



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

Pro. Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician

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### QUESTION 1

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. Changed with the DEMO VERSION of CAD-KAS PDF-Editor (<http://www.cadkas.com>). 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 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?

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. 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.

Correct Answer: D

### QUESTION 2

Start of repeated 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. 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 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 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 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?

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

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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

- 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.

Correct Answer: A

### QUESTION 3

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.

Correct Answer: C

#### 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. The ABC.com network consists of a main office and a branch office. The two offices are connected using a VPN connection.

All servers on the network run Windows Server 2008. All client computers run Windows 7 Enterprise.

The main office contains a file server named ABC-File01. Users in the branch office access files on ABC- File01.

To improve performance for the branch office computers, you have enabled BranchCache in the branch office. BranchCache runs in host mode on a server named ABC-Cache01.

You notice that the performance of ABC-Cache01 is slower than usual. To troubleshoot the issue, you need to temporarily prevent the branch office computers connecting to ABC- Cache01 to retrieve cached content.

How can you temporarily disable the BranchCache connections?

- A. Run the Netsh branchcache Set Localcache command from a command prompt on ABC-Cache01.
- B. Run the Netsh branchcache Set Service command from a command prompt on ABC- Cache01.
- C. Run the Netsh branchcache Reset command from a command prompt on ABC- Cache01.
- D. Run the Netsh branchcache flush command from a command prompt on ABC-Cache01.

Correct Answer: D

#### QUESTION 5


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.wingtip toys.com>. The domain name website1.wingtip toys.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?

Organizational unit	Active Directory objects
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



- 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

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