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Vendor:Microsoft

Exam Code:70-685

Exam Name:Windows 7, Enterprise Desktop Support
Technician

Version:Demo

QUESTION 1

Users in the research department report that they cannot run App1 or Windows XP Mode. You need to ensure that all research department users can run App1. You need to achieve this goal by using the minimum amount of administrative

effort.

What should you do?

- A. Approve all Windows 7 updates on WSUS1.
- B. Enable hardware virtualization on the research department computers.
- C. Give each member of the research department a computer that has an Intel Core i5 processor.
- D. Request that a domain administrator create a GPO that configures the Windows Remote Management (WinRM) settings.

Correct Answer: B

Chapter 9 Lesson 2 p 361 Chapter 1 p 29 36 Using WindowsXP Mode, you can run programs that were designed for WindowsXP on computers running: Windows7 Professional, Enterprise, or Ultimate editions. Requirements: Download and install Windows Virtual PC Download and install Wind0ws XP Mode CPU with Intel-VT or AMD-V technology enabled in the BIOS - hardware virtualization

QUESTION 2

The help desk technicians discover that some computers have not installed the latest updates for Windows. The Windows Update log files on the computers show that to complete the installation of several updates the computers must be

restarted.

You need to ensure that future updates are successfully installed on all computers.

What should you request?

- A. the logon hours for all user accounts be set from 06:00 to 22:00
- B. the Delay Restart for scheduled installations setting in the WSUS Policy GPO be set to disabled
- C. the Allow Automatic Updates immediate installation setting in the WSUS Policy GPO be set to enabled
- D. the No auto-restart with logged on users for scheduled automatic updates installations setting in the WSUS Policy GPO be set to disabled

Correct Answer: D

[http://technet.microsoft.com/en-us/library/cc720539\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc720539(WS.10).aspx) <http://technet.microsoft.com/en-us/library/ee532075.aspx>

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.

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

Members of the Sales Support team must contact the help desk to have their AD DS user accounts unlocked.

You need to recommend a solution to ensure that user accounts for members of the Sales Support team are automatically unlocked 10 minutes after becoming locked.

What should you recommend?

- A. Create a new Group Policy object with a different account lockout policy and link it to the domain.
- B. Modify the Unlock Account options for the members of the Sales security group.
- C. Create a fine-grained password policy with a different account lockout policy and apply it to the Sales security group.
- D. Modify the Account Properties Options properties for the members of the Sales security group.

Correct Answer: C

http://www.adaxes.com/tutorials_ActiveDirectoryManagement_ManageFineGrainedPasswordPolicies.htm

QUESTION 5

A company has computers that run Windows 7 Enterprise.

When trying to open a file on a local hard disk, a user receives an "error reading file" message. The user also hears clicking noises when accessing the disk.

You need to access the data on the disk.

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:

Run **Disk Cleanup.**

Run **Disk Defragmenter.**

Replace the hard disk.

Restore the file from the latest backup.

Open the Disk Management console and choose the option to **Rescan Disks.**

Correct Answer:

Run **Disk Cleanup.**

Run **Disk Defragmenter.**

Replace the hard disk.

Restore the file from the latest backup.

Open the Disk Management console and choose the option to **Rescan Disks.**

QUESTION 6

When visiting certain websites, users receive a message in Internet Explorer. The message is shown in the exhibit. (Click the Exhibit button.)



There is a problem with this website's security certificate.

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

 [Click here to close this webpage.](#)

 [Continue to this website \(not recommended\).](#)

 [More information](#)

You need to ensure that the Internet Explorer settings for all client computers follow company requirements.

What should you modify in Group Policy?

- A. Enable the Internet Explorer\Internet Control Panel\Security Page\Internet Zone\Turn on Protected Mode setting.
- B. Disable the Internet Explorer\Internet Control Panel\Prevent ignoring certificate errors setting.
- C. Enable the Internet Explorer\Internet Control Panel\Prevent ignoring certificate errors setting.
- D. Disable the Windows Components\Windows Error Reporting\Disable Windows Error Reporting setting.
- E. Enable the Windows Components\Windows Error Reporting\Disable Windows Error Reporting setting.
- F. Enable the Internet Explorer\Internet Control Panel\Security Page\Internet Zone\Do not prompt for client certificate selection when no certificate or only one certificate setting.

Correct Answer: C

QUESTION 7

All client computers on your company network run Windows 7 and are members of an Active Directory Domain Services domain.

A network administrator changes the IP address of a file server. Employees are unable to connect to the file server. You need to ensure that the employees are able to connect to the file server immediately.

What should you do?

- A. Instruct the employees to run the `ipconfig /renew` command.
- B. Update the Hosts file on the file server with the new IP address.
- C. Run a remote Windows PowerShell script to flush the DNS resolver cache on each computer.

D. Run a remote Windows PowerShell script to run the netstat command on each computer.

Correct Answer: C

This example will flush the DNS resolver cache on the remote computer named "SVR1" Run-RemoteCMD SVR1 Enter command to run: ipconfig /flushdns

B. could work but this requires an immediate solution.

QUESTION 8

A company has computers running the 64-bit version of Windows 7 Enterprise. All computers are joined to an Active Directory Domain Services (AD DS) domain.

All users are part of the local Administrators group.

A user is trying to install a legacy 32-bit application that requires administrative permissions to install. The user reports that the inst.exe installer does not run. Instead, it shows an "access denied" error message and closes. The user does not

see a prompt to grant the application permission to make changes to the computer.

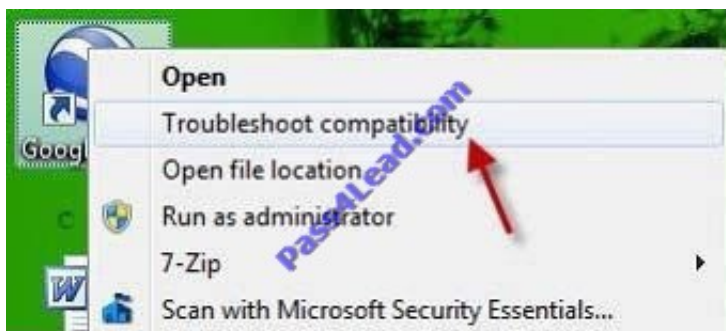
You need to ensure that inst.exe runs successfully and can install the application.

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

- A. Run Disk Defragmenter on the hard disk and then run inst.exe.
- B. Modify the properties for inst.exe to run as Administrator.
- C. Run the Troubleshoot compatibility wizard for inst.exe.
- D. Enable the Administrator account, log on, and then run inst.exe.
- E. Advise the user that inst.exe cannot be installed on this system because it is not compatible with 64-bit operating systems.
- F. Advise the user that inst.exe cannot be installed on this system because it is not compatible with Windows 7.

Correct Answer: BCD

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QUESTION 9

You need to identify which of the company's client computers are candidates to use BitLocker on the operating system hard disk. Which client computers should you recommend? (Choose all that apply.)

- A. all client computers at the Sales site
- B. all client computers in the Headquarters site
- C. all client computers in the Manufacturing site
- D. all client computers that are not TCG compliant

Correct Answer: B

Answer changed from C. to B. Chapter 4 Lesson 3 p 175 BitLocker Drive Encryption is a data protection feature available in Windows 7 Enterprise and Windows 7 Ultimate for client computers and in Windows Server 2008 R2. [http://technet.microsoft.com/en-us/library/ee449438\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/ee449438(v=ws.10).aspx)

QUESTION 10

All client computers on a company's network run Windows 7.

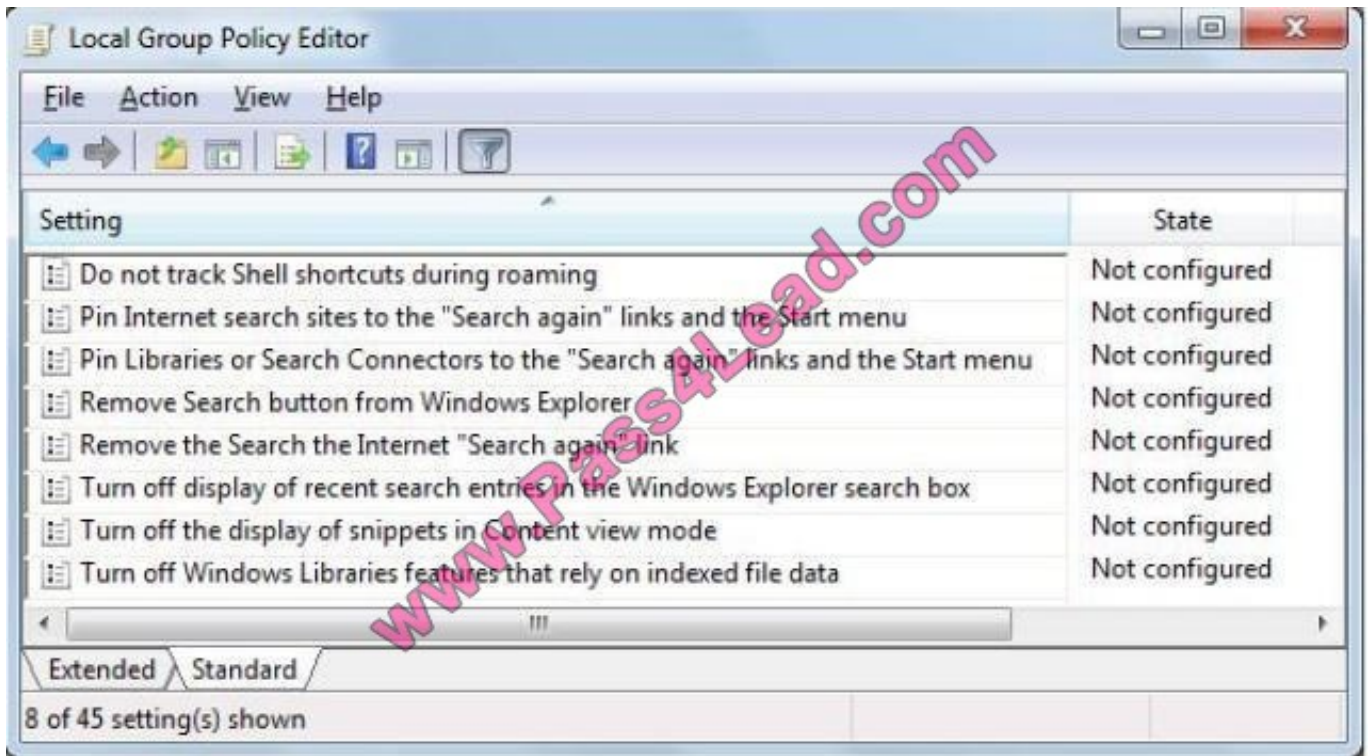
The preview displayed in the Content view of Windows Explorer and the Searchbox is considered a security risk by the company.

You need to ensure that documents cannot be previewed in the Content view.

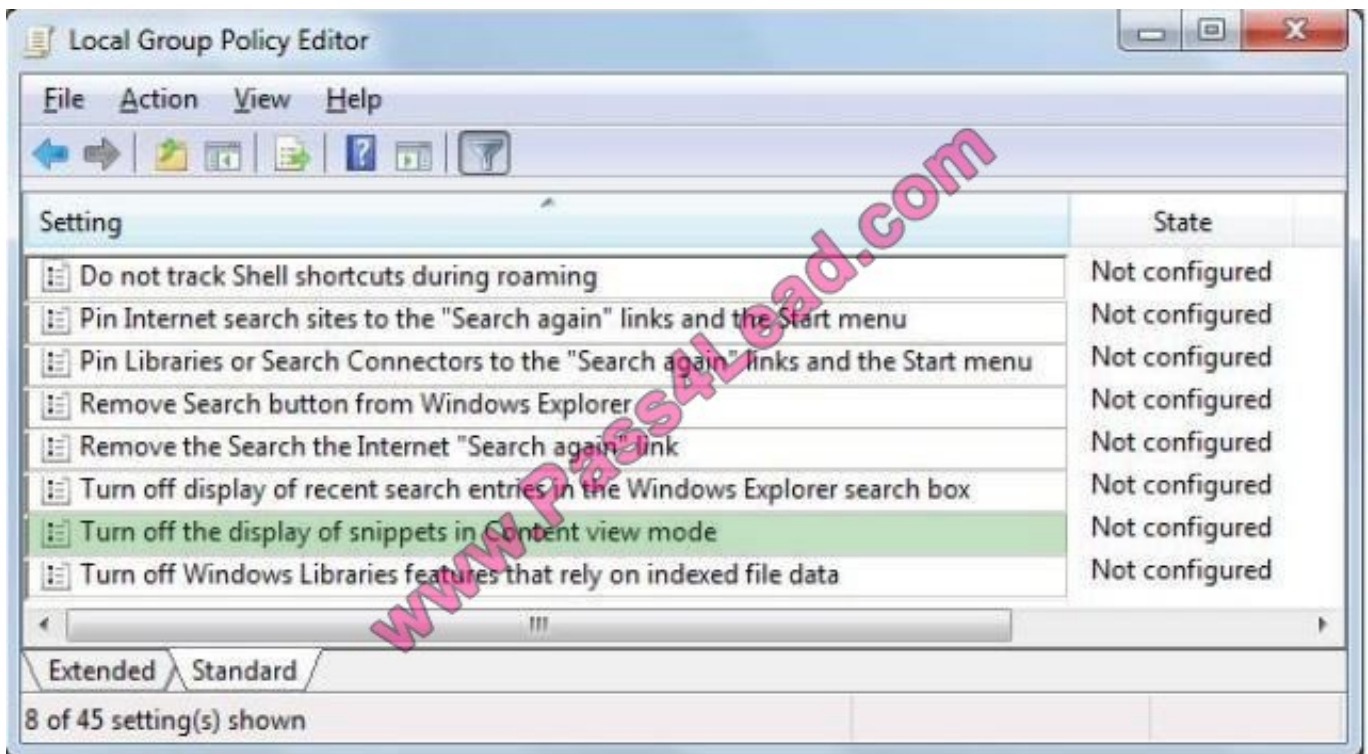
Which setting should you select in the Local Group Policy Editor?

To answer, select the appropriate group policy in the work area.

Point and Shoot:



Correct Answer:



QUESTION 11

A company has computers running Windows 7 Enterprise. User accounts are part of the Users group on the computers.

A user has an application named Dialer that uses a modem to dial in to remote systems. The application looks for phonebook entries in a folder named C:

\Program Files (x86)\Dialer\Phonebook\. When the user tries to save files to the folder, a message appears that says "You don't have permission to save in this location. Contact the administrator to obtain permission."

You need to modify the NTFS permissions of the folder so that the user can save files to the 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:

Grant Modifypermission to the Users group.

Grant Modifypermission to the Administrators group.

Move the Phonebook folder to the C:\Users folder.

Move the Dialer folder to the C:\Program Files folder.

From the Phonebook folder' s Properties window,open the Security tab.

From the Phonebook folder' s Properties window,open the Sharing tab.

Correct Answer:

From the Phonebook folder' s Properties window,open the Security tab.

Grant Modifypermission to the Users group.

Grant Modifypermission to the Administrators group.

Move the Phonebook folder to the C:\Users folder.

Move the Dialer folder to the C:\Program Files folder.

From the Phonebook folder' s Properties window,open the Sharing tab.

QUESTION 12

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?

- 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

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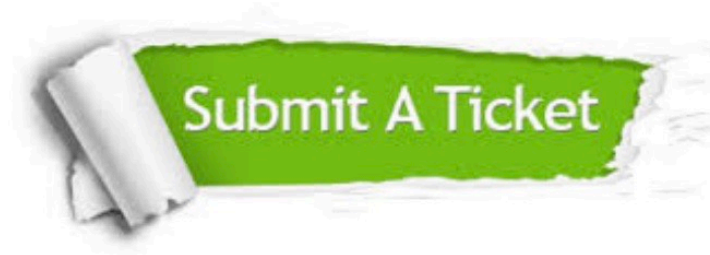
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