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Pro. Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician

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QUESTION 1

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All servers on the network run Windows Server 2008. All client computers run Windows 7 Professional.

ABC.com contains a Development department. The Development department users create custom software applications for use by ABC.com staff and customers.

The developers create a custom application named ABC-App1. All ABC.com domain users require ABC-App1 to be installed on their computers.

ABC.com company security policy states that domain users must not have administrative rights on their computers. To comply with this security policy, all user accounts are members of the Domain Users group only.

A user named Mia Hamm attempts to install ABC-App1. The installation fails and displays an error message saying administrative rights are required to install the application.

How can you install the application using the least amount of administrative effort whilst complying with the company security policy?

- A. Log in to each client computer with an administrative account and install the application.
- B. Deploy a Group Policy Object (GPO) that publishes the application.
- C. Disable User Account Control on the client computers.
- D. Instruct the users to right click on the application installer and select "Run as Administrator".

Correct Answer: B

QUESTION 2

Start of repeated scenarioYou are an enterprise desktop support technician for Humongous Insurance. Active Directory ConfigurationThe 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 ConfigurationAll servers run Windows Server 2008 R2 and are joined to the domain. The relevant servers are configured as shown in the following table. The corporate security policy states that all domain controllers must have only the following roles. AD DSDNS serverDHCP server Network ConfigurationSite1 and Site2 connect to each other by using a WAN link. Client Computer ConfigurationAll 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 ConfigurationUsers 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 ConfigurationAll 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. End of repeated scenario 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?

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Server Site Ro		Role	
DC1	Site1 Active Directory Domain Services 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	

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

Correct Answer: A

QUESTION 3

Your network has a main office and a branch office. The branch office has computers that run Windows 7. A network administrator enables BranchCache in the main office. You run Netsh on your computer as shown in the exhibit. (Click the Exhibit button.) You need to ensure that other computers in the branch office can access the cached content on your computer. What should you do?

```
C:\Users\administrator>netsh branchcache show status all
BranchCache Service Status:
Service Mode
                                   Distributed Caching (Set By Group Policy)
                                   Running
Current
         Status
Service Start Type
                                   Manual
Local Cache Status:
                                   5% of hard disk
3425166 Bytes
Maximum Cache Size
Active Current Cache Size
Local Gache Location =
cal\PeerDistRepub (Default)
                                   G:\Windows\ServiceProfiles\NetworkService\AppData\Lo
This machine is not configured as a hosted cache client.
Networking Status:
Content Retrieval URL Reservation
Hosted Cache URL Reservation
                                                         Configured
Configured
                                                                             (Required)
                                                                             (Not Required)
SSL Certificate Bound To Hosted Cache Port
Content Retrieval Firewall Rules
Peer Discovery Firewall Rules
                                                                             (Not Required)
(Required)
                                                         Not Conf
Disabled
                                                              Configured
                                                         Disabled
                                                                             (Required)
Hosted Cache Server
                         Firewall
                                     Rules
                                                          Disabled
                                                                                   Required?
Hosted Cache
                Client
                         Firewall
                                                                                   Required
```

A. Turn on Internet Information Services (IIS).

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- B. Configure the computer as a hosted cache client.
- C. Configure the BranchCache service to start automatically.
- D. Modify the Windows Firewall with Advanced Security rules.

Correct Answer: D

QUESTION 4

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All servers on the network run Windows Server 2008. The client computers run a mix of Windows 7 Enterprise and Windows Vista.

You are in the process of migrating the client computers from Windows Vista to Windows 7. You receive a modified Windows 7 image to deploy to client computers. You deploy the image to a test computer. You want to view the detailed activation and license information of the test computer.

What program or command can you run the view the required information?

- A. System Information
- B. Net View
- C. ImageX
- D. Slmgr.vbs

Correct Answer: D

QUESTION 5

You have a computer that runs Windows 7. The IPv6 address of the computer is configured automatically. You need to identify the IPv6 address of the computer. What should you do?

- A. At the command prompt, run Netstat.
- B. At the command prompt run Net config.
- C. From the network connection status, click Details.
- D. From network connection properties, select Internet Protocol Version 6 (TCP/IPv6) and click Properties.

Correct Answer: C

QUESTION 6

You have a computer that runs Windows 7. You log on to the computer by using a user account that is a member of Administrators group. From Windows Explorer you open

A. \windows\system32\drivers\etc\hosts in Notepad. You attempt to save the file and receive the Save As dialog box.



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You need to ensure that you can save changes to C.\windows\system32\drivers\etc\hosts. What should you do?

- B. Stop the Windows Search service.
- C. Remove the inherited permissions from the file.
- D. Start Windows Notepad by using elevated privileges.
- E. Change the User Account Control (UAC) settings to Notify me only when program try to make changes to my computer.

Correct Answer: C

QUESTION 7

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. All servers on the network run Windows Server 2008. All client computers run Windows 7 Enterprise.

The ABC.com network policy currently states that no client computer is allowed to run unnecessary services.

ABC.com has supplied the Sales users with new portable computers. The Sales computers have all unnecessary services disabled. The Sales users have also been issued with mobile broadband adapters that plug into their laptops. The

broadband adapters use the Global System for Mobile Communications (GSM) technology.

ABC.com wants you to make sure that the portable computers are able to connect to the GSM network.

What service needs to be enabled on the laptops to enable to the broadband adapters to work?

- A. You should enable the Internet Connection Sharing (ICS) on the laptops.
- B. You should Remote Access Connection Manager service on the laptops.
- C. You should enable the WLAN AutoConfig service on the laptops.
- D. You should enable the Secondary Logon service on the laptops.
- E. You should enable the WWAN AutoConfig service on the laptops.

Correct Answer: E

QUESTION 8

You work as a desktop technician at ABC.com. The network consists of a single Active Directory domain named ABC.com. All servers on the network run Windows Server 2008. Most client computers have been migrated to Windows 7 Professional. However, some client computers still run Windows XP Professional.

The Network Discovery Feature has been enabled on the servers and the Windows 7 Professional client computers. All servers and Windows 7 client computers are now displayed on the network map. You notice that that the Windows XP client computers do not appear on the map.

How can you ensure that all the client computers are displayed on the network map?

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- A. You should install the Link Layer Topology Discovery (LLTD) Responder on the Windows XP Professional client computers.
- B. You should enable File and Printer Sharing on the Windows XP Professional computers.
- C. You should enable the Computer Browser service on the Windows XP Professional computers.
- D. You should enable the Workstation service on the Windows XP Professional computers.

Correct Answer: A

QUESTION 9

Start of repeated scenarioYou are an enterprise desktop support technician for Fourth Coffee. The network contains a single domain named fourthcoffee.com. Physical EnvironmentThe company has three offices. The offices are configured as shown in the following table. The relevant servers are configured as shown in the following table. The Web1 server is accessible only through the URL http.//web1.fourthcoffee.local. Application ConfigurationsFourth Coffee deploys an application named App1 to users in the main office by using a Changed with the DEMO VERSION of CAD-KAS PDF-Editor (http://www.cadkas.com). 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 PolicyThe 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 ConfigurationAll 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. End of repeated scenario 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. What should you request?

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

Server Name	Role	Office Main office	
DC1	Domain controller, DNS server		
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	

A. that a change be made to the routing table on VPN1

B. that VPN1 be configured to support PPTP-based VPN connections



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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

Correct Answer: A

QUESTION 10

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.

Correct Answer: B

QUESTION 11

Start of repeated scenarioYou are an enterprise desktop support technician for Consolidated Messenger. Network ConfigurationThe 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 11g wireless access point. All wireless access points are configured to use Radius01 for authentication. Active Directory ConfigurationThe 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. Applications The relevant applications on the network are shown in the following table. Server Configuration The relevant servers are configured as shown in the following table. 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. PrintersThe 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. End of repeated scenario 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?

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UserAccounts

Finance

Sales

Marketing

CorpComputers

Desktops

Laptop

Servers

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

Application name	Туре	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 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	



- 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

Correct Answer: B

QUESTION 12

You have two computers named Computer1 and Computer2 that run Windows 7. You need to ensure that you can remotely execute commands on Computer2 from Computer1. What should you do?

A. Run Winrm quickconfig on Computer1.



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- B. Run Winrm quickconfig on Computer2.
- C. Enable Windows Remote Management (WinRM) through Windows Firewall on Computer1.
- D. Enable Windows Remote Management (WinRM) through Windows Firewall on Computer2.

Correct Answer: B

QUESTION 13

You work as a desktop technician at ABC.com. The ABC.com network consists of a single Active Directory domain named ABC.com. The network contains 20 servers that run Windows Server 2008 and 200 client computers that run Windows XP Professional.

You are planning to migrate the Windows XP Professional client computers to Windows 7 Enterprise.

As part of the planning process, you need to find out which of the applications currently installed on the client computers will run on Windows 7 and which applications are incompatible. What tool provides the easiest way to find out the required information?

- A. Windows Software Update Services (WSUS)
- B. Windows Deployment Services (WDS)
- C. Microsoft Application Compatibility Toolkit (ACT)
- D. Microsoft Baseline Security Analyzer (MBSA)

Correct Answer: C

QUESTION 14

Start of repeated scenarioYou are an enterprise desktop support technician for Wingtip Toys. Wingtip Toys has two offices. Active Directory ConfigurationThe 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. The network contains an enterprise root certification authority (CA). Certificate autoenrollement is enabled for all users. Network ConfigurationEach 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 AccessThe 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. Changed with the DEMO VERSION of CAD-KAS PDF-Editor (http://www.cadkas.com). 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 ApplicationsYour 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. End of repeated scenario 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?



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Active Directory objects	
Computer Objects in office 1	
User Objects in office 1	
Computer Objects in office 2	
User Objects in office 2	

- 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.

Correct Answer: D

QUESTION 15

Your network consists of an Active Directory domain and a DirectAccess infrastructure. You install Windows 7 on a new portable computer and join the computer to the domain. You need to ensure that the computer can establish DirectAccess connections. What should you do?

- A. Install a computer certificate.
- B. Create a new network connection.
- C. Enable the Network Discovery firewall exception.
- D. Add the computer account to the Network Configuration Operators group.

Correct Answer: A

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