

70-685^{Q&As}

Windows 7, Enterprise Desktop Support Technician

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QUESTION 1

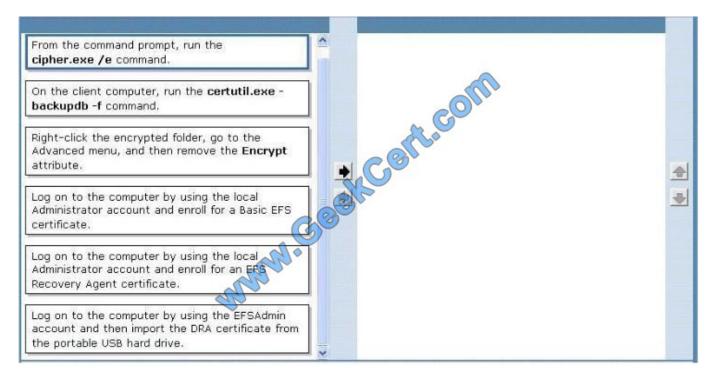
A user lost his EFS private key and cannot access his encrypted folder. Based on the company\\'s current configuration, you need to ascertain how to recover the

encrypted folder.

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.)

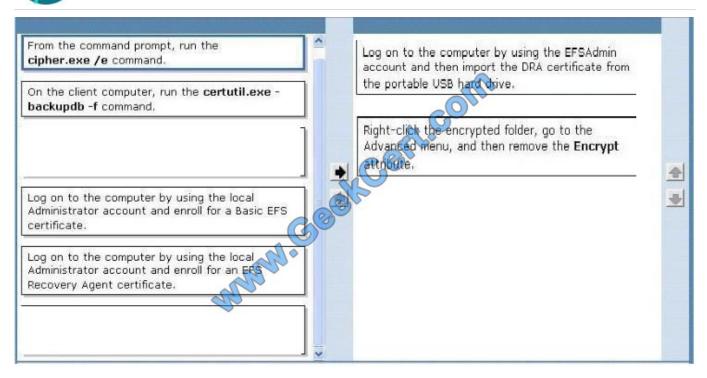
Select and Place:



Correct Answer:

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QUESTION 2

A shared client computer running Windows 7 is responding and loading applications slowly. Windows Task Manager indicates that available memory is low and that several applications, which are not running on the desktop, are using a large amount of memory. You need to recommend an approach for optimizing the performance of the client computer. What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. Use Task Manager to end unknown processes and processes that are not associated with the currently active user account

- B. Log off all users other than the currently active user from the client computer
- C. Restart Windows Explorer
- D. In the Services Management console, stop unnecessary services

Correct Answer: D

http://www.optimizingpc.com/windows7/optimizing_windows_7_services.html

QUESTION 3

All client computers on your company network run Windows 7.

After the installation of a third-party defragmentation tool, several employees are unable to start their portable computers in normal or safe modes.

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The Original Equipment Manufacturer (OEM) recovery partition is not installed on the computers. The Boot Configuration Database (BCD) has also been corrupted. You need to repair the BCD so that the computers can start.

What should you do?

- A. Create a new system repair disc and run the System Image Recovery tool on the employee computers.
- B. Create a new system repair disc and run the Startup Repair recovery tool on the employee computers.
- C. Start each computer from the installation DVD. Select the Last Known Good Configuration advanced boot option.
- D. Start each computer from the installation DVD. In the System Recovery Options dialog box, select the System Restore recovery tool.

Correct Answer: B

QUESTION 4

All client computers on your company network were recently migrated from Windows XP to Windows 7.Employees use Internet Explorer 8.

Each time employees access a Web application, they are prompted to install an add-on. After each installation, the application restarts and prompts the employees to install the add-on again. You need to ensure that employees can run the

application.

What should you do?

- A. Use a script to install the add-on in Windows XP Mode.
- B. Use a script to run the application in Windows XP Compatibility Mode.
- C. Add the class identifier of the add-on to the Add-on list in Group Policy.
- D. Set the Deny all add-ons unless specifically allowed in the Add-on list Group Policy setting to Disabled.

Correct Answer: C

Chapter 4 Lesson 2 p 149

QUESTION 5

Your company uses portable computers that run Windows 7.

The Sales department staff use Wireless Wide Area Network (WWAN), WLAN, and wired network connections to work from a remote location.

The Sales department staff reestablish their secure connections and restart applications frequently.

You need to ensure that the employees are able to work without unnecessary interruptions.

What should you do?



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- A. Create a Group Policy to configure preferred wireless access points
- B. Configure Group Policy preferences to create multiple VPN connections
- C. Configure each portable computer to use the VPN Reconnect feature
- D. Configure each portable computer to use the Extensible Authentication Protocol

Correct Answer: C

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