



70-685^{Q&As}

Windows 7, Enterprise Desktop Support Technician

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**QUESTION 1**

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.

Correct Answer: A

QUESTION 2

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.

Correct Answer: A

QUESTION 3



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.

Point and Shoot:



Correct Answer:



QUESTION 4

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.)

Select and Place:

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.

Correct Answer:

Run the **arp -a** command.

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.

Log on as a local administrative user.

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

QUESTION 5

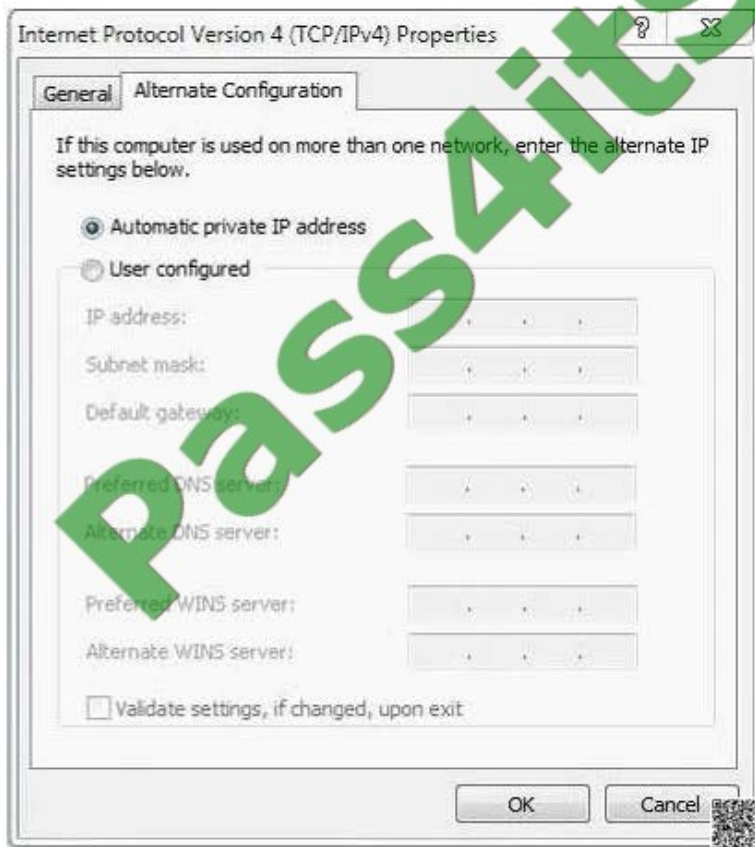
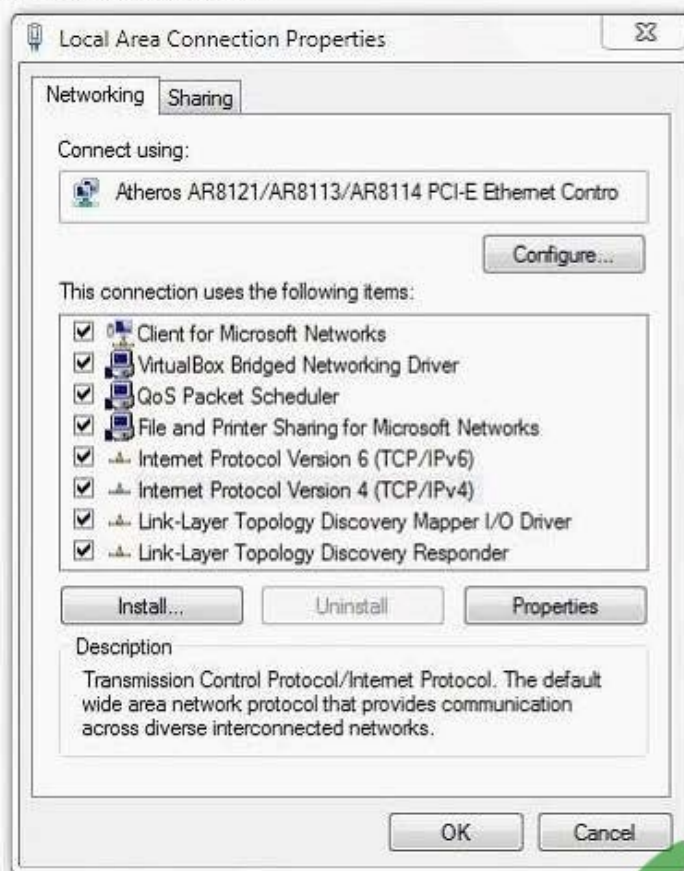
Five users from the main office travel to the branch office. The users bring their portable computers. The help desk reports that the users are unable to access any network resources from the branch office. Branch office users can access the network resources. You need to ensure that the main office 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.

Correct Answer: D

**Explanation/Reference:**



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