responder package on Windows XP machine.

To get this click:

<http://www.microsoft.com/download/en/details.aspx?amp;amp;amp;displaylang=en&displaylang=en&id=5577>

3. Make sure that services like Computer Browser, Server, Workstation are started on both machine.

4. Now you have to change relevant settings on Windows 7 computer:

a. First open "Control Panel"

b. Now double click on the "Network and Sharing Center" and then select "Advanced sharing settings".

c. Now expand the current network profile and then choose following options:

"Turn on Network Discovery",

"Turn on file and printer sharing",

"Turn on sharing so anyone with network access can read and write files in the Public folders",

"Turn off password protected sharing"

5. Now you have to write the computer name for Windows 7.

Now go to start button > now open Run in Windows XP and then type "\\\Windows 7 computer name" and press enter.

Now you are able to access Windows 7 computer from Windows XP.

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### **Question: 19**

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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.

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**Answer: B**

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### **Question: 20**

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All client computers on your company network run Windows 7 and all servers on your company network run Windows Server 2008. The computers and the servers are members of an Active Directory Domain Services domain. A network administrator moves the Internet Information Services (IIS) server to a different network segment and

configures the appropriate network settings. Employees are unable to connect to the IIS server. You confirm that the network settings are appropriate. You need to ensure that all employees are able to connect to the IIS server. What should you do?

- A. Restart the DNS Client service on the DNS servers.
- B. Restart the DNS Server service on the DNS servers.
- C. Run the nbtstat r command on the employees' computers.
- D. Run the ipconfig /flushdns command on the employees' computers.

---

**Answer: D**

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**Explanation:**

Whenever you type a URL into a Web browser, your PC asks your domain name service server (DNS server) to translate that URL into an IP address, and caches that information. That cache can occasionally become outdated or corrupt, which can cause Internet connection problems.

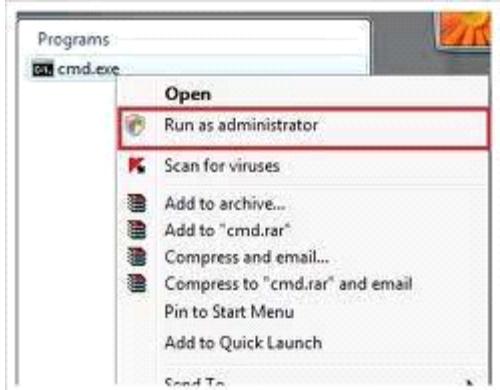
You can use the ipconfig /flushdns command to flush and reset the contents of the Domain Name System (DNS) client resolver cache. During DNS troubleshooting, if necessary, you can use this procedure to discard negative cache entries from the cache, as well as any other dynamically added entries.

Resetting the cache does not eliminate entries that are preloaded from the local Hosts file. To eliminate those entries from the cache, remove them from this file.

Membership in Administrators, or equivalent, is the minimum required to complete this procedure.

To flush and reset a client resolver cache:

Open a command prompt. To open an elevated Command Prompt window, click Start, point to All Programs, click Accessories, right-click Command Prompt, and then click Run as administrator.



At a command prompt, type the following command, and then press ENTER:

```
cmd C:\windows\system32\cmd.exe  
Microsoft Windows [Version 6.1.7600]  
Copyright <c> 2009 Microsoft Corporation. All rights reserved.  
C:\Users\user1>ipconfig /flushdns  
Windows IP Configuration  
Successfully flushed the DNS Resolver Cache.  
C:\Users\user1>
```

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**Question: 21**

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All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. A network administrator changes the IP address of a file server. Employees are unable to connect to

the file server. You need to ensure that the employees are able to connect to the file server immediately. What should you do?

- A. Instruct the employees to run the ipconfig /renew command.
- B. Update the Hosts file on the file server with the new IP address.
- C. Run a remote Windows PowerShell script to flush the DNS resolver cache on each computer.
- D. Run a remote Windows PowerShell script to run the netstat command on each computer.

---

**Answer: C**

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Explanation:

This example will flush the DNS resolver cache on the remote computer named "SVR1"

Run-RemoteCMD SVR1

Enter command to run: ipconfig /flushdns

B. could work but this requires an immediate solution.

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### **Question: 22**

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All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain named contoso.com. Employees access the company intranet site at <http://app.contoso.com>. The Test team must be able to access a new version of <http://app.contoso.com> before the site is in production. You need to ensure that the Test team can access the new version of the site without affecting other employees' access to the current site. What should you do?

- A. Create a DNS record for app.contoso.com that specifies the IP address of the test server.
- B. Create a Windows Firewall rule that blocks access to the IP address of the test server on the employees' computers.
- C. Create a Windows Firewall rule that allows access to the IP address of the test server on the Test team's computers.
- D. Add an entry to the Hosts file that specifies app.contoso.com and the IP address of the test server on the Test team's computers.

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**Answer: D**

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### **Question: 23**

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All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. You deploy network printers. You need to ensure that employees are able to find these printers. What should you do first?

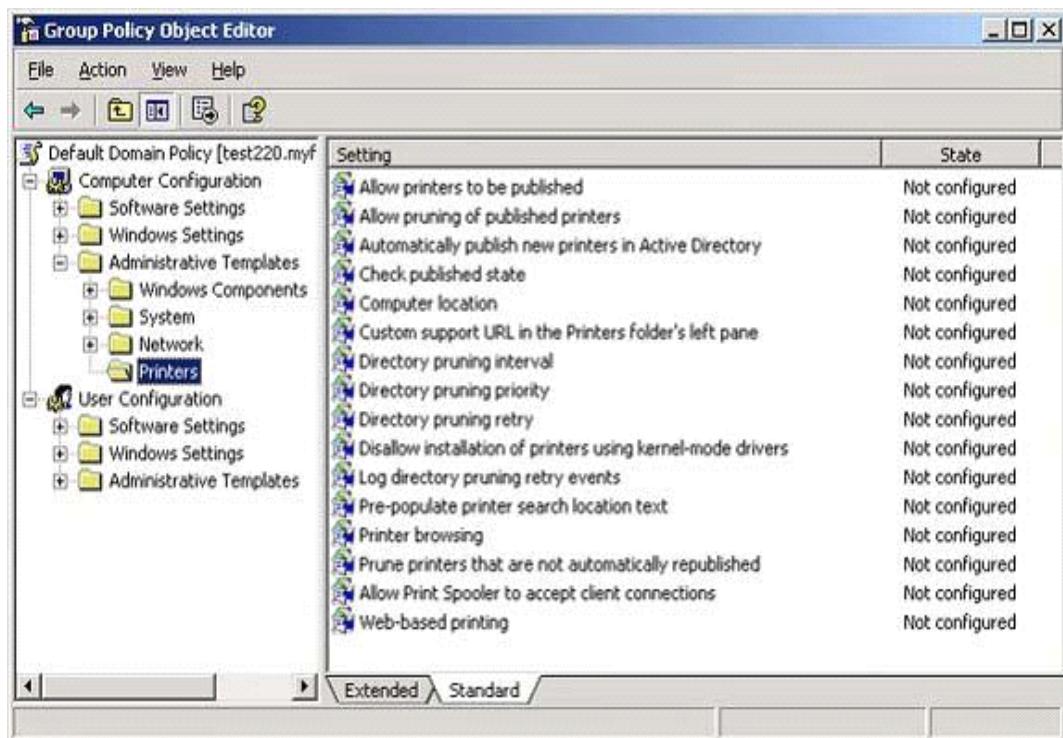
- A. Ensure that your print servers include Windows 7 print drivers.
- B. In the Location Aware Printing applet, choose the Change my default printer when I change networks setting.
- C. Create a group policy to enable the Automatically publish new printers in Active Directory policy.
- D. Create a group policy to enable the Prune printers that are not automatically republished policy. In the Prune non-republishing printers drop-down list, select the Whenever printer is not found option.

---

**Answer: C**

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Explanation:



### Question: 24

All client computers on your company network run Windows 7. An employee installs several new applications on a computer. After the applications are installed, the computer takes longer to start. You need to reduce the startup process time. What should you do?

- A. Run the msconfig tool.
- B. Run the bcdedit command.
- C. Use the Services console to stop the applications.
- D. Use the Task Manager tool to stop the applications.

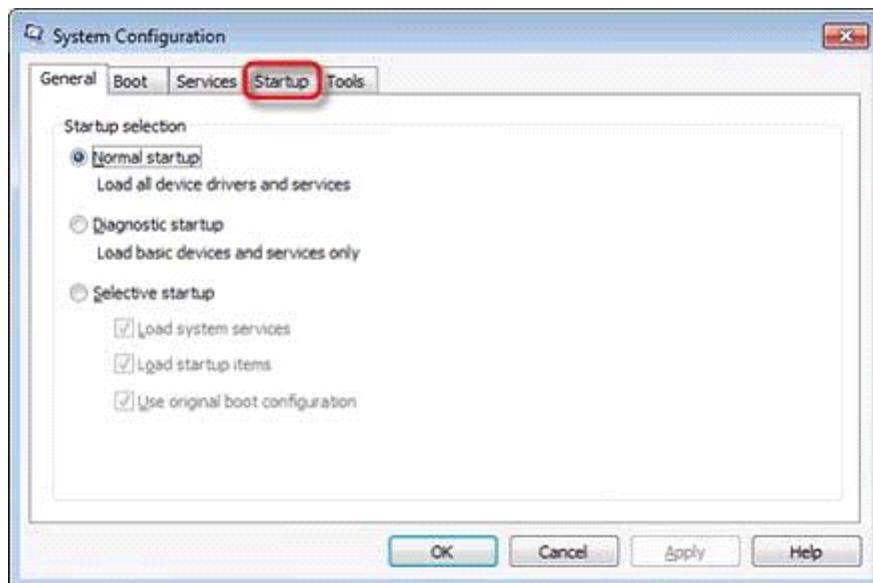
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**Answer: A**

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Explanation:

<http://www.youtube.com/watch?v=Wm3TUTmXZcQ>



### **Question: 25**

Your company network has 500 client computers that run Windows 7. Your team consists of 20 desktop support technicians. Two technicians troubleshoot a hardware-related performance issue on a computer. The technicians obtain different results by using their own User Defined Data Collector Sets. You need to create a standardized Data Collector Set on a network share that is accessible to your team. What should you create?

- A. Event Trace Data Collector Set
- B. Performance Counter Data Collector Set
- C. Performance Counter Alert Data Collector Set
- D. System Configuration Information Data Collector Set

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**Answer: B**

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### **Question: 26**

All client computers on your company network run Windows 7. Each computer has four 1-GB RAM modules and a single physical disk. When the employees run a three-dimensional (3-D) design application that extensively uses the RAM, they experience slow performance on their computers. You discover that the swap files on the computers are extensively used. You need to improve the performance of the computers. What should you do?

- A. Disable the hardware acceleration setting on the computers.
- B. Replace the four 1-GB RAM modules on the computers with two 2-GB RAM modules.
- C. Move the page file to the same directory that contains the executable file for the 3-D design application.
- D. Configure the virtual memory on the computers so that the initial size of the virtual memory is equal to the maximum size of the virtual memory.

---

**Answer: D**

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### **Question: 27**

All client computers on your company network run Windows 7. Each computer has the following components:

- Single quad-core processor
- 8 GB of RAM
- 250-GB hard disk drive

The hard disk drive is partitioned into drive C for the operating system and drive D for the user data. Employees run an application that generates large reports. These reports take too long to generate on the computers. You confirm that processor time and memory are acceptable. You need to identify why these reports are generating slowly. You create a User Defined Data Collector Set. What should you include in this set?

- A. Memory\Available Mbytes and Memory%\ Committed Bytes In Use counters
- B. Process%\ Privileged Time and Process%\ User Time counters for each processor core
- C. Physical Disk\ Avg. Disk Queue Length and Physical Disk%\ Disk Time counters for Disk0 of the computers
- D. Logical Disk\Free Megabytes and Logical Disk%\ Free Space counters for the user data drives of the computers

---

**Answer: C**

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### **Question: 28**

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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**

---

### **Question: 29**

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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**

---

### **Question: 30**

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Your company has a main office and a branch office. The network contains a single Active Directory domain. All

computers are members of the domain. Five users in the branch office report that their Windows 7 computer is slow when it runs multiple applications. From your computer, you need to identify the application that uses the most processor on the computers. Which tool should you use?

- A. Performance Monitor
- B. Reliability Monitor
- C. Resource Monitor
- D. System Information

---

**Answer: A**

---

### **Question: 31**

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Your company has a main office and a branch office. The network contains a single Active Directory domain. All servers and client computers are members of the domain. A print server is located in the branch office. All other servers are located in the main office. All servers run Windows Server 2008 R2. All client computers run Windows 7. Users in the branch office report poor performance when they access an intranet Web site in the main office. You need to recommend changes to the network to improve the performance of intranet access by computers in the branch office. What should you recommend implementing?

- A. A VPN
- B. BranchCache
- C. HTTP redirect
- D. WebDav

---

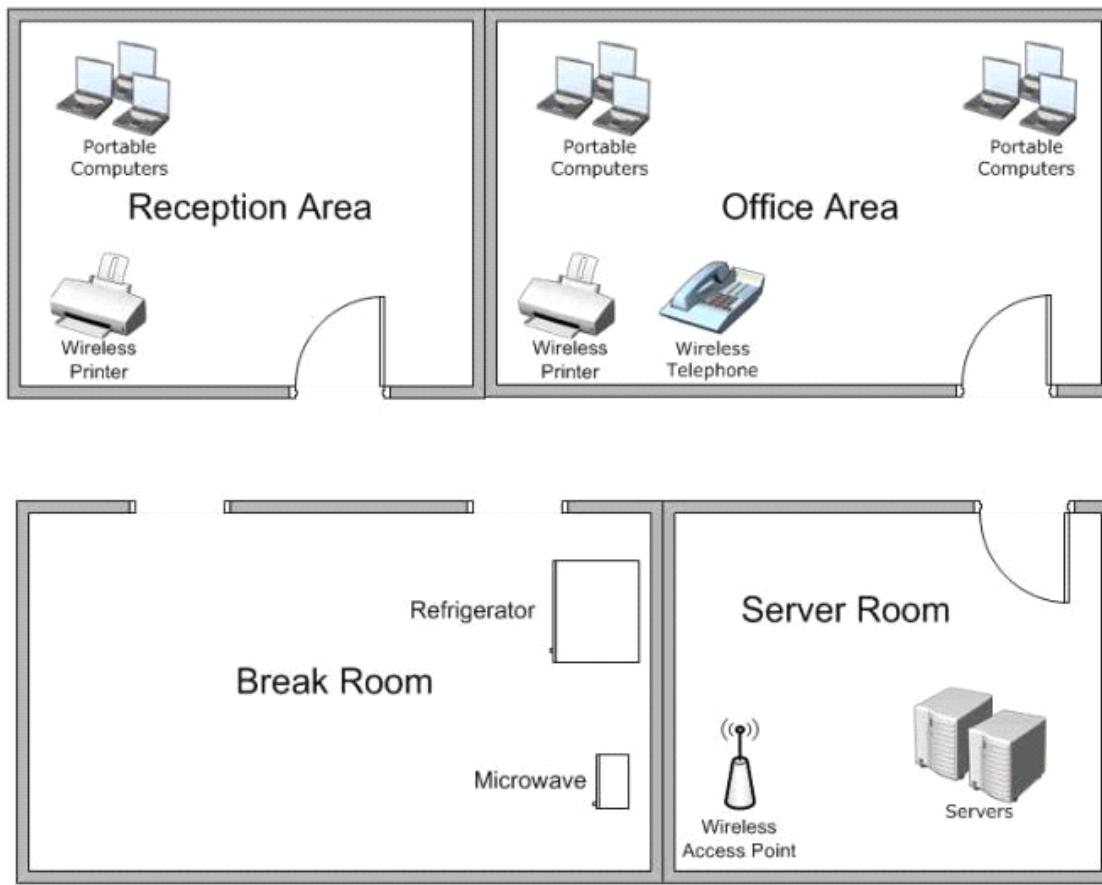
**Answer: B**

---

### **Question: 32**

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Your company has a main office and a branch office. The branch office is configured as shown in the exhibit. (Click the Exhibit button.)



The branch office contains the following wireless devices:

- A phone system that uses the 5.8 GHz wireless spectrum
- A wireless access point that uses 802.11b
- Printers that are compatible with 802.11b and 802.11g
- 100 portable computers that use 802.11b and 802.11g

Users report that they have an intermittent connection to the wireless access point. You need to recommend a solution that ensures that users can connect to the wireless access point at all times. What should you recommend?

- A. Move the wireless printers to the reception area.
- B. Move the wireless access point to another location.
- C. Replace the phone system with a DECT 6.0 phone system.
- D. Replace the wireless access point with an 802.11g wireless access point.

---

**Answer: B**

---

### Question: 33

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All client computers on your company network run Windows 7. After the installation of a third-party defragmentation tool, several employees are unable to start their portable computers in normal or safe modes. The Original Equipment Manufacturer (OEM) recovery partition is not installed on the computers. The Boot Configuration Database (BCD) has also been corrupted. You need to repair the BCD so that the computers can start. What should you do?

- A. Create a new system repair disc and run the System Image Recovery tool on the employee computers.
- B. Create a new system repair disc and run the Startup Repair recovery tool on the employee computers.
- C. Start each computer from the installation DVD. Select the Last Known Good Configuration advanced boot option.
- D. Start each computer from the installation DVD. In the System Recovery Options dialog box, select the System

Restore recovery tool.

---

**Answer: B**

---

### Question: 34

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All client computers on your company network run Windows 7. You discover that memory usage on the computers is high. You need to find the cause of the issue. What should you do?

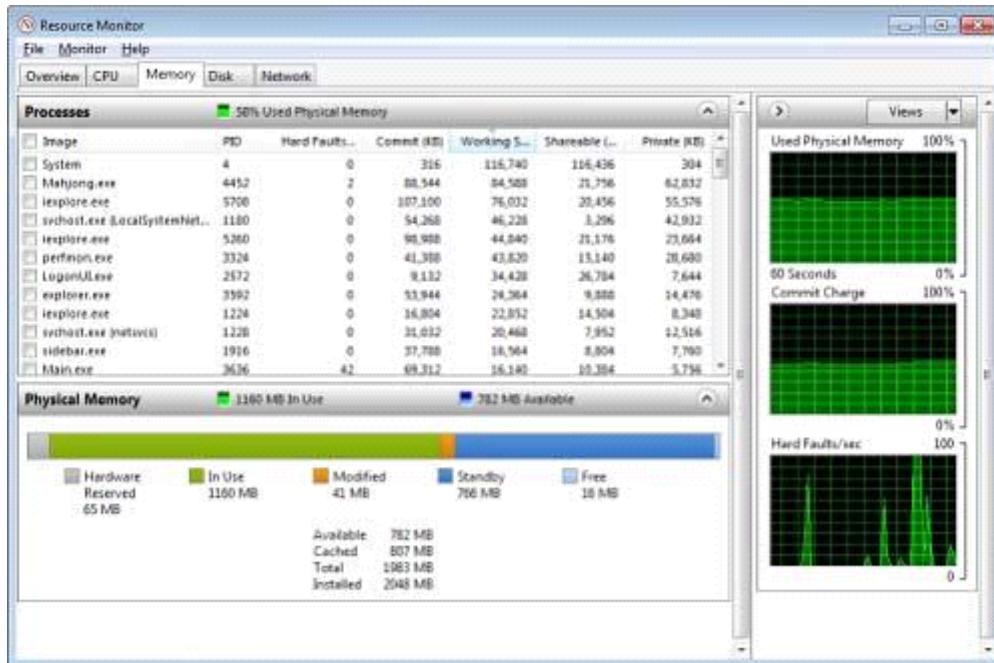
- Run the Windows Memory Diagnostic tool on each computer.
- Run the Resource Monitor tool and review the content in the Memory tab.
- Open Action Center and run the Hardware and Devices troubleshooting program.
- Open Performance Information and Tools and view the Windows Experience Index.

---

**Answer: B**

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Explanation:




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### Question: 35

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All computers on your company network run Windows 7. Several support requests have been made by employees who have recently had hardware upgrades to their computers. Each request states that the employee's computer restarts automatically at random times.

You examine one of the computers and verify the following information:

- Only approved applications and processes are run on the computer.
- All updates to the operating system and applications have been applied to the computer.
- No malicious software is found on the computer.

You need to find out why the computers are restarting automatically.

What should you do?

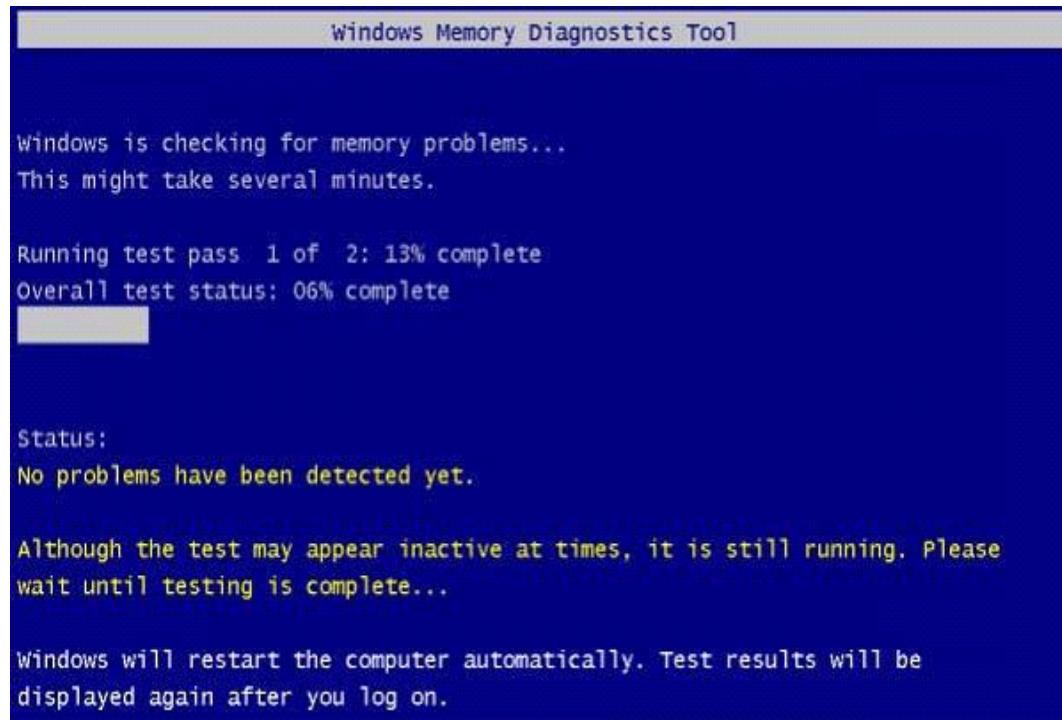
- Run the Windows Memory Diagnostic tool.
- Run the fixmbr command from the Recovery Console.

- C. Run the fixboot command from the Recovery Console.
- D. Run the Check for performance issues Control Panel tool.

---

**Answer: A**

Explanation:



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### **Question: 36**

Your company has a main office and a branch office. A user from the branch office reports that he receives stop errors on his desktop computer. A help desk technician reports that the errors are caused by a defective internal smart card reader. You plan to remove the smart card reader next week. You need to recommend a solution that prevents the stop errors from re-occurring when the computer is restarted. What should you recommend?

- A. Modify the Data Execution Protection (DEP) settings.
- B. From Device Manager, disable the smart card reader.
- C. From Device Manager, uninstall the smart card reader.
- D. From the Trusted Platform Management (TPM) console, turn off TPM.

---

**Answer: B**

---

### **Question: 37**

Your company has a branch office. The office has two 48-port network switches named Switch1 and Switch2. The company purchases several new computers that have identical hardware. The new computers run Windows 7. The help desk reports that the new computers that connect to Switch1 are unable to connect to network resources and do not receive IP configurations from the DHCP server. Existing computers that connect to Switch1 can access network resources. The new computers that connect to Switch2 can also access network resources. You need to ensure that all computers can connect to network resources. What should you do?

- A. Re-install the network card driver.
- B. Disable IPv6 on the network interface.
- C. Disable and then enable the network interface.
- D. Disable the AutoNegotiation setting on the network interface.

---

**Answer: D**

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### **Question: 38**

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The users on your network have portable computers that run Windows 7 Ultimate. Some users report that the batteries on their computers lose their charge faster than before. You need to identify which batteries to replace. What should you do?

- A. From each computer, run Powercfg.exe.
- B. From each computer, run Windows Resource Monitor.
- C. From a network server, run Msconfig.exe.
- D. From a network server, run System Information.

---

**Answer: A**

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### **Question: 39**

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The help desk reports that several computers that run Windows 7 Enterprise have bad sectors on their hard drives. You need to minimize the loss of data on the computers caused by storing data on the bad sectors. What should you instruct the help desk to do?

- A. Run chkdsk.exe /r.
- B. Run defrag.exe c: /a.
- C. Modify the System Protection settings.
- D. Modify the Write Caching Policy for the disk.

---

**Answer: A**

---

Explanation:

chkdsk.exe

Check Disk - check and repair disk problems

Syntax: CHKDSTK [drive:] [[path] filename] [/F] [/V] [/R] [/L [:size]]

Key

[drive:] The drive to check.

Filename File(s) to check for fragmentation (FAT only).

/F Automatically Fix file system errors on the disk.

/X Fix file system errors on the disk, (Win2003 and above) dismounts the volume first, closing all open file handles.

/R Scan for and attempt Recovery of bad sectors.

/V Display the full path and name of every file on the disk.

/L: size NTFS only: change the log file size to the specified number of kilobytes.

If size is not specified, displays the current log size and the drive type (FAT or NTFS).

/C Skip directory corruption checks.

/I Skip corruption checks that compare directory entries to the file record segment (FRS) in the volume's master file table (MFT)

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### **Question: 40**

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All client computers on your network have identical hardware. Your network adapter vendor releases a new driver. Several users install the new driver. The help desk technicians report that several users are unable to connect to network resources. The technicians instruct the users to restart their computers. When the users log on to their computers, they are still unable to connect to network resources. You need to recommend a solution to ensure that users can connect to network resources. What should you instruct the users to do?

- A. Roll back the network adapter driver.
- B. Restore the last known good configuration.
- C. Enable the network boot option in the BIOS.
- D. Modify the properties on the Network Location Awareness service.

---

**Answer: A**

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### **Question: 41**

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You have an Active Directory domain. All client computers run Windows 7 and are joined to the domain. All administrators have laptop computers that have integrated smart card readers. All administrator accounts are configured to require the smart cards to log on to the domain. A smart card reader fails on your laptop. You order a replacement smart card reader. The new reader will be delivered next week. You need to ensure that you can log on to the domain by using your administrative user account. You request that a domain administrator modify the properties of your user account. What else should you request the domain administrator to do?

- A. Reset your computer account.
- B. Reset your user account password.
- C. Disable and enable your user account.
- D. Remove your computer from the domain, and then join your computer to the domain.

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**Answer: B**

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### **Question: 42**

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All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. Your company policy requires that all unnecessary services be disabled on the computers. The Sales department staff has been provided with new mobile broadband adapters that use the Global System for Mobile Communications (GSM) technology. You need to ensure that portable computers can connect to the broadband GSM network. Which service should be enabled on the portable computers?

- A. WLAN AutoConfig
- B. WWAN AutoConfig
- C. Computer Browser
- D. Portable Device Enumerator Service

---

**Answer: B**

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### **Question: 43**

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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**

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#### **Question: 44**

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All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain. All portable computers connect only to the 802.1X-authenticated wireless network. Wireless settings are set through the domain's Group Policy. You discover that new portable computers cannot be joined to the domain. You need to ensure that new portable computers can be joined to the domain. What should you do?

- A. Connect the portable computers to the wireless network by using a Bootstrap Profile.
- B. Connect the portable computers to the wireless network by using a Non-Broadcast Profile.
- C. Connect the portable computers to the domain by using smart card authentication.
- D. Connect the portable computers to the domain by using network security key authentication.

---

**Answer: A**

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#### **Question: 45**

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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**

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#### **Question: 46**

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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. A remote office connects to the main office by using a cellular network. Employees at the remote office frequently download a daily report from an IIS Web server at the main office, which causes them to incur excessive pay per bandwidth usage costs. You need to decrease the network bandwidth usage costs incurred by the remote office. What should you do?

- A. Implement DirectAccess.
- B. Implement VPN with compression.

- C. Implement Distributed File System.
- D. Configure Branch Cache.

---

**Answer: D**

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### **Question: 47**

Your company uses portable computers that run Windows 7. The Sales department staff use Wireless Wide Area Network (WWAN), WLAN, and wired network connections to work from a remote location. The Sales department staff reestablishes their secure connections and restart applications frequently. You need to ensure that the employees are able to work without unnecessary interruptions. What should you do?

- A. Create a Group Policy to configure preferred wireless access points
- B. Configure Group Policy preferences to create multiple VPN connections
- C. Configure each portable computer to use the VPN Reconnect feature
- D. Configure each portable computer to use the Extensible Authentication Protocol

---

**Answer: C**

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### **Question: 48**

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**

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### **Question: 49**

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. 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**

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### **Question: 50**

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All client computers on your company network run Windows 7. All servers in your company run Windows Server 2008 R2. Employees use a VPN connection to connect to the company network from a remote location. Software updates are not being applied to the client computers because employees log off before the updates are applied. You need to ensure that software updates are always applied to the client computers. What should you do?

- A. Configure the Direct Access feature.
- B. Configure the VPN Reconnect feature.
- C. Use Group Policy to publish a package that contains the software updates.
- D. Use Group Policy to redeploy a package that contains the software updates.

---

**Answer: A**

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### **Question: 51**

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All client computers on your company network run Windows 7. All servers in your company run Windows Server 2008 R2. Employees use a VPN connection to connect to the company network from a remote location. Employees remain connected to the VPN server to browse the Internet for personal use. You need to ensure that employees are unable to use the VPN connection for personal use. What should you do?

- A. Configure the VPN connection to append a connection-specific DNS suffix.
- B. Configure the VPN connection to use machine certificates for authentication.
- C. Use Group Policy to disable the Use default gateway on remote network setting on each client computer.
- D. Use Group Policy to configure the firewall on each computer to block outgoing connections when using the VPN connection.

---

**Answer: C**

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### **Question: 52**

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All client computers on your company network run Windows 7. Employees use Windows Internet Explorer 8 to access Web sites. You discover that some computers are infected with malicious software. Employees are able to access Web sites that might have been compromised by malicious software. You need to configure the settings in Internet Explorer 8 to prevent malicious software from being installed on the computers. What should you do?

- A. Configure Popup Blocker.
- B. Configure SmartScreen Filter.
- C. Add the sites to the Local intranet zone.
- D. Add company-approved Web sites to the Compatibility View List.

---

**Answer: B**

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### **Question: 53**

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All client computers on your company network run Windows 7. The computers are members of a Windows Server 2008 Active Directory Domain Services domain. Malicious software is spreading automatically from removable drives.

You need to ensure that malicious software does not automatically run on the computers. What should you do?

- A. Disable the Windows Installer by using Domain Group Policy.
- B. Disable the Autoplay function by using Domain Group Policy.
- C. Disable the ActiveX installation policy by using Domain Group Policy.
- D. Prevent the installation of unsigned drivers by using Domain Group Policy.

---

**Answer: B**

Explanation:

<http://support.microsoft.com/kb/962007>

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### **Question: 54**

A client computers on your company network run Windows 7. Employees log on to their computers as Standard users. There is a zero-day malicious software attack affecting your network. Employees receive User AccountControl (UAC) messages frequently requesting permission to elevate privileges. You know that this malicious software attack is responsible for these UAC prompts. You need to ensure that employees are unable to provide elevated credentials. What should you do?

- A. Configure the Group Policy User Account Control: Only elevate executables that are signed and validated setting to Disabled.
- B. Configure the Group Policy User Account Control: Switch to the secure desktop when prompting for elevation setting to Disabled.
- C. Configure the Group Policy User Account Control: Behavior of the elevation prompt for standard users setting to Automatically deny elevation requests.
- D. Configure the Group Policy User Account Control: Behavior of the elevation prompt for administrators in Admin Approval Mode setting to Prompt for consent for non-Windows binaries.

---

**Answer: C**

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### **Question: 55**

You have an Active Directory domain. All client computers run Windows 7 and are joined to the domain. The help desk reports that several users recently downloaded and installed malware. You discover that the users modified the Windows Defender settings on their computers. You need to recommend a solution to prevent users from modifying their Windows Defender settings. What should you recommend?

- A. Modify the User Account Control (UAC) settings.
- B. Modify the membership of the local Administrators group.
- C. From Program and Features, modify the Windows Features.
- D. From a Group Policy object (GPO), modify the Windows Defender settings.

---

**Answer: D**

Explanation:

changed answer from B.to D.

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<http://sourcedaddy.com/windows-7/configuring-windows-defender-group-policy.html>

### **Question: 56**

All client computers on your company network run Windows 7. The computers are members of a Windows Server 2008 R2 domain. You need to ensure that data stored on removable drives is encrypted. What should you do?

- A. Set the Removable Disks:Deny write access option by using Group Policy.
- B. Set the Control use of BitLocker on removable drives option to Allow users to apply BitLocker on removable drives by using Group Policy.
- C. Set the Configure use of passwords for removable data drives option to Require password for removable data drive by using Group Policy.
- D. Enable the Deny write access to removable drives not protected by BitLocker option by using Group Policy.

**Answer: D**

Explanation:

The screenshot shows the Group Policy Management Editor window. The left pane displays the navigation tree under 'Computer Configuration' / 'Policies' / 'Administrative Templates: Policy definitions' / 'BitLocker Drive Encryption' / 'Removable Data Drives'. The right pane is a table titled 'Setting' with columns 'Setting' and 'State'. It lists several policy settings:

Setting	State
Control use of BitLocker on removable drives	Not configured
Configure use of smart cards on removable data drives	Not configured
Deny write access to removable drives not protected by BitLocker	Enabled
Allow access to BitLocker-protected removable data drives from e...	Not configured
Configure use of passwords for removable data drives	Not configured
Choose how BitLocker-protected removable drives can be recove...	Enabled

<http://windows.microsoft.com/en-US/windows7/What-Group-Policy-settings-are-used-with-BitLocker>

### **Question: 57**

All client computers on your company network run Windows 7. Your company has a Windows Server 2008 domain. You plan to use Group Policy to enable BitLocker Drive Encryption (BDE).

You need to ensure that the following requirements are met:

- All BitLocker recovery keys are stored in a central location.
- Data is encrypted only after a backup of the recovery key is available.

What should you do?

- A. Run the manage-bde -on -ForceRecovery command.
- B. Enable the Choose default folder for recovery password setting.
- C. Enable the Store BitLocker recovery information in Active Directory Domain Services setting.

D. Enable the Choose how users can recover BitLocker encrypted drives setting. Set the 256-bit recovery key to Require recovery password.

---

**Answer: C**

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**Question: 58**

A corporate environment includes client computers running Windows 7 Enterprise. Remote access to the corporate network utilizes Network Access Protection (NAP) and DirectAccess. You need to recommend an approach for providing support technicians with the ability to easily determine the cause of client-side remote access issues. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Run network tracing for DirectAccess on client computers.
- B. Grant the support technicians access to the DirectAccess Management Console.
- C. Deploy the DirectAccess Connectivity Assistant (DCA) to client computers.
- D. Run Windows Network Diagnostics on client computers.

---

**Answer: D**

Explanation:

[http://technet.microsoft.com/en-us/library/dd391869\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd391869(WS.10).aspx)  
[http://technet.microsoft.com/en-us/library/dd391869\(v=WS.10\).aspx#bkmk\\_NDF](http://technet.microsoft.com/en-us/library/dd391869(v=WS.10).aspx#bkmk_NDF)

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**Question: 59**

A corporate environment includes client computers running Windows 7 Enterprise. The client computers are joined to an Active Directory Domain Services (AD DS) domain. After returning from an extended leave of absence, an employee attempts to log on to her client computer. The logon attempt is unsuccessful. The following error message appears: The trust relationship between the workstation and the primary domain failed. You need to recommend an approach for ensuring that the user can log on to the domain from her client computer. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Delete the computer account from Active Directory and then restart the client computer.
- B. Log on locally to the client computer and rejoin the domain.
- C. Restart the client computer, select the Last Known Good startup option, and then rejoin the domain.
- D. Boot from the Windows installation disk and select the Repair your computer option.

---

**Answer: B**

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**Question: 60**

A corporate environment includes client computers running Windows 7 Enterprise. The hard drives of all client computers are encrypted by using Windows BitLocker Drive Encryption. The operating system of a client computer is not found. You are unable to repair the operating system. You need to recommend an approach for salvaging data from the client computer. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Use the BitLocker Active Directory Recovery Password Viewer.

- B. Use the BitLocker Drive Encryption Recovery Console.
- C. Use a data recovery agent.
- D. Use the BitLocker Repair Tool.

---

**Answer: D**

---

Reference:

[http://technet.microsoft.com/en-us/library/ee523219\(v=WS.10\).aspx](http://technet.microsoft.com/en-us/library/ee523219(v=WS.10).aspx)

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### **Question: 61**

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A corporate environment includes client computers running Windows 7 Enterprise. You find an unknown service installed on a client computer. You suspect that the client computer has been infected with malicious software. You need to recommend an approach for identifying and terminating processes the service is running. What is the best approach to achieve the goals? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Run Windows Defender
- B. Run Windows Task Manager
- C. Run the Services Management console
- D. Run Action Center

---

**Answer: A**

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Reference:

[http://technet.microsoft.com/en-us/library/dd996615\(v=WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd996615(v=WS.10).aspx)

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### **Question: 62**

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A corporate environment includes client computers running Windows 7 Enterprise and a DNS server named DNS01. A member server named SERVER01 hosts a website. The client computers are joined to an Active Directory Domain Services (AD DS) domain named contoso.com. DNS is the primary name-resolution protocol in use. There have been no recent changes to the DNS entries. The user of a client computer named PC01 can connect to websites. However, when the user attempts to connect to server01.contoso.com, the URL resolves to the incorrect IP address. The URL resolves correctly from other client computers. You need to recommend an approach for ensuring that server01.contoso.com resolves correctly from PC01. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Remove the server01.contoso.com entry from the HOSTS file on PC01.
- B. Run the ipconfig /flushdns command from PC01.
- C. Run the ipconfig /flushdns command from DNS01.
- D. Run the ipconfig /registerdns command from SERVER01.

---

**Answer: A**

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### **Question: 63**

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A shared client computer running Windows 7 is responding and loading applications slowly. Windows Task Manager indicates that available memory is low and that several applications, which are not running on the desktop, are using a large amount of memory. You need to recommend an approach for optimizing the performance of the client

computer. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Use Task Manager to end unknown processes and processes that are not associated with the currently active user account
- B. Log off all users other than the currently active user from the client computer
- C. Restart Windows Explorer
- D. In the Services Management console, stop unnecessary services

---

**Answer: D**

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Explanation:

[http://www.optimizingpc.com/windows7/optimizing\\_windows\\_7\\_services.html](http://www.optimizingpc.com/windows7/optimizing_windows_7_services.html)

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**Question: 64**

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A corporate environment includes client computers running Windows 7 Enterprise. Users are unable to start Windows Internet Explorer after several new ActiveX controls are deployed to their client computers. You need to recommend an approach for determining whether the issue is caused by the ActiveX controls. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Start Internet Explorer in InPrivate Browsing mode.
- B. Restart each client computer and select the Safe Mode startup option.
- C. Start Internet Explorer in No Add-ons mode.
- D. Restart each client computer and select the Last Known Good Configuration startup option.

---

**Answer: C**

---

Reference:



<http://support.microsoft.com/kb/969938>

---

**Question: 65**

---

A corporate environment includes client computers running Windows 7 Enterprise. The client computers are joined to an Active Directory Domain Services (AD DS) domain named contoso.com. Employees frequently access secure websites that are subsites of an external domain named fabrikam.com. Pop-up windows from the fabrikam.com subsites are being blocked. You need to recommend an approach for ensuring that the pop-up windows from the

fabrikam.com subsites are allowed. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Add \*.fabrikam.com to the Local Intranet zone in Internet Explorer on each client computer.
- B. Add \*.fabrikam.com to the Trusted Sites zone in Internet Explorer on each client computer.
- C. Set the Pop-up Blocker Blocking Level to Low on each client computer.
- D. Disable the Pop-up Blocker on each client computer.

---

**Answer: B**

---

**Question: 66**

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A corporate environment includes client computers running Windows 7 Enterprise. The client computers are joined to an Active Directory Domain Services (AD DS) domain. A member server named SERVER01 hosts shared folders and a website. DNS is the primary name-resolution protocol in use. There have been no recent changes to the DNS entries. The user of a client computer named PC01 can access the shared folders, but cannot access the website by using Windows Internet Explorer. Users of other client computers can access the shared folders and the website. You need to recommend an approach for ensuring that the user can access the website from PC01. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Clear the proxy server setting from Internet Explorer on PC01.
- B. Run the ipconfig /registerdns command from SERVER01.
- C. Run the ipconfig /flushdns command from PC01.
- D. Restart the World Wide Web Publishing service on SERVER01.

---

**Answer: C**

---

Explanation:

**Question: 67**

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A corporate environment includes 10,000 client computers running Windows 7 Enterprise. The client computers are joined to an Active Directory Domain Services (AD DS) domain named contoso.com. DNS is the preferred name-resolution protocol. There have been no recent changes to the DNS entries. WINS is not running in the environment. When most users attempt to connect to pc01.contoso.com from their client computers, the URL resolves to the incorrect IP address. The URL resolves correctly from only one client computer. On the client computers experiencing the issue, the HOSTS file does not include an entry for pc01.contoso.com. You need to recommend an approach for resolving pc01.contoso.com correctly from all client computers. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Run the ipconfig /flushdns command from the client computers experiencing the issue.
- B. Add a pc01 entry pointing to the correct IP address to the LMHOSTS file on each of the client computers experiencing the issue.
- C. Add a pc01.contoso.com entry pointing to the correct IP address to the HOSTS file on each of the client computers experiencing the issue.
- D. Run the ipconfig /registerdns command from PC01.

---

**Answer: C**

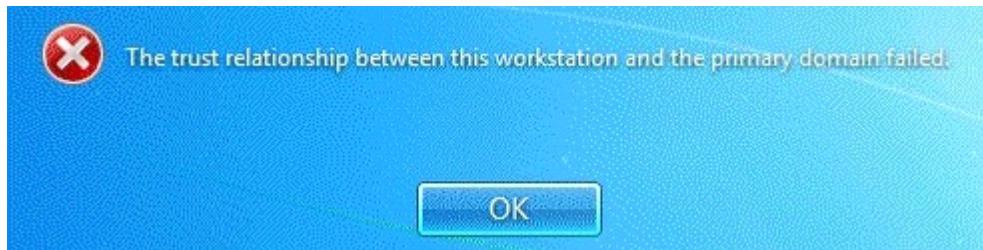
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Explanation:

[http://technet.microsoft.com/en-us/library/cc784552\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc784552(WS.10).aspx)

### Question: 68

You have a development network that you use for testing purposes. The development network contains an Active Directory domain. Users have computers that run Windows 7. The users have several virtual machines that run Windows 7. The virtual machines are joined to Active Directory. Several users report that when they discard changes on the virtual machines, and then attempt to log on to the machines, they sometimes receive the following error message.



You need to prevent this error from recurring. What should you do?

- A. Create a Password Setting object (PSO) in Active Directory.
- B. Modify the security settings by using a Group Policy object (GPO).
- C. On the virtual machines, create a password reset disk.
- D. On the virtual machines, modify the User Account Control (UAC) settings.

**Answer: B**

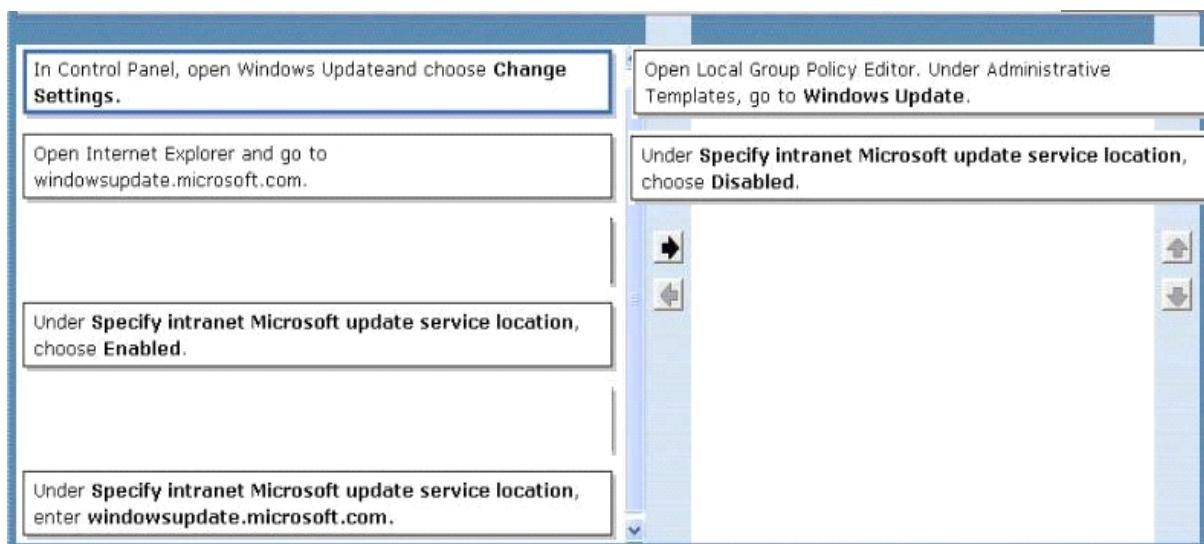
### Question: 69

DRAG DROP

A company has client computers that run Windows 7 Enterprise and a server that runs Windows Server 2008 R2 with Windows Server Update Services (WSUS). The client computers are individually configured to receive Windows updates from the WSUS server running on the internal company network. An audit found that one user has not received several critical updates. This user works from home and does not connect to the company network. You need to configure this user's computer so that it will receive updates from the Windows Update site on the Internet. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

In Control Panel, open Windows Update and choose <b>Change Settings</b> .	
Open Internet Explorer and go to windowsupdate.microsoft.com.	
Open Local Group Policy Editor. Under Administrative Templates, go to <b>Windows Update</b> .	
Under <b>Specify intranet Microsoft update service location</b> , choose <b>Enabled</b> .	
Under <b>Specify intranet Microsoft update service location</b> , choose <b>Disabled</b> .	

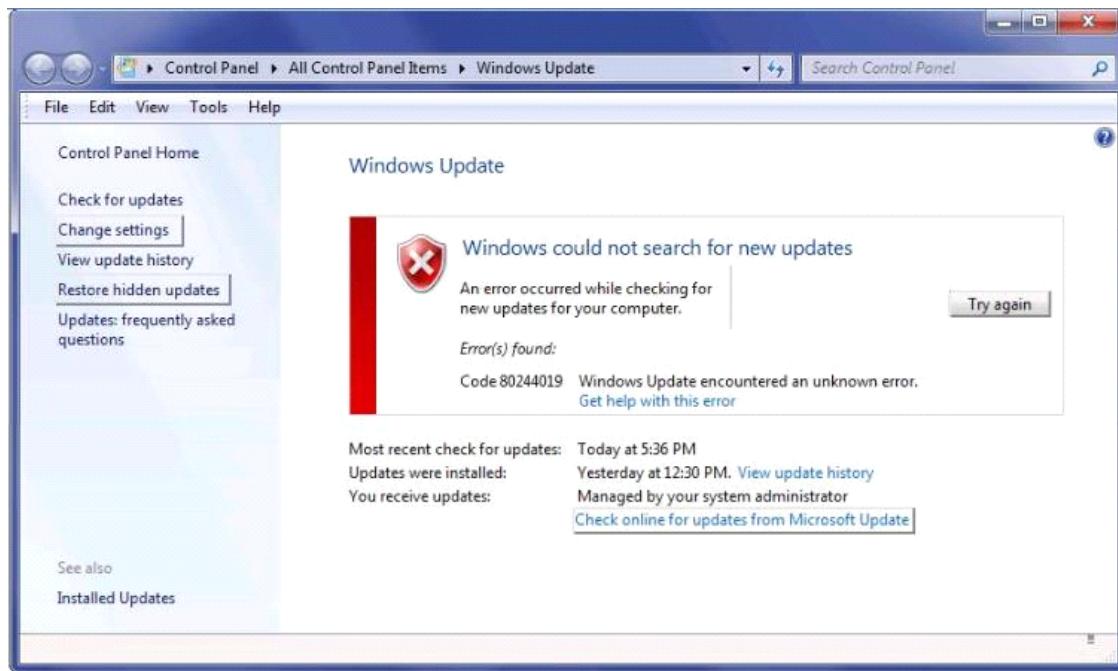
Answer:



## Question: 70

### HOTSPOT

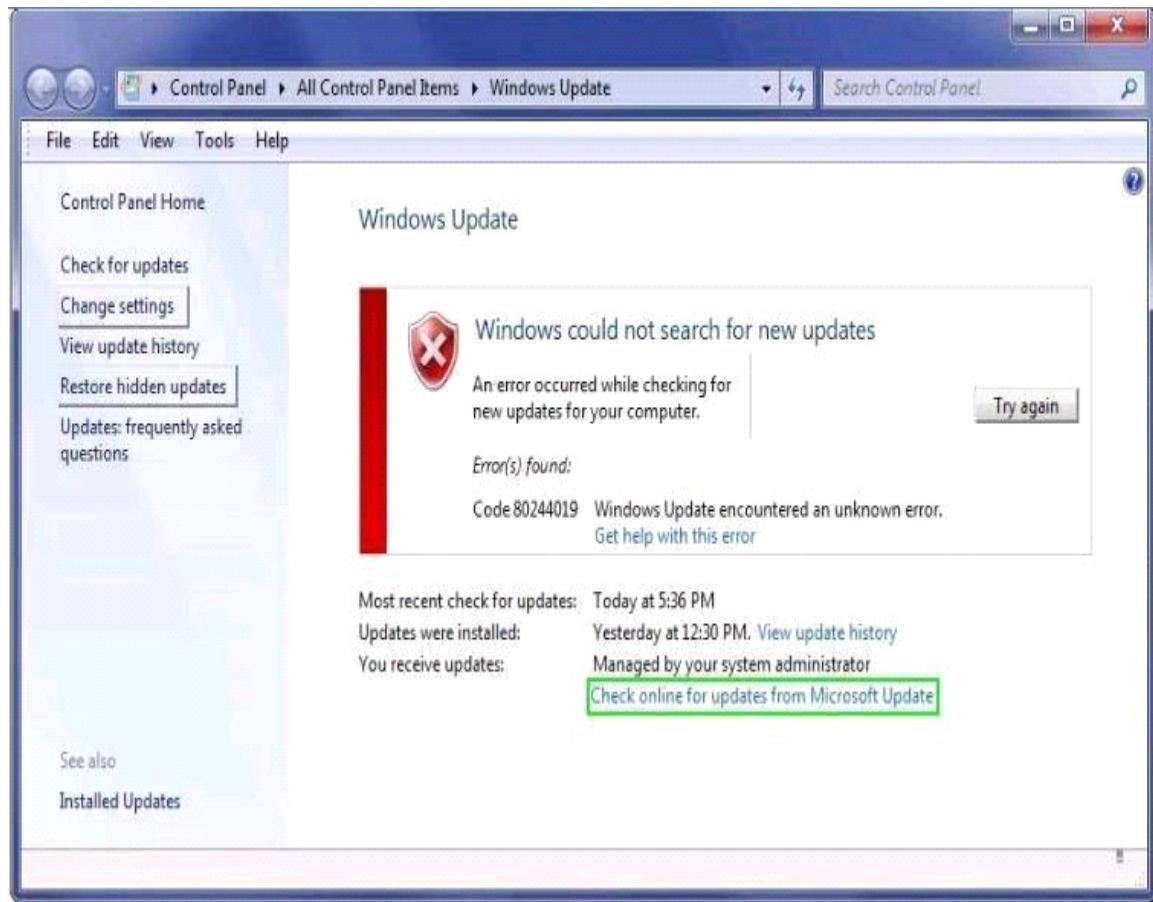
Each Windows 7 client computer in an enterprise organization receives updates from Windows Server Update Services (WSUS). Users connect to the company network via a virtual private network (VPN) on the portable computers that are joined to the domain. A remote user cannot update her portable computer with Windows Update and as a result is unable to connect to the VPN. You need to ensure that the remote user can download updates when not connected to the VPN. Which setting should you select? To answer, select the appropriate setting in the work area.



Answer:

Select "Check online for updates from Microsoft Update".

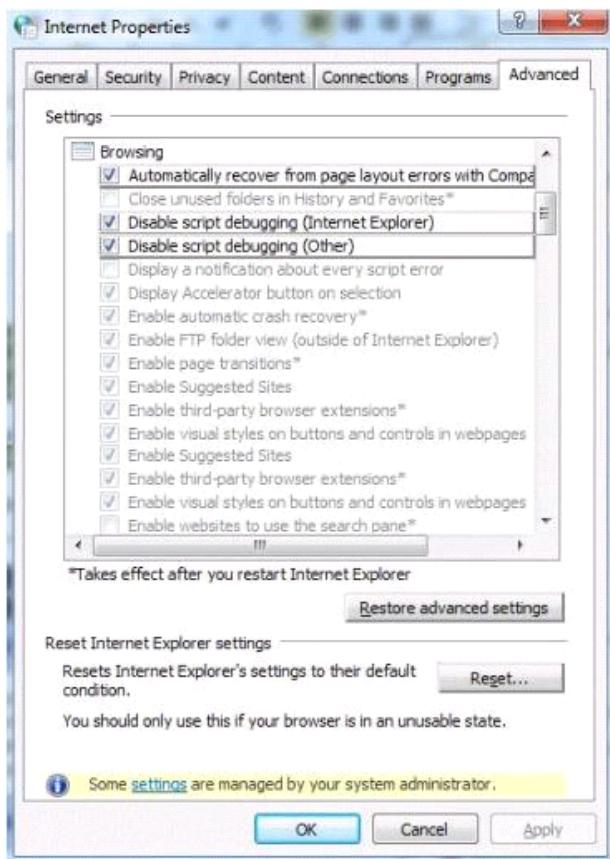
Explanation:



### Question: 71

#### HOTSPOT

A company has client computers that run Windows 7 Enterprise. A client computer was infected with malicious software that is known to make changes to Microsoft Internet Explorer settings. The malicious software has been removed from the system by using an antivirus application. When browsing to sites in Internet Explorer, the user sees a message that says "Internet Explorer cannot display the webpage". You need to ensure that the user can browse sites in Internet Explorer without receiving error messages. Which setting should you select? To answer, select the appropriate setting in the work area.



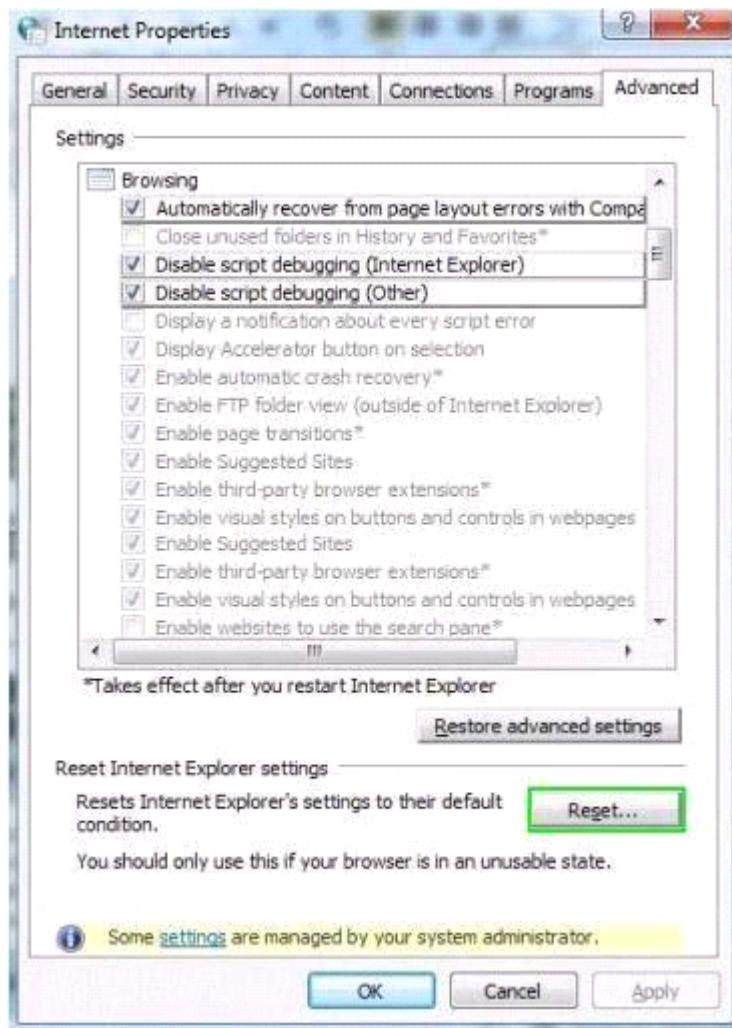
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**Answer:**

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Click the “Reset” button.

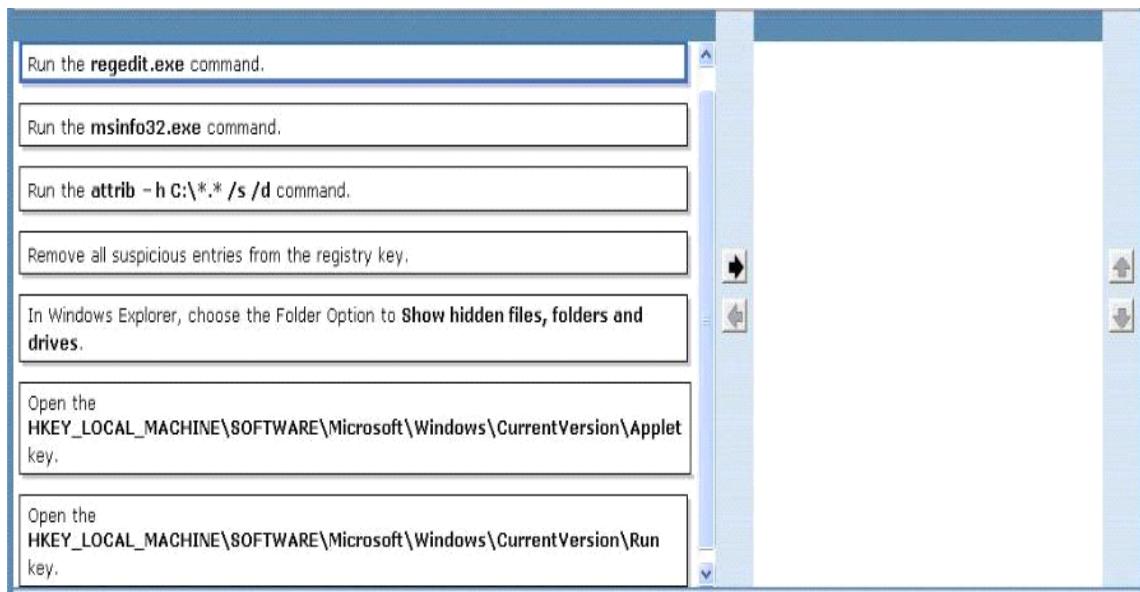
Explanation:



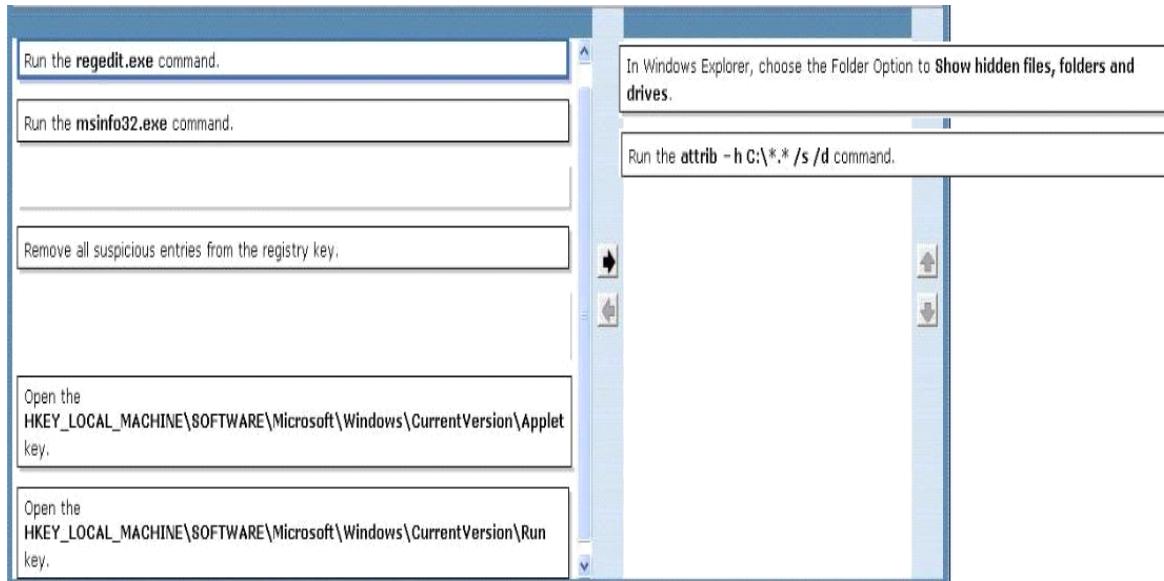
## Question: 72 DRAG

### DROP

A company has client computers that run Windows 7 Enterprise. Malicious files have caused a client computer to become unresponsive. You delete the suspicious files. On reboot, the suspicious files reappear. First, you need to ensure that the malicious files are visible from Windows Explorer. Thereafter, you need to ensure that the malicious files are visible from the command prompt. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)



**Answer:**



**Question: 73**

**HOTSPOT**

A company has computers running Windows 7 Enterprise. You need to enable a user to make a folder on a local computer available to other computers by using the FTP protocol. Which Windows feature should you turn on? To answer, select the appropriate check box in the dialog box.



---

**Answer:**

---

Select "Internet Information Services"

Explanation:



---

**Question: 74**

**HOTSPOT**

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A company has computers that run Windows 7 Enterprise. Users report that when they double-click Jpg files in Windows Explorer, the files open in Windows Photo Viewer. You need to ensure that all Jpg files open in another program. You must not make unnecessary changes to the behavior of other file types. Which option should you recommend? To answer, select the appropriate Control Panel option in the work area.



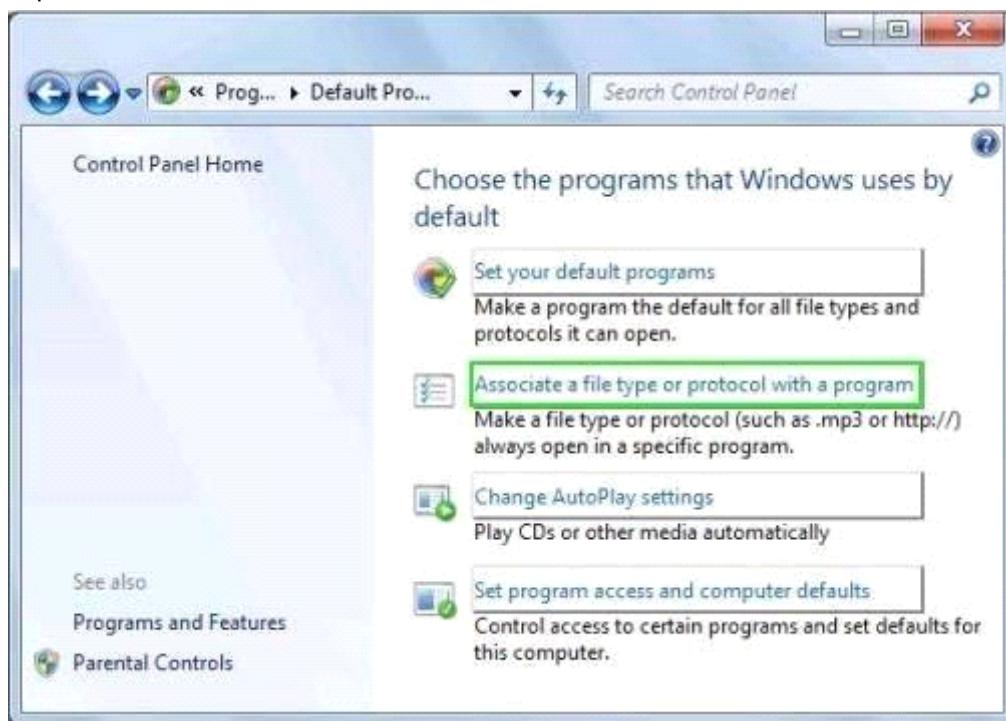
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**Answer:**

---

Select "Associate a file type or protocol with a program".

Explanation:



---

**Question: 75 DRAG  
DROP**

---

All client computers on your company network run Windows 7 and are members of a Windows Server 2008 R2 domain. Members of the R&D department 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.

Which three actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

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

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

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

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

Create a new Group Policy object containing Application Control Policies.

Create a new Group Policy object containing Software Restriction Policies.

Apply the completed Group Policy object to the R&D group.

---

### Answer:

---

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

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

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

Create a new Group Policy object containing Software Restriction Policies.

Apply the completed Group Policy object to the R&D group.

---

### Question: 76

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You are troubleshooting recurring performance issues on a Windows 7 client computer. Each time a performance issue occurs, an associated event log entry is written to the Application event log. You need to recommend ways to query the Application event log from the command line. Which commands should you recommend? (Choose all that apply.)

- A. wevtutil qc application / rd:true / f:text
- B. eventvwr / application.evtx
- C. wevtutil gl application
- D. Get-Event - EventIdentifier =2
- E. eventvwr \\localhost
- F. Get- WmiObject Win32\_NTLogEvent -filter- LogFile 'Application'"

---

**Answer: A, E, F**

---

### **Question: 77**

A Windows 7 client computer named PC01 has intermittent performance issues. Each time a performance issue occurs, an associated event log entry is written to the Application event log. You need to ensure that a Windows 7 administrative computer named PC02 receives the event log entries from PC01. What should you do? (Choose all that apply.)

- A. Run the winrmquickconfig command on PC01 and PC02. Run the wecutil qc command on PC02.
- B. Run the winrmquickconfig command on PC01 only. Run the wecutil qc command on PC02.
- C. Add the PC02 computer account to the local Administrators group on PC01.
- D. Create a new event subscription on PC01.
- E. Create a new event subscription on PC02.
- F. Add the PC01 computer account to the local Administrators group on PC02.

---

**Answer: B, C, E**

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### **Question: 78**

All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services (AD DS) domain. The help desk reports that several computers that run Windows 7 Enterprise have bad sectors on their hard disks. You need to minimize the loss of data on the computers caused by storing data on the bad sectors. Which command should you run?

- A. chkdsk.exe /r
- B. chkdsk.exe /f
- C. defrag.exe /c
- D. defrag.exe /x

---

**Answer: A**

---

### **Question: 79**

#### **DRAG DROP**

A company has computers running Windows 7 Enterprise. One computer is not able to emit sound from the speakers. The computer has an onboard sound controller. You check the computer\* s Device Manager but the device is not listed there. You need to ensure that the computer can emit sound correctly. What should you do? (To answer, drag the appropriate options from the list of options to the work area.)

Answer Choices

Enable	Disable	Update
Unmute	Roll back	Reconnect
Speakers	Audio Driver	Audio system in Bios

Answer Area

You should  
[redacted] the [redacted]  
on the computer having the  
problem.

Answer:

**Answer Choices**

	Disable	Update
Unmute	Roll back	Reconnect
Speakers	Audio Driver	

**Answer Area**

You should Enable the Audio system in Bios on the computer having the problem.

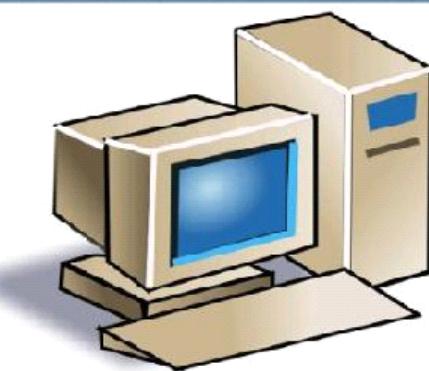
**Question: 80 DRAG****DROP**

All client computers on your company network run Windows 7. After the installation of a third-party defragmentation tool, several employees are unable to start their portable computers in normal or safe modes. The Original Equipment Manufacturer (OEM) recovery partition is not installed on the computers. The Boot Configuration Database (BCD) has also been corrupted. Using System Recovery Options, you need to fix the BCD so that the computers can boot. Which tool should you use? (To answer, drag the appropriate tool from the list of tools to the correct location in the work area.)

**Answer Choices**

- Startup Repair
- System Restore
- System Image Recovery
- Windows Memory Diagnostic

**Answer Area**



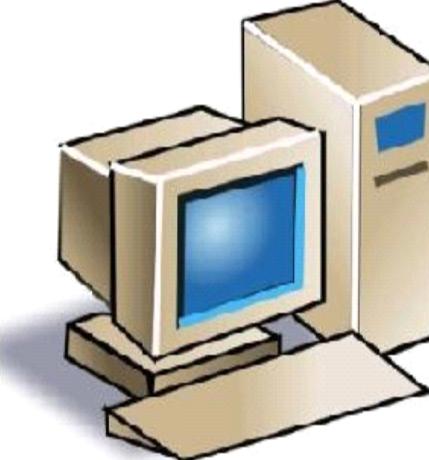
A large, light-colored vintage computer system is shown from a three-quarter perspective. It consists of a CRT monitor on the left and a tall, rectangular tower unit on the right. Both units have blue panels with small windows or displays. The computer sits on a simple wooden desk.

**Answer:**

**Answer Choices**

- 
- System Restore
- System Image Recovery
- Windows Memory Diagnostic

**Answer Area**

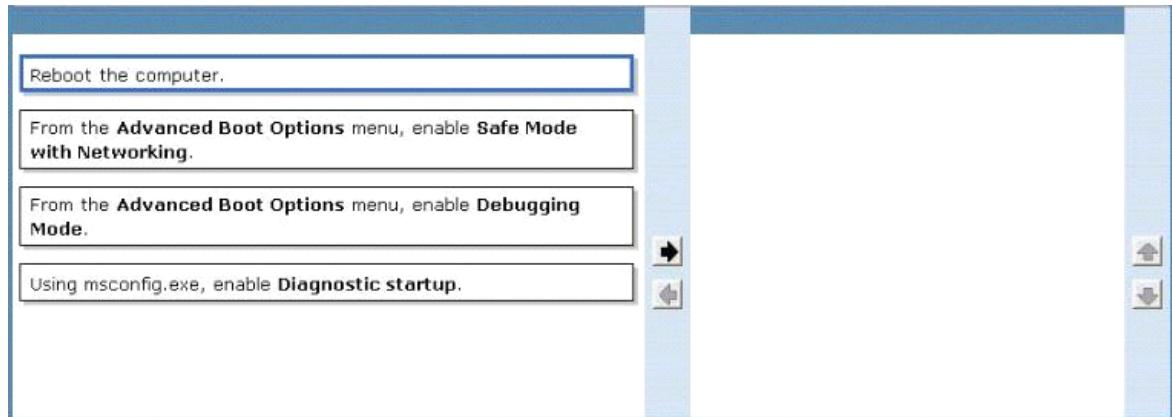


The same vintage computer system is shown again, identical to the one in the previous panel. It is positioned on a desk and has a blue bar at the bottom labeled "Startup Repair".

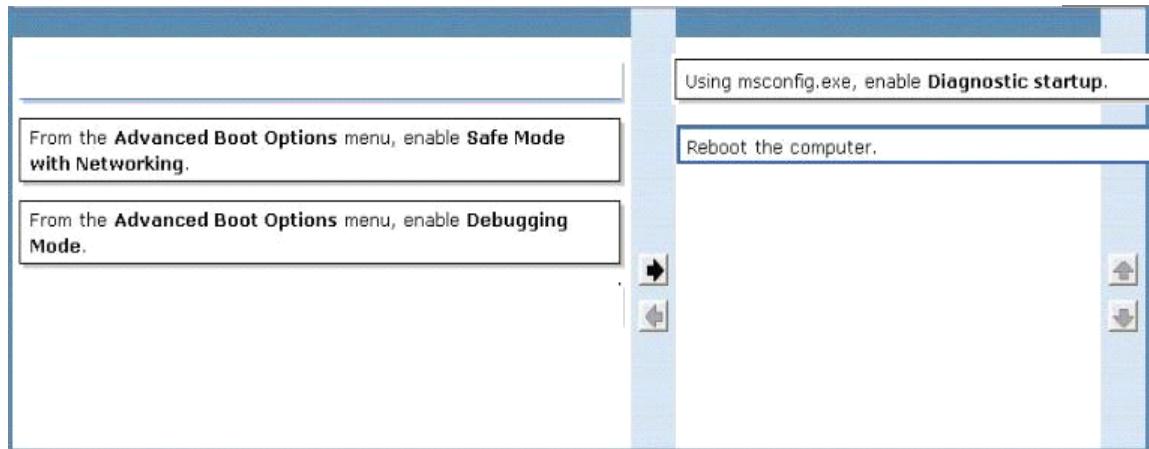
**Question: 81 DRAG****DROP**

You install an application named App01 on a client computer running Windows 7. The application automatically appears in the system tray. Upon reboot, the application consumes all of the computer's network bandwidth. You need to stop the application from consuming the bandwidth so that you can troubleshoot the problem. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the

answer area and arrange them in the correct order.)



**Answer:**



### Question: 82

All client computers on a company's network run Windows 7 and are members of an Active Directory Domain Services (AD DS) domain. Company policy requires that all unnecessary services be disabled on the computers. The Sales department staff has been provided with new wireless adapters that use the IEEE 802.11n technology. You need to ensure that portable computers can connect to wireless networks. Which service should be running on the portable computers?

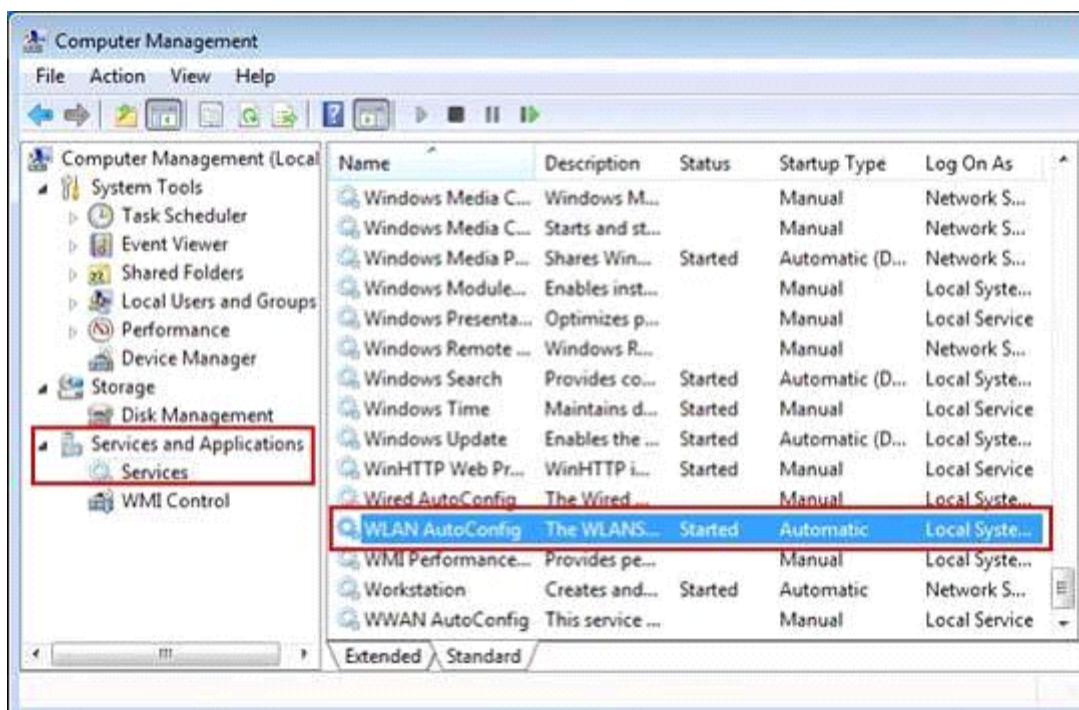
- A. WWAN AutoConfig
- B. Computer Browser
- C. Portable Device Enumerator Service
- D. WLAN AutoConfig

**Answer: D**

**Explanation:**

Start and right click Computer. Select and click Manage. Computer Management window will appear. Under Services and Applications, click on Services.

Start > Control Panel > Administrative Tools > Services



## Question: 83

### DRAG DROP

All client computers on a company's network are members of an Active Directory Domain Services domain. The Finance team uses Remote Desktop to access Windows 7 virtual machines that are hosted on a server that runs Windows Server 2008 Hyper-V. The team members receive the following error message when they attempt to log on to the virtual machines: "The trust relationship between this workstation and the primary domain failed." You discover that the Hyper-V server was recently restored from a backup. You need to ensure that the team members can log on to the virtual machines. Which four actions should you perform in sequence on each virtual machine? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Modify the computer name.

Run the System Restore tool.

Join the computer to the domain.

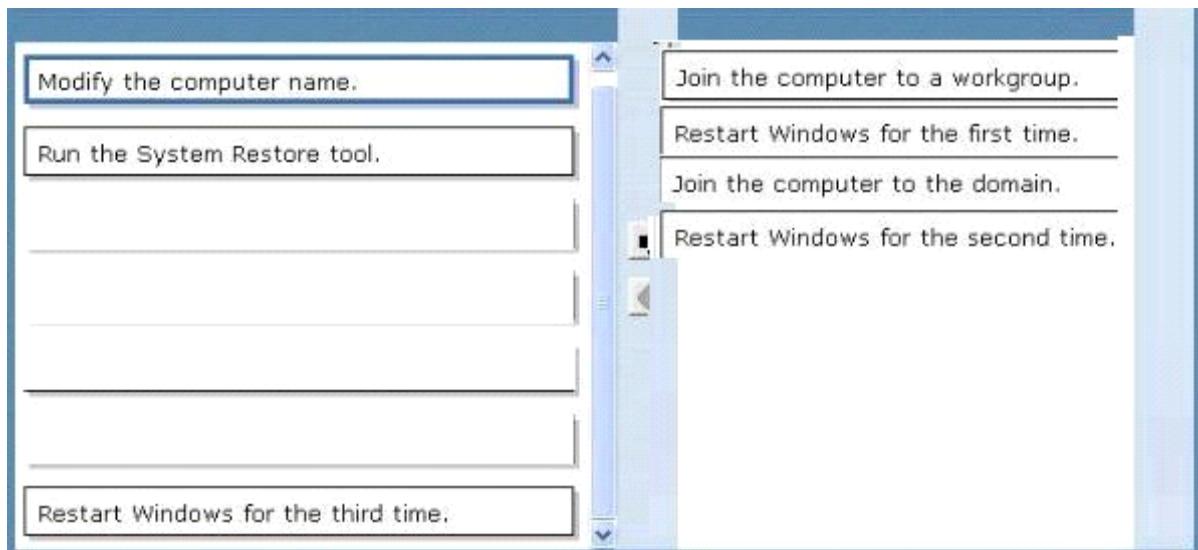
Join the computer to a workgroup.

Restart Windows for the first time.

Restart Windows for the second time.

Restart Windows for the third time.

**Answer:**



### **Question: 84**

All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services (AD DS) domain named contoso.com. DNS is the only name-resolution protocol used on the network. A member server named server1.contoso.com runs Windows Server 2008 R2. You change the IP address of server1.contoso.com. When users attempt to connect to server1.contoso.com from their client computers, the URL resolves to the incorrect IP address. You need to recommend an approach for resolving server1.contoso.com correctly from all client computers. What should you do?

- A. Run the ipconfig /registerdns command from the client computers that are experiencing the issue.
- B. Add a server1.contoso.com entry pointing to the fully qualified domain name (FQDN) to the LMHOSTS file on each client computer that is experiencing the issue.
- C. Add a server1.contoso.com entry pointing to the correct IP address to the LMHOSTS file on each client computer that is experiencing the issue.
- D. Run the ipconfig /registerdns command from server1.contoso.com.

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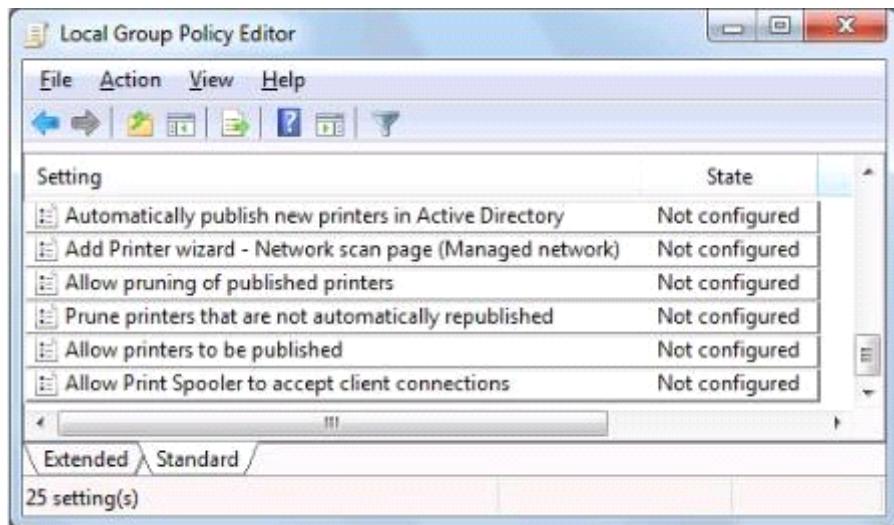
**Answer: D**

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### **Question: 85**

#### **HOTSPOT**

All of the client computers on a company's network run Windows 7 and are members of an Active Directory Domain Services domain. You deploy network printers. One computer will act as the print server. You need to ensure that all employees can find these printers. Which setting should you select first? To answer, select the appropriate group policy in the work area.



**Answer:**

Select "Allow printers to be published".

Explanation: Question states which setting should be selected "first". First allow the printers to be published then select the option to publish them.



### **Question: 86**

All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services (AD DS) domain. A network administrator changes the IP address of a file server. Employees are unable to connect to the file server. You need to ensure that the employees are able to connect to the file server immediately. Which command should you instruct the employees to run?

- A. ipconfig /showdns
- B. ipconfig /registerdns
- C. ipconfig /flushdns
- D. Ipconfig /renew

**Answer: C**

**Question: 87****HOTSPOT**

The client computers in an enterprise organization are managed by using Group Policy. You need to create a Group Policy object that assigns one of the client computers to a specific update group. Which setting should you select? To answer, select the appropriate setting in the work area.

Select an item to view its description.	Setting	State
<input type="checkbox"/> Do not display 'Install Updates and Shut Down' option in Shut Down Windows dialog ...	Not configured	
<input type="checkbox"/> Do not adjust default option to 'Install Updates and Shut Down' in Shut Down Window...	Not configured	
<input type="checkbox"/> Enabling Windows Update Power Management to automatically wake up the system t...	Not configured	
<input checked="" type="checkbox"/> Configure Automatic Updates	Not configured	
<input type="checkbox"/> Specify intranet Microsoft update service location	Not configured	
<input type="checkbox"/> Automatic Updates detection frequency	Not configured	
<input type="checkbox"/> Allow non-administrators to receive update notifications	Not configured	
<input type="checkbox"/> Turn on Software Notifications	Not configured	
<input type="checkbox"/> Allow Automatic Updates immediate installation	Not configured	
<input type="checkbox"/> Turn on recommended updates via Automatic Updates	Not configured	
<input type="checkbox"/> No auto-restart with logged on users for scheduled automatic updates installations	Not configured	
<input type="checkbox"/> Re-prompt for restart with scheduled installations	Not configured	
<input type="checkbox"/> Delay Restart for scheduled installations	Not configured	
<input type="checkbox"/> Reschedule Automatic Updates scheduled installations	Not configured	
<input type="checkbox"/> Enable client-side targeting	Not configured	
<input type="checkbox"/> Allow signed updates from an intranet Microsoft update service location	Not configured	

**Answer:**

Select “Enable client-side targeting”.

Explanation:

Select an item to view its description.	Setting	State
<input type="checkbox"/> Do not display 'Install Updates and Shut Down' option in Shut Down Windows dialog ...	Not configured	
<input type="checkbox"/> Do not adjust default option to 'Install Updates and Shut Down' in Shut Down Window...	Not configured	
<input type="checkbox"/> Enabling Windows Update Power Management to automatically wake up the system t...	Not configured	
<input checked="" type="checkbox"/> Configure Automatic Updates	Not configured	
<input type="checkbox"/> Specify intranet Microsoft update service location	Not configured	
<input type="checkbox"/> Automatic Updates detection frequency	Not configured	
<input type="checkbox"/> Allow non-administrators to receive update notifications	Not configured	
<input type="checkbox"/> Turn on Software Notifications	Not configured	
<input type="checkbox"/> Allow Automatic Updates immediate installation	Not configured	
<input type="checkbox"/> Turn on recommended updates via Automatic Updates	Not configured	
<input type="checkbox"/> No auto-restart with logged on users for scheduled automatic updates installations	Not configured	
<input type="checkbox"/> Re-prompt for restart with scheduled installations	Not configured	
<input type="checkbox"/> Delay Restart for scheduled installations	Not configured	
<input type="checkbox"/> Reschedule Automatic Updates scheduled installations	Not configured	
<input checked="" type="checkbox"/> Enable client-side targeting	Not configured	
<input type="checkbox"/> Allow signed updates from an intranet Microsoft update service location	Not configured	

## Question: 88 DRAG DROP

A company has client computers that run Windows 7 Enterprise. Malicious files have caused a client computer to become unresponsive. You delete the suspicious files. On reboot, the suspicious files reappear. You need to ensure that the malicious files are removed from the computer. Which three actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

The interface consists of two main sections. On the left, there is a vertical list of seven items, each enclosed in a rectangular box. On the right, there is a large, empty rectangular area with a blue border, intended for dragging and dropping the selected items.

- Run the **regedit.exe** command.
- Run the **msinfo32.exe** command.
- Run the **attrib -h C:\\*.\* /s /d** command.
- Remove all suspicious entries from the registry key.
- In Windows Explorer, choose the Folder Option to **Show hidden files, folders and drives**.
- Open the **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Applet** key.
- Open the **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run** key.

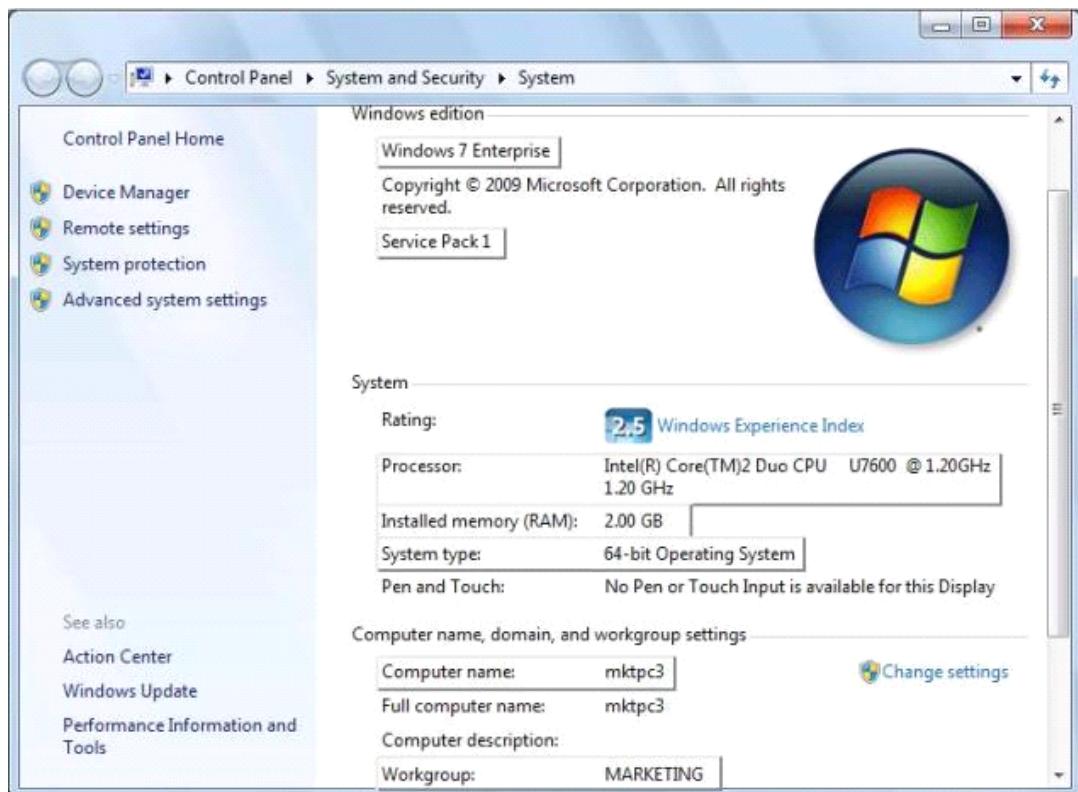
**Answer:**

The right side of the interface now contains three rectangular boxes, each containing one of the first three items from the original list. The other four items remain in their original positions on the left.

- Run the **regedit.exe** command.
- Open the **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run** key.
- Remove all suspicious entries from the registry key.
- Run the **msinfo32.exe** command.
- Run the **attrib -h C:\\*.\* /s /d** command.
- In Windows Explorer, choose the Folder Option to **Show hidden files, folders and drives**.
- Open the **HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Applet** key.

## Question: 89 HOTSPOT

A company has client computers that run Windows 7 Enterprise. Servers run Windows Server 2008 R2 in an Active Directory Domain Services (AD DS) environment. A server runs the company's intranet site. Remote access is provided by using DirectAccess. A user wants to access the intranet site remotely. You need to ensure that the user's computer meets the requirements to use DirectAccess. What should you upgrade or configure? To answer, select the appropriate area in the work area



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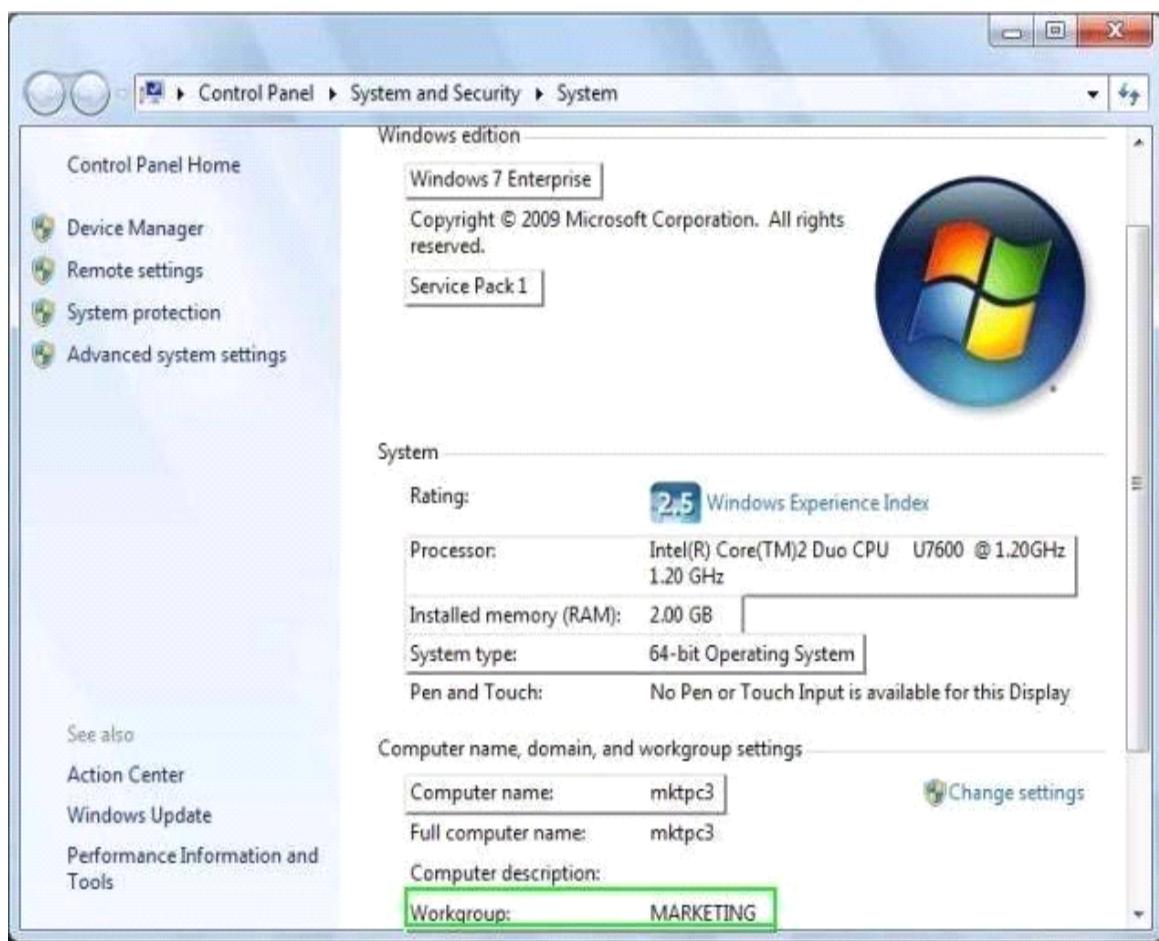
**Answer:**

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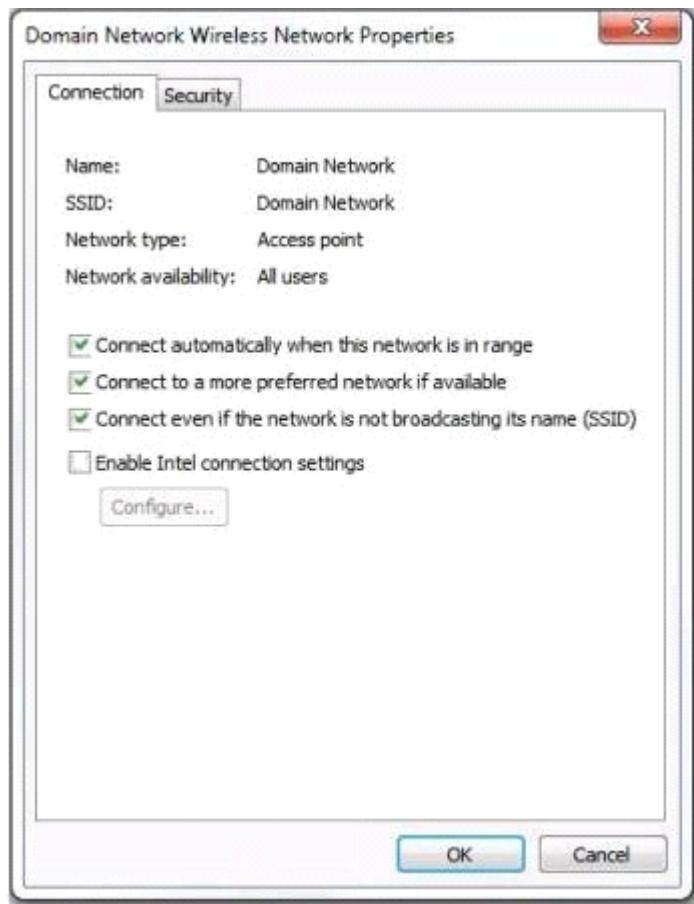
Select “Workgroup: MARKETING”.

Explanation: DirectAccess clients must be domain members.

Explanation:

**Question: 90****HOTSPOT**

A company has computers that run Windows 7 Enterprise. The company has one wireless network named Domain Network, and another wireless network named Internet Network. Both networks are available in all areas of the building. A user's computer automatically connects to Domain Network when it is powered on, but the user wants to connect to Internet Network automatically. Because the user connects to Domain Network occasionally, the network must still be available. You need to configure the computer to connect to the Internet Network wireless network automatically when the computer powers on. From the Manage Wireless Networks window, what should you select? To answer, select the appropriate setting or settings in the work area.



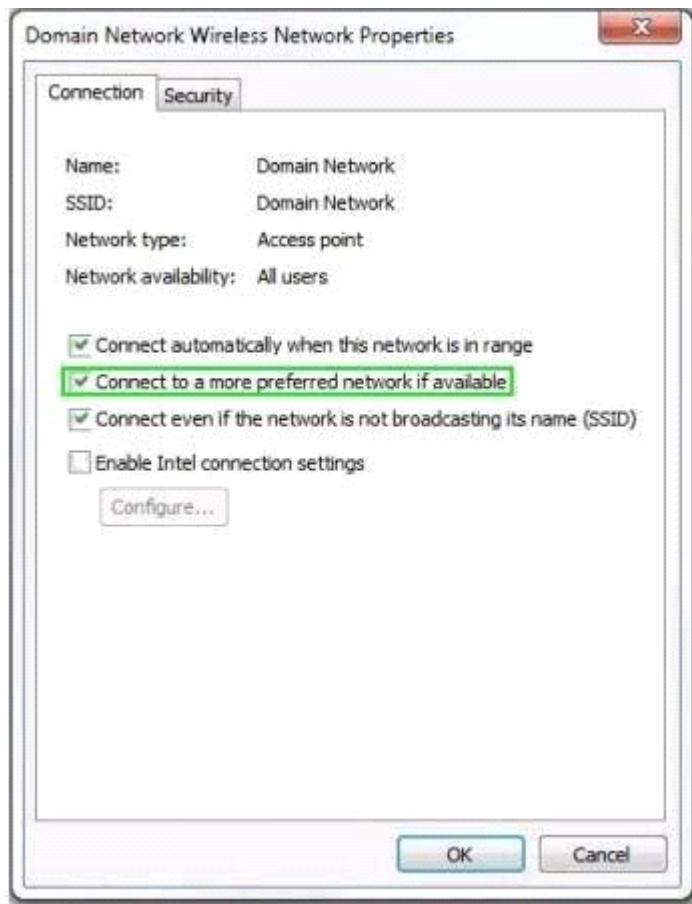
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**Answer:**

---

Select “Connect to a more preferred network if available”.

Explanation: Clearing the checkbox will cause the computer to connect to the last network it connected to rather than connecting to the most preferred network (which must be the Domain Network).



**Question: 91 DRAG  
DROP**

A company has computers running Windows 7 Enterprise. User accounts are part of the Users group on the computers. A user has an application named Dialer that uses a modem to dial in to remote systems. The application looks for phonebook entries in a folder named C:\Program Files (x86)\Dialer\Phonebook\. When the user tries to save files to the folder, a message appears that says " You don't have permission to save in this location. Contact the administrator to obtain permission." You need to modify the NTFS permissions of the folder so that the user can save files to the folder. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Grant Modifypermission to the Users group.

Grant Modifypermission to the Administrators group.

Move the Phonebook folder to the C:\Users folder.

Move the Dialer folder to the C:\Program Files folder.

From the Phonebook folder's Properties window, open the Security tab.

**Answer:**

From the Phonebook folder's Properties window, open the Security tab.

Grant Modifypermission to the Users group.

**Question: 92 DRAG  
DROP**

A company has computers running Windows 7 Enterprise. The computers meet the hardware requirements for Windows XP Mode. Windows XP Mode is not installed on the computers. A user wants to install a legacy database application that is known to be incompatible with Windows Vista and Windows 7. The application is compatible with Windows XP Service Pack 3. You need to install the application in a way that enables it to run on the company's computers. Which three actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

From the Start Menu, start Windows XP Mode.

From Windows 7, run the legacy application installer.

From Windows XP Mode, install the legacy application.

Install Windows Virtual PC and Windows XP Mode.

Install Microsoft Internet Information Services (IIS).

Install Microsoft Virtual Server 2005 R2 Service Pack 1.

**Answer:**

Install Windows Virtual PC and Windows XP Mode.

From the Start Menu, start Windows XP Mode.

From Windows XP Mode, install the legacy application.

From Windows 7, run the legacy application installer.

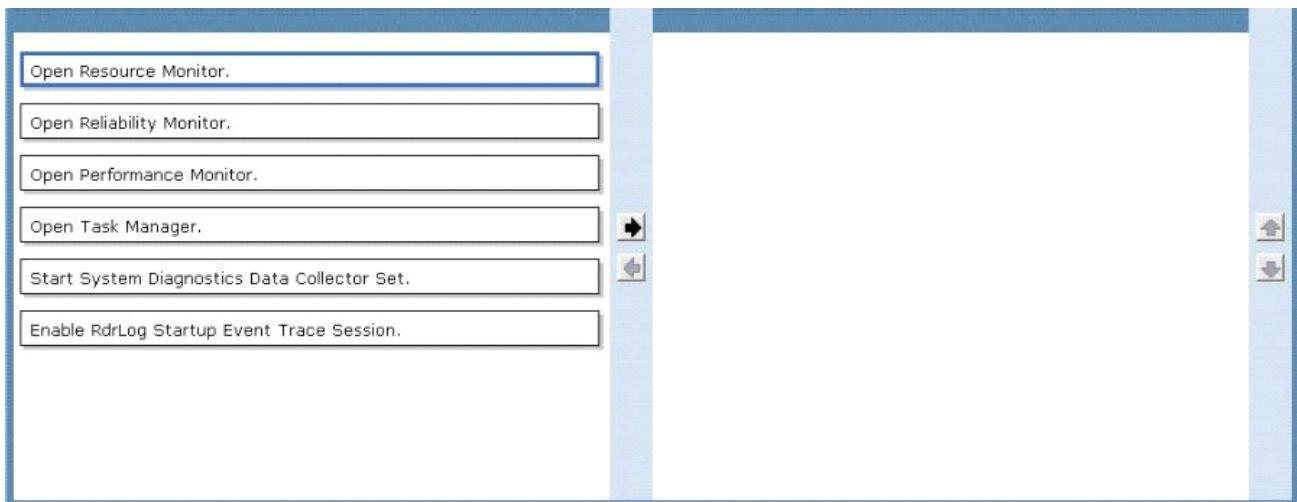
Install Microsoft Internet Information Services (IIS).

Install Microsoft Virtual Server 2005 R2 Service Pack 1.

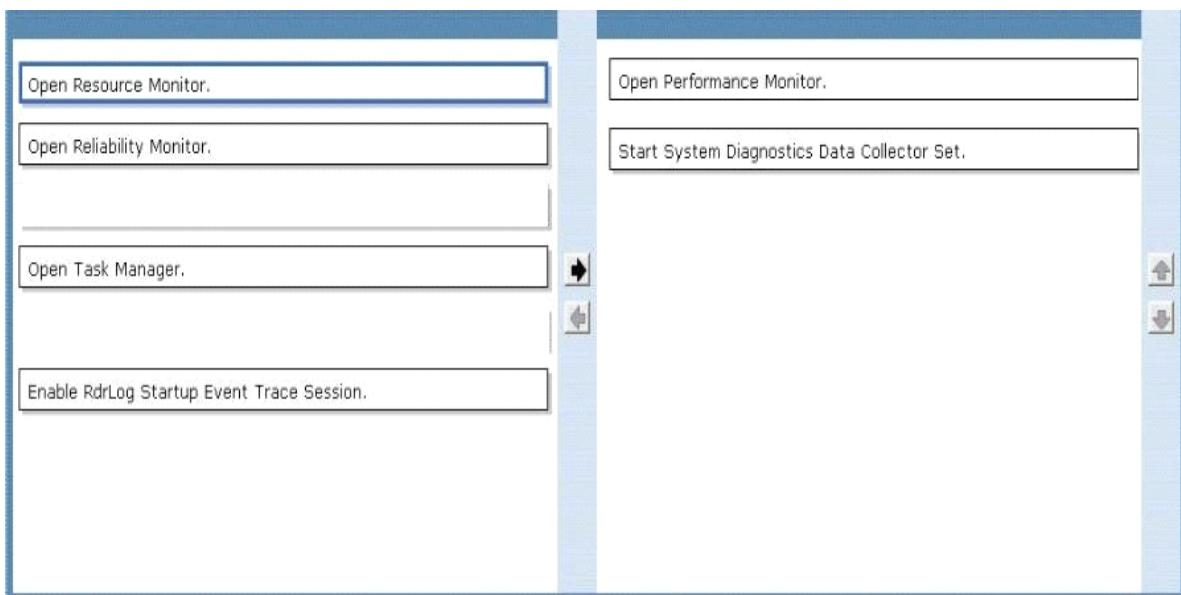
**Question: 93 DRAG**

**DROP**

A company has computers running Windows 7 Enterprise in an Active Directory Domain Services (AD DS) environment. A user reports that a computer is experiencing intermittent performance issues. You need to generate a report that outlines system resources and running processes. The report must contain suggestions to maximize performance. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)



**Answer:**



**Question: 94 DRAG**

**DROP**

A company has computers running Windows 7 Enterprise. All of the company's portable computers have been configured to use the Balanced power plan with the default plan settings. The battery power of one user's portable computer drains much faster than other similar model portable computers. You need to gather information from the user's portable computer to ascertain the cause of the battery power drain. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

The 'Question' window on the left lists the following actions:

- Open an elevated command prompt.
- Open a standard command prompt.
- Run the **Power\_Troubleshooter.ps1** script.
- Run the **powercfg.ps1** script.
- Run the **powercfg.exe -energy** command.
- Run the **powercfg.exe -devicequery all\_devices** command.

The 'Answer' window on the right shows the following sequence:

- Open an elevated command prompt.
- Run the **powercfg.exe -energy** command.

**Answer:** \_\_\_\_\_

The 'Question' window on the left lists the following actions:

- Run the **powercfg.exe -devicequery all\_devices** command.
- Open a standard command prompt.
- Run the **Power\_Troubleshooter.ps1** script.
- Run the **powercfg.ps1** script.
- \_\_\_\_\_
- \_\_\_\_\_

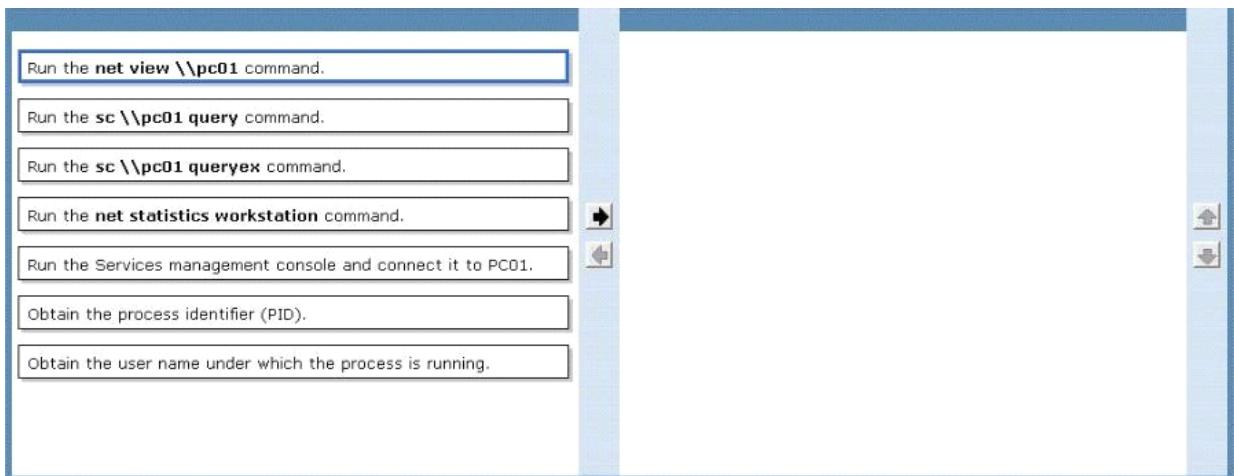
The 'Answer' window on the right shows the following sequence:

- Open an elevated command prompt.
- Run the **powercfg.exe -energy** command.

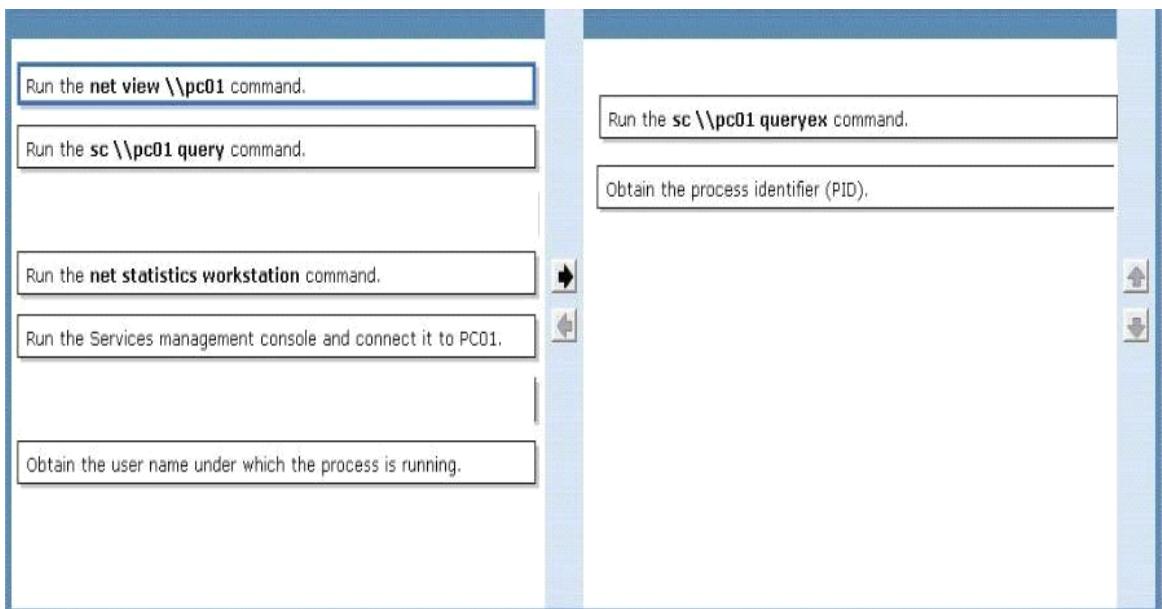
### Question: 95 DRAG

### DROP

You are troubleshooting performance issues on a remote Windows 7 client computer named PC01. A process on PC01 is consuming a large amount of memory. You are unable to connect to the computer via the Remote Desktop Connection utility. You need to establish if the process is running as part of a windows service. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)



**Answer:**



### **Question: 96**

A company has computers running Windows 7 Enterprise. Connections to the company's wireless network are filtered by MAC address. The company purchases a new computer that must be connected to the wireless network. You need to recommend all the commands that discover the MAC address of the new computer's wireless network adapter. Which commands should you recommend? (Choose all that apply.)

- A. getmac /v
- B. ipconfig /all
- C. netstat
- D. ipconfig
- E. ipconfig / allcompartments

**Answer: A, B**

Explanation:

<http://technet.microsoft.com/en-us/library/bb490913.aspx>

**Question: 97****DRAG DROP**

A company's environment includes an Active Directory Domain Services (AD DS) domain. The print server runs Windows Server 2008 R2 and all printers are networked by using TCP/IP. Only domain users have permissions to access the print server and printers published in AD DS. A visitor is connected to the network with a computer running windows 7 Professional. The computer is not joined to the company domain. The user does not have a domain user account. You have a copy of the printer drivers on a USB flash drive because the drivers are not included with Windows 7. These drivers have never been installed on the visitor's computer. The visitor wants to print to a network printer. You need to install the printer on the visitor's computer.

Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Copy the printer drivers from the USB flash drive to the C:\Windows\System32\Drivers folder.

Copy the printer drivers from the USB flash drive to the C:\Windows\System32\spool folder.

From the **Add a Printer** dialog box, choose **Add a network, wireless or Bluetooth printer**. Add a printer using a TCP/IP address or host name.

From the **Install the printer driver** window, choose **Have Disk**.

From the **Install the printer driver** window, choose the manufacturer and model of the printer.

**Answer:**

Copy the printer drivers from the USB flash drive to the C:\Windows\System32\Drivers folder.

From the **Add a Printer** dialog box, choose **Add a network, wireless or Bluetooth printer**. Add a printer using a TCP/IP address or host name.

From the **Install the printer driver** window, choose **Have Disk**.

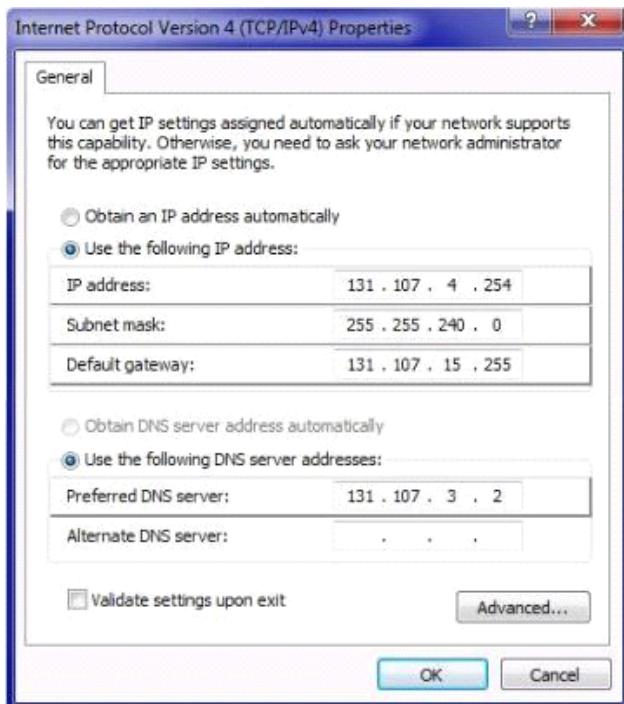
Copy the printer drivers from the USB flash drive to the C:\Windows\System32\spool folder.

From the **Install the printer driver** window, choose the manufacturer and model of the printer.

**Question: 98****HOTSPOT**

All client computers on your company network run Windows 7. A computer is unable to connect to network resources. You need to ensure that the computer is able to connect to network resources. Which TCP/IPv4 property

should you modify? To answer, select the appropriate address in the work area.



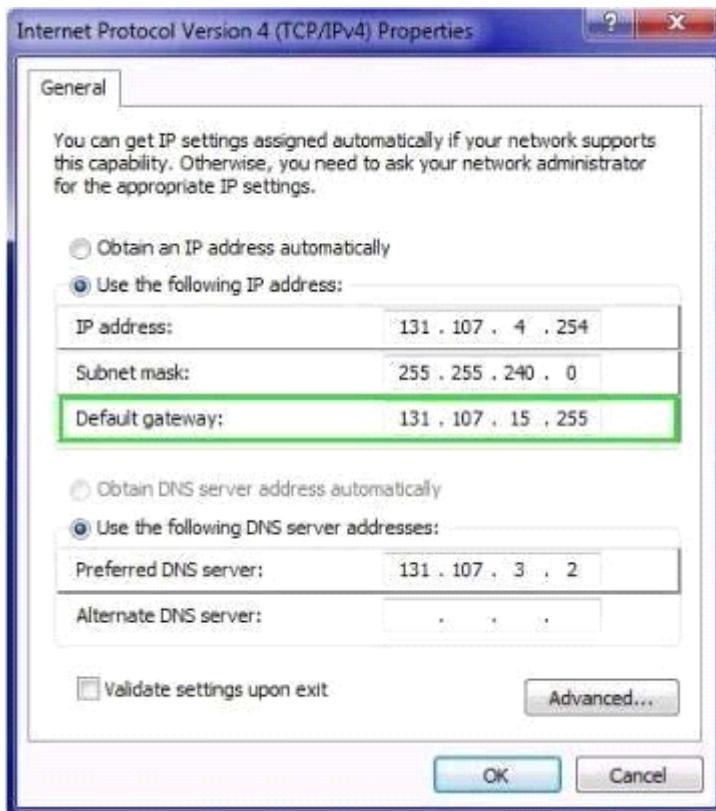

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### Answer:

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Select “Default gateway”.

Explanation: The default gateway address is the broadcast address for the subnet.



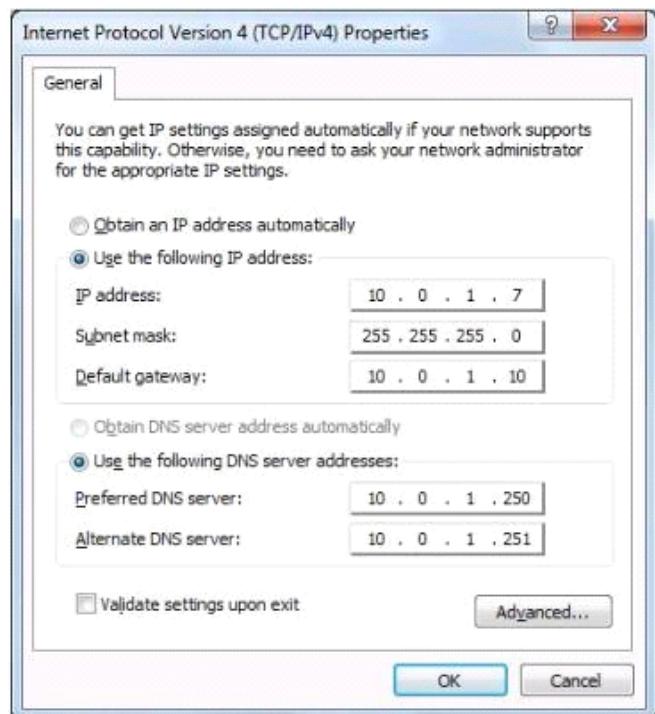

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### Question: 99

HOTSPOT

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A company has computers running Windows 7 Enterprise and servers running Windows Server 2008 R2. All computers and servers are in the same subnet. A computer cannot connect to sites on the Internet by using host name or IP address, but can connect to all internal server resources by using both IP address and host name. You need to identify the cause of the problem. Which address should you select? To answer, select the appropriate field in the work area.



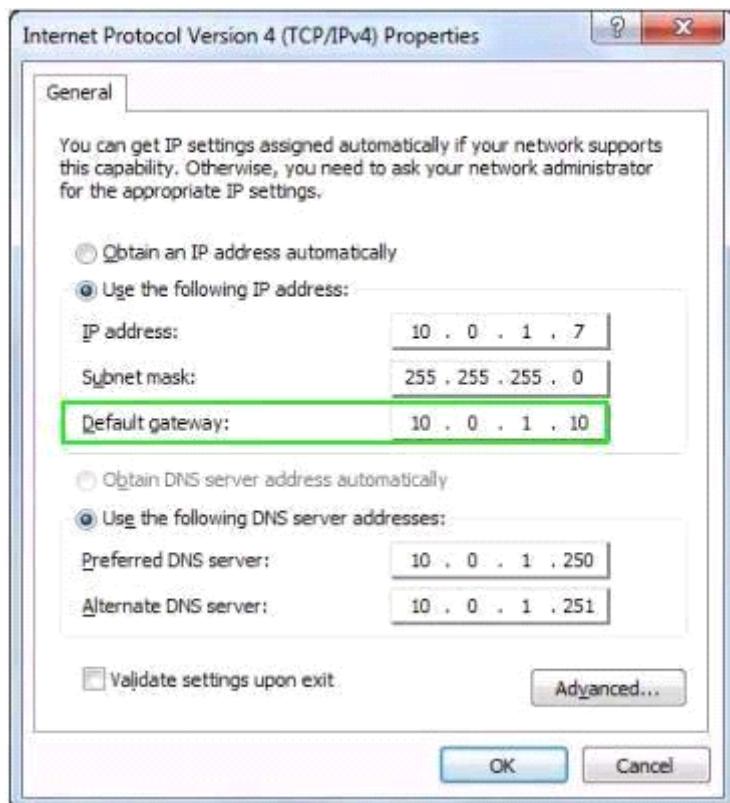
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**Answer:**

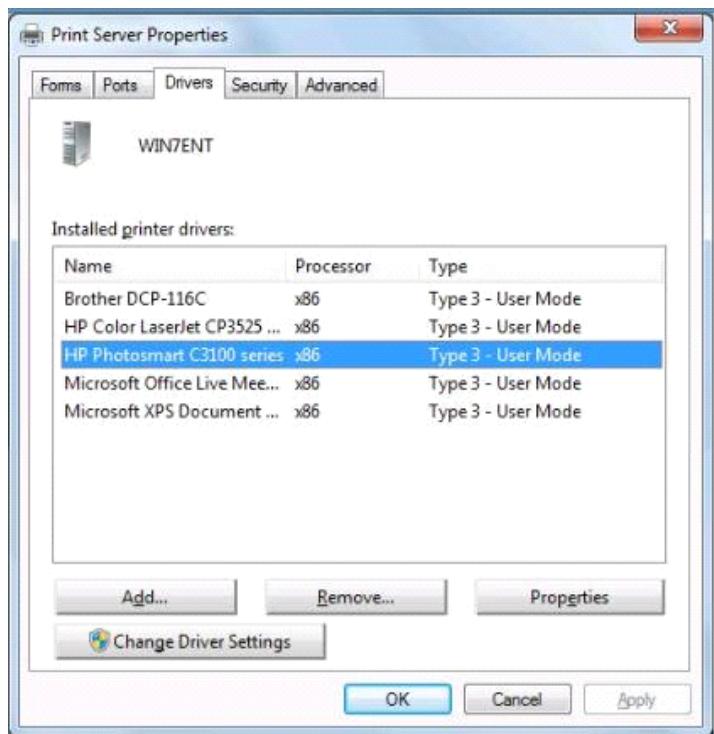
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Select “Default gateway”.

Explanation:

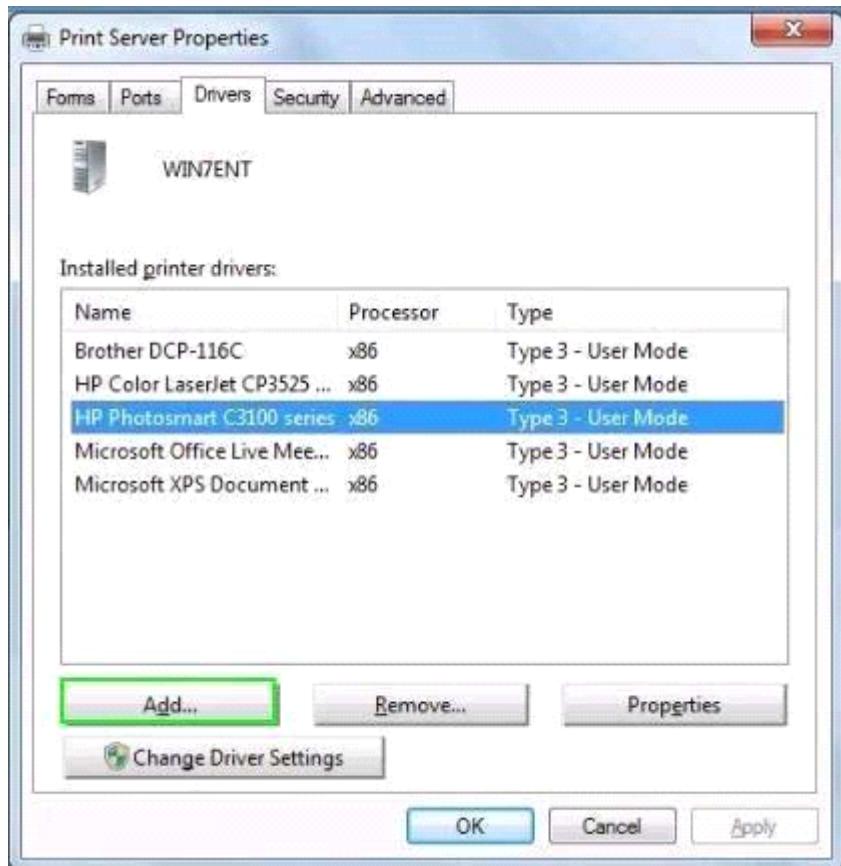
**Question: 100****HOTSPOT**

A company has computers that run Windows 7 Enterprise. User1 has a computer running the 32-bit version of Windows 7. User1 wants to share a USB printer with User2. User2 has a computer running the 64-bit version of Windows 7. On User1's computer, you need to configure the print server properties so that User2's computer will not prompt for new drivers when trying to print to the shared printer. From the Print Server Properties dialog box, what should you select? To answer, select the appropriate button in the work area.

**Answer:**

Click the “Add” button.

Explanation:

**Question: 101**

**DRAG DROP**

A company has computers running DHCP and Active Directory Domain Services (AD DS). All client computers run Windows 7 Enterprise. When attempting to log on, a user receives the error "There are currently no logon servers available to service the logon request." The user is able to log on to other client computers in the domain. You need to ensure that the user can log on to the client computer. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Run the `arp -a` command.

Modify the TCP/IP settings of the network adapter to use a DHCP address.

Add an entry to the HOSTS file with the IP address of the workstation.

Log on as a local administrative user.

From Control Panel, open System Properties and make the computer a member of a workgroup.

**Answer:**

Run the `arp -a` command.

Log on as a local administrative user.

Modify the TCP/IP settings of the network adapter to use a DHCP address.

Add an entry to the HOSTS file with the IP address of the workstation.

From Control Panel, open System Properties and make the computer a member of a workgroup.

**Question: 102**

You are troubleshooting performance issues on a Windows 7 Enterprise client computer. An unfamiliar service is running on the computer. You need to recommend the solutions that identify which process identifier (PID) is associated with the service. What should you do? (Choose all that apply.)

- Pun the System Configuration utility (`rnsconfig.exe`) and view the Services tab.
- Run the `sc query` command.
- Use Windows Task Manager and view the Services tab.

- D. Run the sc queryex command.  
 E. Run the Services management console.

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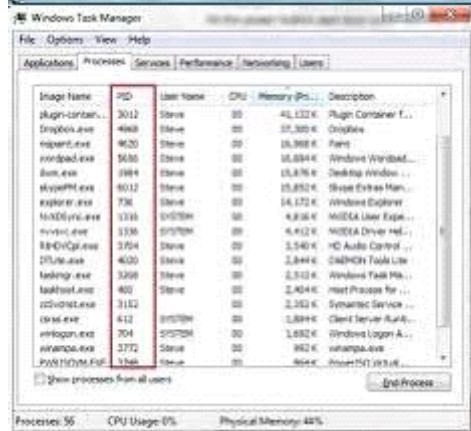
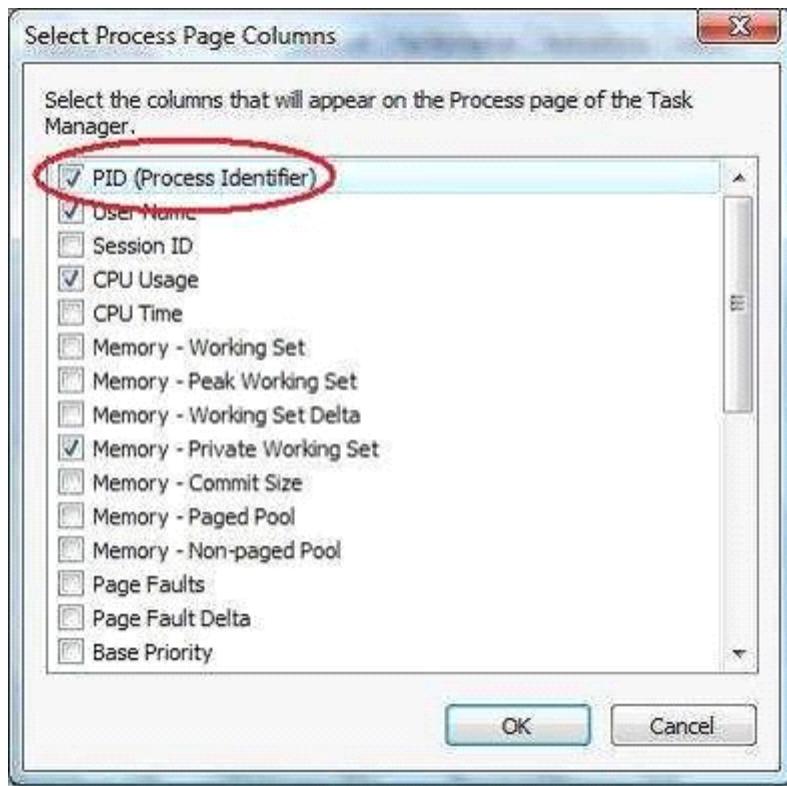
**Answer: C, D**

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Explanation:

[http://technet.microsoft.com/en-us/library/dd228921\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd228921(WS.10).aspx)

In order to get to know, or view, retrieve and identify the process ID or PID of the processes running in Windows operating system, users or administrators can make use of Task Manager. However, Task Manager does not display PID information by default. To display the PID value in Task Manager, go to Processes tab, click on View menu, and then click on Select Columns.... In the “Select Columns” or “Select Process Page Columns” dialog, tick and check the checkbox for PID (Process Identifier), and click OK.




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**Question: 103**

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A company has new portable computers running Windows 7. On one of the computers, the USB mouse cursor does not move. You connect the mouse to another computer, where it works correctly. You need to recommend possible

solutions to the problem. What should you recommend? (Choose all that apply.)

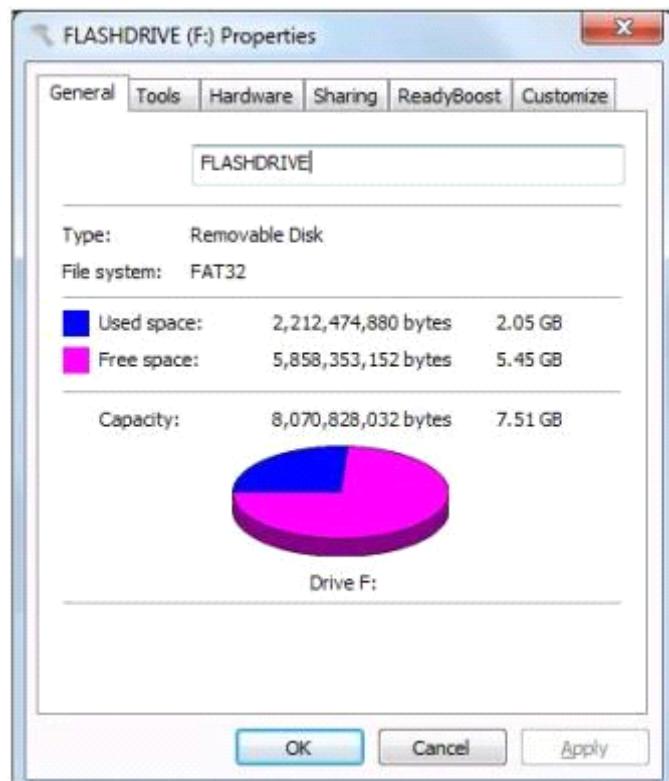
- A. Connect the mouse into a different USB port.
- B. Enable the USB controller in the BIOS.
- C. Disable the computer's trackpad.
- D. Disable Hot Keys on the computer.
- E. Turn on Mouse Keys.

**Answer: A, B, C**

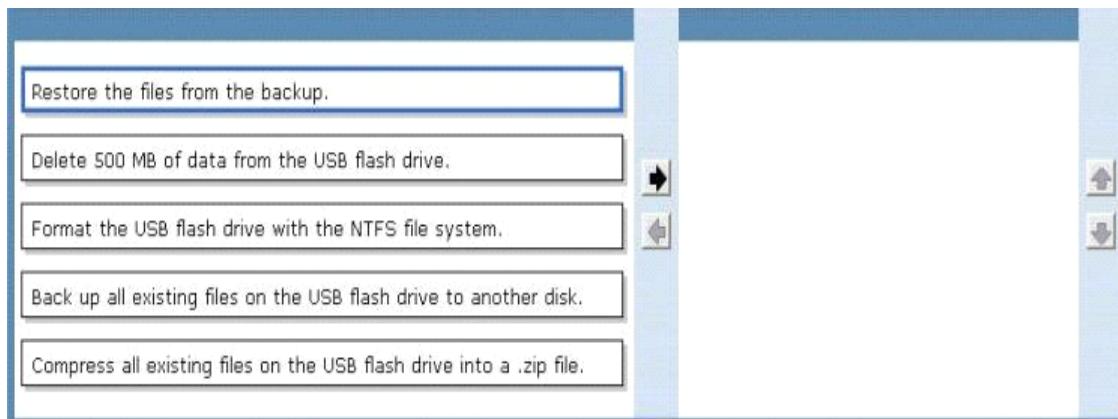
### Question: 104

#### DRAG DROP

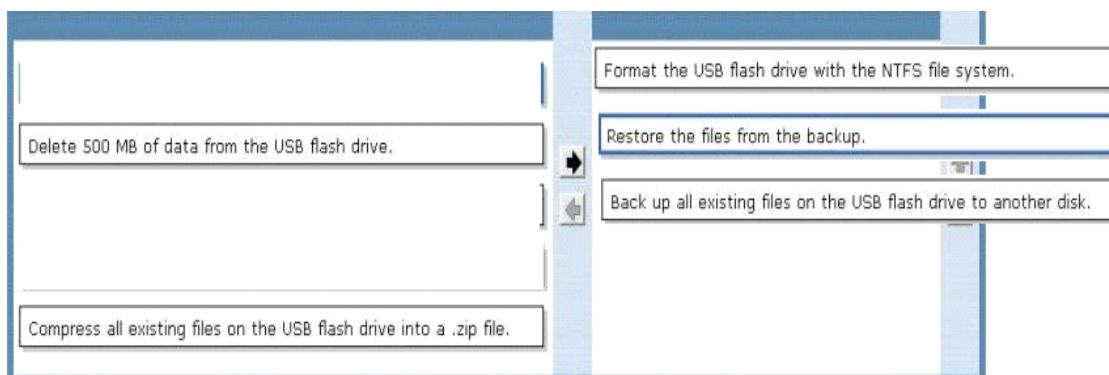
A company has computers running Windows 7 Enterprise. A user tries to save a 5-GB file to a USB flash drive, but receives an error message and is unable to save the file. A view of the USB flash drive's properties is shown in the image below.



You need to resolve the problem so that the file can be saved on the USB flash drive along with the existing data. Which three actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)



**Answer:**



### **Question: 105**

A company has a main office and a branch office. The network contains a single Active Directory domain. All computers are members of the domain. Five users in the branch office report that their Windows 7 computer is slow when it runs multiple applications. From your computer, you need to identify the application that consumes the most processor resources on the computers. Which tool should you use?

- A. Event Viewer
- B. Performance Monitor
- C. CPU Meter gadget
- D. Task Manager

**Answer: B**

Explanation:

Chapter 8 Lesson 2 p 321 - 325

<http://www.youtube.com/watch?v=1S9wLElymz8>

### **Question: 106**

**DRAG DROP**

A company has computers that run Windows 7 Enterprise. When trying to open a file on a local hard disk, a user receives an "error reading file" message. The user also hears clicking noises when accessing the disk. You need to access the data on the disk. Which two actions should you perform in sequence? (To answer, move the appropriate

actions from the list of actions to the answer area and arrange them in the correct order.)

This interface features a vertical list of five actions on the left, each enclosed in a white box with a thin black border. From top to bottom, the actions are: "Run Disk Cleanup.", "Run Disk Defragmenter.", "Replace the hard disk.", "Restore the file from the latest backup.", and "Open the Disk Management console and choose the option to Rescan Disks.". To the right of this list is a large, empty rectangular area representing the "answer area". A vertical blue bar runs along the right edge of the list and the answer area. On the far right of this blue bar are three small icons: a double-headed horizontal arrow at the top, a downward-pointing arrow in the middle, and an upward-pointing arrow at the bottom. In the center-right area, there are two small grey arrows: a right-pointing arrow above a left-pointing arrow, positioned vertically between the empty answer area and the blue bar.

**Answer:** \_\_\_\_\_

The same drag-and-drop interface as above, but now showing the actions arranged in the correct order within the answer area. The actions are: "Replace the hard disk.", "Restore the file from the latest backup.", "Run Disk Cleanup.", "Run Disk Defragmenter.", and "Open the Disk Management console and choose the option to Rescan Disks.". The layout is identical to the original interface, with the actions listed in a vertical column on the left and the answer area on the right.

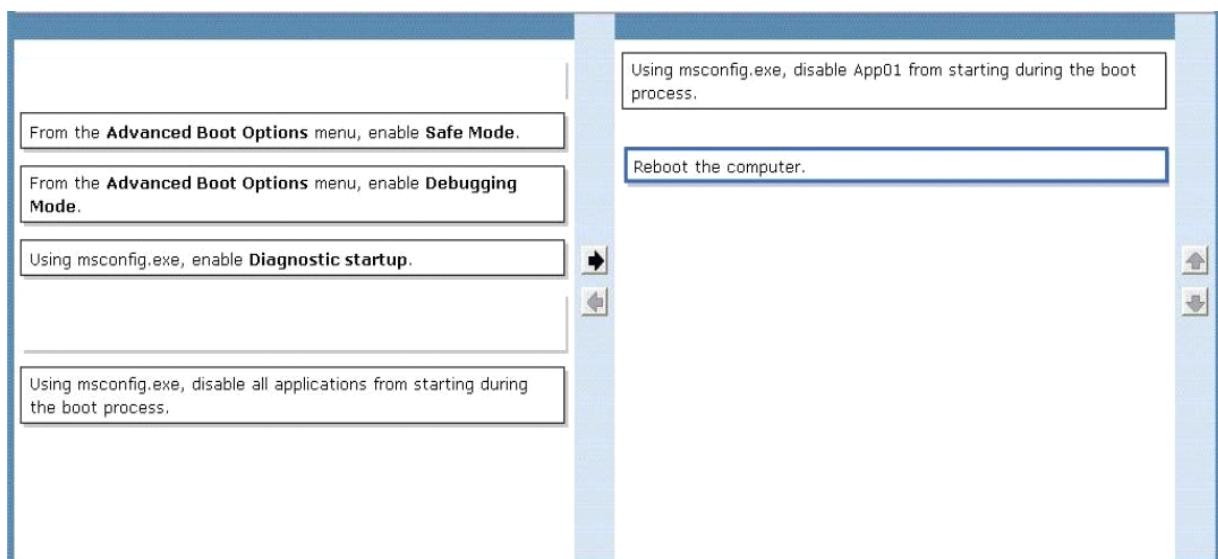
### **Question: 107 DRAG**

### **DROP**

You install an application named App01 on a client computer running Windows 7. The application automatically appears in the system tray. You need to establish if the application is slowing down the boot process. You must keep all device drivers functioning. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

This interface features a vertical list of six actions on the left, each in a white box with a thin black border. From top to bottom, the actions are: "Reboot the computer.", "From the Advanced Boot Options menu, enable Safe Mode.", "From the Advanced Boot Options menu, enable Debugging Mode.", "Using msconfig.exe, enable Diagnostic startup.", "Using msconfig.exe, disable App01 from starting during the boot process.", and "Using msconfig.exe, disable all applications from starting during the boot process.". To the right is a large empty answer area. A vertical blue bar runs along the right edge. On the far right are three icons: a double-headed horizontal arrow at the top, a downward-pointing arrow in the middle, and an upward-pointing arrow at the bottom. In the center-right area, there are two small grey arrows: a right-pointing arrow above a left-pointing arrow, positioned vertically between the empty answer area and the blue bar.

**Answer:** \_\_\_\_\_

**Question: 108**

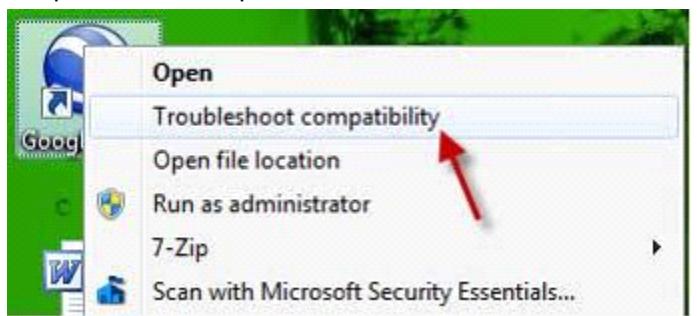
A company has computers running the 64-bit version of Windows 7 Enterprise. All computers are joined to an Active Directory Domain Services (AD DS) domain. All users are part of the local Administrators group. A user is trying to install a legacy 32-bit application that requires administrative permissions to install. The user reports that the inst.exe installer does not run. Instead, it shows an “access denied” error message and closes. The user does not see a prompt to grant the application permission to make changes to the computer. You need to ensure that inst.exe runs successfully and can install the application. What should you do? (Choose all that apply.)

- A. Run Disk Defragmenter on the hard disk and then run inst.exe.
- B. Modify the properties for inst.exe to run as Administrator.
- C. Run the Troubleshoot compatibility wizard for inst.exe.
- D. Enable the Administrator account, log on, and then run inst.exe.
- E. Advise the user that inst.exe cannot be installed on this system because it is not compatible with 64-bit operating systems.
- F. Advise the user that inst.exe cannot be installed on this system because it is not compatible with Windows 7.

**Answer: B, C, D**

Explanation:

Chapter 9 Lesson 2 p 359 – 360



<http://www.sevenforums.com/tutorials/316-compatibility-mode.html>

**Question: 109**

**DRAG DROP**

A company has computers running Windows 7 Enterprise. Users in the Finance department are part of the local Users group on the computer but are not part of the local Administrators group. A user in the Finance department wants to install a legacy application. This application must be installed with the same Windows account as the account that will use the application. The application also requires administrative permissions in Windows to install and run. You need to enable the user to install the application and ensure that it runs with administrative permissions. Which four actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

The list of actions on the left is:

1. Install the application.
2. Log on to Windows with the Finance department user's account.
3. Add the Finance department user to the local Administrators group.
4. Modify the application shortcut properties to run the program as an Administrator.
5. Modify the application shortcut properties to run the program in compatibility mode for Windows XP Service Pack 3.
6. Modify the User Account Control settings so that Windows never notifies when making changes to computer or Windows settings.

**Answer:**

The list of actions in the answer area is:

1. Install the application.
2. Add the Finance department user to the local Administrators group.
3. Log on to Windows with the Finance department user's account.
4. Modify the application shortcut properties to run the program as an Administrator.

**Question: 110**

A company has computers that run Windows 7 Enterprise. A user's computer has been crashing and showing error messages over the past several days. You need to gather historical information about the errors. Which tools should you use? (Choose all that apply.)

- A. Troubleshooting in Control Panel
- B. Performance Monitor
- C. Disk Defragmenter
- D. Event Viewer
- E. Reliability Monitor

---

**Answer: D, E**

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**Question: 111**

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A company has computers running Windows 7 Enterprise and has hardware capable of displaying Windows Aero. A user is unable to use Windows Flip 3D and does not see previews of open windows from the taskbar. You need to ensure that the computer displays Aero. What should you do? (Choose all that apply.)

- A. Upgrade to Windows 7 Ultimate.
- B. Update to the latest video driver.
- C. Run the Aero troubleshooter tool.
- D. Add additional RAM in the computer.
- E. Change the theme to an Aero theme.
- F. Re-run the assessment for the Windows Experience Index.

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**Answer: B, C, E**

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**Question: 112**

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**DRAG DROP**

A company has computers that run Windows 7 Enterprise. A 500-GB hard disk has a single volume and 450-GB of free space. You attempt to reduce the size of the volume but the operation fails due to physical disk errors on the hard disk. You need to ensure the computer has a hard disk without physical disk errors and containing all existing data. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Run the <b>chkdsk</b> command.	
Install a new hard disk.	
Compress the existing volume.	
Use the DiskPart tool and specify the shrink operation on the existing volume.	
Use Robocopy to copy the data from the original hard disk to the new hard disk.	
Perform a block-level copy of the data from the original hard disk to the new hard disk.	
Right-click the volume in Windows Explorer and select <b>Properties</b> . From the Tools tab, click the <b>Check now</b> button to check the volume for errors. Select the <b>Automatically fix file system errors</b> option.	

---

**Answer:**

---

Run the <b>chkdsk</b> command.	Install a new hard disk.
Compress the existing volume.	
Use the DiskPart tool and specify the shrink operation on the existing volume.	
Perform a block-level copy of the data from the original hard disk to the new hard disk.	
Right-click the volume in Windows Explorer and select <b>Properties</b> . From the Tools tab, click the <b>Check now</b> button to check the volume for errors. Select the <b>Automatically fix file system errors</b> option.	

**Question: 113****HOTSPOT**

All client computers on your company network run Windows 7. The computers are members of a Windows Server 2008 R2 domain. You need to use Group Policy to ensure that data stored on removable drives is encrypted. Which setting should you select? To answer, select the appropriate setting or settings in the work area.

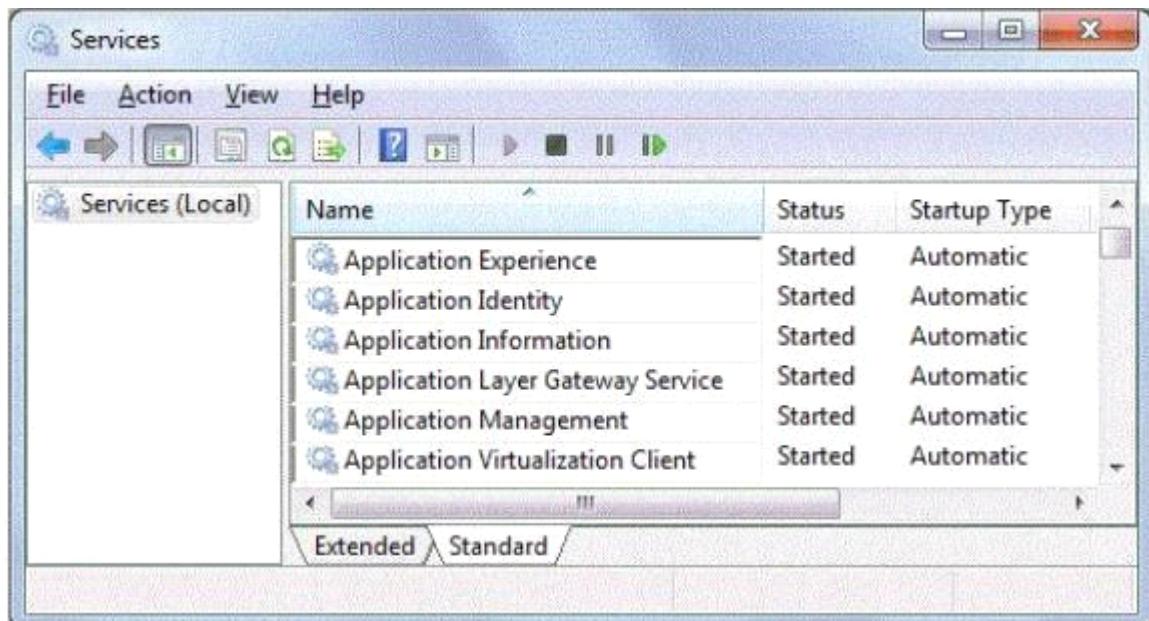
Setting	State	Comment
<input type="checkbox"/> Control use of BitLocker on removable drives	Not configured	No
<input type="checkbox"/> Configure use of smart cards on removable data drives	Not configured	No
<input type="checkbox"/> Deny write access to removable drives not protected by BitLocker	Not configured	No
<input type="checkbox"/> Allow access to BitLocker-protected removable data drives from earlier versions of Windows	Not configured	No
<input type="checkbox"/> Configure use of passwords for removable data drives	Not configured	No
<input type="checkbox"/> Choose how BitLocker-protected removable drives can be recovered	Not configured	No

**Answer:**

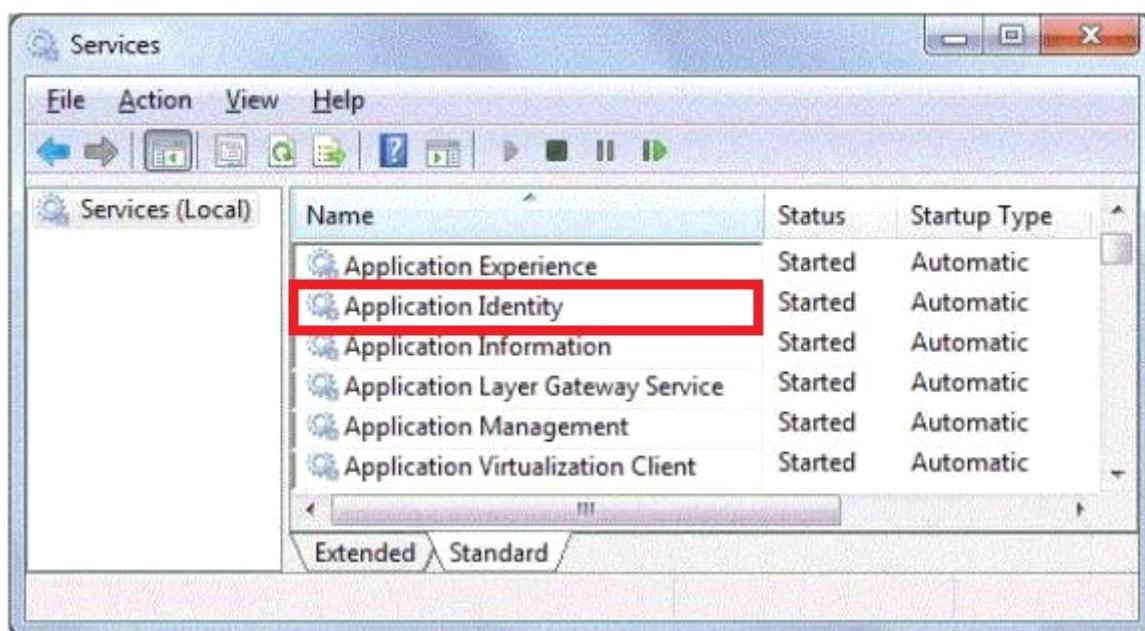
Setting	State	Comment
<input type="checkbox"/> Control use of BitLocker on removable drives	Not configured	No
<input type="checkbox"/> Configure use of smart cards on removable data drives	Not configured	No
<input checked="" type="checkbox"/> Deny write access to removable drives not protected by BitLocker	Not configured	No
<input type="checkbox"/> Allow access to BitLocker-protected removable data drives from earlier versions of Windows	Not configured	No
<input type="checkbox"/> Configure use of passwords for removable data drives	Not configured	No
<input type="checkbox"/> Choose how BitLocker-protected removable drives can be recovered	Not configured	No

**Question: 114****HOTSPOT**

A company has computers running Windows 7 Enterprise. The company enforces AppLocker policies to prevent unwanted applications from running. A user wants to evaluate an application, but is blocked by AppLocker policies. You need to stop AppLocker policies from being enforced on the user's computer. Which service should you disable to accomplish this goal? To answer, select the appropriate service in the work area.



**Answer:**



### Question: 115

A company has computers running Windows 7 Enterprise. The company also has one file server and two domain name servers running Windows Server 2008 R2. All computers except for one user's computer can correctly resolve the IP address of the file server from its host name. The user's computer is resolving the file server's host name to an incorrect IP address. The user's computer can access the Internet but cannot access the file server. You need to recommend actions that can be performed on the user's computer to resolve the host name of the file server. What should you recommend? (Choose all that apply.)

- A. Run the ipconfig /flushdns command.
- B. Run the hostname command.
- C. Run the ipconfig /release and ipconfig /renew commands.
- D. Remove the file server's entry in the HOSTS file.

E. Run the ipconfig /registerdns command.

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**Answer: B, E**

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### Question: 116

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DRAG DROP

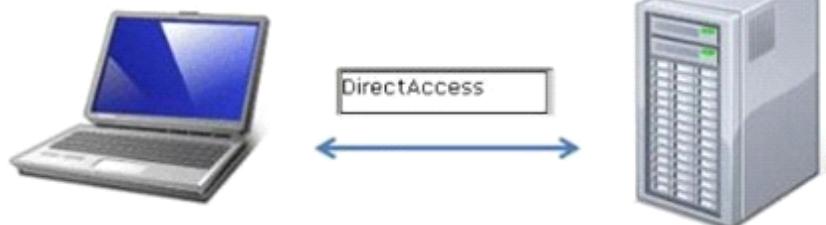
A company has computers in a London office running Windows 7 Enterprise, and a server located in a New York office running Windows Server 2008 R2. The New York server is configured for Active Directory Domain Services (AD DS) and as a file server. Users connect to the file server by using a Virtual Private Network (VPN), which requires two-factor authentication. Some users in the London office frequently are locked out of their VPN accounts. You need to recommend a solution to reduce support incidents regarding VPN logon issues while still providing remote access. Which technology should you recommend? (To answer, drag the appropriate item from the list of items to the target in the work area.)

<b>Answer Choices</b> <hr/> <input type="checkbox"/> AppLocker <hr/> <input type="checkbox"/> BitLocker <hr/> <input type="checkbox"/> BranchCache <hr/> <input type="checkbox"/> DirectAccess	<b>Answer Area</b>  Users in London                              Server in New York
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**Answer:**

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<b>Answer Choices</b> <hr/> <input type="checkbox"/> AppLocker <hr/> <input type="checkbox"/> BitLocker <hr/> <input type="checkbox"/> BranchCache <hr/>    	<b>Answer Area</b>  Users in London                              Server in New York
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### Question: 117

#### HOTSPOT

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All client computers on a company's network run Windows 7. The preview displayed in the Content view of Windows Explorer and the Searchbox is considered a security risk by the company. You need to ensure that documents cannot be previewed in the Content view. Which setting should you select in the Local Group Policy Editor? To answer, select the appropriate group policy in the work area.

Setting	State
Do not track Shell shortcuts during roaming	Not configured
Pin Internet search sites to the "Search again" links and the Start menu	Not configured
Pin Libraries or Search Connectors to the "Search again" links and the Start menu	Not configured
Remove Search button from Windows Explorer	Not configured
Remove the Search the Internet "Search again" link	Not configured
Turn off display of recent search entries in the Windows Explorer search box	Not configured
Turn off the display of snippets in Content view mode	Not configured
Turn off Windows Libraries features that rely on indexed file data	Not configured

Extended Standard

8 of 45 setting(s) shown

**Answer:**

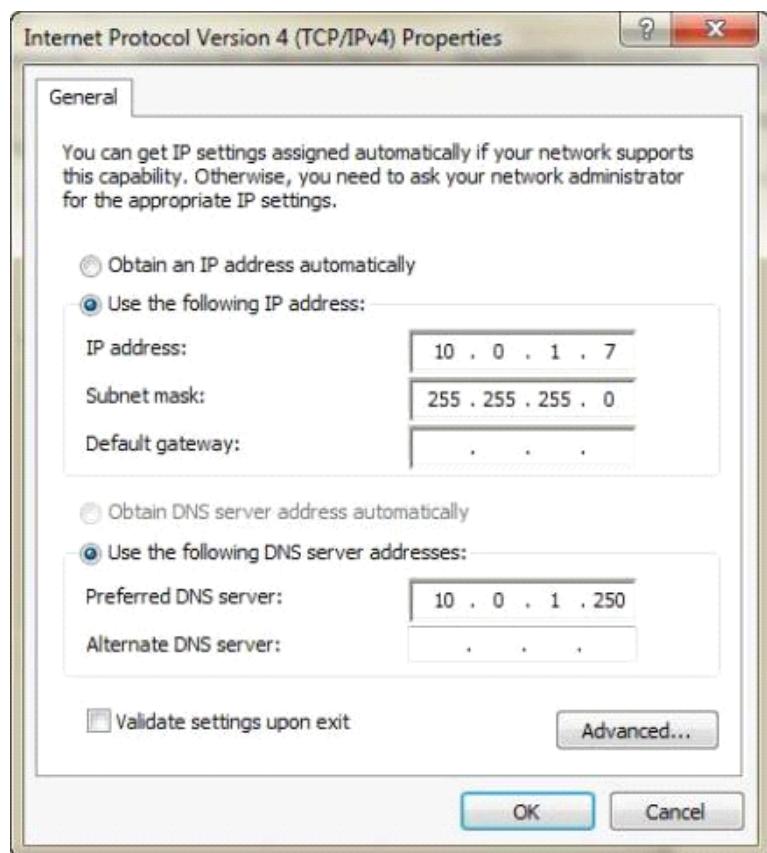
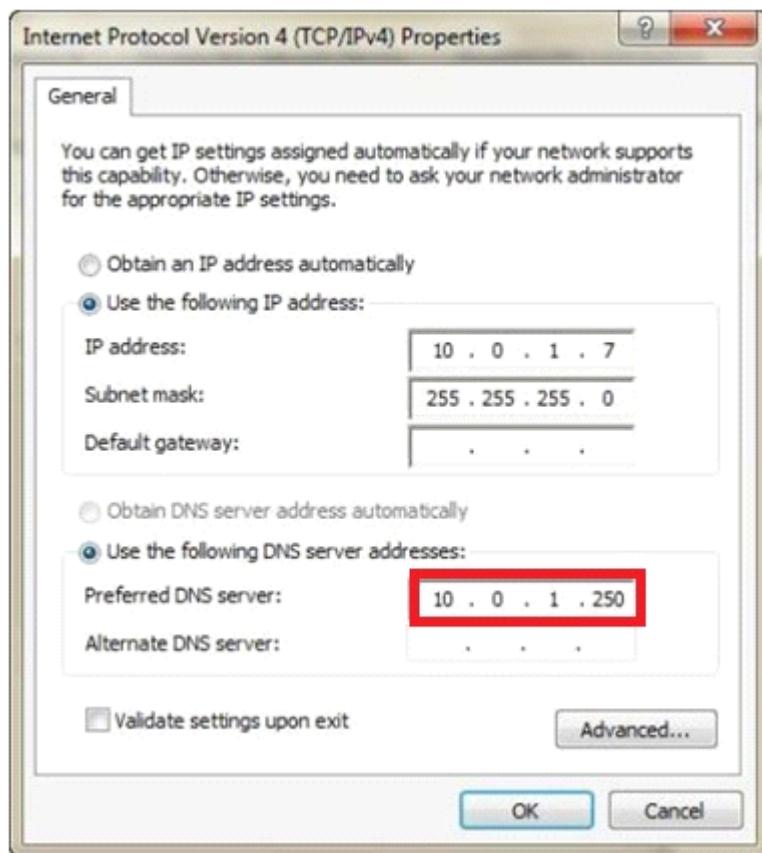
Setting	State
Do not track Shell shortcuts during roaming	Not configured
Pin Internet search sites to the "Search again" links and the Start menu	Not configured
Pin Libraries or Search Connectors to the "Search again" links and the Start menu	Not configured
Remove Search button from Windows Explorer	Not configured
Remove the Search the Internet "Search again" link	Not configured
Turn off display of recent search entries in the Windows Explorer search box	Not configured
Turn off the display of snippets in Content view mode	Not configured
Turn off Windows Libraries features that rely on indexed file data	Not configured

Extended Standard

8 of 45 setting(s) shown

**Question: 118****HOTSPOT**

A company has client computers that run Windows 7 Enterprise, a single subnet, and servers that run Windows Server 2008 R2. A client computer can connect to the company's servers by using IP addresses, but not by using fully qualified domain names (FQDNs). You need to ensure that the client computer can resolve to the company\* s servers by using FQDNs. Which addresses should you change? To answer, select the appropriate addresses in the work area.

**Answer:**

## Case Study: 1

### Consolidated Messenger

#### Scenario:

You are an enterprise desktop support technician for Consolidated Messenger.

#### Network Configuration

The company has three offices named Office1, Office2, and Office3. The offices connect to each other over the Internet by using VPN connections. Each office has an 802.11g wireless access point. All wireless access points are configured to use Radius01 for authentication.

#### Active Directory Configuration

The network contains one Active Directory domain named consolidatedmessenger.com. The relevant organizational unit structure is shown in the following diagram.



The relevant Group Policy objects (GPOs) in the domain are configured as shown in the following table.

Group Policy name	Linked to OU
Desktops	Desktops
Laptops	Laptop
ServerComputers	Servers
AllComputers	CorpComputers
AllUsers	UserAccounts

#### Applications

The relevant applications on the network are shown in the following table.

Application name	Type	Description
FinanceApp1	Windows Application	A financial analysis application that is used by the finance users.
ERPApp1	Windows Application	A new ERP application that is deployed in a pilot project.

#### Server Configuration

The relevant servers are configured as shown in the following table.

Server name	Server role(s)	Office
DC01	Domain controller, DNS	Office1
DC02	Domain controller, DNS	Office1
File01	File server, DHCP	Office1
Radius01	Network Policy Server (NPS)	Office1
DC03	Domain controller, DNS, DHCP	Office2
DC04	Domain controller, DNS, DHCP	Office3

### Client Configuration

Each office has 500 desktop computers that run Windows 7 Enterprise. There are 250 mobile users that travel regularly between all three offices. The mobile users have laptop computers that run Windows 7 Enterprise. To prevent the spread of malware, the company restricts the use of USB devices and only allows the use of approved USB storage devices.

### Printers

The marketing group has several printers that are shared on File01. A shared printer name Printer1 is a high-performance, black-and-white printer. A shared printer named Printer2 is a high-definition, photo-quality, color printer. Printer2 should only be used to print marketing brochures.

---

### Question: 1

The chief financial officer (CFO) releases new guidelines that specify that only users from finance are allowed to run FinanceApp1. Users in the Marketing OU report that they can run FinanceApp1. You need to ensure that only users in the Finance OU can run FinanceApp1. What should you do?

- A. In the AllComputers GPO, create a new AppLocker executable rule.
- B. In the Desktops GPO and the Laptops GPO, create a new Windows Installer rule.
- C. In the AllComputers GPO, create a software restriction policy and define a new hash rule.
- D. In the Desktops GPO and the Laptops GPO, create a software restriction policy and define a new path rule.

---

### Answer: A

---

#### Explanation:

Chapter 10 p 467- 468

Understanding the difference between SRP and AppLocker

You might want to deploy application control policies onto Windows operating systems earlier than Windows Server2008R2 or Windows7. You can use AppLocker policies only on the supported editions of Windows Server2008R2 and Windows7, but you can use SRP on supported editions of Windows beginning with Windows Server2003 and WindowsXP.

[http://technet.microsoft.com/en-us/library/ee460955\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/ee460955(WS.10).aspx)

[http://technet.microsoft.com/en-us/library/dd548340\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd548340(WS.10).aspx)

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### Question: 2

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Users in the ERPApp1 pilot project report intermittent application issues. You need to consolidate all application events for the users in a central location. What should you do?

- A. Configure event subscriptions.
- B. Configure the Advanced Audit Policy Configuration settings.
- C. Create a custom view in Event Viewer.
- D. Create a user-defined Data Collector Set.

---

**Answer: A**

---

**Explanation:**

Chapter 8 Lesson 1 p 302 - 305

- A. Configure event subscriptions.

Event Viewer enables you to view events on a single remote computer. However, troubleshooting an issue might require you to examine a set of events stored in multiple logs on multiple computers. Windows 7 includes the ability to collect copies of events from multiple remote computers and store them locally. To specify which events to collect, you create an event subscription. Among other details, the subscription specifies exactly which events will be collected and in which log they will be stored locally. Once a subscription is active and events are being collected, you can view and manipulate these forwarded events as you would any other locally stored events.

- B. Configure the Advanced Audit Policy Configuration settings.

[http://technet.microsoft.com/en-us/library/dd408940\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd408940(WS.10).aspx)

- C. Create a custom view in Event Viewer.

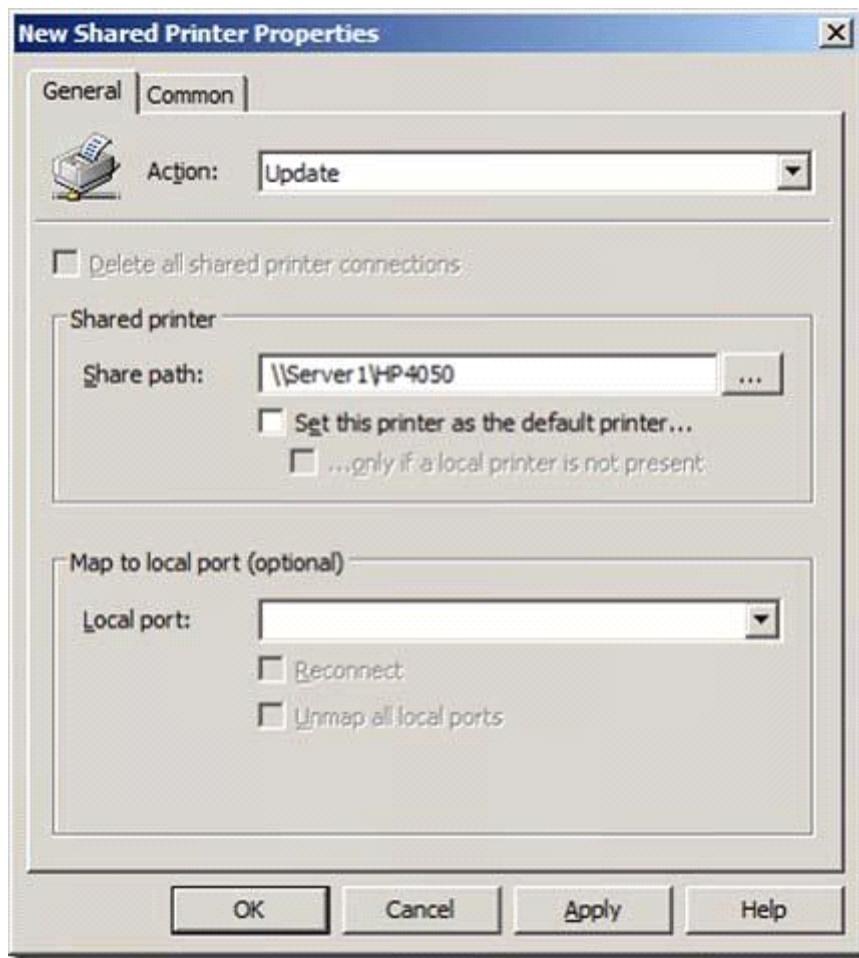
You can create a filter that includes events from multiple event logs that satisfy specified criteria. You can then name and save that filter as a custom view. To apply the filter associated with a saved custom view, you navigate to the custom view in the console tree and click its name.

- D. Create a user-defined Data Collector Set.

You can create a custom Data Collector Set containing performance counters and configure alert activities based on the performance counters exceeding or dropping below limits you define.

After creating the Data Collector Set, you must configure the actions the system will take when the alert criteria are met.

Membership in the local Performance Log Users or Administrators group, or equivalent, is the minimum required to complete these procedures.



<http://www.youtube.com/watch?v=4xxKPgT5irU>  
<http://www.youtube.com/watch?v=fKeIHBve57k>

### Question: 3

The help desk reports that users in the Marketing OU print draft documents, e-mails, and other miscellaneous documents on Printer2. You need to recommend a solution so that marketing users print documents to Printer1 by default. What should you do?

- A. Enable printer pooling.
- B. Configure Group Policy Preferences.
- C. Modify the priorities of the shared printers.
- D. Modify the permissions of the shared printers.

---

**Answer: B**

---

Explanation:

<http://technet.microsoft.com/en-us/library/cc732092.aspx>

Action: This type of preference item provides a choice of four actions: Create, Replace, Update, and Delete. The behavior of the preference item varies with the action selected and whether the printer connection already exists.

Set this printer as the default printer - Select this check box to make the shared printer connection the default Windows printer for the current user.

Only if a local printer is not present - Select this check box to bypass changing the default printer if there is a local printer configured on the computer. This setting is unavailable until you select the Set this printer as the default

printer check box.

Note: A local printer is any printer that is not connected to a shared network printer. This includes physical printers connected to parallel, serial, and USB ports, TCP/IP printers, and virtual printers installed through software.

To create a new Shared Printer preference item

Open the Group Policy Management Console. Right-click the Group Policy object (GPO) that should contain the new preference item, and then click Edit.

In the console tree under User Configuration, expand the Preferences folder, and then expand the Control Panel Settings folder.

Right-click the Printers node, point to New, and select Shared Printer.

In the New Shared Printer Properties dialog box, select an Action for Group Policy to perform.

Enter shared printer settings for Group Policy to configure or remove.

Click the Common tab, configure any options, and then type your comments in the Description box.

Click OK. The new preference item appears in the details pane.

---

#### **Question: 4**

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The Office1 network link is brought offline for emergency maintenance. Users in Office2 and Office3 report that they cannot connect to the wireless network. You need to recommend changes to ensure that users in all offices can connect to the wireless network if a WAN link fails. What should you recommend?

- A. that redundant DHCP scopes be created
- B. that additional RADIUS servers be deployed
- C. that universal group caching be implemented
- D. that additional default gateways be configured

---

**Answer: B**

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---

#### **Question: 5**

---

The company purchases 500 USB flash drives from a new hardware vendor and distributes them to the users. The help desk reports that the users are unable to access the new USB flash drives. You need to ensure that users can save data on the USB flash drives. What should you do?

- A. Instruct the help desk to modify the BitLocker settings.
- B. Instruct the help desk to modify the Windows Defender settings.
- C. Request that an administrator modify the driver signing policy.
- D. Request that an administrator modify the device installation restriction policy.

---

**Answer: D**

---

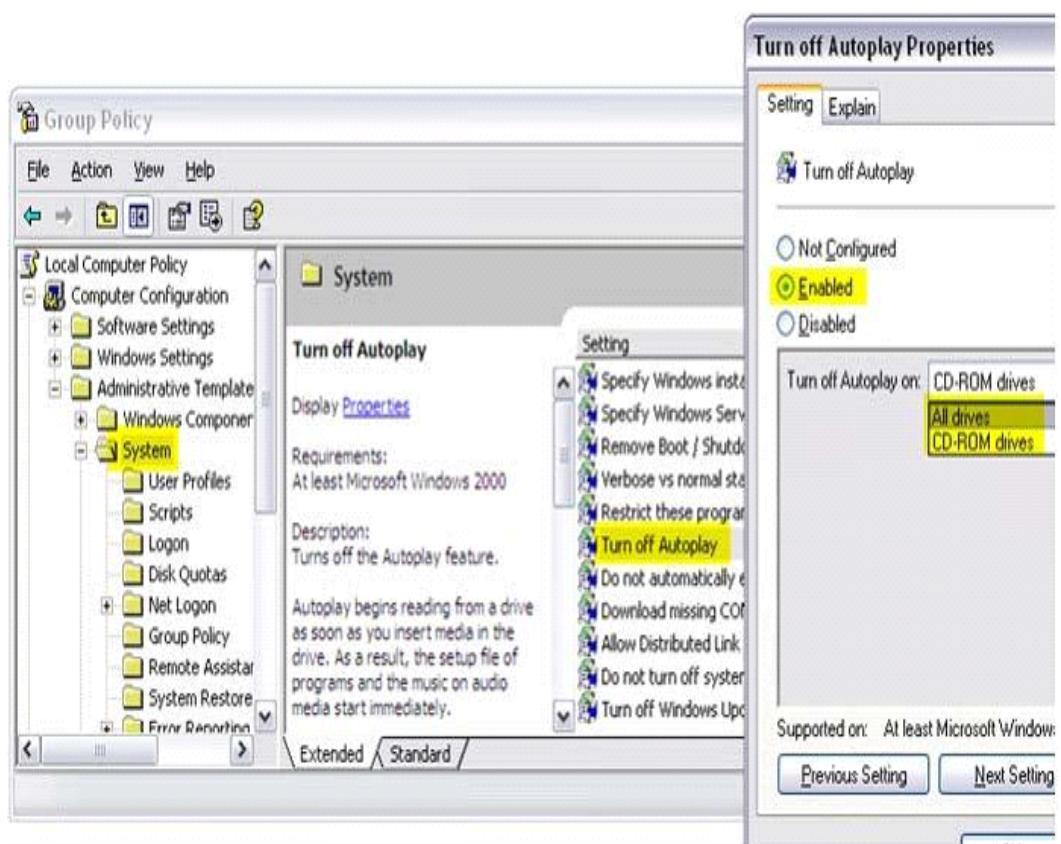
Explanation:

Open Group Policy Management and edit the applicable GPO in your Active Directory.

Disable autorun:

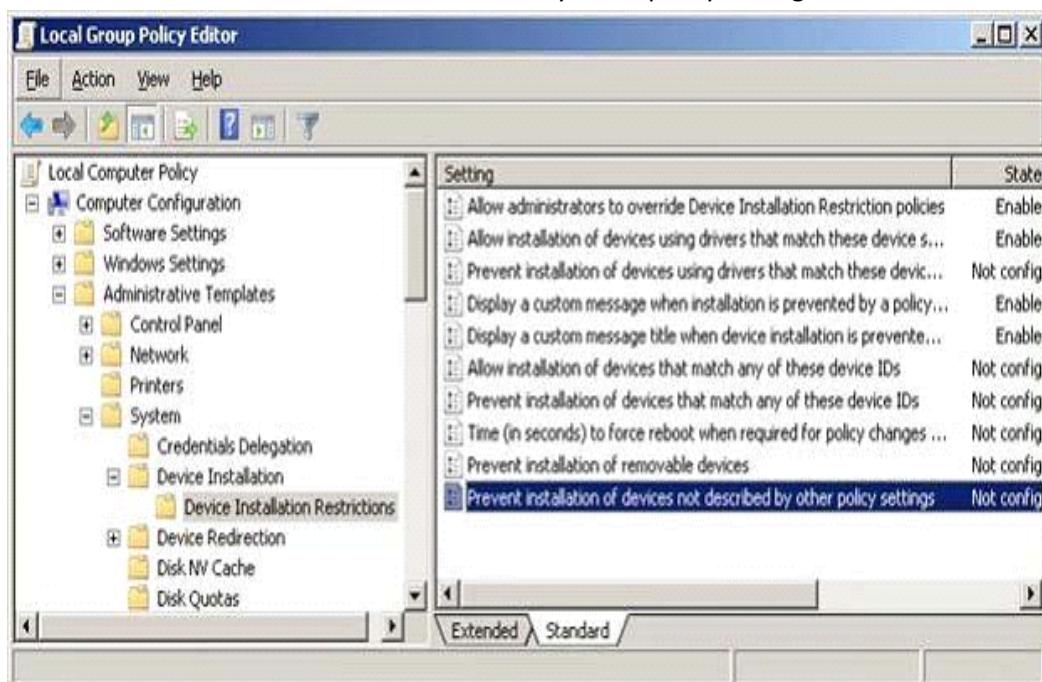
Computer Configuration \ Administrative Templates \ Windows Components \ AutoPlay Policies

Turn off Autoplay: Enabled



Limit to approved devices:

Computer Configuration \ Administrative Templates \ System > Device Installation \ Device Installation Restrictions  
Allow installation of devices that match any of these device IDs: (add the corporate device)  
Prevent installation of devices not described by other policy settings: Enabled



### Case Study: 2

#### City Power & Light

##### Scenario:

You are an enterprise desktop support technician for City Power & Light. City Power & Light is a utility

company. The company has a main office and a branch office. The main office is located in Toronto. The branch office is located in Boston. The main office has 1,000 employees. The branch office has 10 employees.

### **Active Directory Configuration**

The network contains a single Active Directory domain named cpndl.com. The functional level of the forest is Windows Server 2008 R2.

### **Server Configuration**

All servers run Windows Server 2008 R2. The relevant servers in the main office are configured as shown in the following table.

Server name	Role	IP address
DC1	Global catalog, DNS server	192.168.1.5
DC2	Global catalog, DNS server	192.168.2.2
DC3	Global catalog, DNS server	192.168.3.2
DC4	Global catalog, DNS server	192.168.4.2
CA1	Enterprise root certification authority (CA)	192.168.1.4
Server1	File and Print Server, DHCP server, VPN server	192.168.1.3
Server2	File and Print Server, VPN server	192.168.2.3
Server3	File and Print Server	192.168.3.3
Server4	DirectAccess server	192.168.1.7

All computers in the main office are configured to use DHCP. All computers in the branch office are configured to use static IP addresses.

### **User Information**

- All user accounts are standard user accounts.
- All client computers run Windows 7 Enterprise.
- Each portable computer has a PPT P-based VPN connection to the internal network.

### **Corporate Security Guidelines**

- All users must be granted the least privileges possible.
- All locally stored documents must be encrypted by using Encrypting File System (EFS).
- The hard disk drives on all portable computers must be encrypted by using Windows BitLocker Drive Encryption (BitLocker).
- All encryption certificates must be stored on smart cards.

---

### **Question: 1**

The company is deploying a new application. When users attempt to install the application, they receive an error message indicating that they need administrative privileges to install it. You need to recommend a solution to ensure that users can install the application. The solution must adhere to the corporate security guidelines. What should you recommend?

- A. Publish the application by using a Group Policy.
- B. Disable User Account Control (UAC) by using a Group Policy.
- C. Add all domain users to the local Power Users group by using Restricted Groups.

D. Add the current users to the local Administrators group by using Group Policy preferences.

---

**Answer: A**

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Explanation:

[http://magalan.co.uk/install\\_software\\_via\\_group\\_policy.html](http://magalan.co.uk/install_software_via_group_policy.html)

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### **Question: 2**

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Several mobile users access the Internet by using cellular connections. The help desk reports a high volume of calls from mobile users who report the following connection problems:

- When their cellular connections fail, their VPN connections also fail.
- When their cellular connections are reestablished, they must manually connect to the VPN server.

You need to recommend a solution to ensure that the VPN connections are automatically reestablished. What should you recommend?

- A. Implement an IKEv2 VPN.
- B. Implement an SSTP-based VPN.
- C. Configure credential roaming.
- D. Configure a Kerberos user ticket lifetime.

---

**Answer: A**

---

Explanation:

Chapter 6 Lesson 1 p 232 - 233

Internet Key Exchange version 2 (IKEv2) support was added in Windows Server2008R2 and Windows7 to accommodate a new VPN type that supports VPN Reconnect. VPN Reconnect refers to the ability of a VPN connection to survive short interruptions in network connectivity, such as when you move from one wireless access point to another, or when you switch from a wired to a wireless network adapter. By taking advantage of features in IKEv2, even changes in IP address at the client do not drop the VPN connection or require any user actions. As soon as connectivity to the RRAS VPN server is restored, then the VPN tunnel is automatically reestablished.

---

### **Question: 3**

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Five users from the main office travel to the branch office. The users bring their portable computers. The help desk reports that the users are unable to access any network resources from the branch office. Branch office users can access the network resources. You need to ensure that the main office users can access all network resources by using their portable computers in the branch office. The solution must adhere to the corporate security guidelines. What should you instruct the help desk to do on the portable computers?

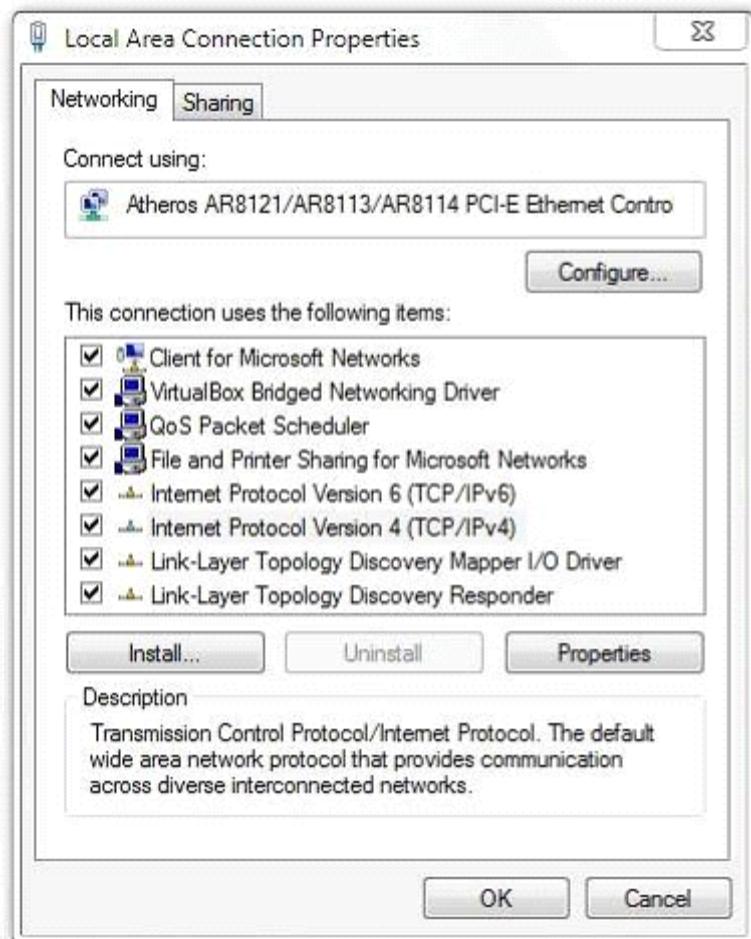
- A. Create a new VPN connection.
- B. Add the users to the local Administrators group.
- C. Add the users to the Network Configuration Operators group.
- D. Configure the alternate configuration for the local area connection.

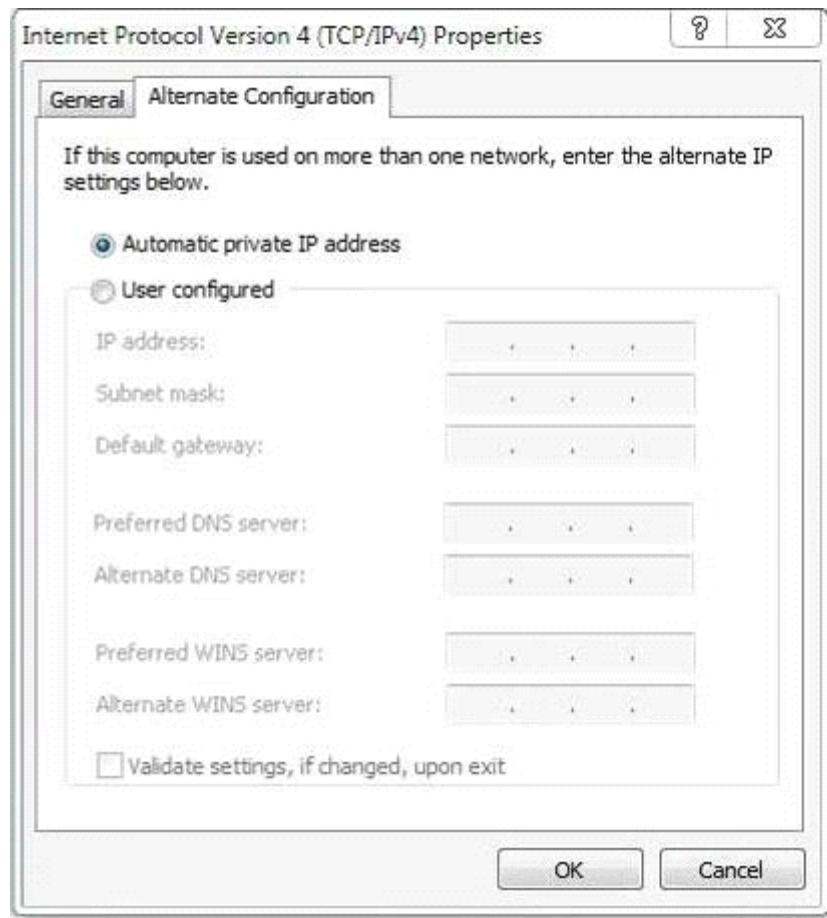
---

**Answer: D**

---

Explanation:





#### Question: 4

Users report that their DirectAccess connections fail. You instruct the help desk to tell the users to run the Connection to a Workplace Using DirectAccess troubleshooter. The help desk reports that the Connection to a Workplace Using DirectAccess troubleshooter fails to function. You need to ensure that the Connection to a Workplace Using DirectAccess troubleshooter functions properly. What should you do?

- A. Instruct the help desk to enable IPv6 on the users' computers.
- B. Instruct the help desk to modify the users' Windows Firewall settings.
- C. Request that the domain administrator configure the Teredo State Group Policy setting.
- D. Request that the domain administrator configure the Corporate Website Probe URL Group Policy setting.

---

#### Answer: D

---

**Explanation:**

Troubleshooting item in Control Panel

To focus troubleshooting on DirectAccess and collect additional information, you can use the Connection to a Workplace Using DirectAccess troubleshooter in the Troubleshooting item of Control Panel.

To start the DirectAccess troubleshooter:

Click Start, and then click Control Panel.

In System and Security, click Find and fix problems.

Click Network and Internet, and then click Connection to a Workplace Using DirectAccess.



Note: For this troubleshooting tool to work correctly, you must configure the Computer Configuration/Policies/Administrative Templates/Network/Network Connectivity Status Indicator/Corporate Website Probe URL Group Policy setting in the Group Policy object for DirectAccess clients.

[http://technet.microsoft.com/en-us/library/ee624046\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/ee624046(WS.10).aspx)

### Question: 5

The company implements a data recovery agent (DRA) for BitLocker. A portable computer fails. The help desk reports that it is unable to use the DRA to recover the data from the computer's hard disk drive. You need to ensure that the DRA can be used to recover data from the hard disk drives of all portable computers. Which tool should you use?

- A. CertUtil.exe
- B. Cipher.exe
- C. Manage-bde.exe
- D. SDelete.exe

**Answer: C**

Explanation:

[http://technet.microsoft.com/en-us/library/dd875513\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd875513(WS.10).aspx)

### Case Study: 3

#### A. Datum Corporation

##### Scenario:

You are an enterprise desktop support technician for A. Datum Corporation.

##### Active Directory Configuration

The company has three offices. The offices are configured as shown in the following table.

Office	Organizational unit (OU)	Active Directory site	Number of users
Main office	MainOffice	Main office site	1,200
Branch office 1	BranchOffice1	Branch 1 site	500
Branch office 2	BranchOffice2	Branch 2 site	400

The network contains a single Active Directory domain named adatum.com. Two Group Policy objects (GPOs) are configured as shown in the following table.

GPO name	Links	Configuration
Software Updates	MainOffice OU	Configures computers that run Windows 7 in the main office to use a server named WSUS1 for Windows Updates
Certificate Enrollment	adatum.com domain	Enables autoenrollment for computer certificates

The relevant servers in the main office are configured as shown in the following table.

Server name	Role
DC1	Domain controller, DNS server
DC2	Domain controller, DNS server
DHCP1	DHCP server
WSUS1	Windows Server Update Services (WSUS) server
Web1	Web server
CA1	Enterprise root certification authority (CA)
NPS1	Network Policy Server(NPS)

## Wireless Network

A wireless network is implemented in the main office. The wireless network is configured to use WPA2-Enterprise security.

## Client Configuration

All client computers run Windows 7 Enterprise and are configured to use DHCP. Windows Firewall is disabled on all client computers. All computers in the research department have Windows XP Mode and Windows Virtual PC installed. You deploy a custom Windows XP Mode image to the research department computers. An application named App1 is installed in the image.

Each research department computer has the following hardware:

- 4 GB of RAM
- Intel Core i7 processor
- 500 -GB hard disk drive

### **Corporate Security Policy**

The corporate security policy includes the following requirements:

- Users without domain accounts must be denied access to internal servers.
- All connections to the company's wireless access points must be encrypted.
- Only employees can be configured to have user accounts in the Active Directory domain.
- The hard disk drives on all portable computers must be encrypted by using Windows BitLocker Drive Encryption (BitLocker).

---

### **Question: 1**

---

Users in the research department report that they cannot run App1 or Windows XP Mode. You need to ensure that all research department users can run App1. You need to achieve this goal by using the minimum amount of administrative effort. What should you do?

- A. Approve all Windows 7 updates on WSUS1.
- B. Enable hardware virtualization on the research department computers.
- C. Give each member of the research department a computer that has an Intel Core i5 processor.
- D. Request that a domain administrator create a GPO that configures the Windows Remote Management (WinRM) settings.

---

### **Answer: B**

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Explanation:

Chapter 9 Lesson 2 p 361

Chapter 1 p 29 – 36

Using WindowsXP Mode, you can run programs that were designed for WindowsXP on computers running: Windows7 Professional, Enterprise, or Ultimate editions.

Requirements:

Download and install Windows Virtual PC

Download and install Wind0ws XP Mode

CPU with Intel-VT or AMD-V technology enabled in the BIOS - hardware virtualization

---

### **Question: 2**

---

Users in branch office 1 report that they fail to access the company's intranet Web site located on Web1. They also fail to access Web sites on the Internet. A desktop support technician restarts a desktop computer in branch office 1 and discovers the IP configuration shown in the following screenshot.

```
Ethernet adapter Local Area Connection:  
Connection-specific DNS Suffix . :  
Link-local IPv6 Address . . . . . : fe80::e0de:e445:f373:539c%11  
Autoconfiguration IPv4 Address . . . : 169.254.83.156  
Subnet Mask . . . . . : 255.255.0.0  
Default Gateway . . . . . :
```

You need to resolve the network connectivity issue. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

- A. Instruct branch office 1 users to disable IPv6.
- B. Instruct branch office 1 users to run Ipconfig /Renew.

- C. Request that a network administrator configure the DHCP router option for branch office 1.
- D. Request that a network administrator verify DHCP broadcasts are being relayed to the main office.

---

**Answer: B, D**

Explanation:

Explanation:

Chapter 2 Lesson 1 p 68

Explanation:

Chapter 25 p 1218

Chapter 31 p 1562

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### **Question: 3**

Datum hires several consultants to work at the main office for six months. The consultants require Internet access. The help desk reports that the consultants cannot access the company's wireless network. You need to ensure that the consultants have wireless access to the Internet. The solution must adhere to the corporate security policy. What should you request?

- A. that a wireless access key be given to each consultant
- B. that a user certificate be generated and imported to each consultant's computer
- C. that a computer certificate be generated and imported to each consultant's computer
- D. that a network administrator install a wireless access point that is connected directly to the Internet

---

**Answer: D**

Explanation:

answer is D. because of the "users without domain accounts" policy.

Chapter 2 Lesson 3 p 89

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### **Question: 4**

The motherboard on a portable computer fails. The data on the computer's hard disk drive cannot be recovered. You need to recommend a solution to ensure that the data on hard disks can be recovered if the motherboard on other portable computers fails. Which two configurations should you recommend? (Each correct answer presents part of the solution. Choose two.)

- A. Disable BitLocker on all portable computers.
- B. Convert the hard disks on all portable computers to dynamic disks.
- C. Export and securely store the computer certificates on all portable computers.
- D. Configure the BitLocker settings on all portable computers by using Group Policy.

---

**Answer: A, D**

---

### **Question: 5**

The help desk reports that several client computers in branch office 1 are missing security updates. You need to identify which security updates are missing. What should you request?

- A. that a WSUS administrator generates a Computer Report from WSUS1
- B. that a domain administrator runs the Microsoft Baseline Security Analyzer (MBSA)
- C. that a desktop support technician run a Windows Defender scan on each computer
- D. that a desktop support technician generate a System Configuration report for each computer

---

**Answer: B**

---

**Explanation:**

Microsoft Baseline Security Analyzer (MBSA): to detect common security miss-configurations and missing security updates on your computer systems.

### **Case Study: 4**

#### **Margie's Travel**

##### **Scenario:**

You are an enterprise desktop support technician for Margie's Travel. Margie's Travel is a company that specializes in booking travel for large corporations. The company has a main office in New York and operates a call center in New York and a call center in Los Angeles. The company has 1,000 employees.

##### **Active Directory Configuration**

The network contains an Active Directory forest named margiestravel.com. The functional level of the forest is Windows Server 2008 R2. The Active Directory sites are configured as shown in the following table.

Site name	Location	IP subnet	Time zone
Site 1	New York – main office	10.16.0.0/16	UTC-05:00
Site 2	New York – call center	10.17.0.0/16	UTC-05:00
Site 3	Los Angeles – call center	10.18.0.0/16	UTC-08:00

All sites connect to each other by using high-speed WAN links.

##### **Server Configuration**

The relevant servers are configured as shown in the following table.

Server name	Site	Role	Operating system
DC1	Site 1	Global catalog	Windows Server 2008 R2
DC2	Site 2	Global catalog	Windows Server 2008 R2
DC3	Site 3	Global catalog	Windows Server 2008 R2
CA3	Site 3	Subordinate enterprise certification authority (CA)	Windows Server 2008 R2
NPAS1	Site 2	Network Policy Server (NPS) Routing and Remote Access service (RRAS)	Windows Server 2008 R2
NPAS2	Site 3	NPS RRAS	Windows Server 2008 R2

##### **Security Configuration**

The relevant security settings for the domain are configured as shown in the following table.

Target	Policy	Setting
Call center users	Logon hours	Monday – Friday, UTC-08:00 – 18:00
Main office users	Logon hours	24/7
All computers	AppLocker\Windows Installer rules	All MSI packages must be signed by using a trusted certificate
Call center computers	AppLocker\executable rules	Allow all Microsoft Office 2003 applications

The relevant network policies on the NPS servers and the RRAS servers are configured as shown in the following table.

Network policy	Setting	Value
WAP1	Conditions	Windows group – "MargiesTravel\Wireless"
	Access permissions	Access granted
	Authentication methods	EAP-MS-CHAP-v2
	NAS port type	Wireless – IEEE 802.11
	IP filters	None
WAP2	Conditions	Certificate issued by CA3
	Access permissions	Access granted
	Authentication methods	EAP-MS-CHAP-v2
	NAS port type	Wireless – IEEE 802.11
	IP filters	Traffic is only allowed to the Internet

## User Information

All client computers run Windows 7 Professional. Sales staff is located in the main office and uses portable computers. All portable computers are members of the MargiesTravel\Wireless group.

## Application Configuration

Call center staff uses a custom application to book airline tickets. The application is packaged as an MSI file and is signed by using a code signing certificate that was issued by CA3. The application is published by using Group Policies.

### Question: 1

The company hires an additional 100 users. The users are unable to install the custom application. You need to ensure that the users can install the custom application. What should you do?

- A. Disable User Account Control (UAC).
- B. Add the users to the local Administrators group.

- C. Request that the application package be re-signed.
- D. Request that the user certificates be issued to the new users.

---

**Answer: C**

---

### **Question: 2**

You deploy Microsoft Office 2007 to a pilot group in the main office. Users in the pilot group report that all of the Office 2007 applications run successfully. You deploy Office 2007 to users in the New York call center. The call center users report that they are unable to launch the Office 2007 applications. You need to ensure that the call center users can run all of the Office 2007 applications. What should you do?

- A. Modify the AppLocker rule.
- B. Disable User Account Control (UAC).
- C. Deploy the 2007 Office system Administrative Template files.
- D. Configure the Office 2007 applications to run in Windows Vista compatibility mode.

---

**Answer: A**

---

### **Question: 3**

At 08:00 on a Tuesday morning, an administrator in Site 3 takes DC3 offline to update the server. Users in Site 3 report that they cannot log on to their computers. The users receive the following error message: "Your account has time restrictions that prevent you from logging on at this time. Please try again later." You need to ensure that all users can log on to their computers when DC3 is offline for maintenance. Your solution must adhere to the corporate security policies. What should you do?

- A. Modify the logon hours for all users in Site 3.
- B. Change the time zone settings for all client computers in Site 3 to UTC-05:00.
- C. Request that a second domain controller be deployed in Site 3.
- D. Request that the time zone settings for DC1 and DC2 be changed to UTC-08:00.

---

**Answer: C**

---

### **Question: 4**

You have two external consultants. The consultants use their own personal portable computers. The consultant's report that they are unable to connect to your wireless network. You need to give the consultants wireless access to the Internet. The solution must prevent external consultants from accessing internal resources. What should you do?

- A. Issue a user certificate to the consultants.
- B. Issue a computer certificate to the consultants.
- C. Join both portable computers to the domain. Add the computer accounts to the MargiesTravel\Wireless group.
- D. Create a domain user account for each consultant. Add the user accounts to the MargiesTravel\Wireless group.

---

**Answer: B**

---

### **Question: 5**

Users access a third-party Web site. The Web site is updated to use Microsoft Silverlight. After the update, the help desk receives a high volume of phone calls from users who report that the Web site fails to function. You need to ensure that the Web site functions properly for the users. What should you do?

- A. Modify the Windows Internet Explorer AJAX settings by using a Group Policy object (GPO).
- B. Modify the Windows Internet Explorer add-ons settings by using a Group Policy object (GPO).
- C. Add the Web site to the Windows Internet Explorer Restricted sites by using a Group Policy object (GPO).
- D. Add the Web site to the Windows Internet Explorer Compatibility View list by using a Group Policy object (GPO).

---

**Answer: B**

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**Case Study: 5**

**Alpine Ski House**

**Scenario:**

You are an enterprise desktop support technician for Alpine Ski House. Alpine Ski House manages chalets in ski resorts around the world. The main office is located in Vancouver.

Chalets are located in Japan, France, and Australia. Alpine Ski House has 500 employees.

**Active Directory Configuration**

The network contains an Active Directory forest. The forest contains a domain named alpineskihouse.com. The network contains four Active Directory sites. All sites have high-speed Internet connections and connect to each other by using VPNs. The site information is shown in the following table.

**Server Configuration**

All servers run Windows Server 2008 R2. The relevant servers are configured as shown in the following table.

<b>Server name</b>	<b>Site</b>	<b>Server role(s)</b>	<b>IP address</b>
DC0	Site 1	Global catalog, DNS	192.168.1.2
DC1	Site 1	Global catalog, DNS	192.168.1.5
DC2	Site 2	Global catalog, DNS	192.168.2.2
DC3	Site 3	Global catalog, DNS	192.168.3.2
DC4	Site 4	Global catalog, DNS	192.168.4.2
CA1	Site 1	Enterprise root certification authority	192.168.1.4
Server1	Site 1	File and print services, DHCP	192.168.1.3
Server2	Site 2	File and print services, DHCP	192.168.2.3
Server3	Site 3	File and print services, DHCP	192.168.3.3
Server4	Site 4	File and print services, DHCP	192.168.4.3

**DHCP Configuration**

The DHCP servers are configured as shown in the following table.

DHCP server	DHCP scope
Server1	<ul style="list-style-type: none"> <li>• Address range 192.168.1.50-192.168.1.250</li> <li>• Default gateway 192.168.1.1</li> <li>• Primary DNS 192.168.1.2</li> <li>• Secondary DNS 192.168.1.5</li> </ul>
Server2	<ul style="list-style-type: none"> <li>• Address range 192.168.2.50-192.168.2.250</li> <li>• Default gateway 192.168.2.1</li> <li>• DNS 192.168.1.2</li> <li>• Secondary DNS 192.168.1.5</li> </ul>
Server3	<ul style="list-style-type: none"> <li>• Address range 192.168.3.50-192.168.3.250</li> <li>• Default gateway 192.168.3.1</li> <li>• DNS 192.168.1.2</li> <li>• Secondary DNS 192.168.1.5</li> </ul>
Server4	<ul style="list-style-type: none"> <li>• Address range 192.168.4.50-192.168.4.250</li> <li>• Default gateway 192.168.4.1</li> <li>• DNS 192.168.1.2</li> <li>• Secondary DNS 192.168.1.5</li> </ul>

### Computer Information

All corporate computers run Windows 7 Professional and are joined to the alpineskihouse.com domain. All corporate users can access the internal network remotely by using a VPN connection. The VPN connection requires the use of a smart card. During the next year, Alpine Ski House plans to replace the existing VPN with DirectAccess. The company is running a pilot project to test DirectAccess for users in France. Each chalet contains five public computers that run Windows 7 Ultimate. Guests use the public computers to access the Internet. The public computers are members of a workgroup. Every week, a standard image of Windows 7 Ultimate is re-applied to the computers.

---

#### Question: 1

---

The help desk reports that remote desktop connections are not enabled on the public computers in the chalets. Consequently, the help desk must instruct local staff to enable remote desktop connections on each public computer. You need to ensure that remote desktop connections are enabled when public computers are deployed in the chalets. What should you do?

- A. Enable Remote Desktop Connection in the standard computer image.
- B. Instruct the help desk to enable Windows Remote Management (WinRM) on the public computers.
- C. Request that a network administrator create a logon script for the domain.
- D. Request that a network administrator create a new Group Policy to enable remote desktop connections. Link the new Group Policy to each site.

---

**Answer: A**

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#### Question: 2

---

Remote users report that after they renew their smart card certificates, they are unable to log on to their computers by using their smart cards. You need to ensure that users can log on by using their smart cards. What should you instruct the users to do?

- A. Change their smart card PINs.
- B. Request a new smart card certificate.
- C. Log on by using their user names and passwords, and then lock and unlock their computers.
- D. Establish a VPN connection from the logon screen and use their smart cards for authentication.

---

**Answer: D**

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---

### **Question: 3**

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The VPN connection between Site 1 and Site 3 fails. Users in Site 3 report that their computers take a long time to start and that they are unable to access the Internet. You need to ensure that users in Site 3 are able to access the Internet if the VPN connection between Site 1 and Site 3 fails. What should you request an administrator to do?

- A. Add the DHCP server role to DC3.
- B. Add the DNS server role to Server3.
- C. Modify the 003 Router option in the DHCP scope on Server3.
- D. Modify the 006 DNS Servers option in the DHCP scope on Server3.

---

**Answer: D**

---

Explanation:

Chapter 6 Lesson 1 p 223 – 239

Chapter 7 p 325

003 Router option - configured at the scope level

006 DNS Servers option – server-level options and apply to all clients served by this DHCP server

The answer is D.

The PC can't get internet access because the DNS servers are at site 1.

DC3 already has the DNS service on it, you just need to change the DNS settings in DHCP.

003 Router option is for changing gateways.

---

### **Question: 4**

---

Users report that it takes a long time to access resources by using DirectAccess. You need to provide the network administrator with a network capture of DirectAccess traffic. Which tool should you use?

- A. Netsh.exe
- B. Netstat.exe
- C. Perfmon.exe
- D. Winsat.exe

---

**Answer: A**

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---

### **Question: 5**

---

Your users access a third-party Web site to fulfill purchase orders. The Web site is updated.

Users receive the following error message when they access the updated Web site:

"Internet Explorer has blocked this site from using an ActiveX control in an unsafe manner. As a result, this page may not display correctly."

You need to ensure that users can access the Web site and that the Web site content is displayed correctly.

What should you do?

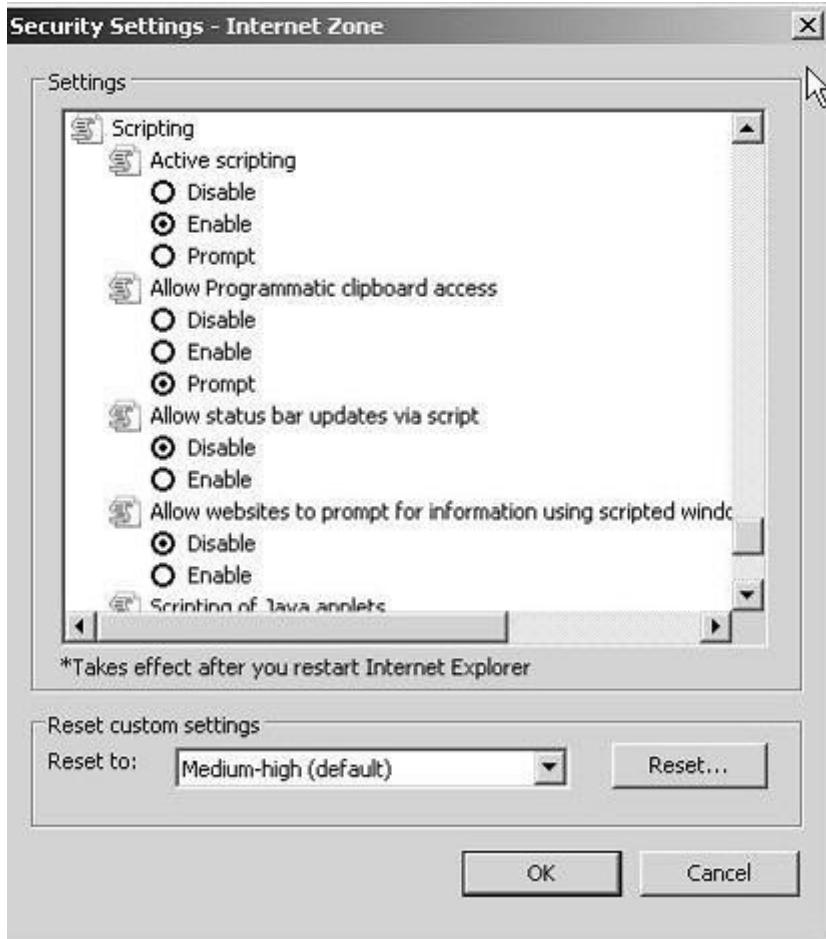
- A. Modify the Internet Explorer AJAX settings.
- B. Modify the Internet Explorer Internet zone settings.
- C. Add the Web site to the Internet Explorer Restricted Sites zone.
- D. Add the Web site to the Internet Explorer Compatibility View List.

---

Answer: B

---

Explanation:



### Case Study: 6

#### Fabrikam, Inc

##### 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.

---

**Question: 1**

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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**

---

Explanation:

<http://www.microsoft.com/download/en/details.aspx?id=7887>  
<http://www.youtube.com/watch?v=7mCMYVJEmCs>

---

**Question: 2**

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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**

---

Explanation:

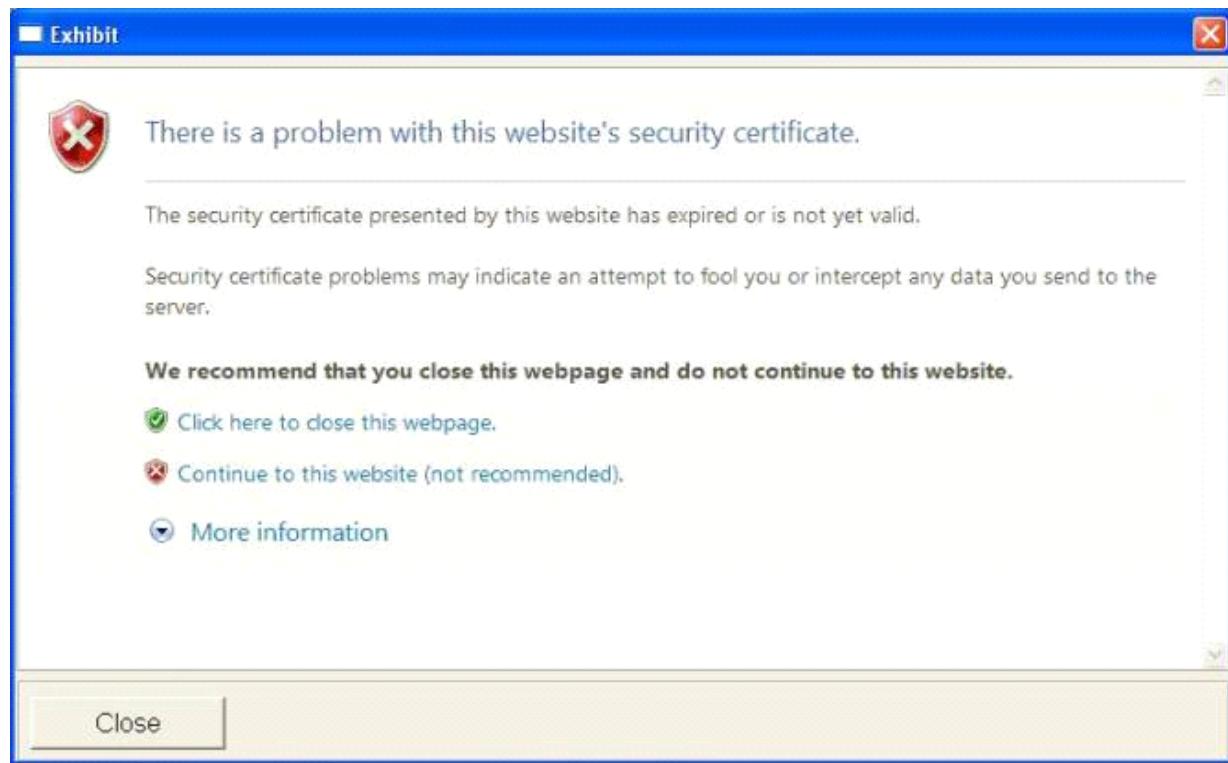
<http://www.youtube.com/watch?v=vZboHyu9isA>

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**Question: 3**

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The help desk reports that users receive a security warning message when they try to access the internal Web site shown in the exhibit. (Click the Exhibit button.)



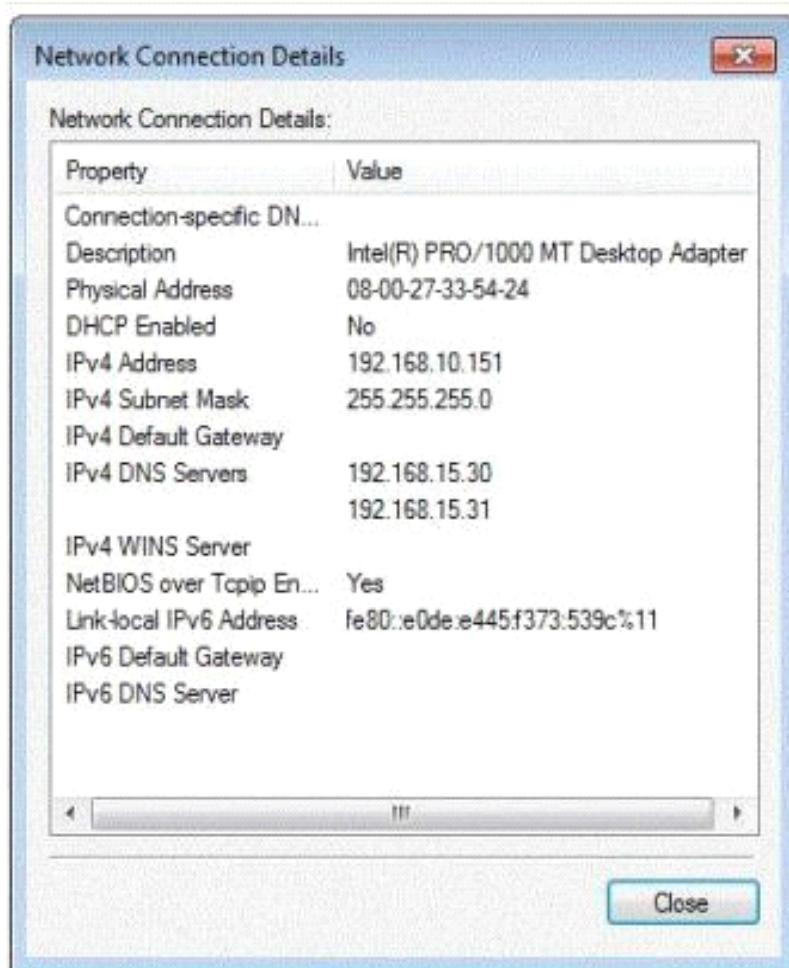
The help desk confirms that users never received this security warning message before. You need to provide a solution to prevent users from receiving the security warning when they try to access the internal Web site. What should you do?

- A. Instruct the users to download the certificate of the Web server.
- B. Instruct the users to download a new certificate revocation list (CRL).
- C. Request that a domain administrator renew the Web server SSL certificate.
- D. Request that a domain administrator renew the user authentication certificates for all users.

**Answer: C**

#### Question: 4

The help desk reports that all newly installed desktop computers cannot access the company's 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 Windows Firewall and enable File and Printer Sharing in the public profile.
- B. Modify Windows Firewall and enable File and Printer Sharing in the domain profile.
- C. Modify the network configuration and define the IPv4 default gateway.
- D. Modify the network configuration to automatically obtain an IP address and a DNS server address.

---

**Answer: D**

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### **Case Study: 7**

**Contoso, Ltd**

**Scenario:**

You are an enterprise desktop support technician for Contoso, Ltd.

**IP Addressing**

Contoso has one office. The IP addressing for Contoso is configured as shown in the following table.

Computer location	IP address range	DNS server	Default gateway
Server room	10.10.0.0/24	10.10.0.10, 10.10.0.11	10.10.0.1
Perimeter network	10.10.1.0/24		10.10.1.1
Floor 1	10.10.10.0/24	10.10.0.10, 10.10.0.11	10.10.10.1
Floor 2	10.10.20.0/24	10.10.0.10, 10.10.0.11	10.10.20.1
Floor 3	10.10.30.0/24	10.10.0.10, 10.10.0.11	10.10.30.1

### Active Directory Configuration

You have an Active Directory forest that contains one domain named contoso.com. All domain controllers run Windows Server 2008 R2. An OU exists for each department in the company. The MainOffice Users and Computers OU contains the OUs for each department in the company. The Users OUs contains the user accounts for each department. The Computers OUs contain the computeraccounts for each department. The Domain Controllers OU contains the computer accounts for all domain controllers. The Servers OU contains the computer accounts for all other servers. Custom Group Policy objects (GPOs) are linked to each departmental OU, the Domain Controllers OU, and the Servers OU.

### Server Configuration

The relevant servers are configured as shown in the following table.

Server name	Role	IP address
DC1	Domain controller, DNS server	10.10.0.10
DC2	Domain controller, DNS server	10.10.0.11
Print1	Print server	10.10.0.20
CA1	Enterprise root certification authority (CA)	10.10.0.25
Proxy1	Forefront Threat Management Gateway (TMG) server	10.10.1.1
VPN1	VPN server	10.10.1.30

A year ago, a Windows Server 2008 R2 VPN server was deployed. Ten sales users participated in a pilot project to test the new VPN. The pilot project lasted two months. After the pilot project, the VPN server was put into production. The VPN server allows L2TP/IPSec-based VPN connections only. The VPN server requires certificate authentication.

### Printer Configuration

Network printers are located in a single room on each floor. Users can search Active Directory to find printers that are nearby. Print1 is the print server for all printers.

### Client Computer Configuration

Most users have desktop computers. Several users in the sales and management departments have portable computers because they travel frequently. All client computers run Windows 7 Enterprise. The Windows

Internet Explorer proxy settings are configured on all client computers by using a GPO named GPO-IE. GPO-IE is linked to the domain. All users in the company use a custom application named App1. App1 is manually installed on all client computers. A new version of App1 is available. Some features in the new version of App1 are incompatible with the previous version of App1.

---

### **Question: 1**

---

The help desk reports that several users use the previous version of App1, which causes some data to become corrupt. You need to recommend a solution to prevent all users from using the previous version of App1. What should you recommend?

- A. that a domain administrator create a GPO linked to the domain and configure AppLocker settings in the GPO
- B. that a domain administrator create a GPO linked to the domain and configure Software Installation settings in the GPO
- C. that the new version of App1 be added to the Data Execution Prevention (DEP) settings on each client computer
- D. that the previous version of App1 be added to the Data Execution Prevention (DEP) settings on each client computer

---

**Answer: A**

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---

### **Question: 2**

---

Portable computer users report that they can use Internet Explorer to browse Internet Web sites only when they are connected to the company network. You need to ensure that portable computer users can access Internet Web sites from wherever they connect. What should you do?

- A. Instruct the users to configure static IPv4 settings.
- B. Instruct the users to configure automatic IPv4 settings.
- C. Request that a domain administrator link GPO-IE to Active Directory site objects.
- D. Request that a domain administrator create a new GPO that modifies the Internet Explorer Maintenance settings, and then link the new GPO to the Users OUs.

---

**Answer: C**

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---

### **Question: 3**

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A new print device is installed on Floor 1 and shared on Print1. Users report that when they search Active Directory for printers on Floor 1, the new shared printer is missing. All other shared printers on Floor 1 appear. The help desk reports that users can manually connect to the shared printer. You need to ensure that the new shared printer is displayed when users search for printers on Floor 1. What should you do?

- A. Modify the permissions of the printer.
- B. Configure a network location for the printer.
- C. Request that a domain administrator modify the Active Directory site configuration.
- D. Request that a domain administrator modify the GPO that is linked to each departmental OU.

---

**Answer: B**

---

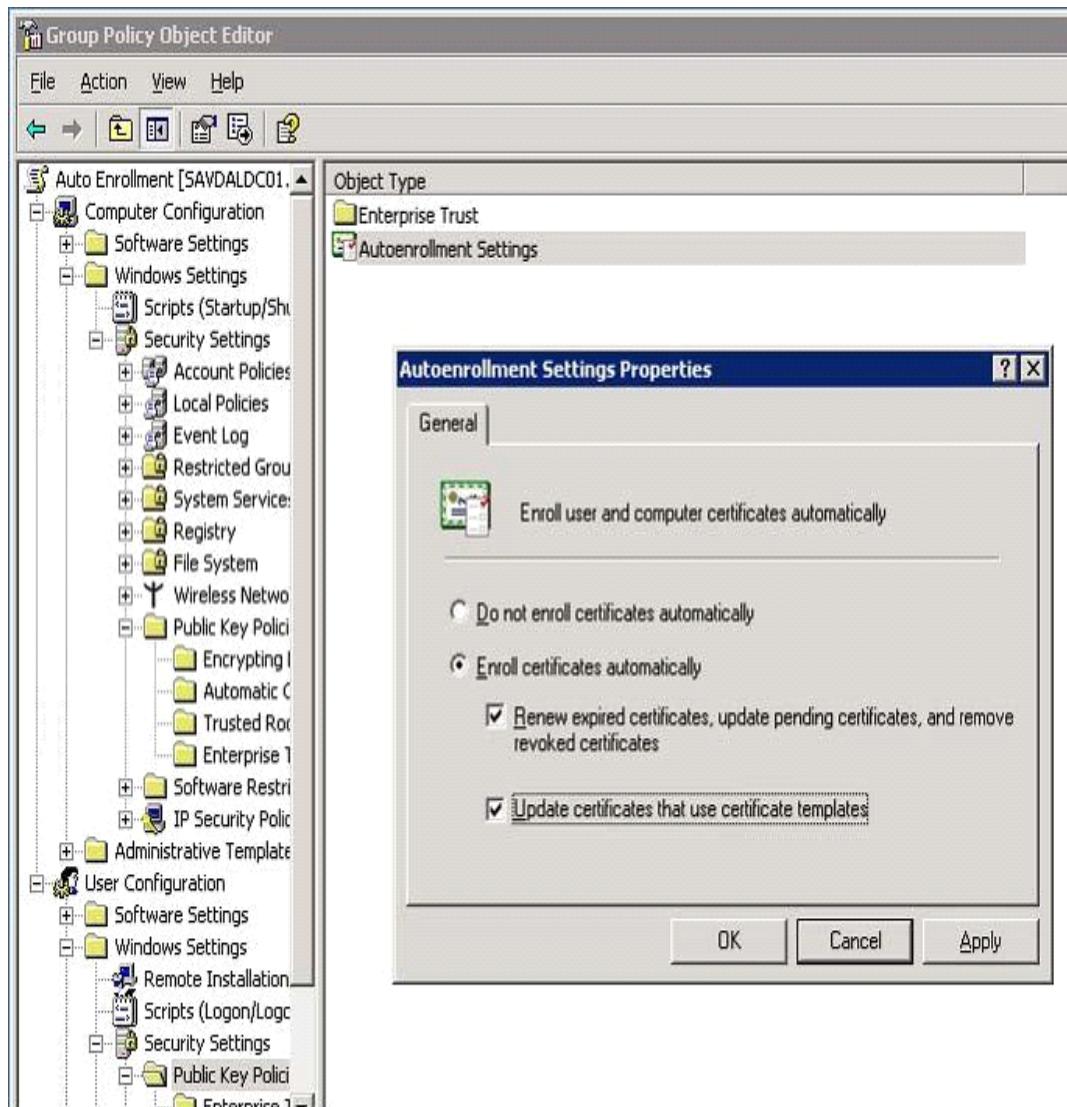
**Question: 4**

The sales users that were part of the VPN server pilot project report that they can no longer establish VPN connections to the internal network. You need to ensure that all authorized users can establish VPN connections to the internal network. What should you request a domain administrator to do?

- A. Enable auto-renewal for certificates.
- B. Increase the lifetime of the Kerberos user ticket.
- C. Increase the lifetime of the Kerberos service ticket.
- D. Increase the certification validity period for the computer certificate template.

**Answer: A**

Explanation:

**Case Study: 8****Fourth Coffee****Scenario:**

You are an enterprise desktop support technician for Fourth Coffee. The network contains a single domain named fourthcoffee.com.

## Physical Environment

The company has three offices. The offices are configured as shown in the following table.

Office	Organizational unit (OU)	Active Directory site name
Main office	MainOffice	Main Office Site
Branch office 1	BranchOffice1	Branch 1 Site
Branch office 2	BranchOffice2	Branch 2 Site

The relevant servers are configured as shown in the following table.

Server Name	Role	Office
DC1	Domain controller, DNS server	Main office
DC2	Domain controller, DNS server	Branch office 1
SVR1	Member server, DNS server, file server, DHCP server	Branch office 2
DHCP1	DHCP server	Main office
VPN1	VPN server	Main office
Web1	Web server	Main office
AppServer1	Application server	Main office

The Web1 server is accessible only through the URL <http://web1.fourthcoffee.local>.

## Application Configurations

Fourth Coffee deploys an application named App1 to users in the main office by using a Group Policy object (GPO) named APP1Deploy. App1 requires that a drive named M be mapped to \\AppServer1\AppData\$. App1 saves information on a local computer if drive M is unavailable. All client computers have drive M.

## Security Policy

The corporate security policy states that domain controllers can only be deployed in secure data centers. Branch office 2 does not have a secure data center.

## Client Configuration

All users connect remotely through VPN1. VPN1 is configured to accept only SSTP-based VPN connections. All client computers receive IP configurations from DHCP. You recently purchased 100 desktop computers from a new hardware vendor.

### Question: 1

The application support team reports that the App1 data of some users is not saved to AppServer1. The team reports that the users deleted the mapped drive. You need to prevent the users from deleting the mapped drive. Which settings should you request be modified in the APP1Deploy GPO?

- A. Administrative Templates
- B. AppLocker
- C. Group Policy Preferences
- D. Software Restriction Policies

---

### Answer: C

Explanation:

- A. Administrative Templates

The Administrative Template files allow you to configure and manage registry-based Group Policy settings. They are Unicode text files with the extension .adm in Windows XP with SP2 and Windows Server 2003 with SP1, and

XML files with the extensions .admx and .adml in Windows Vista and later versions of Windows.

Standard Administrative Templates are deployed with your Windows operating systems. Administrative Templates display the registry settings that you can apply to your users' computers in your GPOs. Information in the templates populates the administrative interface in Group Policy Object Editor, which you use to set secure registry-based policy information.

A number of standard templates automatically populate the Group Policy Object Editor, and you can add or remove templates later. Developers can create custom templates as needed.

### C. Group Policy Preferences

You can use Group Policy preferences to better deploy and manage operating system and application settings.

Group Policy preferences enable IT professionals to configure, deploy, and manage operating system and application settings they previously were not able to manage using Group Policy. Examples include mapped drives, scheduled tasks, and Start menu settings. For many types of operating system and application settings, using Group Policy preferences is a better alternative to configuring them in Windows images or using logon scripts.

Group Policy preferences can be used to implement settings which are "preferred" but not mandatory. This enables IT professionals to deploy software (including Internet Explorer 8) in a standardized initial configuration and still permit users to customize some aspects to their liking.

---

### Question: 2

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Users in branch office 2 map drives to shared folders on SRV1. The users report that they cannot access files in the shared folders when the WAN link between branch office 2 and the main office is unavailable. When they attempt to access the files, they are prompted to enter their credentials but are denied access. You need to ensure that the users can access the shared folders if the WAN link fails. What should you do?

- A. Instruct a desktop support technician to configure Offline Files on the Windows 7 computers.
- B. Instruct a desktop support technician to configure BranchCache on the Windows 7 computers.
- C. Request that a domain administrator deploy a domain controller in branch office 2.
- D. Request that a domain administrator enable Universal Group Membership Caching for branch office 2.

---

### Answer: B

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Explanation:

changed answer from A. to B.

You should use BranchCache in distributed mode and not offline files.

Offline files are for single-user files and this question specifies it's a shared folder.

---

### Question: 3

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The help desk reports that the new computers experience intermittent failures that generate stop errors. You need to collect all the critical errors from the new computers. What should you configure?

- A. a boot configuration data (BCD) store
- B. debugging information
- C. event subscriptions
- D. the system protection settings

---

### Answer: C

---

---

### Question: 4

---

VPN users report that they cannot access shared resources in the branch offices. They can access shared resources in the main office. Users in the main office report that they can access shared resources in the branch offices. You need to ensure that the VPN users can access shared resources in the branch offices. What should you request?

- A. that a change be made to the routing table on VPN1
- B. that VPN1 be configured to support PPTP-based VPN connections
- C. that the routers between the main office and the branch offices be reconfigured
- D. that a DNS record for servers in the branch offices be added to the Internet DNS zone for fourthcoffee.com

---

**Answer: A**

---

### **Case Study: 9**

#### **Wingtip Toys**

##### **Scenario:**

You are an enterprise desktop support technician for Wingtip Toys. Wingtip Toys has two offices.

##### **Active Directory Configuration**

The network contains a single Active Directory domain. An Active Directory site exists for each office. The network contains the organizational units (OUs) that are shown in the following table.

<b>Organizational unit</b>	<b>Active Directory objects</b>
Office1-Computers-OU	Computer Objects in office 1
Office1-Users-OU	User Objects in office 1
Office2-Computers-OU	Computer Objects in office 2
Office2-Users-OU	User Objects in office 2

The network contains an enterprise root certification authority (CA). Certificate autoenrollement is enabled for all users.

##### **Network Configuration**

Each office has a wireless network. You control access to the wireless network in office 1 by using Network Access Protection (NAP). A Group Policy object (GPO) named GPO1 configures the NAP settings for the computers in office 1.

##### **Resource Access**

The Documents folders of all users are encrypted by using Encrypting File System (EFS). The Documents folders of all users are backed up daily.

A Web server named Web1 hosts an internal Web site named WebSite1. Users connect to WebSite1 from the Internet by using the URL <http://website1.wingtiptoys.com>. The domain name website1.wingtiptoys.com is resolved by using the Hosts file that is located on each client computer. Users frequently work from home. Home users connect to the internal network by using SSTP-based VPN connections.

##### **Line of Business Applications**

Your company has a line-of-business application named App1. App1 is installed only on computers that run Windows XP. You test App1 by using the Microsoft Application Compatibility Toolkit (ACT). ACT reports that App1 can be made compatible to run on Windows 7.

---

### **Question: 1**

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You deploy App1 on a test Windows 7 computer and notice that it fails to run. You need to ensure that App1 runs on Windows 7 computers. What should you do?

- A. Digitally sign App1.
- B. Develop and deploy a shim for App1.
- C. Configure an AppLocker policy.
- D. Configure a Software Restriction Policy.

---

**Answer: B**

---

Explanation:

<http://www.youtube.com/watch?v=XgbjlrdkvUk>

[http://technet.microsoft.com/en-us/library/dd837645\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd837645(v=ws.10).aspx)

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### **Question: 2**

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An administrator modifies the external IP address of Web1 and creates a Hosts (A) record for website1.wingtiptoyos.com on the external DNS servers. Your users report that they can no longer connect to website1.wingtiptoyos.com from the Internet. You need to ensure that users can connect to website1.wingtiptoyos.com from the Internet. What should you do?

- A. Instruct the users to modify the DNS client settings on their computers.
- B. Instruct the users to remove an entry from the Hosts file that is located on their computers.
- C. Request that an administrator create a Pointer (PTR) resource record for the new IP address of Web1.
- D. Request that an administrator create an alias (CNAME) resource record for website1.wingtiptoyos.com.

---

**Answer: B**

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---

### **Question: 3**

---

A group of users from office 2 travels to office 1 to work on a project. The users from office 2 report that they are unable to connect to the wireless network in office 1 from their portable computers. A help desk administrator manually provides the users with access to the wireless network. You need to ensure that the next time users from office 2 travel to office 1 they can connect to the wireless network in office 1. What should you request?

- A. Link GPO1 to Office2-Users-OU.
- B. Link GPO1 to Office2-Computers-OU.
- C. Change the office attribute for the user accounts.
- D. Change the location attribute for the computer accounts.

---

**Answer: B**

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---

### **Question: 4**

---

The help desk reports that they receive many calls from remote users who cannot access Internet Web sites while they are connected to the VPN. The help desk instructs the users to manually configure the VPN connection so that the users can access Internet Web sites while connected to the VPN. You need to provide a recommendation to reduce the number of calls to the help desk regarding this issue. What should you recommend?

- A. Deploy a Network Policy Server (NPS).
- B. Replace the SSTP-based VPN with a PPTP-based VPN.
- C. Issue computer certificates from a trusted root certification authority (CA) to all remote users.
- D. Create and distribute Connection Manager Administration Kit (CMAK) profiles to all remote users.

---

**Answer: D**

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---

### **Question: 5**

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A user's computer fails. The help desk provides the user with a new computer. The user's Documents folder is restored from the backup. The user reports that he can no longer access his encrypted files. The help desk recovers the files by using a data recovery agent (DRA). You need to ensure that when users receive new computers, they can access their encrypted files without administrative intervention. What should you request?

- A. credential roaming be enabled
- B. BitLocker be enabled on all computers
- C. user accounts be trusted for delegation
- D. the CA be configured for key archival and recovery

---

### **Answer: A**

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**Explanation:**

- A. credential roaming be enabled

Credential roaming allows organizations to store certificates and private keys in Active Directory Domain Services (AD DS) separately from application state or configuration information.

Credential roaming uses existing logon and autoenrollment mechanisms to securely download certificates and keys to a local computer whenever a user logs on and, if desired, remove them when the user logs off. In addition, the integrity of these credentials is maintained under any conditions, such as when certificates are updated and when users log on to more than one computer at a time.

- B. BitLocker be enabled on all computers
- C. user accounts be trusted for delegation

This security setting determines which users can set the Trusted for Delegation setting on a user or computer object. The user or object that is granted this privilege must have write access to the account control flags on the user or computer object. A server process running on a computer (or under a user context) that is trusted for delegation can access resources on another computer using delegated credentials of a client, as long as the client account does not have the Account cannot be delegated account control flag set.

- D. the CA be configured for key archival and recovery

### **Case Study: 10**

#### **Humongous Insurance**

##### **Scenario:**

You are an enterprise desktop support technician for Humongous Insurance.

##### **Active Directory Configuration**

The company has two offices named Office1 and Office2.

The network contains an Active Directory forest named humongousinsurance.com. An Active Directory site exists for each office. The sites are named Site1 and Site2.

##### **Server Configuration**

All servers run Windows Server 2008 R2 and are joined to the domain. The relevant servers are configured as shown in the following table.

Server name	Site	Role
DC1	Site1	Active Directory Domain Services (AD DS), DHCP server, DNS server
DC2	Site2	AD DS, DHCP server, DNS server
NPAS1	Site1	Network Policy and Access Services (NPAS) server
WSUS1	Site1	Windows Server Update Services (WSUS) server
Server1	Site1	File server

The corporate security policy states that all domain controllers must have only the following roles:

- AD DS
- DNS server
- DHCP server

### Network Configuration

Site1 and Site2 connect to each other by using a WAN link.

### Client Computer Configuration

All client computers run Windows 7 Enterprise and are members of the domain. Some client computers are portable computers and some are desktop computers. The computers do not support hardware virtualization. All computers are configured to receive Windows Updates from WSUS1.

### Remote Access Configuration

Users can connect to NPAS1 from the Internet by using all of the VPN protocols that are supported by Windows Server 2008 R2.

Fabrikam, Inc. is a customer of Humongous Insurance. Several Humongous Insurance users work at the Fabrikam office and access resources on the Humongous Insurance network by using direct VPN connections to NPAS1. Fabrikam contains several wireless access points.

### Application Configuration

All computers in the finance department run a custom application suite named App1.

Several users in the sales department install an application named App2. App2 runs as a service and logs on by using the credentials of the user who installed the application.

---

### Question: 1

---

Several users in the sales department report that their user accounts are locked out shortly after they change their user passwords. You need to minimize the number of account lockouts that occur after the users change their passwords. What should you instruct the users to do?

- A. Delete all entries from the Credential Manager vault.
- B. Change their passwords and then create a password reset disk.
- C. Change their passwords and then configure App2 to log on by using a service account.
- D. Change their passwords and then log off and log back on to their computers.

---

**Answer: C**

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### Question: 2

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Each day, 100 users in Office2 download a 5-MB product catalog file from a share on Server1. The network administrator reports that the downloads cause an excessive load on the WAN link between Office1 and Office2. You need to recommend a solution to minimize WAN utilization. The solution must not require that additional servers be deployed. What should you recommend?

- A. BranchCache in distributed cache mode
- B. BranchCache in hosted cache mode
- C. Distributed File System Replication (DFSR)
- D. File Server Resource Management (FSRM)

---

**Answer: A**

---

### **Question: 3**

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Humongous Insurance users who work at Fabrikam report that when they move between different wireless networks, they are prompted to manually reconnect to the VPN. You need to ensure that the users can automatically reconnect to the VPN when they move between wireless networks. What should you request?

- A. that a network administrator create a CNAME record named AUTODISCOVER in the humongousinsurance.com DNS zone
- B. that a network administrator enable Network Load Balancing on NPAS1
- C. that users use only IKEv2-based VPN connections
- D. that users use only SSTP-based VPN connections

---

**Answer: C**

---

### **Case Study: 11**

#### **Baldwin Museum of Science**

##### **Scenario:**

You are an enterprise desktop support technician for the Baldwin Museum of Science. The Baldwin Museum of Science is located in Dublin. The museum has 2,000 employees. All employees have laptop computers that have cellular connections. The museum has a main office and three satellite offices.

##### **Active Directory Configuration**

The network contains an Active Directory forest. The forest contains a domain named Baldwinmuseumofscience.com. The relevant group policy information is shown in the following table.

<b>Group Policy name</b>	<b>Linked to</b>	<b>Security filtering</b>
DirectAccess Policy-{3491980e...}	Baldwinmuseumofscience.com domain	Baldwin\Direct Access
WSUS Policy	Baldwinmuseumofscience.com domain	Authenticated Users

##### **Server Configuration**

All servers are located in the main office and run Windows Server 2008 R2. The relevant servers are configured as shown in the following table.

Server name	Server role(s)	IP address
DC1	Global catalog, DNS, DHCP	192.168.0.11
CA1	Enterprise root certification authority (CA)	192.168.0.21
EX1	Microsoft Exchange Server 2010 server	192.168.0.51
Intranet	Microsoft Office SharePoint Server	192.168.0.71
WSUS	Windows Server Updates Services (WSUS) 3.0	192.168.0.81
FP1	File and print services	192.168.0.91

Users access the network remotely by using a DirectAccess connection.

### Client Computer Information

All client computers run Windows 7 Enterprise (x86). The client computers are configured to receive Windows Updates from <http://WSUS>.

### Application Configuration

All users run Microsoft Office Outlook 2010 and use Outlook Anywhere. Users access the intranet Web site by using the URL <http://intranet>.

The museum hosts several Web sites that use the domain suffix fineartschool.net.

### Corporate Security Policy

The corporate security policy states that all updates on client computers must be installed from the internal WSUS server.

---

### Question: 1

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Users report that they can only access the fineartschool.net Web servers by entering the full URL to the servers. You need to recommend a solution that allows users to access the Web servers by using single label names. Your solution must ensure that users can access the intranet Web server by using the URL <http://intranet>. What should you recommend?

- A. the DHCP server option for the DNS domain name be removed
- B. fineartschool.net be added as the primary DNS suffix in the Default Domain Policy
- C. fineartschool.net be added to the DNS Search Suffix list in the Default Domain Policy
- D. the Allow DNS Suffix Appending to unqualified Multi-Label Name Queries setting be enabled in the Default Domain Policy

---

**Answer: C**

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### Question: 2

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A new printer is installed on FP1 and is shared as Printer1. Users report that they receive an error when they try to connect to \\FP1\Printer1, and that after they click OK they are prompted for a printer driver. The server administrator confirms that the printer is functioning correctly and that he can print a test page. You need to ensure that users are able to connect to the new printer successfully. Your solution must minimize administrative effort. What should you request?

- A. an x86 printer driver be installed on FP1
- B. the permissions be changed on the shared printer
- C. a new Group Policy object (GPO) be created that includes a printer mapping for \\FP1\Printer1
- D. the Devices: Prevent users from installing printer drivers setting in the Default Domain Policy be set to disabled

---

**Answer: A**

---

**Question: 3**

---

Twenty new laptop computers are joined to the domain. Users of the new laptops report that they can access the Exchange server, but they cannot access file shares or internal Web sites when they are outside of the office. Other remote users can access file shares and internal Web sites when they are outside of the office. You need to ensure that users of the new laptops can access file shares and Web sites on the internal network when they are outside of the office. What should you request?

- A. new user certificates for the laptop users
- B. new computer certificates for the laptops
- C. the user accounts for the laptop users be added to the Baldwin\Direct Access group
- D. the computer accounts for the laptops be added to the Baldwin\Direct Access group

---

**Answer: D**

---

**Question: 4**

---

The help desk technicians discover that Windows Defender definitions are not up-to-date on client computers. The help desk technicians report that other critical updates are applied to the client computers. You need to ensure that all client computers have the latest Windows Defender definitions. Your solution must comply with the corporate security policy. What should you request?

- A. a firewall exception be added for msascui.exe
- B. the WSUS server be configured to download and automatically approve Windows Defender definition updates
- C. the Remove access to use all Windows update features setting in the WSUS Policy GPO be set to disabled
- D. the Windows Defender\Turn on definition updates through both WSUS and Windows Update setting in the WSUS Policy GPO be set to enabled

---

**Answer: B**

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**Question: 5**

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The help desk technicians discover that some computers have not installed the latest updates for Windows. The Windows Update log files on the computers show that to complete the installation of several updates the computers must be restarted. You need to ensure that future updates are successfully installed on all computers. What should you request?

- A. the logon hours for all user accounts be set from 06:00 to 22:00
- B. the Delay Restart for scheduled installations setting in the WSUS Policy GPO be set to disabled
- C. the Allow Automatic Updates immediate installation setting in the WSUS Policy GPO be set to enabled
- D. the No auto-restart with logged on users for scheduled automatic updates installations setting in the WSUS Policy GPO be set to disabled

---

**Answer: D**

---

Explanation:

[http://technet.microsoft.com/en-us/library/cc720539\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc720539(WS.10).aspx)  
<http://technet.microsoft.com/en-us/library/ee532075.aspx>

### Case Study: 12

#### Tailspin Toys

##### Scenario:

##### Background

You are the desktop support technician for Tailspin Toys. Tailspin Toys manufacturers and distributes children's toys. The network environment includes a server infrastructure running on Windows Server 2003 Service Pack (SP) 2 and Windows Server 2008 R2, Active Directory with the forest and domain levels set at Windows Server 2003, and Active Directory Certificate Services (AD CS) running on Windows Server 2008 R2. The company has a Microsoft Enterprise Agreement (EA) with Software Assurance (SA). The company sites, network connectivity, and site technologies are shown in the following table.

Site name	Number of users	Connection speed	Notes
Headquarters	1,750	100Mbit	Has data center
Manufacturing	1,000	45Mbit	
Sales	250	T1	Mostly mobile employees

The company's domain controller layout and details are shown in the following table.

Site name	Name of DCs	Operating system version
Headquarters	DC01, DC02	Windows Server 2008 R2
Manufacturing	DC03, DC04	Windows Server 2003 SP1
Sales	DC05, DC06	Windows Server 2003 SP2

The company's client computer configuration details are shown in the following table.

Site name	Operating system type	TPM	Notes
Headquarters	Windows 7 Enterprise 32-bit and 64-bit	TPM 1.2	Trusted Computing Group (TCG)-compliant BIOS
Manufacturing	Windows XP Professional 32-bit SP 3	No TPM	BIOS is not TCG compliant. Some users use Encrypting File System (EFS). Users do not have administrative permissions.
Sales	Windows Vista Enterprise 32-bit	No TPM	Can read from USB hard drive during startup, TCG-compliant BIOS

The company uses Microsoft SharePoint 2010 as the company intranet and as a document repository for company-related Microsoft Office documents. The URL for the intranet is [intranet.tailspintoys.com](http://intranet.tailspintoys.com). There is a Group Policy object (GPO) that applies to all client computers that allows employees who are connected to the corporate network to go to the intranet site without having to enter authentication information.

All users are using Microsoft Internet Explorer 8. All users have enabled the Internet Explorer SmartScreen Filter and the Internet Explorer phishing filter. All of the desktop support technicians are members of a security group named Desktop Admins. The Desktop Admins group is a member of the local Administrators group on all client computers. The desktop support technicians use the Microsoft Diagnostics and Recovery Toolset to perform various troubleshooting and repairs.

All Windows 7 client computers have a directory named tailspintoys\scripts in the root of the operating system drive. The directory contains four unique .vbs files named script1.vbs, script2.vbs, script3.vbs, and script4.vbs.

#### Software Environment

- An existing GPO named AppLockdown applies to Windows 7 machines and uses AppLocker to ensure that:

No .bat files are allowed to be run by users and rules are enforced

- An existing GPO named RestrictApps applies to Windows XP client computers and uses a Software Restriction Policy to ensure that:

No .bat files are allowed to be run by users and rules are enforced

### **Data Protection Environment**

- Some users at the Manufacturing site use EFS to encrypt data.
- A user account named EFSAdmin has been designated as the Data Recovery Agent (DRA).
- The DRA certificate and private key are stored on a portable USB hard drive.

As part of the yearly security compliance audits, a vendor is due to arrive at Tailspin Toys in a month to perform the yearly audit. To prepare for the audit, management has asked you to participate in an internal review of the company's existing security configurations related to network security and data security. The management team has issued the following requirements:

### **New software requirements**

- All installation programs must be digitally signed.
- Minimum permissions must be granted for installation of programs.

### **Internet Explorer requirements**

- Users must not be able to bypass certificate warnings.
- Users must not be able to add Internet Explorer add-ons unless the add-ons are approved by IT.

### **Data protection requirements**

- All portable storage devices must use a data encryption technology. The solution must meet the following requirements:

Allow all users a minimum of read access to the encrypted data while working from their company client computers.

Encrypt entire contents of portable storage devices.

Minimize administrative overhead for users as files and folders are added to the portable storage devices.

- Recovery information for client computer hard drives must be centrally stored and protected with data encryption.

---

### **Question: 1**

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Users at the Manufacturing site must have a secondary method of decrypting their existing files if they lose access to their certificate and private key or if the EFS Admin's certificate is not available. You need to recommend a solution to ensure that a secondary method is available to users. The solution must not require accessing or altering the existing encrypted files before decrypting them. What should you recommend that the users do?

- A. From the command line, run the cipher.exe /e command.
- B. From the command line, run the certutil.exe /backupKey command.
- C. Enroll for a secondary EFS certificate.
- D. Export their EFS certificates with private keys to an external location.

---

**Answer: D**

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---

### **Question: 2**

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You need to recommend a solution to back up BitLocker recovery information based on the company's existing data protection requirements. The solution must include the backup destination and the solution prerequisites. What should you recommend? (Choose all that apply.)

- A. Upgrade all Windows XP client computers to Windows 7.
- B. Store the BitLocker recovery information in Active Directory.
- C. Create a GPO to enroll users for a Basic EFS certificate automatically.
- D. Raise the forest functional level to Windows Server 2008 R2.
- E. Store each user's BitLocker recovery information on USB keychain drives.

F. Import the BitLockerTPMSchemaExtension.ldf file to Active Directory.

---

**Answer: B, F**

---

**Question: 3**

---

A user at the Headquarters site is able to run .bat files on LAPTOP01. However, you notice that the AppLockdown GPO was successfully applied to the computer. You need to ensure that the user's computer complies with the existing AppLockdown GPO settings. Which service should you start on LAPTOP01?

- A. Application Experience
- B. Application Identity
- C. Application Management
- D. Application Information

---

**Answer: B**

---

Explanation:

Determines and verifies the identity of an application. Disabling this service will prevent AppLocker from being enforced.

**Question: 4**

---

Users are prompted for authentication credentials when they browse to the intranet from the company's servers. You need to ensure that users can access the intranet from the company's servers without having to enter their authentication information. What should you do?

- A. Add the intranet fully qualified domain name to the local intranet zone.
- B. Enable the Automatic logon only in Intranet zone option in the Microsoft Internet Explorer settings in the GPO.
- C. Reset the local intranet zone custom settings to Low.
- D. Disable the Allow websites to prompt for information using scripted windows setting in the Microsoft Internet Explorer settings in the GPO.

---

**Answer: B**

---

Explanation:

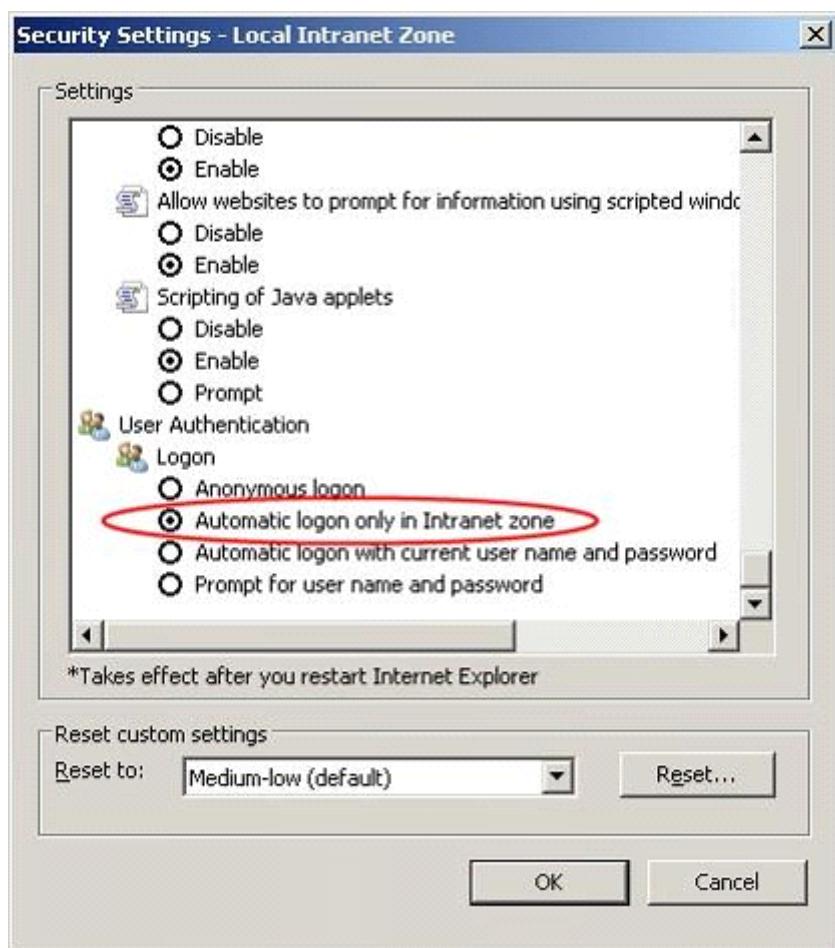
Answer changed from A. to B.

Logon HTTP authentication honors the zone security policy for Logon credentials, which may have one of four values: Automatic logon only in intranet zone. Prompts for user ID and password in other zones. After the user is prompted, this value can be used silently for the remainder of the session.

Anonymous Logon. Disables HTTP authentication; uses guest account only for Common Internet File System (CIFS). Prompt for username and password. Prompts for user ID and password. After the user is prompted, this value may be used silently for the remainder of the session.

Automatic logon with current username and password. The logon credential may be tried silently by WindowsNT Challenge response (NTLM), an authentication protocol between an end-user client and application server, before prompting.

<http://technet.microsoft.com/en-us/library/dd346862.aspx>



## Question: 5

When visiting certain websites, users receive a message in Internet Explorer. The message is shown in the exhibit. (Click the Exhibit button.)



There is a problem with this website's security certificate.

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

**We recommend that you close this webpage and do not continue to this website.**

[Click here to close this webpage.](#)

[Continue to this website \(not recommended\).](#)

[More information](#)

You need to ensure that the Internet Explorer settings for all client computers follow company requirements. What should you modify in Group Policy?

- Enable the Internet Explorer\Internet Control Panel\Security Page\Internet Zone\Turn on Protected Mode setting.
- Disable the Internet Explorer\Internet Control Panel\Prevent ignoring certificate errors setting.
- Enable the Internet Explorer\Internet Control Panel\Prevent ignoring certificate errors setting.

- D. Disable the Windows Components\Windows Error Reporting\Disable Windows Error Reporting setting.
- E. Enable the Windows Components\Windows Error Reporting\Disable Windows Error Reporting setting.
- F. Enable the Internet Explorer\Internet Control Panel\Security Page\Internet Zone\Do not prompt for client certificate selection when no certificate or only one certificate setting.

**Answer: C**

### **Question: 6**

Existing Internet Explorer security settings and GPOs are applied throughout the company. However, users are visiting websites known by Internet Explorer to host malicious content. You need to ensure that users cannot visit those websites. Which setting in the GPO should you enable to achieve this goal?

- A. Turn off Managing SmartScreen Filter for Internet Explorer 8
- B. Prevent Bypassing SmartScreen Filter Warnings
- C. Turn on ActiveX Filtering
- D. Prevent ignoring certificate errors
- E. Turn off Managing Phishing filter

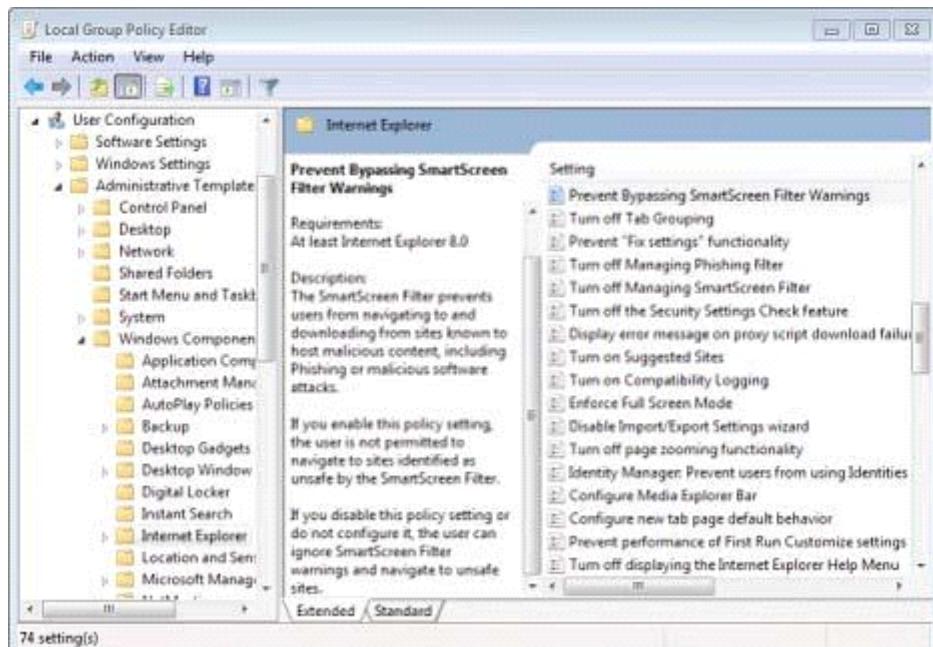
**Answer: B**

**Explanation:**

The SmartScreen Filter prevents users from navigating to and downloading from sites known to host malicious content, including Phishing or malicious software attacks.

If you enable this policy setting, the user is not permitted to navigate to sites identified as unsafe by the SmartScreen Filter.

If you disable this policy setting or do not configure it, the user can ignore SmartScreen Filter warnings and navigate to unsafe sites.



<http://maximumpcguides.com/windows-7/prevent-a-user-from-bypassing-the-smartscreen-filter-warnings-ininternet-explorer/>

<http://technet.microsoft.com/en-us/library/cc985351.aspx>

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### **Question: 7**

---

You need to identify which of the company's client computers are candidates to use BitLocker on the operating system hard disk. Which client computers should you recommend? (Choose all that apply.)

- A. all client computers at the Sales site
- B. all client computers in the Headquarters site
- C. all client computers in the Manufacturing site
- D. all client computers that are not TCG compliant

---

**Answer: B**

---

Explanation:

Answer changed from C. to B.

Chapter 4 Lesson 3 p 175

BitLocker Drive Encryption is a data protection feature available in Windows 7 Enterprise and Windows 7 Ultimate for client computers and in Windows Server 2008 R2.

[http://technet.microsoft.com/en-us/library/ee449438\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/ee449438(v=ws.10).aspx)

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### **Question: 8**

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A new client computer was joined recently to the company domain. However, it does not have the latest Windows updates installed. You need to ensure that the client computer uses the company's enterprise update distribution servers to install the latest Windows updates immediately. What should you do?

- A. Start the Windows Installer service.
- B. Run the wuauctl.exe /resetauthorization command.
- C. Run the wuauctl.exe /detectnow command.
- D. Run the net start TrustedInstaller command.

---

**Answer: C**

---

Explanation:

[http://technet.microsoft.com/en-us/library/cc708617\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc708617(WS.10).aspx)

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### **Question: 9**

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A personal laptop named LAPTOP02 is used as a client computer at the Headquarters site. LAPTOP02 runs the 64-bit version of Windows 7 Professional. You ascertain that the AppLockdown GPO was successfully applied to the computer. However, you notice that the user is still able to run .bat files. You need to ensure that the computer can comply with the existing AppLockdown GPO settings. What should you do?

- A. Perform a clean installation of the 64-bit version of Windows 7 Enterprise.
- B. Add LAPTOP02 to the security filtering on the AppLockdown GPO.
- C. Perform a clean installation of the 32-bit version of Windows 7 Professional.
- D. Run the gpupdate /force command.

---

**Answer: A**

---

**Explanation:**

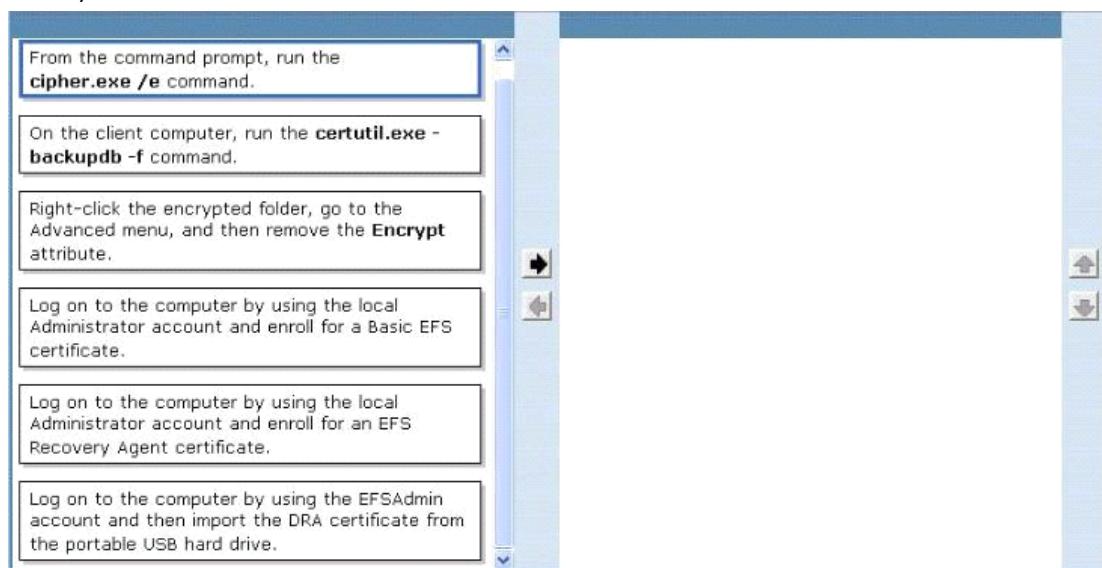
Chapter 24 p 1143

AppLocker is available in all editions of Windows Server2008R2 and in Windows7 Ultimate and Windows7 Enterprise. Windows7 Professional can be used to create AppLocker rules. However, AppLocker rules cannot be enforced on computers running Windows7 Professional. Organizations should use AppLocker for all computers that support it.

<http://technet.microsoft.com/en-us/library/dd759117.aspx>

**Question: 10****DRAG DROP**

A user lost his EFS private key and cannot access his encrypted folder. Based on the company's current configuration, you need to ascertain how to recover the encrypted folder. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

**Answer:**

From the command prompt, run the **cipher.exe /e** command.

On the client computer, run the **certutil.exe - backupdb -f** command.

Log on to the computer by using the local Administrator account and enroll for a Basic EFS certificate.

Log on to the computer by using the local Administrator account and enroll for an EFS Recovery Agent certificate.

Log on to the computer by using the EFSAdmin account and then import the DRA certificate from the portable USB hard drive.

Right-click the encrypted folder, go to the Advanced menu, and then remove the **Encrypt** attribute.

## Question: 12 DRAG DROP

You create an exception to the existing add-on company policy for Microsoft Internet Explorer. You need to modify the Group Policy to ensure that users can manage specific Internet Explorer add-ons. Which two actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Enable the **Internet Explorer\Security Features\Add-on Management\Add-on List** Group Policy setting.

Disable the **Internet Explorer\Security Features\Add-on Management\Add-on List** Group Policy setting.

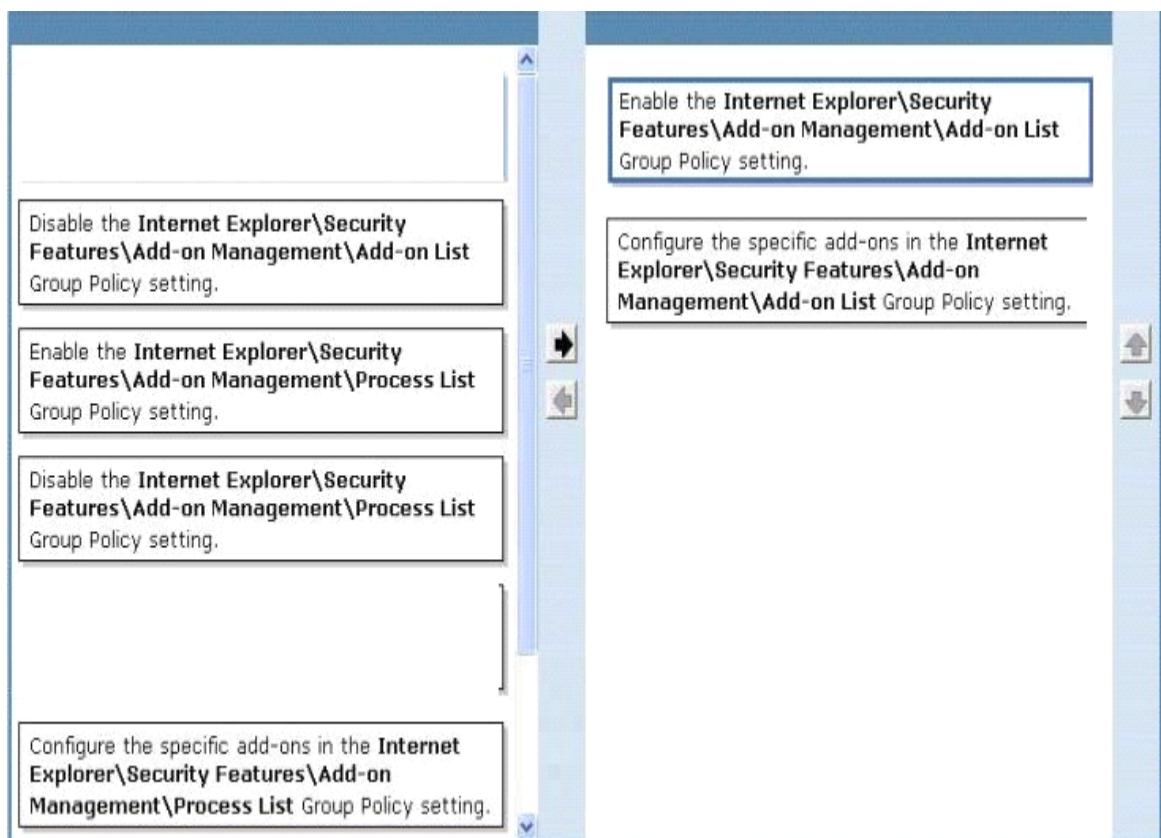
Enable the **Internet Explorer\Security Features\Add-on Management\Process List** Group Policy setting.

Disable the **Internet Explorer\Security Features\Add-on Management\Process List** Group Policy setting.

Configure the specific add-ons in the **Internet Explorer\Security Features\Add-on Management\Add-on List** Group Policy setting.

Configure the specific add-ons in the **Internet Explorer\Security Features\Add-on Management\Process List** Group Policy setting.

**Answer:**



## Case Study: 13 Enterprise Company

### Scenario:

#### Background

You are the desktop support technician for an enterprise company. The company offices, sizes, and platforms are shown in the following table.

Location	Number of users	Operating system version
Caracas	2,500	Windows 7
Athens	150	Windows Vista
Beijing	1,500	Windows 7
Chicago	400	Windows XP

The Beijing office has been experiencing remote access issues. The company's client computers run Windows Vista and Windows 7. The company is in the process of upgrading the Windows Vista client computers to Windows 7. All client computers have two volumes, as shown in the following table.

Volume	Usage	Hard disk
C	System volume	0
D	Data volume	1

The company's password policy is shown in the following table.

Policy	Setting
Enforce password history	5 passwords
Maximum password age	30 days
Minimum password age	0 days
Minimum password length	8 characters
Password must meet complexity requirements	Disabled
Store passwords using reversible encryption	Disabled

The company's account lockout policy is shown in the following table.

Policy	Setting
Account lockout duration	0 minutes
Account lockout threshold	10 count
Reset account lockout counter after	15 minutes

### Software Environment

- The company has a single Active Directory Domain Services (AD DS) forest with one domain. All domain controllers run Windows Server 2008 R2. The forest and domain functional levels are set to Windows Server 2008 R2.
- The company outsources sales support to a third party.
- Each member of the Sales Support team has an AD DS user account in a global security group named Sales.
- The Sales security group and the AD DS user accounts for the Sales Support team reside in an organizational unit (OU) named Sales Support.
- Members of the Sales Support team do not use domain-joined client computers.
- With the exception of the Sales Support team, all user accounts reside in an OU named Employees.
- All client computers reside in an OU named Client Computers.
- A global security group named Accounting contains users with domain accounts. They use portable computers running Windows 7 that are joined to the domain.
- The company uses DirectAccess for remote access connectivity. Windows 7 domain-joined computers have been configured to use DirectAccess.
- The company uses Microsoft Exchange and Outlook Web App (OWA) for email and collaboration. The company has enabled password reset through OWA.

The company uses AppLocker to prevent users from running certain programs. AppLocker rules are defined at the domain-level in the Corp Group Policy object (GPO). Corp GPO only contains AppLocker policy settings.

### Wireless Requirements

The company has wireless access points (WAPs) that provide wireless connectivity at some locations. The company uses a GPO named WiFi to enforce wireless security. The WiFi GPO is linked to the domain. The company mandates that all domain-joined computers must connect to corporate WAPs automatically. The company's 802.1 X authentication server must be used for client computer connections to the WAP. Visitors and contractors are unable to connect to the corporate wireless network. Management has mandated that a guest wireless network be established that meets the following criteria:

- Users should not have to provide credentials.
- Maximize wireless network performance.
- Minimize administrative overhead.

### Data Protection Environment

- Full system backups are performed on client computers on Sundays with one week of retention.
- All client computers are configured with System Protection settings to restore only previous versions of files.

---

### Question: 1

You are deploying a WAP in one of the company's locations. You need to ensure that wireless connectivity meets the company's requirements. What should you recommend? (Choose all that apply.)

- Link the GPO to an OU that contains all client computer accounts.
- Create a GPO and define an IP Security policy.
- Create a GPO and define a Wireless Network (IEEE 802.1X) policy.
- Create a GPO and define a Network List Manager policy.
- Link the GPO to an OU that contains all user accounts.

---

**Answer: A, C**

---

Explanation:

Might be related to Exam B Question 12 Topic 13, Enterprise Company no sure about answers

---

### **Question: 2**

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After you modify Corp GPO, users cannot log on to their computers. You need to ensure that users can log on to their computers. What should you do? (Choose all that apply.)

- A. Modify Corp GPO so that the default rules are created
- B. Log off the client computers and log back on
- C. Restart the client computers
- D. Modify Corp GPO so that all rules are deleted

---

**Answer: A, C**

---

Explanation:

Might be related to Exam B Question 12 Topic 13, Enterprise Company no sure about answer

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### **Question: 3**

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The company's help desk technicians spend a significant amount of time researching whether remote access issues are related to the corporate network or to Accounting group users' Internet connectivity. You need to recommend a solution that minimizes time spent indentifying the cause of the remote access issues. What should you recommend?

- A. Deploy the DirectAccess Connectivity Assistant on the Accounting group's portable computers.
- B. Deploy the DirectAccess Connectivity Assistant on the help desk technicians' computers.
- C. Enable Windows Firewall logging on DirectAccess servers.
- D. Enable Windows Firewall logging on the portable computers.

---

**Answer: A**

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Explanation:

<http://technet.microsoft.com/en-us/library/ff384241.aspx>

<http://technet.microsoft.com/en-us/library/gg313782.aspx>

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### **Question: 4**

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You are expanding the wireless functionality by creating a guest wireless network based on the new company requirements. You need to ensure that users can connect automatically without providing credentials. Which security type should you use?

- A. No Authentication (Open)
- B. WEP
- C. WPA
- D. Shared
- E. WPA2 Enterprise

---

**Answer: A**

---

**Question: 5**

---

You install an application on one of the company's test computers. The application fails to run and is affecting other applications. You are unable to uninstall the application successfully. You need to remove the application from the test computer without modifying user documents. What should you do?

- A. Restart the test computer by using in Last Known good Configuration
- B. Use Windows Backup to restore the test computer
- C. Use System Restore to restore the test computer
- D. Restart the test computer in Safe Mode

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**Answer: C**

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Explanation:

changed the answer from A. to C.

Chapter 9 Lesson 2 p 356

Sometimes installing a program or driver can make Windows run slowly or unpredictably. System Restore can return your PC's system files and programs to a time when everything was working fine, potentially preventing hours of troubleshooting headaches. It won't affect your documents, pictures, or other data. Windows 7 System Restore utility has now merged with the Windows Backup utility. You can now use System

Restore with Advance recovery to restore the system using previously created System Images or even restore your computer to its original settings.

<http://windows.microsoft.com/en-US/windows7/products/features/system-restore>

<http://www.windows7news.com/2009/09/25/how-to-use-windows-7-system-restore/>

**Question: 6**

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Members of the Sales Support team must contact the help desk to have their AD DS user accounts unlocked. You need to recommend a solution to ensure that user accounts for members of the Sales Support team are automatically unlocked 10 minutes after becoming locked. What should you recommend?

- A. Create a new Group Policy object with a different account lockout policy and link it to the domain.
- B. Modify the Unlock Account options for the members of the Sales security group.
- C. Create a fine-grained password policy with a different account lockout policy and apply it to the Sales security group.
- D. Modify the Account Properties Options properties for the members of the Sales security group.

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**Answer: C**

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Explanation:

[http://www.adaxes.com/tutorials\\_ActiveDirectoryManagement\\_ManageFineGrainedPasswordPolicies.htm](http://www.adaxes.com/tutorials_ActiveDirectoryManagement_ManageFineGrainedPasswordPolicies.htm)

**Question: 7**

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You deploy a WAP in one of the company locations. Client computers connect to it by using the WiFi GPO. You need to ensure that users cannot change the network location for the connection. Which policy should you define?

- A. Wireless Network (IEEE 802.11)
- B. IP Security
- C. Network List Manager
- D. Windows Firewall with Advanced Security

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**Answer: C**

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Explanation:  
Chapter 7 p 346 – 348

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**Question: 8**

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One of the company's client computers is configured with the company's System Protection settings. That computer becomes unresponsive. You run a system restore on the computer. The system restore does not restore the computer system settings. You need to ensure that all future system restores for the computer include system settings. You reimagine the client computer with the company's corporate image. What should you do next?

- A. Modify the System Protection properties for the C volume
- B. Create a new system restore point
- C. Modify the Shadow Copies properties for the C volume
- D. Create a new critical volume backup

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**Answer: A**

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**Question: 9**

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You deploy a WAP in the company's Beijing office. Client computers connect to it by using the WiFi GPO. You deploy an 802.1X authentication server that is used to authenticate wireless connections. You need to ensure that the wireless authentication meets the company's requirements. Which security option should you configure the wireless connections to use?

- A. WPA-Enterprise
- B. WEP
- C. WPA2-Personal
- D. No authentication (Open)

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**Answer: A**

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Explanation:  
Chapter 2 Lesson 3 p 86 – 90  
[http://www.youtube.com/watch?v=g-0MM\\_tK-Tk](http://www.youtube.com/watch?v=g-0MM_tK-Tk)

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**Question: 10**

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Users in the Sales Support team access a web application that uses AD DS for authentication. Thirty days after their user accounts are created users cannot authenticate to run the application. You need to ensure that the Sales Support team can continue to use the web application. What should you do?

- A. Modify the Account Expires options for the Sale Support team user accounts.
- B. Instruct the users to reset their passwords by using OWA (Outlook Web Access).
- C. Instruct the users to reset their passwords by using the Local Users and Groups snap-in.
- D. Modify the Logon Hours options for the Sales Support team user accounts.

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**Answer: B**

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Explanation:

- B. The pc's are not part of the domain so the users need a way to reset their AD password.

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### **Question: 11**

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You plan to join Athens client computers to the AD DS domain. The Athens client computers connect to the network via a wireless connection. You need to ensure that the Athens client computers can be joined to the domain. What should you recommend?

- A. Create a bootstrap wireless profile for the client computers.
- B. Configure Windows Deployment Services with PXE.
- C. Create a domain wireless profile for the client computers.
- D. Configure Remote Installation Services with PXE.

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**Answer: A**

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Explanation:

[http://technet.microsoft.com/en-us/library/ff919501\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/ff919501(WS.10).aspx)

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### **Question: 12**

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You need to troubleshoot the remote access issues in the Beijing office. What should you configure? (Choose all that apply.)

- A. the network test resources for DirectAccess Connectivity Assistant (DCA)
- B. the external DNS servers to use for name resolution
- C. the internal DNS servers to use for name resolution
- D. the IPv6 addresses of all DirectAccess servers
- E. the IPv4 addresses of all DirectAccess servers

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**Answer: A, C, D**

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