



70-685^{Q&As}

Windows 7, Enterprise Desktop Support Technician

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QUESTION 1

All client computers on your company network run Windows 7. An employee installs several new applications on a computer.

After the applications are installed, the computer takes longer to start.

You need to reduce the startup process time.

What should you do?

- A. Run the msconfig tool.
- B. Run the bcdedit command.
- C. Use the Services console to stop the applications.
- D. Use the Task Manager tool to stop the applications.

Correct Answer: A

<http://www.youtube.com/watch?v=Wm3TUTmXZcQ>



QUESTION 2

A personal laptop named LAPTOP02 is used as a client computer at the Headquarters site. LAPTOP02 runs the 64-bit version of Windows 7 Professional.

You ascertain that the AppLockdown GPO was successfully applied to the computer. However, you notice that the user is still able to run .bat files.

You need to ensure that the computer can comply with the existing AppLockdown GPO settings.



What should you do?

- A. Perform a clean installation of the 64-bit version of Windows 7 Enterprise.
- B. Add LAPTOP02 to the security filtering on the AppLockdown GPO.
- C. Perform a clean installation of the 32-bit version of Windows 7 Professional.
- D. Run the gpupdate /force command.

Correct Answer: A

Chapter 24 p 1143 AppLocker is available in all editions of Windows Server2008R2 and in Windows7 Ultimate and Windows7 Enterprise. Windows7 Professional can be used to create AppLocker rules. However, AppLocker rules cannot be enforced on computers running Windows7 Professional. Organizations should use AppLocker for all computers that support it. <http://technet.microsoft.com/en-us/library/dd759117.aspx>

QUESTION 3

The help desk reports that all

newly installed desktop computers cannot access the companys file server. The help desk sends you the screen capture shown in the exhibit. (Click the Exhibit button.)



You need to resolve the network connectivity issue. The solution must adhere to the company policy. What should you instruct help desk to do?



- A. Modify Windows Firewall and enable File and Printer Sharing in the public profile.
- B. Modify Windows Firewall and enable File and Printer Sharing in the domain profile.
- C. Modify the network configuration and define the IPv4 default gateway.
- D. Modify the network configuration to automatically obtain an IP address and a DNS server address.

Correct Answer: D

QUESTION 4

A corporate environment includes client computers running Windows 7 Enterprise. Remote access to the corporate network utilizes Network Access Protection (NAP) and DirectAccess.

You need to recommend an approach for providing support technicians with the ability to easily determine the cause of client-side remote access issues.

What is the best approach to achieve the goal? (More than one answer choice may achieve the goal. Select the BEST answer.)

- A. Run network tracing for DirectAccess on client computers.
- B. Grant the support technicians access to the DirectAccess Management Console.
- C. Deploy the DirectAccess Connectivity Assistant (DCA) to client computers.
- D. Run Windows Network Diagnostics on client computers.

Correct Answer: D

[http://technet.microsoft.com/en-us/library/dd391869\(Ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd391869(Ws.10).aspx) [http://technet.microsoft.com/en-us/library/dd391869\(v=WS.10\).aspx#bkmk_NDF](http://technet.microsoft.com/en-us/library/dd391869(v=WS.10).aspx#bkmk_NDF)

QUESTION 5

All client computers on your company network run Windows 7. A standard Windows 7 image is loaded on all new computers on the network.

A department in your company purchases several tablet computers. Employees report that the pen interface does not work on the tablet computers.

You need to ensure that employees can use the pen interface. What should you do?

- A. Turn on the Media Features.
- B. Turn on the Tablet PC Components.
- C. Start the WMI Performance Adapter service and set it to Automatic.
- D. Start the Human Interface Device Access service and set it to Automatic.



Correct Answer: B

Chapter 6 p 296 -298 Start > Control Panel > Programs > Programs and Features > Turn Windows features on or off



To turn a Windows feature on, select the check box next to the feature. Click OK. To turn a Windows feature off, clear the check box. Click OK.

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