



**Vendor:** Microsoft

**Exam Code:** 70-682

**Exam Name:** Pro: Upgrading to Windows 7 MCITP Enterprise  
Desktop Support Technician

**Version:** DEMO

## QUESTION 1

### Scenario 1

For your convenience, the scenario is repeated in each question. Each question presents a different goal and answer choices, but the text of the scenario is exactly the same in each question in this series.

You are an enterprise desktop support technician for Fabrikam, Inc.

### Active Directory Information

The company has a main office and a branch office. The main office hosts all of the company's servers. The main office connects to the branch office by using a WAN link. The network contains a single Active Directory domain that has 500 users. The domain contains three domain controllers and an enterprise root certification authority (CA). All servers run Windows Server 2008 R2. All user accounts are in an organizational unit (OU) named Employees. The computer accounts for all desktop computers are in an OU named Desktops. The computer accounts for all portable computers are in an OU named Laptops. A startup script is deployed to all computers by using Group Policy objects (GPOs).

### Client Configurations

- \* All client computers run Windows 7 Enterprise.
- \* All users have desktop computers.
- \* All computers are members of the domain.
- \* All desktop computers use wired connections to connect to the network.
- \* All portable computers use wireless connections to connect to the network.

The wireless network is secured by using EAP-TLS. Company policy states that all client computers must be configured by using DHCP. The company has an internal Web site. The Web site is configured to use SSL encryption and to require client certificates. All company users can access the internal Web site.

The company hires a new desktop support technician. The technician is added to the Administrators group on all client computers and the DHCP Users group on all DHCP servers. The new technician reports that the DHCP snap-in is unavailable on his computer. You need to ensure that the technician can view the configurations of the DHCP servers. What should you do?

- A. Instruct the technician to customize the Start menu to display the administrative tools.
- B. Instruct the technician to install Remote Server Administration Tools (RSAT) and to modify the Windows Features.
- C. Request that the technician be added to the Server Operators group in Active Directory.
- D. Request that the technician be added to the Network Configuration Operators group in Active Directory and modify the Windows Features.

**Answer: B**

## QUESTION 2

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.

**Answer: C**

## QUESTION 3

All client computers on your company network were recently upgraded from Windows Vista to Windows 7.

Several employees use a scanner to import document images into a database. They install a new scanning application on their computers. The application updates the device driver for the scanners as part of the installation process. Employees report that the application can no longer connect to the scanner. You need to ensure that the employees can use the scanner. What should you do?

- A. Roll back the device driver to the previous version.
- B. Reinstall the application in Windows Vista compatibility mode.
- C. Set the application compatibility properties to run the application as an administrator.
- D. Restart the computer by using the System Configuration tool to load only basic devices and services.

**Answer:** A

#### **QUESTION 4**

Your company has a main office and a branch office. The network contains an Active Directory forest. All users on the network access the Internet from their computers. The company hires a temporary employee who has his own portable computer. The employee connects his portable computer to the network. When the employee attempts to join the computer to the domain, the connection fails. A help desk technician reports the following about the employee. He has a domain user account. His computer can access Internet Web sites. His computer can contact domain controllers by using the domain controllers IP addresses.

You need to ensure that the employee's computer can join the domain. The solution must ensure that the computer can access resources on the Internet. What should you do?

- A. Modify the time zone for the computer.
- B. Modify the IPv4 settings on the computer.
- C. Create an A record for the computer in an internal DNS zone.
- D. Request that an administrator create a prestaged computer account in the domain.

**Answer:** B

#### **QUESTION 5**

Your company has client computers that run Windows 7 and client computers that run Windows XP Professional. You enable the Network Discovery feature on the Windows 7 computers. You discover that the Windows XP computers do not appear on the network map. You need to ensure that all client computers appear on the network map. What should you do?

- A. Configure the IPv6 protocol on the Windows 7 computers.
- B. Configure the network shares on the Windows 7 computers to include the user names of all employees.
- C. Configure the network shares on the Windows XP computers to include the user names of all employees.
- D. Install the Link Layer Topology Discovery (LLTD) Responder on the Windows XP computers.

**Answer:** D

#### **QUESTION 6**

All client computers on your company network run Windows 7 and are members of a Windows Server 2008 R2 domain. The R&D department staff are local administrators on their computers and are members of the R&D global security group. A new version of a business software application is available on the network.

You plan to apply an AppLocker security policy to the R&D group.

You need to ensure that members of the R&D group are not allowed to upgrade the software. What should you do?

- A. Create an Audit only restriction based on the version of the software.
- B. Create an Audit only restriction based on the publisher of the software.
- C. Create an Enforce rule restriction based on the version of the software.
- D. Create an Enforce rule restriction based on the publisher of the software.

**Answer: C**

### QUESTION 7

All client computers on your company network run Windows 7. A computer is unable to connect to network resources. The configuration of the computer is as shown in the following table.

You need to ensure that the computer is able to connect to network resources. What should you do?

IP address	131.107.4.254
Subnet mask	255.255.240.0
Default gateway	131.107.15.255
Preferred DNS server	131.107.3.2

- A. Change the IP address to 131.107.3.254.
- B. Change the subnet mask to 255.255.248.0.
- C. Change the default gateway to 131.107.0.1.
- D. Change the preferred DNS server to 131.107.3.1.

**Answer: C**

### QUESTION 8

#### Scenario 2

For your convenience, the scenario is repeated in each question. Each question presents a different goal and answer choices, but the text of the scenario is exactly the same in each question in this series.

You are an enterprise desktop support technician for Humongous Insurance.

#### Active Directory Configuration

The company has two offices named Office1 and Office2. The network contains an Active Directory forest named humongousinsurance.com. An Active Directory site exists for each office. The sites are named Site1 and Site2. Server ConfigurationAll servers run Windows Server 2008 R2 and are joined to the domain. The relevant servers are configured as shown in the following table. The corporate security policy states that all domain controllers must have only the following roles.

AD DSDNS server  
DHCP server

#### Network Configuration

Site1 and Site2 connect to each other by using a WAN link.

#### Client Computer Configuration

All client computers run Windows 7 Enterprise and are members of the domain.

Some client computers are portable computers and some are desktop computers. The computers do not support hardware virtualization. All computers are configured to receive Windows Updates from WSUS1.

Remote Access ConfigurationUsers can connect to NPAS1 from the Internet by using all of the VPN protocols that are supported by Windows Server 2008 R2.

Fabrikam, Inc. is a customer of Humongous Insurance. Several Humongous Insurance users work at the Fabrikam office and access resources on the Humongous Insurance network by using direct VPN connections to NPAS1.

Fabrikam contains several wireless access points. Application ConfigurationAll computers in the finance department run a custom application suite named App1. Several users in the sales department install an application named App2. App2 runs as a service and logs on by using the credentials of the user who installed the application.

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?

Server name	Site	Role
DC1	Site1	Active Directory Domain Services (AD DS), DHCP server, DNS server
DC2	Site2	AD DS, DHCP server, DNS server
NPAS1	Site1	Network Policy and Access Services (NPAS) server
WSUS1	Site1	Windows Server Update Services (WSUS) server
Server1	Site1	File server

- 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.

**Answer: C**

#### **QUESTION 9**

You have a computer that runs Windows 7. You create an Encrypting File System (EFS) recovery key and certificate. You need to ensure that your user account can decrypt all EFS files on the computer. What should you do?

- A. From Credential Manager, add a Windows credential.
- B. From Credential Manager, add a certificate-based credential.
- C. From the local computer policy, add a data recovery agent.
- D. From the local computer policy, modify the Restore files and directories setting.

**Answer: C**

#### **QUESTION 10**

You have a computer that runs Windows 7. You create an application shim for a third-party application by using the Microsoft Application Compatibility Toolkit (ACT). You need to ensure that the application shim is applied the next time you run the application. What should you do first?

- A. Run Sdbinst.exe.
- B. Run Msiexec.exe.
- C. Right-click the application executable file and modify the compatibility settings.
- D. Right-click the application executable file and modify the advanced security settings.

**Answer: A**