



70-685^{Q&As}

Windows 7, Enterprise Desktop Support Technician

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QUESTION 1

Several users in the sales department report that their user accounts are locked out shortly after they change their user passwords.

You need to minimize the number of account lockouts that occur after the users change their passwords.

What should you instruct the users to do?

- A. Delete all entries from the Credential Manager vault.
- B. Change their passwords and then create a password reset disk.
- C. Change their passwords and then configure App2 to log on by using a service account.
- D. Change their passwords and then log off and log back on to their computers.

Correct Answer: C

QUESTION 2

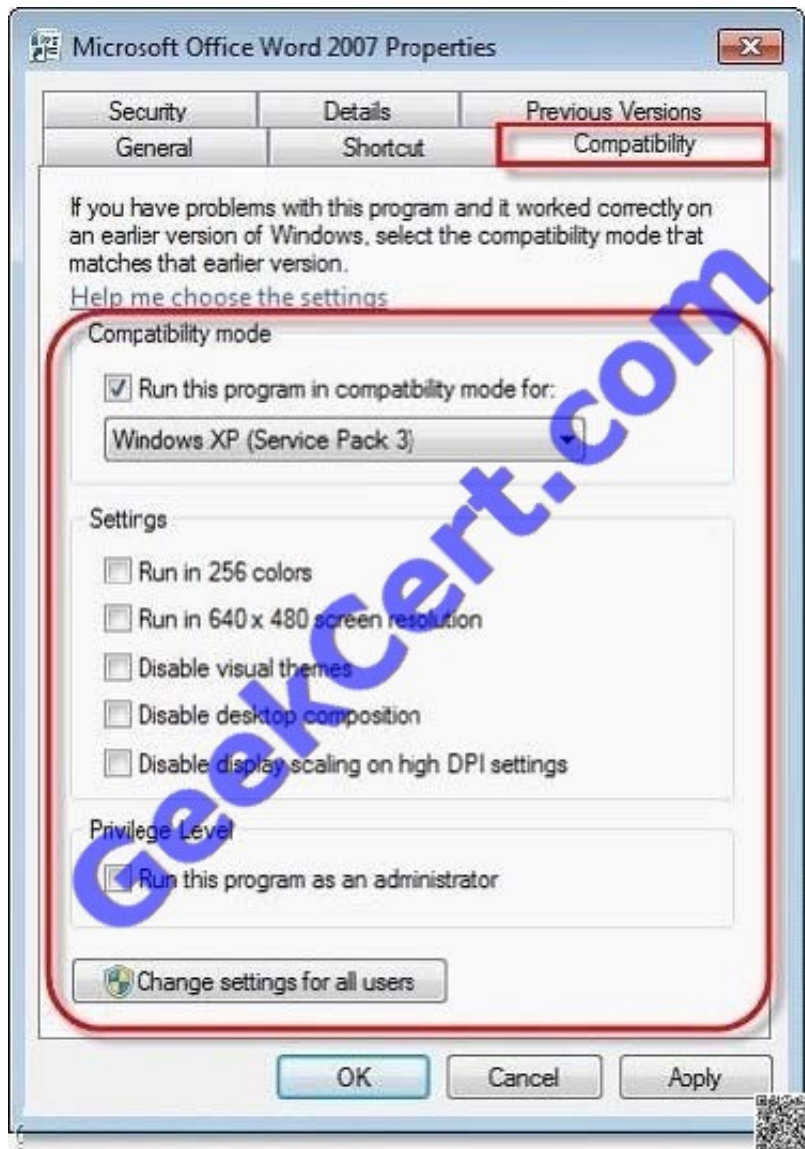
All client computers on your company network were recently migrated from Windows XP to Windows 7. Your company uses a proprietary software program that is installed by using a Windows Installer (.msi) file. Employees who require the application must install it on their computers. Employees are unable to install the software due to compatibility issues. You need to ensure that the application can be installed.

What should you do?

- A. Disable UAC prompts.
- B. Add the user to the local Administrators group.
- C. Run the .msi file from an elevated command prompt.
- D. Modify the properties of the .msi file to run in compatibility mode.

Correct Answer: D

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<http://windows.microsoft.com/en-US/windows-vista/Make-older-programs-run-in-this-version-of-Windows>

QUESTION 3

A Windows 7 client computer named PC01 has intermittent performance issues.

Each time a performance issue occurs, an associated event log entry is written to the Application event log.

You need to ensure that a Windows 7 administrative computer named PC02 receives the event log entries from PC01.

What should you do? (Choose all that apply.)

- A. Run the winrmquickconfig command on PC01 and PC02. Run the wecutil qc command on PC02.
- B. Run the winrmquickconfig command on PC01 only. Run the wecutil qc command on PC02.
- C. Add the PC02 computer account to the local Administrators group on PC01.



- D. Create a new event subscription on PC01.
- E. Create a new event subscription on PC02.
- F. Add the PC01 computer account to the local Administrators group on PC02.

Correct Answer: BCE

QUESTION 4

VPN users report that they cannot access shared resources in the branch offices. They can access shared resources in the main office.

Users in the main office report that they can access shared resources in the branch offices. You need to ensure that the VPN users can access shared resources in the branch offices.

What should you request?

- A. that a change be made to the routing table on VPN1
- B. that VPN1 be configured to support PPTP-based VPN connections
- C. that the routers between the main office and the branch offices be reconfigured
- D. that a DNS record for servers in the branch offices be added to the Internet DNS zone for fourthcoffee.com

Correct Answer: A

QUESTION 5

Each day, 100 users in Office2 download a 5-MB product catalog file from a share on Server1.

The network administrator reports that the downloads cause an excessive load on the WAN link between Office1 and Office2.

You need to recommend a solution to minimize WAN utilization. The solution must not require that additional servers be deployed.

What should you recommend?

- A. BranchCache in distributed cache mode
- B. BranchCache in hosted cache mode
- C. Distributed File System Replication (DFSR)
- D. File Server Resource Management (FSRM)

Correct Answer: A



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