



# 70-682<sup>Q&As</sup>

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 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.

You receive reports from users that their computers now take longer to start up than they used to. As part of your troubleshooting process, you need to determine what applications run when the computer starts.

How would you determine what applications run when a computer starts?

- A. Run Task Manager and look at the Applications tab.
- B. Run MSConfig and look at the Startup tab.
- C. Run Services.msc and look at the startup properties of the services.
- D. Open a command prompt and run the NET START command.

Correct Answer: B

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**QUESTION 2**

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.

ABC.com contains a Development department. Users in the Development department write custom applications and create web sites for customers.

Mia Hamm works as a Graphics Designer in the Development department. She uses a memory intensive graphics application to create graphics for the web sites.

Mia complains that her computer runs slowly when she is using the graphics application.

You note that her computer has 4GB of RAM consisting of four 1GB modules.

How can you improve the performance of Mia's computer?

- A. Decrease the frequency of the monitor connected to Mia's computer.
- B. Configure the processor priority of the graphics application to Real Time.
- C. Replace the four memory modules with a single 4GB memory module.
- D. Decrease the virtual memory on Mia's computer.
- E. Increase the virtual memory on Mia's computer.

Correct Answer: E

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**QUESTION 3**

This question is the first in a series of questions that all present the same scenario. For your convenience, the scenario is repeated in each question. Each question presents a different goal and answer choices, but the text of the scenario is exactly the same in each question in this series. Start of repeated scenario You are an enterprise desktop support technician for City Power and Light. City Power and 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 cpandl.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. 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 PPTP-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. End of repeated scenario 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?

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

- 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.

Correct Answer: A

**QUESTION 4**

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.

Correct Answer: C

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#### QUESTION 5

This question is the first in a series of questions that all present the same scenario. For your convenience, the scenario is repeated in each question. Each question presents a different goal and answer choices, but the text of the scenario is exactly the same in each question in this series. Start of repeated scenario You are an enterprise desktop support technician for 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. DHCP Configuration The DHCP servers are configured as shown in the following table. 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. End of repeated scenario 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?



Server name	Site	Server role(s)	IP address
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 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>

- 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.

Correct Answer: A

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