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Pro. Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician

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QUESTION 1

You have a computer that runs Windows 7. A user installs a third-party media player on the computer. You discover that all media files automatically open by using the third-party media player. You need to ensure that all media files open automatically by using Windows Media Player. You must achieve this goal by using the minimum amount of administrative effort. What should you do?

A. Select a media file. Right-click the file and select Open with.

B. Select a media file. Right-click the file and select Restore previous versions.

C. From Control Panel, modify the Set your default programs settings.

D. From Control Panel, modify the Set program access and computer defaults settings.

Correct Answer: C

QUESTION 2

Start of repeated scenarioYou 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 ConfigurationThe 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 ConfigurationThe 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 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?

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

DHCP server	DHCP scope
Server1	• Address range 192.168.1.50-192.168.1.250 • Default gateway 192.168.1.1 • Primary DNS 192.168.1.2 • Secondary DNS 192.168.1.5
Server2	• Address range 192.168.2.50-192.168.2.250 • Default gateway 192.168.2.1 • DNS 192.163.1.2 • Secondary DNS 192.168.1.5
Server3	• Address range 192.168.3.50-192.168.3.250 • Default gateway 192.168.3.1 • DNS 192.163.1.2 • Secondary DNS 192.168.1.5
Server4	• Address range 192.168.4.50-192.168.4.250 • Default gateway 192.168.4.1 • DNS 192.163.1.2 • Secondary DNS 192.168.1.5

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.

Correct Answer: D

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 scenarioYou are an enterprise desktop support technician for Contoso, Ltd. IP AddressingContoso has one office. The IP addressing for Contoso is configured as shown in the following table. Active Directory ConfigurationYou 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 computer accounts 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 ConfigurationThe relevant servers are configured as shown in the following table. 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 ConfigurationNetwork 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 ConfigurationMost 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 Changed with the DEMO VERSION of CAD-KAS PDF-Editor (http://www.cadkas.com). previous version of App1. End of repeated scenario 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?

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

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. 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

Correct Answer: A

QUESTION 4

Your network contains an Intrasite Automatic Tunnel Addressing Protocol (ISATAP) router. You run Ipconfig as shown in the exhibit. (Click the Exhibit button.) Other users on the network receive an IPv6 address for ISATAP. You need to ensure that your computer receives an IPv6 address for ISATAP. What should you do?

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Administrator: C:\Windows\system32\cmd.exe

C:\Users\administrator.CONTOSO>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix  . : contoso.com
    Link-local IPv6 Address . . . . . : fe80::cdbc:4fe5:8f9d:8908%12
    IPv4 Address. . . . . . . . . . . : 192.168.1.101
    Subnet Mask . . . . . . . . . . . : 255.255.255.0
    Default Gateway . . . . . . . . . : 192.168.1.1

Tunnel adapter isatap.contoso.com:

    Media State . . . . . . . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

C:\Users\administrator.CONTOSO>_
```

A. Run Ipconfig /renew6.

B. Run Ipconfig /setclassid6.

C. Start the Net.TCP Port Sharing service.

D. Start the Internet Protocol Helper (IP Helper) service.

Correct Answer: D

QUESTION 5

You work as the network administrator at ABC.com. Mia Hamm is part of the ABC.com IT team and works as a desktop technician.

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.

All servers and client computers on the ABC.com network have static IP configurations. The company has hired a new user named Clive Allen to work in the Sales department. Mia is configuring a new desktop computer for Clive. She

configures the IPv4 settings as shown below:

Mia successfully joins Clive\'s computer to the domain. However she reports that Clive is unable to access Internet web sites.

Which IP setting should you change?

A. The default gateway should be changed to 192.168.15.254.

B. The subnet mask should be changed to 255.255.255.0.

C. The IP address should be changed to 192.168.15.254.

D. The preferred DNS server should be changed to 192.168.1.3.

Correct Answer: A

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