Windows 7, Enterprise Desktop Support Technician

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Sections
1. Identifying Cause of and Resolving Desktop Application Issues
2. Identifying Cause of and Resolving Networking Issues
3. Managing and Managing Systems That Run Windows 7 Client
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5. Identifying Cause of and Resolving Security Issues

Identifying Cause of and Resolving Desktop Application Issues

QUESTION 1
You are a systems administrator for an enterprise network. Recently, you installed several non-Microsoft updates on your computer running Windows 7. Unfortunately, Windows no longer starts. You do have a backup of your computer; however, it is more than a week old, so you would rather not restore from backup. Last Known Good Configuration does not allow Windows to start.

How can you most easily return your computer to a running state?

A. Start Windows 7 setup from the DVD and perform a system restore.
B. Use the Control Panel to uninstall the update.
C. Reformat the hard disk and reinstall Windows 7.
D. Start Windows 7 setup from the DVD and reinstall Windows 7 over the existing installation without reformatting the disk.

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Windows 7 creates a restore point any time a setup program is run. Therefore, it almost certainly created a restore point before you installed the update. Returning to that System Restore point should return Windows to working condition. You can run System Restore by booting from the Windows 7 DVD and starting the system recovery tools.

Formatting the hard disk and reinstalling Windows would be more time-consuming than necessary and would require you to restore your files from your outdated backup.

You should reinstall Windows 7 over an existing installation only for the purpose of recovering files. After you've recovered the files, you should reformat the disk and reinstall Windows. Therefore, this is not an efficient method of returning Windows 7 to a workable state.

You cannot use Control Panel to uninstall the update because you cannot start Windows 7.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify cause of and resolve software failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

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QUESTION 2
You are a help desk operator for an enterprise network. A user had the IT department install a program; however, some features of it fail.

After some troubleshooting, you discover that it works properly while running with administrative privileges. You speak with the support team for the program, and they indicate that they are working on an updated version that will work correctly with User Access Control (UAC) in Windows 7.

In the meantime, you want to configure the program to always run as an administrator. You connect to the user's computer with Remote Assistance and open the Properties dialog box for the program shortcut.

How should you configure the shortcut?

A. Click the Security tab. Select Edit. Remove permissions from the Everyone and Users groups and grant only the Administrators group read access.
B. Click the General tab. Select Advanced, and then select the Encrypted Contents To Secure Data check box.
C. Click the Shortcut tab. Select the Run list and then select Run This Program As An Administrator.
D. Click the Compatibility tab. Select the Run This Program As An Administrator check box.

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

You can configure any shortcut to always start a program with administrative credentials by selecting the Run This Program As An Administrator check box. The next time the user opens the shortcut, a UAC prompt appears.

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QUESTION 3
You are a help desk operator for a medium-size organization that manufactures pool equipment. Another administrator recently installed a program using a custom installer on about 200 computers. Unfortunately, that custom installer overwrote several important files used by an internal program called My Application. You need to repair the internal program.

The name of the package is MyApp.msi.

What command can you use to restore any changed files used by your internal program without requiring user intervention?

A. Msiexec /package MyApp.msi /quiet
B. Msiexec /fc MyApp.msi /quiet
C. Msiexec /l MyApp.msi /quiet
D. Msiexec /a MyApp.msi /quiet

Correct Answer: B
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Use Msiexec with the /f parameter to repair a Windows Installer package. The /fc parameter restores any files that have changed from the original installation.

The /l parameter controls what information is logged by Windows Installer.

The /a parameter performs an administrative install.

The /package parameter installs a package. Because the package was already installed, it is more efficient simply to perform a repair.

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QUESTION 4
You are a systems administrator currently testing programs for compatibility problems. One of your internal programs was created for Windows XP but runs correctly in Windows 7. However, when users run the program, a prompt appears informing the user that the program might have a compatibility problem.

You would like to prevent this prompt from appearing but still allow users to change compatibility settings manually.

Which Group Policy setting should you enable?

A. Turn Off Program Compatibility Assistant
B. Remove Program Compatibility Property Page
C. Turn Off Program Compatibility Wizard
D. Turn Off Application Compatibility Engine

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Windows 7 can use the Program Compatibility Assistant to prompt users automatically when it detects a potential compatibility problem. You can disable this feature by enabling the Turn Off Program Compatibility Assistant setting in Administrative Templates\Windows Components\Application Compatibility.

Enabling the Turn Off Program Compatibility Wizard setting prevents users from manually adjusting compatibility settings from the Help And Support Center and the Start menu.

Enabling the Turn Off Application Compatibility Engine setting disables the automatic prompts, but it also prevents users from manually adjusting settings.

Enabling the Remove Program Compatibility Property Page setting removes the tab from the program's Properties dialog box. It does not prevent the Program Compatibility Assistant from automatically appearing, however.

QUESTION 5
You are a systems administrator evaluating programs for compatibility with Windows 7.

Which of the following actions might cause a problem in Windows 7 with the default user settings?

A. Reading environment variables
B. Using a library stored in the C:\Windows\System32\ folder
C. Saving files to the user's Documents folder
D. Saving temporary files to the C:\Program Files\ folder

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

By default, users had administrative privileges in Windows XP. In Windows 7, users have standard privileges by default and must obtain elevated privileges by using User Account Control. Because of this significant change, any programs that attempt to access resources that require administrative privileges have problems. Of the answer options given, the only one that requires administrative privileges is writing files to the C:\Program Files\ folder. By default, users do not have access to this folder.

QUESTION 6
You are a systems administrator responsible for managing desktop computers. Before migrating the computers in your organization from Windows XP to Windows 7, you need to inventory the programs that are installed on the computers.

Which of the following tools would be appropriate for this?

A. Windows 7 Upgrade Advisor
B. The Resultant Set Of Policy console
C. The Computer Management console
D. The Application Compatibility Toolkit

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

The Application Compatibility Toolkit enables you to inventory programs installed on computers on your network and helps you create custom fixes to work around compatibility issues.

The Computer Management console does not provide application inventory information.

The Resultant Set Of Policy console analyzes effective Group Policy settings. It does not provide application inventory information.

The Windows 7 Upgrade Advisor provides application compatibility guidance but is designed to work on a single computer, not on multiple computers in a network.

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QUESTION 7
You are a systems administrator for an enterprise network. You need to configure a client computer running Windows 7 to forward specific events that indicate potential security problems to your computer. You use the default settings for event forwarding.

A network firewall exists between your computer and the client computer.

Before event forwarding can work with the default settings, what firewall setting do you need to request from the firewall administrators?

A. Allow Incoming SMTP Connections To Your Computer
B. Allow Incoming HTTP Connections To The Client Computer
C. Allow Incoming SMTP Connections To The Client Computer
D. Allow Incoming HTTP Connections To Your Computer

Correct Answer: B
Section: Identifying Cause of and Resolving Desktop Application Issues

Explanation

Explanation/Reference:
Explanation:

By default, event forwarding uses Hypertext Transfer Protocol (HTTP) to retrieve events from the client computer. Therefore, you need to allow incoming HTTP connections to the client computer at the firewall.

Event forwarding does not use Simple Mail Transfer Protocol (SMTP).

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QUESTION 8
You are a systems administrator for an enterprise network. You are configuring event forwarding on 200 client computers running Windows 7 to enable you to assess potential application problems more easily.

After configuring event forwarding, you have a discussion with a member of your IT security team. She informs you that these communications have the potential to contain private information, such as transaction details, and therefore, they must be encrypted.

What is the minimum that you need to do to encrypt the event forwarding communications?

A. Create an enterprise certification authority and enable encrypted Internet Protocol Security (IPSec) communications among all computers you are managing.
B. Do nothing. Event forwarding is encrypted by default.
C. Generate an SSL certificate and install it on your computer. Configure event forwarding to use secure Simple Mail Transfer Protocol (SMTP).
D. Generate a Secure Sockets Layer (SSL) certificate and install it on your computer. Configure event forwarding to use Hypertext Transfer Protocol Secure (HTTPS).

Correct Answer: B
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Event forwarding is encrypted by default with the Microsoft Negotiate security support provider (SSP) in workgroup environments or with the Microsoft Kerberos SSP in domain environments. Therefore, you do not need to add an additional layer of security.

You can encrypt event forwarding with HTTPS or IPSec. However, because it is already encrypted, the additional layer of encryption is not required to meet the scenario's requirements.

Event forwarding does not use SMTP.

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QUESTION 9
Which of the following services must be running on the client computer to use event forwarding? (Each correct answer presents part of the solution. Choose two.)

A. WinHTTP Web Proxy Auto-Discovery Service
B. Windows Remote Management
C. Windows Event Collector
D. Server
E. Workstation

Correct Answer: BC
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To use event forwarding, Windows 7 must have both the Windows Remote Management and Windows Event Collector services running on both the client computer and the server.

The Server, Workstation, and WinHTTP Web Proxy Auto-Discovery Service services are not required for event forwarding.

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QUESTION 10
You are a systems administrator for an enterprise network that uses Active Directory Domain Services to manage client computers. You are in the process of configuring event forwarding on a client computer.

Your user name is Admin1, the computer name from which you are performing monitoring tasks is Monitor, and your domain name is Contoso.com.

Which of the following security changes do you need to make on the client computer to enable event forwarding?

A. Add the Monitor computer account to the client computer's Event Log Readers group.
B. Set the Network Security: LAN Manager Authentication Level policy to Send LM & NTLM Responses.
C. Add the Admin1 user account to the client computer's Power Users group.
D. Grant the Admin1 user account the Access Credential Manager As A Trusted Caller user right.

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Before you can use event forwarding, the collecting workstation's computer account must be a member of the Event Log Readers group.

The Power Users group is no longer used in Windows 7.

The administrator's user account does not require the Access Credential Manager As A Trusted Caller user right.

Event forwarding uses Hypertext Transfer Protocol for communication; therefore, it does not require NTLM authentication.

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QUESTION 11
You are a systems administrator currently configuring event forwarding to enable simplified monitoring of computers in your Active Directory Domain Services domain, nw.contoso.com. You plan to use your workstation, Monitor1, to monitor the forwarded events.

Which of the following commands would you run to enable event forwarding on the computer being monitored? (Each correct answer presents part of the solution. Choose two.)

A. wecutil qc
B. wecutil ss

C. net localgroup "Event Log Readers" Monitor1$@nws.contoso.com /add
D. winrm quickconfig

Correct Answer: CD
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To configure client computers for event monitoring, first run the command winrm quickconfig. Then, you must grant the collecting computer access to the event log by running the command net localgroup "Event Log Readers" <computer_name>$@<domain_name>/add.

Wecutil is used only on the server that will be monitoring events from the client computers.

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QUESTION 12
You are an administrator in an enterprise network. To help you detect application problems, you are creating an event subscription.

Because of the way the network firewall is configured, you need to configure event forwarding so that your computer initiates a connection to the client computers that are being monitored.

Which subscription type would be the quickest to create while meeting your requirements?

A. Custom
B. Normal
C. Minimize Bandwidth
D. Minimize Latency

Correct Answer: B
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Explanation

Explanation/Reference:
Explanation:

Normal event subscriptions use pull delivery of events, in which the monitoring computer initiates a Hypertext Transfer Protocol (HTTP) connection to the computer being monitored.

Minimize Bandwidth and Minimize Latency both use push delivery, in which the computer being monitored initiates an HTTP connection to the monitoring computer.

Custom event subscriptions are required only when none of the standard settings meet your requirements. In

this case, Normal does meet your requirements. Because a Custom event subscription takes longer to create, you should create a Normal event subscription anyway.

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QUESTION 13
You are a systems administrator for an enterprise network. You use event forwarding to monitor security events in your organization. You have created the event subscription using the Minimize Latency setting.

There is a network firewall between the workstation that you use to collect the forwarded events and the computers being monitored.

How should you configure the network firewall?

A. Allow HTTP connections to be established to both the monitored computers and your workstation.
B. Do not allow HTTP connections.
C. Allow HTTP connections from your workstation to the monitored computers.
D. Allow Hypertext Transfer Protocol (HTTP) connections from the monitored computers to your workstation.

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

The Minimize Latency setting requires the monitored computer to open an HTTP connection to the workstation that is used to collect events. Therefore, you need to allow HTTP connections from the monitored computers to your workstation.

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QUESTION 14
You are a systems administrator for an enterprise network. You have created an event subscription named "Application errors" using the Normal settings. You would like to reduce the time it takes to forward events to 1

minute.

Which of the following commands do you run to make the configuration change? (Each correct answer presents part of the solution. Choose two.)

A. wecutil es "Application errors" /tn:custom
B. wecutil ss "Application errors" /cm:custom
C. wecutil es "Application errors" /dmi:60
D. wecutil ss "Application errors" /hi:60000

Correct Answer: BD
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Explanation

Explanation/Reference:
Explanation:

To reduce the latency for forwarding events to 1 minute, first use the Wecutil tool to configure the subscription as custom and then set the heartbeat interval to 60,000 milliseconds.

The Wecutil es command lists remote event subscriptions and cannot be used to change subscription settings.

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QUESTION 15
You are a systems administrator for an enterprise network. To meet your organization's security requirements, you must configure event forwarding to use a Secure Sockets Layer (SSL) certificate for encryption.

Which of the following must you do to enable event forwarding for Normal event subscriptions using Hypertext Transfer Protocol Secure (HTTPS)? (Each correct answer presents part of the solution. Choose two.)

A. Configure the forwarding computer with a computer certificate.
B. Run the winrm quickconfig -transport:https command on the computer collecting the forwarded events.
C. Configure the collecting computer with a computer certificate.
D. Create a Windows Firewall exception for TCP port 443 on the forwarding computer.

Correct Answer: AD
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To use HTTPS and SSL to encrypt forwarded events, the forwarding computer must have a Windows Firewall exception for TCP port 443 (the default port used by HTTPS) and a computer certificate.

You do need to run the winrm quickconfig -transport:https command. However, you should run it on the forwarding computer, not on the collecting computer.

The collecting computer does not require a computer certificate.

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QUESTION 16
You are a systems administrator for an enterprise network that uses event forwarding to monitor important events on client computers running Windows 7 in your organization. Recently, one of the teams in your department created a lab with five client computers running Windows 7. These client computers do not participate in your Active Directory Domain Services domain; however, you still need to use event forwarding to monitor their event logs.

You need to create several Normal subscriptions.

What do you need to do to use event forwarding with the workgroup computers? (Each correct answer presents part of the solution. Choose three.)

A. On the computers being monitored, specify an administrative account in the event subscription.
B. Add a Windows Firewall exception for Remote Event Log Management on the workstation that will be receiving the forwarded events.
C. Add a Windows Firewall exception for Remote Event Log Management on each computer being monitored.
D. On the workstation that will be receiving forwarded events, specify an administrative account in the event subscription.
E. On the workstation that will be receiving forwarded events, add an administrator account to the Event Log Readers group.
F. On the computers being monitored, add an administrator account to the Event Log Readers group.

Correct Answer: CDF
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Using event forwarding in workgroup environments requires several unique configuration settings. First, you must add a Windows Firewall exception for Remote Event Log Management on each computer being monitored. Then, add an account with administrator privileges to the Event Log Readers local group on each computer being monitored and specify this account in the Configure Advanced Subscription Settings dialog box when creating a subscription on the computer receiving the forwarded events. Finally, you must configure each collecting computer to allow NTLM authentication for event forwarding.

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QUESTION 17
You are a network administrator for an enterprise organization that uses an Active Directory Domain Services domain. You need to deploy a program by using Group Policy software distribution.

You insert the program's setup CD into your computer.

Which file on the CD should you add to Group Policy software distribution?

A. App.iso
B. App.msi
C. Autoplay.inf
D. Setup.exe

Correct Answer: B
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

You can deploy only Windows Installer packages with Group Policy software distribution. Windows Installer packages have an .msi file extension.

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Identify and resolve new software installation issues.

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QUESTION 18
You are a systems administrator for an enterprise network. You need to install a Windows Installer package from the command line.

Which tool should you use?

A. Msiexec.exe
B. WUAgent.exe
C. Update.exe

D. Setup.exe

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Msiexec.exe is the command-line tool for installing or uninstalling Windows Installer packages.

WUAgent.exe is the Windows Update agent. You cannot use this tool to initiate a Windows Installer installation.

Setup.exe and Update.exe are common names for different application installers. However, these files are not used in Windows Installer deployments, which always use files with an .msi extension.

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QUESTION 19
You are a systems administrator for an enterprise network. You need to install several Windows Installer packages from a script, in sequence. Some of the packages require that the computer be restarted. However, you want to restart the computer only once.

Which of the following scripts installs the App1.msi, App2.msi, and App3.msi packages without prompting the user and then restarts only once, after all packages have been installed?

A. Msiexec /package App1.msi /qf /norestart
    Msiexec /package App2.msi /qf /norestart
    Msiexec /package App3.msi /qf /norestart
    Msiexec /forcerestart

B. Msiexec /package App1.msi /quiet /norestart
    Msiexec /package App2.msi /quiet /norestart
    Msiexec /package App3.msi /quiet /forcerestart

C. Msiexec /package App1.msi /qf /norestart
    Msiexec /package App2.msi /qf /norestart
    Msiexec /package App3.msi /qf /forcerestart

D. Msiexec /package App1.msi /quiet /norestart
    Msiexec /package App2.msi /quiet /norestart
    Msiexec /package App3.msi /quiet /norestart
    Msiexec /forcerestart

Correct Answer: B
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Explanation

Explanation/Reference:

Explanation:

To prevent a package from restarting the computer, use Msiexec with the /norestart parameter. To force a restart after a package is installed, use the /forcerestart parameter. To prevent Windows Installer from interacting with the user, use the /quiet parameter.

You cannot use the /forcerestart parameter without specifying a Windows Installer package to install.

The /qf parameter provides a full user interface, which does not meet the requirement not to interact with the user.

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QUESTION 20
You are a systems administrator for a financial services organization. You need to deploy a Windows Installer package to 50 desktop computers running Windows 7 and to 50 mobile computers running Windows 7. You have separate Group Policy Objects for the desktop and mobile computers.

You want to give the mobile users the opportunity to install the package at will, so that it is not installed automatically while they are connected using a low-bandwidth connection.

Which Group Policy node should you add the package to, and should you publish or assign the package?

A. User Configuration\Software Settings\Software Installation; assign
B. Computer Configuration\Software Settings\Software Installation; publish
C. User Configuration\Software Settings\Software Installation; publish
D. Computer Configuration\Software Settings\Software Installation; assign

Correct Answer: C
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Explanation

Explanation/Reference:
Explanation:

You should publish the package, which makes it available to users from within Control Panel without forcing it to be installed. Assigning a package would cause it to be installed the next time Group Policy settings were applied, regardless of the user's bandwidth.

Packages cannot be published under Computer Configuration. You can publish packages only under User Configuration.

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QUESTION 21
You are a help desk operator for an enterprise that manufactures farm equipment. You are troubleshooting a problem with a computer running Windows 7 that occurs immediately after logon.

Which tools can you use to disable a startup program temporarily?

A. Windows Defender
B. Diagnostic Policy Service
C. System Configuration
D. Microsoft Support Diagnostic Tool

Correct Answer: C
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Explanation

Explanation/Reference:
Explanation:

You can use the System Configuration tool to change startup programs and then, after completing the troubleshooting, easily restore any startup programs that aren't related to the problem.

In Windows Vista and earlier, Windows Defender includes a tool that allows you to configure startup programs. That feature has been removed in Windows 7.

The Diagnostic Policy Service is a mechanism internal to Windows 7 that coordinates other diagnostic modules during troubleshooting. It cannot be used to change startup programs.

You can use the Microsoft Support Diagnostic Tool only when working with Microsoft Support. Although it can scan the computer for different types of configuration settings and therefore might be used by Microsoft to list the startup programs, you cannot use it to change settings.

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QUESTION 22
You are a help desk operator at a support center. You are working with the IT department to assess the changes required as it upgrades to Windows 7 and begins running all users with standard user privileges instead of administrative privileges.

Which of the following tasks require administrative privileges? (Each correct answer presents a complete solution. Choose three.)

A. Writing a file to the %SystemRoot% folder
B. Installing a program for one user
C. Installing a program for all users
D. Writing a file to the %Temp% folder

Correct Answer: ABC
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Explanation

Explanation/Reference:
Explanation:

A user must have administrative privileges to install a program, whether it's for one user or for all users, because programs typically are installed in the %ProgramFiles% folder. The %ProgramFiles% folder, just like the %SystemRoot% folder, requires administrative privileges to update.

Any user can write to the %Temp% folder.

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QUESTION 23
You are a help desk operator for a medium-size organization that manufactures pool equipment. Another administrator recently installed a Windows Installer package on about 200 computers by using a logon script. However, about 20 of those computers should not have the package installed. You need to create a script to remove the package.

The name of the package is MyApp.msi, and it appears under the name My Application in the Uninstall Or Change A Program item in Control Panel.

How should you uninstall the package from a Group Policy logon script without requiring user intervention?

A. Run msiexec /quiet My Application.
B. Run msiexec /uninstall My Application /quiet.
C. Run msiexec /quiet myapp.msi.
D. Run msiexec /uninstall myapp.msi /quiet.

Correct Answer: D
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Explanation

Explanation/Reference:
Explanation:

You can use Msiexec to uninstall a Windows Installer package by specifying either the name of the .msi file or the Product Code. The Product Code is a globally unique identifier, which is not the same as the name listed in Uninstall Or Change A Program. Therefore, given the information provided by the question, your only option is to call Msiexec and use the /uninstall parameter to specify Myapp.msi.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 24
You are a systems administrator for an enterprise organization that uses a Windows Server 2008 R2-based Active Directory Domain Services (AD DS) to manage client computers running Windows 7. As part of an effort to reduce the risk of malware, you are currently planning to deploy AppLocker to restrict applications that users are allowed to run.

You are concerned that the rules you have configured might prevent users from running legitimate applications. Before you enable the AppLocker rules, you would like to collect information about which application AppLocker would allow to run, and which applications AppLocker would block. You do not yet want to block applications, however.

How should you configure Group Policy? (Each correct answer presents part of the solution. Choose three.)

A. Double-click Enforcement.
B. In the Group Policy Object Editor, navigate to Computer Configuration\Windows Settings\Security Settings \Application Control Policies.
C. Right-click AppLocker and then click Properties.
D. Select the Configured check boxes, and then choose Enforce Rules.
E. Select the Configured check boxes, and then choose Audit Only.
F. In the Group Policy Object Editor, navigate to Computer Configuration\Windows Settings\Security Settings \Software Restriction Policies.

Correct Answer: BCE
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To test AppLocker rules before enforcing them, you should enable auditing. To do this, in the Group Policy Object Editor, navigate to Computer Configuration\Windows Settings\Security Settings\Application Control Policies. Right-click AppLocker and then click Properties. Select the three Configured check boxes for Executable Rules, Windows Installer Rules, and Script Rules, and choose Audit Only for each. Client computers run AppLocker and add an event to the Application And Services Logs\Microsoft\Windows \AppLocker event log each time an application would have been allowed to run or would have been blocked.

Software restriction policies are used for versions of Microsoft Windows prior to Windows 7, including Windows Vista. Double-clicking the Enforcement mode is used only for configuring Software Restriction Policies.

Because this question relates to Windows 7, you need to use AppLocker instead of Software Restriction Policies.

Selecting Enforce Rules would cause AppLocker to begin blocking applications, rather than simply testing them.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 25
You are a systems administrator for a brick manufacturing company. You need to create an AppLocker rule for computers running Windows 7 in your organization that are used only by temporary employees.

The AppLocker rule should allow only specific, approved executable files to run. All of these executables are created by different companies. Some of the executables are digitally signed, whereas others are not signed.

Which type of software restriction policy should you create?

A. Zone
B. Path
C. File Hash
D. Publisher

Correct Answer: C
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To allow or block specific executables, use the File Hash AppLocker rule type. The hash uniquely identifies an executable file.

Publisher AppLocker rules can be used only with signed executables. This type of software restriction policy is mostly useful for internal programs that are signed with an internal certificate.

Path AppLocker rules identify programs by the folder or file name. This is not the most effective way to identify programs because users might rename an unapproved program by using the name of an approved program.

Creating rules based on zones is supported only in Windows Vista software restriction policies. AppLocker rules do not support zone rules.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 26
You are a support center technician with a tool manufacturing company. The IT department has created very restrictive AppLocker rules that block all executable files by default. Therefore, you need to create AppLocker rules for every program that you need to run.

Your IT development group has created dozens of programs and signed them all, using the internal public key infrastructure.

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What is the most efficient way to allow these internal programs to run while minimizing the security risks of running unapproved software?

A. Create a hash AppLocker rule for each program's executable files.
B. Install all the programs into a single folder under the %ProgramFiles% folder, and then create a path AppLocker rule that allows executables in that folder to run.
C. Create a hash AppLocker rule based on the internal public key infrastructure's CA certificate.
D. Create a publisher AppLocker rule, using the internal certification authority (CA) certificate.

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

When programs are signed by using a single certificate, you can create a publisher AppLocker rule that applies to all programs. The same policy will even apply to future programs signed by the same certificate.

Creating a file hash AppLocker rule would require a separate rule for every program, as well as for future programs that your internal IT department might create. Therefore, although it would be quite secure, it would also be very time-consuming. File Hash AppLocker rules create a hash of a program, and not a certificate.

Installing the programs into a single folder does not provide a high level of security because a user might be able to add another program into that same folder and run it.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

QUESTION 27
You are an administrator at an outdoor furniture manufacturing company. You are double-checking AppLocker rules that are currently in place, and you notice that you can still run a program that should be blocked specifically. You examine the Group Policy Object (GPO) containing the AppLocker rules.

Which of the following factors would prevent the AppLocker rule from applying to your computer?

A. The GPO has been set to No Override.
B. You are a member of the Administrators group.
C. You are a member of a security group for which the Apply Group Policy permission is set to Deny.
D. You are a member of a security group for which the Read permission on the GPO is set to Allow.

Correct Answer: C
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

If you have the Apply Group Policy permission set to Deny, that GPO will not be applied at all, causing the AppLocker rules to be ignored.

For a GPO to apply, you must have Read permission. This does not prevent a policy from being applied, however.

Setting the GPO to No Override prevents it from being overridden but does not block the policy.

AppLocker rules can still apply to administrators.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 28
You are a systems administrator currently troubleshooting a problem with AppLocker rules. Your organization uses path-based AppLocker rules to limit the programs that users can run.

You notice several different AppLocker rules, listed in this order:

1. A disallow policy for the path *.exe
2. An allow policy for the path C:\Windows\System32*.exe
3. A disallow policy for the path C:\Program Files\BadApp\BadApp.exe
4. An allow policy for the path C:\Program Files*.exe
5. An allow policy for the path C:\Program Files\Contoso\MyApp.exe

Which of the following programs are users able to run? (Each correct answer presents part of the solution. Choose two.)

A. C:\Windows\System32\Notepad.exe
B. C:\Temp\TempApp.exe
C. C:\Program Files\Contoso\MyApp.exe
D. C:\Program Files\BadApp\BadApp.exe

Correct Answer: AC
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

With AppLocker rules, the most specific rule always applies. Therefore, the allow policy for MyApp.exe takes precedence, and the disallow policy for BadApp.exe takes precedence.

The allow rule for the path C:\Windows\System32*.exe allows C:\Windows\System32\Notepad.exe to run.

The disallow rule for *.exe prevents C:\Temp\TempApp.exe from running.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 29
You are a systems administrator planning a Windows 7: Deployment. You intend to use Windows Deployment Services to install Windows 7 across the network. You would like to change the default Windows 7 configuration to add a custom item to the Windows Internet Explorer favorites that will appear on all newly deployed computers.

Which of the following would you do to accomplish this?

A. Insert the Windows 7 Setup DVD. Run Setup. When prompted, choose to modify the standard installation settings. Within the Internet Explorer settings, add a new Favorite item, and configure the title and URL of the favorite.
B. From a Windows Server 2008 R2 Active Directory Domain Services (AD DS) domain controller, add the Windows Deployment Services server role. Start the Windows Deployment Services tool. Add a Windows 7 image. Add the Internet Explorer FavoriteItem component to the answer file, and configure the properties.
C. Install the Internet Explorer Administration Kit (IEAK). Run the IEAK. Add a Windows 7 image and an answer file. Then, add a new Favorite item, and configure the title and Uniform Resource Locator (URL) of the favorite.
D. Install Windows Automated Installation Kit (Windows AIK). Run Windows System Image Manager. Add a Windows 7 image and an answer file. Add the Internet Explorer FavoriteItem component to the answer file, and configure the properties.

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

You should use the Windows AIK to configure a Windows image and answer file to change a new computer's default configuration. In this case, you would want to add the Microsoft-Windows-IE-InternetExplorer \FavoritesList\FavoriteItem component to the answer file, and then configure the FavTitle and FavURL settings to add your favorite to a computer's default configuration.

You can use the IEAK to configure favorites. However, the IEAK cannot be used to modify image files. Instead, you would need to apply the settings after the operating system was installed.

You cannot change image settings directly from the Windows 7 Setup DVD.

The Windows Deployment Services role configures a server to act as a deployment server. However, the tools do not enable operating system image editing. Instead, you will need to use Windows AIK.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 30
You are a systems administrator preparing to deploy Windows 7 in an enterprise environment. You configure a computer running Windows 7, using settings that you would like to deploy to all new computers in your organization.

Which tool would you use to capture a copy of the operating system for later deployment?

A. Windows System Image Manager
B. User State Migration Tool (USMT)
C. Application Compatibility Toolkit (ACT)
D. ImageX

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

ImageX is a tool that you can run from a Windows PE environment to create a deployment image based on a Windows 7 installation.

You can use the Windows System Image Manager to add, modify, or delete optional components such as

languages, service packs, updates, and device drivers within an existing image, using an unattend file. However, you cannot use it to capture images.

Use the USMT to move settings and files between two computers.

The ACT helps inventory and analyze applications; it cannot be used to capture images.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 31
You are a systems administrator managing Windows 7 images that are used when deploying new computers. Microsoft has released a critical update that you need automatically deployed to new computers.

Which tool would you use to add a new software update to an existing image?

A. ImageX
B. Application Compatibility Toolkit (ACT)
C. User State Migration Tool (USMT)
D. Windows System Image Manager

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

You can use the Windows System Image Manager to add, modify, or delete optional components such as languages, service packs, updates, and device drivers within an existing image, using an unattend file. However, you cannot use it to capture images.

ImageX runs within Windows PE and is primarily used to capture Windows 7 images based on a Windows 7 installation. It cannot be used to add updates to an image.

Use the USMT to move settings and files between two computers.

The ACT helps inventory and analyze applications; it cannot be used to capture images.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

QUESTION 32
You are a systems administrator preparing to deploy Windows 7 in an enterprise environment. You want to create a custom image of Windows 7 Business with the language packs and updates required in your environment.

From the Windows 7 product DVD, on which file should you base your custom image?

A. \Sources\Boot.wim
B. \Sources\Install_Windows 7 Business.clg
C. \Sources\Install_Windows 7 BusinessN.clg
D. \Sources\Install.wim

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To create a custom image of Windows 7, use the \Sources\Install.wim file.

Files with the .clg extension are Windows System Image Manager catalog files, and they are used to display available components and packages for that edition of Windows 7. However, they are not used as the foundation of an image.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 33
You are a systems administrator for an enterprise network that is planning a large Windows 7: Deployment. You have ordered 1,200 identically configured computers, and you need to deploy Windows 7 images to each of them with custom drivers and configuration settings.

From the list on the right, select the tasks that you need to complete to create a custom Windows 7 image. Place your selections in the list on the left in the order in which you perform the tasks. Place your selections in the list on the left by clicking the items in the list on the right and clicking the arrow. You can also use the Up and Down buttons to rearrange items in the list on the left. You might not need to use all of the items from the list on the right.

Build List and Reorder:

Ordered List Title		Answer Choices Title
		Run the User State Migration Tool to generalize the operating system installation.
		Use Sysprep to capture the image.
	<< Move	Boot Windows 7. Install custom drivers. Make any custom configuration changes.
	Remove >>	Install Windows 7 on a lab computer.
		Boot Windows PE.
		Use ImageX to capture the image.
		Run sysprep /oobe /generalize

Correct Answer:

Install Windows 7 on a lab computer.
Boot Windows 7. Install custom drivers. Make any custom configuration changes.
Run sysprep /oobe /generalize
Boot Windows PE.
Use ImageX to capture the image.

**Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation**

**Explanation/Reference:
Explanation:**

To create a custom Windows 7 image, follow these steps:

1. Install Windows 7 on a lab computer.

2. After the installation is complete, boot the computer and install any additional device drivers or applications.

3. Run sysprep /oobe /generalize. The /generalize option instructs Sysprep to remove system-specific data from the Windows installation. System-specific information includes event logs, unique security IDs, and other unique information. After the unique system information is removed, the computer shuts down. The /oobe option instructs the Windows installation to run Windows Welcome the next time the computer boots.

4. After the computer shuts down, boot to Windows PE (or another operating system on the computer).

5. Capture the Windows installation with ImageX by creating a reference image with which to install computers with the same hardware configuration.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

QUESTION 34
You are a systems administrator planning a Windows 7: Deployment. You have created a custom Windows 7 image file named Custom7.wim, which will be stored on removable media in the D:\Images\ folder. There is only one image in the image file. You need to apply the image to the drive mounted at C:\Winpe_x86\Mount from a script run within Windows PE.

Which of the following commands does this correctly?

A. imagex /apply D:\images\Custom7.wim 1 C:\winpe_x86\mount /verify
B. imagex /apply C:\winpe_x86\mount D:\images\Custom7.wim 1 /verify
C. imagex D:\images\Custom7.wim /apply C:\winpe_x86\mount /verify
D. imagex /apply D:\images\Custom7.wim 1 /ref C:\winpe_x86\mount /verify

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To apply an image with ImageX, use this syntax:

imagex /apply [image_file image_number image_path] {/check | /ref | /scroll | /verify}

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 35
You are a systems administrator planning a Windows 7: Deployment. You have configured Windows 7 on a test computer, and you would like to capture the image to deploy it throughout your organization.

You load Windows PE. The Windows 7 installation is currently on the D drive, and you would like to store the image file to E:\Images\win7.wim.

Which of the following commands captures the Windows 7 image correctly?

A. sysprep /capture d: e:\images\win7.wim "win7" /verify
B. loadstate d: e:\images\win7.wim
C. imagex /capture d: e:\images\win7.wim "win7" /verify
D. scanstate d: e:\images\win7.wim

Correct Answer: C
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To capture images for later deployment, use ImageX with the /capture parameter. You also need to use ImageX to apply the image later.

Use ScanState to capture user files and settings from a computer that is being migrated and use LoadState to restore user files and settings captured with ScanState.

Use Sysprep before ImageX to prepare a computer for imaging.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 36
You are a systems administrator preparing to deploy Windows 7 throughout your enterprise. You are currently editing a custom Windows 7 image from Windows PE. You need to update a batch file that you have stored within the image.

Which ImageX parameter would you use to open the image file for editing?

A. /mountrw
B. /export
C. /mount
D. /capture

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

You can use the /mountrw parameter to mount an image as if it were a folder on the local hard disk. Then, you can browse the files and the folders as if they were stored locally.

The /mount parameter functions similarly to the /mountrw parameter, but /mount does not enable you to edit files; it opens them in read-only format.

Use /export to transfer an image from one WIM file to another WIM file.

Use /capture to create a new WIM file.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 37
You are a systems administrator planning an automated deployment of Windows 7. You need to configure a script to run automatically after installation completes.

Which tool would you use to configure this?

A. Windows System Image Manager
B. Sysprep
C. Windows PE
D. ImageX

Correct Answer: A
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

You can use the Windows System Image Manager to create answer files that Windows 7 automatically processes after setup.

Sysprep is used to prepare a Windows installation for imaging.

Windows PE is an operating system that you can use to capture and configure Windows 7 images.

ImageX is a tool that runs within Windows PE for managing operating system images.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 38
You are a systems administrator planning an automated deployment of Windows 7. You have created a custom answer file named AutoSetup.xml.

How can you configure Setup to process the answer file? (Each correct answer presents a complete solution. Choose two.)

A. Place the AutoSetup.exe file in the same folder as the Windows 7 Setup executable.
B. Add the registry value HKEY_LOCAL_MACHINE\System\Setup!UnattendFile with the value AutoSetup.xml.
C. Edit the Unattend.xml file to run AutoSetup.xml.
D. Run setup.exe /unattend:AutoSetup.xml.

Correct Answer: BD
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

By default, Setup looks for an Unattend.xml file in several default folders. However, if you name your answer file something other than Unattend.xml, you must specify the file name with the /unattend command-line parameter. Alternatively, you can add the HKEY_LOCAL_MACHINE\System\Setup!UnattendFile registry value with the name of the answer file.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 39
You are a systems administrator planning an automated deployment of Windows 7. You have installed Windows 7 on a computer, logged on as a user, and configured the computer to meet the needs of your organization. Now, you want to capture the image so that it can be distributed to new computers.

Which tools would you use? (Each correct answer presents part of the solution. Choose three.)

A. Windows PE
B. Windows System Image Manager
C. Sysprep
D. ImageX

Correct Answer: ACD
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Before deploying a master operating system image, you use Sysprep to prepare Windows 7 for imaging. Then, you start Windows PE, and, from within Windows PE, you use ImageX to capture the image for deployment.

You can use the Windows System Image Manager to create answer files that Windows 7 automatically processes after setup. However, it is not needed for capturing an image.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 40
You are a systems administrator planning an automated deployment of Windows 7. You want to install new computers running Windows 7 without using a DVD or local media. Instead, you want new computers to load the operating system setup files directly from the network.

Which of the following are required? (Each correct answer presents part of the solution. Choose two.)

A. A computer running Windows Server 2008 R2 with the Windows Deployment Services role
B. Client computers with flash-based storage
C. A computer running Windows Server 2008 R2 with ImageX running
D. Client computers that support Preboot Execution Environment (PXE)
E. Windows 7 Ultimate (not any other version of Windows)

Correct Answer: AD
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

To perform a network deployment, configure a server with Windows Deployment Services and use client computers that support PXE. When PXE computers start, they attempt to connect to a deployment server on the local network. If they find a deployment server, they can retrieve an operating system and install it locally, allowing for partially or completely automated deployment.

Network deployments support a variety of different editions of Microsoft Windows; they are not limited to Windows 7 Ultimate.

ImageX is used to capture a reference image for later deployment. It does not need to be running during deployment, however.

Client computers do not require flash-based storage; they can use conventional hard disks.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

Chapter 10 - Lesson 2

QUESTION 41
You are a network administrator for an enterprise organization that uses an Active Directory Domain Services domain. You need to deploy Windows 7 in a multiuser environment that requires both the English and Spanish languages.

Which editions of Windows 7 can you use? (Each correct answer presents a complete solution. Choose two.)

A. Windows 7 Professional
B. Windows 7 Home Basic
C. Windows 7 Ultimate
D. Windows 7 Enterprise
E. Windows 7 Home Premium

Correct Answer: CD
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Only Windows 7 Ultimate and Windows 7 Enterprise allow the installation of multiple language packs.

Windows 7 Professional, Windows 7 Home Premium, and Windows 7 Home Basic are single-language editions. If you deploy Windows 7 Professional, Windows 7 Home Premium, or Windows 7 Home Basic with multiple language packs, Setup prompts the user to select one language and then removes all other language packs.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 42
You are planning to deploy Windows 7 Enterprise to several different branch offices. Some branch offices use desktop computers for basic file sharing and remote access, but the requirements differ for each office.

Which of the following scenarios is supported by Windows 7 Enterprise? (Each correct answer presents a complete solution. Choose four.)

A. One user connecting using a Point-to-Point Tunneling Protocol (PPTP) virtual private network (VPN)
B. 2 users connecting using Remote Desktop
C. 15 users connecting using a PPTP VPN
D. 8 users connecting to a shared folder

E. 3 users connecting using a PPTP VPN

F. 5 users connecting to a shared folder

G. 1 user connecting using Remote Desktop

H. 35 users connecting to a shared folder

I.   4 users connecting using Remote Desktop

Correct Answer: ADFG
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Windows 7, regardless of the edition, limits the number of incoming shared folder, VPN, and Remote Desktop connections. Only 10 users can connect to a shared folder simultaneously, and only 1 user can connect using a VPN or Remote Desktop.

To support more simultaneous connections, you must deploy a server operating system such as Windows Server 2008 R2.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve new software installation issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 1

QUESTION 43
You are a systems administrator for an enterprise network that is planning a large Windows 7 deployment. Your development team has created a package with a custom application in it, and it would like the package added to the Windows 7 image prior to deployment. You have saved the image as C:\Win7\Install.wim and saved the package as C:\Packages\Pkg1.cab.

From the list on the right, select the commands that you need to execute to create a custom Windows 7 image. Place your selections in the list on the left in the order in which you perform the commands. Place your selections in the list on the left by clicking the items in the list on the right and clicking the arrow. You can also use the Up and Down buttons to rearrange items in the list on the left. You do not need to use all the items from the list on the right.

Build List and Reorder:

Ordered List Title		Answer Choices Title
▲ ▼	<< Move Remove >>	DISM.exe /Image:C:\Mount\Offline /Apply-Unattend /PackagePath:C:\Packages\Pkg1.cab DISM.exe /Unmout.wim /Mountdir:C:\Mount\Offline /Commit DISM.exe /Mount-wim /Wimfile:C:\Win7\Install.wim /Index:1 /Mountdir:C:\Mount\Offline DISM.exe /Image:C:\Mount\Offline /Add-Package /PackagePath:C:\Packages\Pkg1.cab

Correct Answer:

DISM.exe /Mount-wim /Wimfile:C:\Win7\Install.wim /Index:1 /Mountdir:C:\Mount\Offline

DISM.exe /Image:C:\Mount\Offline /Add-Package /PackagePath:C:\Packages\Pkg1.cab

DISM.exe /Unmout.wim /Mountdir:C:\Mount\Offline /Commit

Section: Identifying Cause of and Resolving Desktop Application Issues Explanation

Explanation/Reference:
Explanation:

To add a package to a Windows 7 image using the DISM.exe tool, follow these steps:

1. Mount the image using the /mount-wim parameter.

2. Add the package using the /Add-Package parameter.

3. Commit the changes by using the /unmount-wim parameter.

You do not need to use the /Apply-Unattend parameter. This parameter is used to apply an answer file to an image.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify and resolve software configuration issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

QUESTION 44
You are a systems administrator for an enterprise network. Yesterday, you installed a new application on a computer running Windows 7. Windows 7 starts and the user can log on; however, several different applications are no longer working, and the computer seems to be operating very slowly. The application does not appear in the list of programs under Programs And Features that you can uninstall. You have restarted the computer several times, and the problem persists.

What is the best way to restore the computer to its state prior to installing the application while minimizing the number of system settings and user documents that would be lost?

A. Use the Last Known Good Configuration.
B. Run Startup Repair.
C. Start the computer in Safe Mode.
D. Restore a System Restore point.

Correct Answer: D
Section: Identifying Cause of and Resolving Desktop Application Issues
Explanation

Explanation/Reference:
Explanation:

Windows typically creates a System Restore point before a user installs an application. Restoring a System Restore point recovers system settings and can solve many configuration-related problems. In this case, restoring a System Restore point created prior to the application installation is the best choice for solving the problem. System Restore points do not affect user files.

Startup Repair is useful only when Windows 7 does not start correctly.

Last Known Good Configuration returns the computer to the state it was in when the user logged in. Because the scenario in this question states that the computer has been restarted and the user has logged in several times, the Last Known Good Configuration has been rewritten.

Safe Mode starts Windows 7 with a minimal amount of drivers and services, which can allow Windows 7 to start when problems prevent it from starting in standard mode. However, Safe Mode does not provide any extra tools for removing an application.

Exam Objective:
Identifying Cause of and Resolving Desktop Application Issues

Exam SubObjective(s):
Identify cause of and resolve software failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 10 - Lesson 2

Identifying Cause of and Resolving Networking Issues

QUESTION 1
You are a help desk operator in a support center. A user calls to complain that she cannot access the Internet. You walk to the user's computer and check the user's network configuration by using the ipconfig /all command and see the following output:

Windows IP Configuration

   Host Name . . . . : d820
   Primary Dns Suffix . . . . :
   Node Type . . . . : Hybrid
   IP Routing Enabled. . . . . : No
   WINS Proxy Enabled. . . . . : No
   DNS Suffix Search List. . . . . . : hsd1.nh.contoso.com.

Wireless LAN adapter Wireless Network Connection:

   Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
   Description . . . . : Intel(R) PRO/Wireless 3945ABG Network Connection
   Physical Address. . . . . : 00-13-02-1E-E6-59
   DHCP Enabled. . . . . : Yes
   Autoconfiguration Enabled . . . . : Yes
   IPv4 Address. . . . . : 192.168.1.106(Preferred)
   Subnet Mask . . . . : 255.255.255.0
   Lease Obtained. . . . . : Sunday, April 15, 2007 8:00:09 AM
   Lease Expires . . . . : Wednesday, April 18, 2007 8:30:49 PM
   Default Gateway . . . . : 192.168.1.1
   DHCP Server . . . . : 192.168.1.2
   DNS Servers . . . . : 192.168.1.3
   NetBIOS over Tcpip. . . . . : Enabled

Then, you have the user run several connectivity tests, as follows:

C:\>ping 192.168.1.1

Pinging 192.168.1.1 with 32 bytes of data:

Reply from 192.168.1.1: bytes=32 time=8ms TTL=64
Reply from 192.168.1.1: bytes=32 time=7ms TTL=64
Reply from 192.168.1.1: bytes=32 time=8ms TTL=64
Reply from 192.168.1.1: bytes=32 time=8ms TTL=64

Ping statistics for 192.168.1.1:
   Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
   Minimum = 7ms, Maximum = 8ms, Average = 7ms

C:\>ping 192.168.1.3

Pinging 192.168.1.3 with 32 bytes of data:

Reply from 192.168.1.3: bytes=32 time=6ms TTL=64
Reply from 192.168.1.3: bytes=32 time=9ms TTL=64
Reply from 192.168.1.3: bytes=32 time=6ms TTL=64
Reply from 192.168.1.3: bytes=32 time=7ms TTL=64

Ping statistics for 192.168.1.3:
   Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:

Minimum = 7ms, Maximum = 8ms, Average = 7ms

C:\>nslookup www.contoso.com

Server: UnKnown
Address: 192.168.1.3:53

Non-authoritative answer:
Name: contoso.com
Addresses: 207.46.197.32, 207.46.232.182
Aliases: www.contoso.com

C:\>ping www.contoso.com

Pinging www.contoso.com [207.46.197.32] with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 207.46.197.32:
   Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

What is the most likely cause of the problem?

A. The default gateway has failed.
B. The Domain Name System (DNS) server has failed.
C. The Internet connection has failed.
D. The local area network has failed.

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The tests show that you can reach other hosts on your local network, the DNS server is responding, and the default gateway is responding to pings. However, the contoso.com Web server does not respond to pings. Whereas there might be several problems that would cause the server not to respond to pings, the most likely of the options listed is that the Internet connection has failed.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1 and 2

QUESTION 2
You are a help desk operator in a support center. A user is experiencing problems connecting to a large

number of Web sites on the Internet; however, other Web sites are responding correctly.

Which tool would be best to use to determine whether there is a routing problem on the Internet?

A. Nslookup
B. Ping
C. PortQry
D. PathPing

Correct Answer: D
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

PathPing checks connectivity to all routers between the source and the destination. It reveals common routing problems such as a failed gateway or a routing loop.

Ping checks connectivity to only a single host and won't reveal if the remote host is offline or any router between the client and server is unavailable.

The Nslookup tool is for troubleshooting DNS name resolution. It does not test connectivity.

PortQry determines whether a specific service is available on a server. Although PortQry is very useful, it cannot reveal routing problems.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 3
You are a help desk operator in a support center. A user calls to complain that she cannot reach Microsoft.com. You have the user run several tests, as follows:

C:\>portqry -n www.microsoft.com -e 80

Querying target system called:

 www.microsoft.com

Attempting to resolve name to IP address...

Name resolved to 207.46.19.254

querying...

TCP port 80 (http service): LISTENING

C:\>ping www.microsoft.com

Pinging lb1.www.ms.akadns.net [207.46.198.60] with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 207.46.198.60:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

What can you conclude from these tests? (Choose two.)

A. The Internet connection has failed.
B. The Domain Name System (DNS) server is offline.
C. The www.microsoft.com Web server is online
D. The www.microsoft.com Web server is offline.
E. Internet traffic is being routed correctly.

Correct Answer: CE
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

PortQry was able to connect to the www.microsoft.com Web server by using port 80 (HTTP), which Web browsers use to communicate. Therefore, there is not a connectivity problem. Any problem the user is experiencing is at the application level. Based on this, you can conclude that the Web server is online, and Internet traffic is being routed correctly.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 4
You are a help desk operator in a support center. A user is having problems connecting to the Internet.

Which is the first tool you should use to troubleshoot the problem?

A. Ping
B. PathPing
C. Windows Network Diagnostics
D. Tracert

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The first tool you use for troubleshooting should always be Windows Network Diagnostics. Windows Network Diagnostics can identify the cause of most common connectivity problems quickly and automatically. It can even solve some simple problems such as retrieving a new Internet Protocol address or resetting a network adapter.

Ping, Tracert, and PathPing are all valuable troubleshooting tools. However, Windows Network Diagnostics automatically performs most of the same tests faster than you would be able to by using the individual tools.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 5
You are a help desk operator in a support center. A user complains that she is unable to reach a Web server. You connect to the user's computer with Remote Assistance and run several tests, as follows:

C:\>ping www.contoso.com

Pinging contoso.com [207.46.197.32] with 32 bytes of data:

Reply from 207.46.197.32: bytes=32 time=97ms TTL=105
Reply from 207.46.197.32: bytes=32 time=224ms TTL=105
Reply from 207.46.197.32: bytes=32 time=251ms TTL=105
Reply from 207.46.197.32: bytes=32 time=262ms TTL=105

Ping statistics for 207.46.197.32:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 97ms, Maximum = 262ms, Average = 208ms

C:\>portqry -n www.contoso.com -e 80

Querying target system called:

 www.contoso.com

Attempting to resolve name to IP address...

Name resolved to 207.46.232.182

querying...

TCP port 80 (http service): FILTERED

Which of the following might be the cause of the problem? (Choose two.)

A. A firewall is blocking Hypertext Transfer Protocol (HTTP) requests to the Web server.
B. The Web server service has failed.
C. The network the Web server is connected to has failed.
D. Windows Firewall on the client computer is filtering incoming HTTP requests.

Correct Answer: AB
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

If a server responds to pings but does not respond to PortQry, you know that the server itself is online, but the Web server service cannot respond. Typically, this is because a firewall is blocking HTTP requests or the Web server service has failed.

In this example, the client is sending outgoing HTTP requests. Therefore, even if Windows Firewall were configured to filter incoming HTTP requests, it would not affect the tests specified in this scenario.

Because the Ping requests succeed, you know that the network the Web server is connected to is functioning.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 6
You are a help desk operator in the Fabrikam support center. You are using PathPing to troubleshoot a connectivity problem. You see the results shown in the exhibit. Contoso.com is your Internet service provider (ISP).

What is the most likely cause of the connectivity problem?

Exhibit:

```
C:\Windows\system32\cmd.exe

C:\>pathping www.microsoft.com

Tracing route to www.microsoft.com [207.46.18.30]
over a maximum of 30 hops:
  0  d820.hsd1.fabrikam.com. [192.168.1.106]
  1  192.168.1.1
  2  c-3-0-ubr01.winchendon.ma.boston.contoso.com [10.165.8.1]
  3  ge-1-2-ur01.winchendon.ma.boston.contoso.com [10.87.148.129]
  4  ge-1-1-ur01.gardner.ma.boston.contoso.com [10.87.144.225]
  5  te-9-1-ur01.sterling.ma.boston.contoso.com [10.87.144.217]
  6  te-9-2-ur01.marlboro.ma.boston.contoso.com [10.87.144.77]
  7  te-8-1-ur01.natick.ma.boston.contoso.com [10.87.144.197]
  8  te-8-3-ar02.woburn.ma.boston.contoso.com [10.87.145.9]
  9  po-12-ar02.needham.ma.boston.contoso.com [10.87.146.45]
 10  po-11-ar01.needham.ma.boston.contoso.com [10.87.146.37]
 11  po-10-ar01.springfield.ma.boston.contoso.com [10.87.146.22]
 12  po-11-ar01.chartford.ct.hartford.contoso.com [10.87.146.26]
 13    *         *         *
Computing statistics for 300 seconds...
                Source to Here   This Node/Link
Hop  RTT     Lost/Sent = Pct   Lost/Sent = Pct  Address
  0                                               d820.hsd1.nh.contoso.com.  [192.110.1.106]
                                  0/ 100 =   0%   !
  1   1ms     0/ 100 =   0%      0/ 100 =   0%   192.110.1.1
                                  0/ 100 =   0%   !
  2  19ms     0/ 100 =   0%      0/ 100 =   0%   c-3-0-ubr01.winchendon.ma.boston.contoso.com
                                  0/ 100 =   0%   !
  3  13ms     0/ 100 =   0%      0/ 100 =   0%   ge-1-2-ur01.winchendon.ma.boston.contoso.com
                                  0/ 100 =   0%   !
  4  17ms     0/ 100 =   0%      0/ 100 =   0%   ge-1-1-ur01.gardner.ma.boston.contoso.com [10
                                  0/ 100 =   0%   !
  5  17ms     0/ 100 =   0%      0/ 100 =   0%   te-9-1-ur01.sterling.ma.boston.contoso.com [1
                                  0/ 100 =   0%   !
  6  18ms     0/ 100 =   0%      0/ 100 =   0%   te-9-2-ur01.marlboro.ma.boston.contoso.com [1
                                  0/ 100 =   0%   !
  7  24ms     0/ 100 =   0%      0/ 100 =   0%   te-8-1-ur01.natick.ma.boston.contoso.com [10.
                                  0/ 100 =   0%   !
  8  18ms     0/ 100 =   0%      0/ 100 =   0%   te-8-3-ar02.woburn.ma.boston.contoso.com [10.
                                  1/ 100 =   1%   !
  9  17ms     2/ 100 =   2%      1/ 100 =   1%   po-12-ar02.needham.ma.boston.contoso.com [10.
                                  0/ 100 =   0%   !
 10  16ms     3/ 100 =   3%      2/ 100 =   2%   po-11-ar01.needham.ma.boston.contoso.com [10.
                                  0/ 100 =   0%   !
 11  27ms     1/ 100 =   1%      0/ 100 =   0%   po-10-ar01.springfield.ma.boston.contoso.com
                                  0/ 100 =   0%   !
 12  31ms     1/ 100 =   1%      0/ 100 =   0%   po-11-ar01.chartford.ct.hartford.contoso.com

Trace complete.
```

A. The connection between your default gateway and your ISP has failed.
B. The firewall on your local area network is filtering Internet Control Message Protocol (ICMP) traffic.
C. The default gateway has failed.
D. The remote server's network has failed.

Correct Answer: D
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The PathPing output reveals that your default gateway is responding to ICMP requests, and your ISP's network
is responding to ICMP requests. However, the remote server is not responding to ICMP requests, as line 13 of
the PathPing output reveals. This might be because the server is offline, the remote network is offline, or the

remote server is configured to ignore IMCP requests.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft
Press

Chapter 2 - Lessons 1

QUESTION 7
You are a help desk operator in a support center. You are troubleshooting a problem concerning connecting a
mobile computer to a wired local area network. You open a command prompt, run the ipconfig /all command,
and see the following output:

Windows IP Configuration

   Host Name . . . . : d820
   Primary Dns Suffix . . . . :
   Node Type . . . . : Hybrid
   IP Routing Enabled. . . . . : No
   WINS Proxy Enabled. . . . . : No
   DNS Suffix Search List. . . . . . : hsd1.nh.contoso.com.

Wireless LAN adapter Wireless Network Connection:

   Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
   Description . . . . : Intel(R) PRO/Wireless 3945ABG Network Connection
   Physical Address. . . . . : 00-13-02-1E-E6-59
   DHCP Enabled. . . . . : Yes
   Autoconfiguration Enabled . . . . : Yes
   IPv4 Address. . . . . : 192.168.1.106(Preferred)
   Subnet Mask . . . . : 255.255.255.0
   Lease Obtained. . . . . : Wednesday, April 11, 2007 4:06:14 PM
   Lease Expires . . . . : Friday, April 13, 2007 1:16:41 PM
   Default Gateway . . . . : 192.168.1.1
   DHCP Server . . . . : 192.168.1.1
   DNS Servers . . . . : 192.168.1.1
   NetBIOS over Tcpip. . . . . : Enabled

The wired network adapter is not listed.

What is a possible cause of the problem?

A. The wired network adapter is disabled.
B. The Ethernet cable is connected to the network adapter but is not connected to a hub or switch.
C. The wired network adapter has an IPv6 address assigned instead of an IPv4 address.
D. The Ethernet cable is not connected to the network adapter.

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

If a network adapter is disabled, it is not listed in Ipconfig output.

A network adapter is still listed in Ipconfig output if the cable is not connected or if it does not have an IPv4 address.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 8
You are a help desk operator in a support center. Your internal network uses a static Internet Protocol (IP) address configuration.

One of your users calls from home and indicates that she cannot connect her mobile computer to the Internet when connected to her home's local area network. However, the computer can connect to the Internet when connected to the office network, and other computers on the home network can reach the Internet. The user has a router that acts as a Network Address Translation (NAT) device to connect multiple computers to the Internet.

Using the Network Adapter Properties dialog box, how should you solve the problem?

A. On the Alternate Configuration tab, click User Configured and provide the IP address settings provided by the user's ISP for her home network.
B. Click Internet Protocol Version 4 (TCP/IPv4) and then click Properties. On the General tab, select Obtain An IP Address Automatically and Obtain DNS Server Address Automatically. On the Alternate Configuration tab, click User Configured and provide the IP address settings for your internal network.
C. On the General tab, click Advanced. In the IP Settings dialog box, click Add and then provide the IP address settings provided by the user's ISP for her home network.
D. Clear the Internet Protocol Version 6 (TCP/IPv6) check box. Then, click Client For Microsoft Networks and click Properties. In the Client For Microsoft Networks Properties dialog box, in the Network Address field, type the IP address settings provided by the user's ISP for her home network.

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Alternate Configuration is a feature that uses Dynamic Host Configuration Protocol (DHCP) for any network in which a DHCP server is available. If a DHCP server is not available, such as in your internal network, Windows 7 applies the static alternate configuration. To solve this problem, enable automatic IP addressing for the client's network adapter to allow the computer to connect to the user's home network and receive a DHCP-assigned IP address from the user's home NAT device. Then, to allow the user to connect to the internal office network with the static IP address, configure that address as the static configuration.

Because the user has NAT enabled for her home network, you know she is using a DHCP-assigned IP address. Therefore, you cannot configure a home IP address manually for the user.

Disabling IPv6 does not help solve the problem, and Client For Microsoft Networks does not affect IP connectivity.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 9
You are a help desk operator in a support center. A guest user calls you because he is unable to connect to the network after plugging a wired Ethernet connection into his mobile computer. You quickly determine that the Dynamic Host Configuration Protocol (DHCP) server is offline. Unfortunately, the systems administrators report that it will not be online until much later in the day. To allow the guest to access the network immediately, network administrators provide a static Internet Protocol (IP) address that you can use to grant the guest temporary computer access to your network.

Your internal network uses Network Address Translation (NAT). The NAT server's internal IP address is 192.168.1.1/24, and the external IP address is 207.46.232.182/28. The default gateway on the NAT is 207.46.232.1. You need to configure the guest computer running Windows 7 with static IP addressing.

What should you set the client computer's default gateway to?

A. 207.46.232.182
B. 192.168.1.112
C. 192.168.1.1
D. 207.46.232.1

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Client computers on an internal network that uses NAT always set the NAT server's internal IP address as their default gateway.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft

Press

QUESTION 10
You are a help desk operator in a support center. One of your users complains that he can't access a file server that's on the same local area network. You verify that you can connect to the file server. Then, you verify that the client computer can access network resources.

You view the output of the Ipconfig command:

Windows IP Configuration

Local Area Connection:

   Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
   IPv4 Address. . . . . : 192.168.1.234
   Subnet Mask . . . . : 255.255.255.224
   Default Gateway . . . . : 192.168.1.225

You speak with a network administrator who says the Internet Protocol (IP) configuration for that client should be as follows:

IP address: 192.168.1.234/26
Default gateway: 192.168.1.225

What should you change to fix the client computer's problem?

A. Change the subnet mask.
B. Change the IP address.
C. Change the default gateway.
D. Change the host name.

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

In this example, the IP address and default gateway exactly match the network administrator's specifications. However, the subnet mask does not match. The network administrator provided the subnet mask /26 after the IP address. /26 corresponds to the subnet mask 255.255.255.192. 255.255.255.224 corresponds to /27. An incorrect subnet mask allows a client to communicate with computers on remote networks successfully; however, computers on the local subnet might be unreachable.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

QUESTION 11
You are a help desk operator in a support center. A user with a wireless computer running Windows 7 calls to complain that he can't connect to network resources. You examine the output of the Ipconfig command, and you see the following:

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection:

   Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
   IPv4 Address. . . . . : 169.254.3.36
   Subnet Mask . . . . : 255.255.0.0
   Default Gateway . . . . :

What is the most likely cause of the problem?

A. The wireless network access point is offline.
B. The Domain Name System (DNS) server is offline.
C. The wireless network adapter is disabled.
D. The Dynamic Host Configuration Protocol (DHCP) server is offline.

Correct Answer: D
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

IP addresses in the 169.254.0.0 to 169.254.255.255 range are Automatic Private IP Addressing (APIPA) addresses. Windows 7 assigns an APIPA address when the computer is configured for automatic addressing but it cannot find a DHCP server.

The wireless network adapter was visible in the Ipconfig output, which indicates that it was able to connect to the wireless network access point and that the wireless adapter is enabled.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 12
You are a help desk operator in a support center. Your office's network uses a wired Ethernet network with a Network Address Translation (NAT) device. A user with a computer running Windows 7 calls to complain that she can't connect to a file server. You examine the output of the Ipconfig command. You see the following:

Windows IP Configuration

Local Area Network Connection:

  Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
  IPv4 Address. . . . . : 169.254.22.53
  Subnet Mask . . . . : 255.255.0.0
  Default Gateway . . . . :

What is the most likely cause of the problem?

A. The IP Helper service is not started.
B. The DHCP Client service is not started.
C. The Workstation service is not started.
D. The Server service is not started.

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

IP addresses in the 169.254.0.0 to 169.254.255.255 range are Automatic Private IP Addressing (APIPA) addresses. Windows 7 assigns an APIPA address when the computer is configured for automatic addressing but it cannot find a Dynamic Host Configuration Protocol (DHCP) server. One of the requirements for being a DHCP client is to run the DHCP Client service.

Not having the Workstation service started prevents you from connecting to a file server. However, although that might be part of the problem, you must first solve the problem that caused the client computer to have the APIPA address assigned.

The Server service allows a computer running Windows 7 to share files across a network and is not related to connecting to a shared folder.

The IP Helper service is used to facilitate IPv6 connectivity. Nothing about the question says that IPv6 is being used.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 13
You are a help desk operator in a support center. Your office's network uses a wired Ethernet network with a Network Address Translation (NAT) device. A user with a computer running Windows 7 calls to complain that he can't connect to a file server. You examine the output of the Ipconfig command. You see the following:

Windows IP Configuration

Local Area Network Connection:

   Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
   IPv4 Address. . . . . : 169.254.22.53
   Subnet Mask . . . . : 255.255.0.0
   Default Gateway . . . . :

How can you solve the problem using the fewest steps?

A. Run ipconfig /flushdns.
B. Run ipconfig /registerdns.
C. Run ipconfig /renew.
D. Run net stop workstation and then net start workstation.

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The IP address is in the range 169.254.0.0, which indicates that it is an Automatic Private IP Addressing (APIPA) address. Windows 7 assigns an APIPA address when a Dynamic Host Configuration Protocol (DHCP) server is not available. To retry the connection to a DHCP server, run ipconfig /release followed by ipconfig / renew.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 14
You are a systems administrator for a small branch office of an enterprise network. Recently, you switched Internet service providers (ISPs). Now, one of your client computers is having a problem connecting to the Internet.

You use Network Address Translation (NAT) for internal network addressing. The ISP provided you with the following configuration settings:

 * Internet Protocol (IP) address: 207.46.232.182/28
 * Default gateway: 207.46.232.1
 * Domain Name System (DNS) server: 207.46.232.2

The client's network configuration is shown in the exhibit.

Which of the following might fix the problem? (Each correct answer presents a complete solution. Choose two.)

Exhibit:
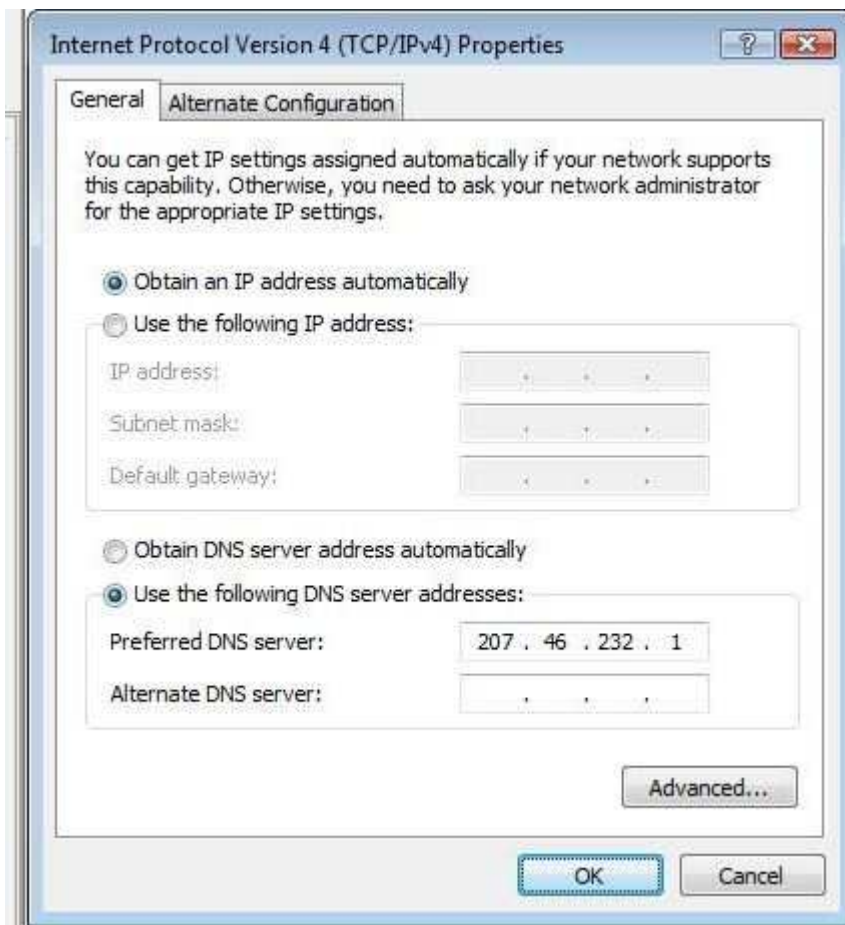
A. Select Obtain DNS Server Address Automatically.
B. Change the DNS server.
C. Click the Alternate Configuration tab and provide the ISP-specified IP address.
D. Select Use The Following IP Address and provide the ISP-specified IP address.

Correct Answer: AB
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The DNS server is incorrect in the exhibit because it has been set to the default gateway's IP address. To solve this, you could type the ISP's DNS server address. However, most NAT environments use Dynamic Host Configuration Protocol (DHCP) to assign the DNS server. Assuming the DHCP server has been configured correctly, you could also solve the problem by clicking Obtain DNS Server Address Automatically.

You should not change the IP address information. The IP address information provided by the ISP should be used to configure the NAT device. The NAT device, in turn, assigns private IP addresses to client computers by using DHCP. The exhibit shows the client computer is already configured to use DHCP for the IP address, indicating that it is configured correctly.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):

Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 15
You are a help desk operator in a support center. A user calls to complain that one of your internal servers, documents.fabrikam.com, is unavailable. You remember seeing a planned-change notification indicating that the server IT department was going to move that server to a different subnet. You verify that the change took place and that you can reach the server successfully.

You connect to the user's computer with Remote Assistance.

How should you resolve the problem on the client computer?

A. Use Ipconfig /renew
B. Use Ipconfig /release
C. Use Ipconfig /flushdns
D. Use Ipconfig /registerdns

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

This problem is probably caused by the client computer caching the old Internet Protocol (IP) address of the documents.fabrikam.com computer. Ipconfig /flushdns erases the DNS cache, causing the client computer to request the server's IP address from the DNS server. If the client still can't reach the server after running Ipconfig /flushdns, the old IP address might still be cached on the Domain Name System (DNS) server.

Ipconfig /registerdns is used to add the client's host name to DNS so that other computers can find the client.

Ipconfig /release and Ipconfig /renew are used to retrieve a new Dynamic Host Configuration Protocol-assigned IP address.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 16
You are a help desk operator in a support center. One of your users complains that she cannot reach the server www.microsoft.com. After some troubleshooting, you realize she can ping hosts on the Internet by using their Internet Protocol (IP) addresses but not with their host names.

Which of the following might be a cause of the problem? (Each correct answer presents a complete solution. Choose two.)

A. The DNS Client service is not started.
B. The client has an incorrect default gateway configured.
C. The client has an incorrect DNS server configured.
D. The Domain Name System (DNS) server is offline.

Correct Answer: CD
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The description of the problem indicates that the client has IP connectivity but cannot resolve DNS names. This can be caused by the DNS server being offline or the client having an incorrect IP address configured for the DNS server.

It cannot be caused by the DNS Client server not being started. When the DNS Client service is stopped, the client computer is still able to resolve DNS names, but they are not cached on the client, to improve performance.

If the incorrect default gateway were configured, the client would not be able to ping hosts on the Internet by using their IP addresses.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 17
You are a help desk operator in a support center. A wireless client computer running Windows 7 is unable to connect to any network resources. You view the results of Ipconfig /all and see the following:

Windows IP Configuration

    Host Name . . . . : 7client
    Primary Dns Suffix . . . . :
    Node Type . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . . : hsd1.nh.contoso.com.

Wireless LAN adapter Wireless Network Connection:

    Connection-specific DNS Suffix . : hsd1.nh.contoso.com.
    Description . . . . : Intel(R) PRO/Wireless 3945ABG Network Con
nection

Physical Address. . . . . : 00-13-02-1E-E6-59
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
IPv4 Address. . . . . : 192.168.1.106(Preferred)
Subnet Mask . . . . : 255.255.255.0
Lease Obtained. . . . . : Sunday, April 15, 2007 8:00:09 AM
Lease Expires . . . . : Tuesday, April 17, 2007 8:01:34 AM
Default Gateway . . . . : 192.168.1.1
DHCP Server . . . . : 192.168.1.1
DNS Servers . . . . : 207.46.225.60
NetBIOS over Tcpip. . . . . : Enabled

The network administrator indicates that Internet Protocol (IP) addresses are Dynamic Host Configuration
Protocol (DHCP)-assigned but gives you the following network settings for that subnet:

Default Gateway: 192.168.1.1
Subnet Mask: 255.255.255.0
Domain Name System (DNS) Servers: 207.46.19.254 and 207.46.19.60

Which setting should you change to solve the problem?

A. IP Address
B. Subnet Mask
C. Default Gateway
D. DNS servers

Correct Answer: D
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

In this example, the client's DNS Servers setting does not match that provided by the network administrator. All
other settings are correct.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft
Press

Chapter 2 - Lessons 2

QUESTION 18
You are a help desk operator in a support center. A client calls to complain that she cannot access the
contoso.com Web server with Windows Internet Explorer. You are concerned that it might be a Domain Name
System (DNS) problem. You connect to the computer with Remote Assistance and run the following command
at the client computer:

C:\nslookup www.contoso.com
Server: UnKnown
Address: 192.168.1.1:53

Non-authoritative answer:
Name: lb1.www.ms.contoso.com
Addresses: 10.46.19.254, 10.46.19.60, 10.46.198.30, 10.46.198.60
        10.46.20.60, 10.46.18.30, 10.46.199.30, 10.46.225.60
Aliases: www.contoso.com

What is the most likely cause of the problem?

A. The DNS server is offline.
B. The DNS server is returning multiple Internet Protocol (IP) addresses.
C. The client has the incorrect DNS server configured.
D. The contoso.com Web server is offline.

Correct Answer: D
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The results from the Nslookup command are valid; the contoso.com Web server can have multiple IP
addresses configured. Additionally, because the DNS server returned results, the client is configured correctly
and the DNS server is online. Therefore, the most likely cause of the problem is that the contoso.com Web
server is offline.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft
Press

Chapter 2 - Lessons 2

QUESTION 19
You are a help desk operator in a support center. A user in a branch office calls to complain that she cannot
connect to another client computer on the same local area network. The user is attempting to connect to the
share \\client127.contoso.com\files. She had connected to the share just minutes earlier, while the other client
computer was connected to a wired Ethernet network. Now, both computers are connected to a wireless
network. You are able to connect to the share from your computer.

You look up the networks in your database and determine that both use Dynamic Host Configuration Protocol
(DHCP)-assigned Internet Protocol (IP) addresses and that the dynamically updated Domain Name System
(DNS) addresses have a time to live (TTL) of 86,400.

Which of the following resolve the problem? (Each correct answer presents a complete solution. Choose two.)

A. Open a command prompt. Run the command Ipconfig /flushdns.
B. Log on to the same computer with a different user account.
C. Open a command prompt. Run the command Netsh DnsClient Set DnsServers Validate=yes.
D. Restart the user's computer.

Correct Answer: AD
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The most likely cause of the problem is that the client cached the DNS record client127.contoso.com when it originally connected to it. When client127 connected to the wireless network, it received a different IP address. It updated its own DNS record, but the user's computer did not look up the new address because the previous record was still cached. It will stay cached until the TTL expires in one day-TTL is measured in seconds, and 86,400 is equal to 24 hours. As an alternative to running Ipconfig /flushdns, you can flush the cache manually by running the command Ipconfig /flushdns or by restarting the user's computer.

Running the command Netsh DnsClient Set DnsServer Validate=yes configures the client to authenticate DNS servers. It will not affect the DNS cache, however.

The DNS cache is shared between all users on a computer. Therefore, logging on with a different user account will not affect the cache.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 20
You are a help desk operator in a support center. The administrator who manages your e-mail system complains that all messages addressed to contoso.com, a partner company, are failing because their mail server seems to be offline. You send a user in the domain a message from an e-mail at a branch network, and it succeeds.

You suspect the problem might be Domain Name System (DNS)-related. The branch network uses the DNS server 192.168.13.58.

What command should you run to query the DNS server on the branch network to determine the Internet Protocol (IP) address it has for the contoso.com mail server?

A. nslookup -type=mail contoso.com 192.168.13.58
B. nslookup -type=mx contoso.com 192.168.13.58
C. nslookup -type=mail 192.168.13.58 contoso.com
D. nslookup -type=mx 192.168.13.58 contoso.com

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

You can use the Nslookup command to query specific servers for specific record types. Mail records are called MX records. When using the Nslookup command, first specify options (such as -type), then specify the record you are querying. Finally, you can optionally specify a DNS server to query. If you leave off the DNS server address, Nslookup uses your currently configured DNS server

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 21
You are a help desk operator in a support center. A user calls to complain that he is unable to access the Internet.

You have the user ping an Internet Protocol (IP) address on the Internet, and the ping is successful. You need to determine which Domain Name System (DNS) server the computer is configured to use, and whether IP addressing is static or dynamic. You connect to the user's computer and run the command ipconfig /all, as shown in the exhibit.

Based on the exhibit, which of these statements are true? (Each correct answer presents a complete solution. Choose two.)

Exhibit:

```
C:\Windows\system32\cmd.exe                                    [ - ][ □ ][ X ]

C:\Users\tnorthru>ipconfig /all

Windows IP Configuration

    Host Name . . . . . . . . . . . . : Win7
    Primary Dns Suffix  . . . . . . . :
    Node Type . . . . . . . . . . . . : Mixed
    IP Routing Enabled. . . . . . . . : No
    WINS Proxy Enabled. . . . . . . . : No
    DNS Suffix Search List. . . . . . : hsd1

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : hsd1
    Description . . . . . . . . . . . : Intel 21140-Based PCI Fast Ethernet Adapt
er (Emulated)
    Physical Address. . . . . . . . . : 00-03-FF-0F-EF-44
    DHCP Enabled. . . . . . . . . . . : Yes
    Autoconfiguration Enabled . . . . : Yes
    Link-local IPv6 Address . . . . . : fe80::ad1a:4b64:1955:c81%11(Preferred)
    IPv4 Address. . . . . . . . . . . : 192.168.1.186(Preferred)
    Subnet Mask . . . . . . . . . . . : 255.255.255.0
    Lease Obtained. . . . . . . . . . : Wednesday, August 12, 2009 7:31:09 PM
    Lease Expires . . . . . . . . . . : Thursday, August 13, 2009 7:31:08 PM
    Default Gateway . . . . . . . . . : 192.168.1.10
    DHCP Server . . . . . . . . . . . : 192.168.1.14
    DHCPv6 IAID . . . . . . . . . . . : 234882047
    DHCPv6 Client DUID. . . . . . . . : 00-01-00-01-12-15-19-D6-00-03-FF-0F-EF-44

    DNS Servers . . . . . . . . . . . : 192.168.1.13
    NetBIOS over Tcpip. . . . . . . . : Enabled
```

A. The client has a static IP address.
B. The client's DNS server is 192.168.1.13.
C. The client has a dynamic IP address.
D. The client's DNS server is 192.168.1.186.
E. The client's DNS server is 192.168.1.14.
F. The client's DNS server is 192.168.1.10.

Correct Answer: BC
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

In the Ipconfig output, the DNS server address is shown in the DNS Servers line. To determine if the client has a dynamic or static IP address, examine the DHCP Enabled line. If it shows Yes, the client has a dynamic IP address.

192.168.1.14 is the client's Dynamic Host Configuration Protocol (DHCP) server.

192.168.1.10 is the client's default gateway.

192.168.1.186 is the client's current IP address, as assigned by the DHCP server.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 22
You are a help desk operator in a support center. The systems administrator for your organization's Web server, www.contoso.com, recently added a backup Web server and configured the Domain Name System (DNS) record, www.contoso.com, to return Internet Protocol (IP) addresses for both Web servers.

The systems administrator has asked you to verify that your DNS server is returning both IP addresses.

Which tool should you use?

A. Tracert
B. Ipconfig
C. Nslookup
D. Ping

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Only Nslookup returns every IP address available for a DNS record, as the following output demonstrates:

```
 C:\>nslookup www.contoso.com
Server:  UnKnown
Address:  192.168.1.1

Non-authoritative answer:
Name:   contoso.com
Addresses:  207.46.232.182
        207.46.197.32
Aliases:  www.contoso.com
```

Ipconfig shows the current computer's IP configuration, but it does not generate DNS queries.

Tracert and Ping do generate DNS queries. However, they show only a single IP address for each DNS record.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

QUESTION 23
You are a help desk operator in a support center. A user calls you to complain that he cannot access a server on the intranet. You have him ping a default router by its Internet Protocol (IP) address, and the Ping request succeeds. However, the request fails when you specify a host name for the router.

You suspect the user's Domain Name System (DNS) server might be misconfigured or that the DNS server is offline. You need to determine the IP address of the DNS server currently assigned to the computer.

Which tools could you use? (Each correct answer presents a complete solution. Choose two.)

A. Ping
B. Ipconfig
C. PathPing
D. Tracert
E. Nslookup

Correct Answer: BE
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Only Nslookup and Ipconfig show the client's current DNS server. To view the DNS server with Ipconfig, use the /all parameter. To view the DNS server with Nslookup, query any record.

Ping, Tracert, and PathPing all perform DNS queries. However, they do not display the DNS server's IP address.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 24
You are a help desk operator in a support center. A user calls you to complain that she cannot access a server on the intranet. You have her ping the Web server's Internet Protocol (IP) address, 192.168.1.207. Next, you have her ping the Web server www.microsoft.com. Finally, you have her use Nslookup to query the Web server's Domain Name System (DNS) record, as shown in the exhibit. The client's DNS server is on the same local area network (LAN) as the client.

Based on the output from the tools shown in the exhibit, what could the problem be? (Each correct answer presents a complete solution. Choose two.)

Exhibit:

```
C:\Windows\system32\cmd.exe                                              [-][□][X]

C:\>ping 192.168.1.207

Pinging 192.168.1.207 with 32 bytes of data:
Reply from 192.168.1.207: bytes=32 time=12ms TTL=128
Reply from 192.168.1.207: bytes=32 time<1ms TTL=128
Reply from 192.168.1.207: bytes=32 time<1ms TTL=128
Reply from 192.168.1.207: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.1.207:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 12ms, Average = 3ms

C:\>ping www.microsoft.com
Ping request could not find host www.microsoft.com. Please check the name and try again.

C:\>nslookup www.microsoft.com
DNS request timed out.
    timeout was 2 seconds.
Server:  UnKnown
Address:  fec0:0:0:ffff::1

DNS request timed out.
    timeout was 2 seconds.
DNS request timed out.
    timeout was 2 seconds.
DNS request timed out.
    timeout was 2 seconds.
DNS request timed out.
    timeout was 2 seconds.
*** Request to UnKnown timed-out

C:\>
```

A. The Internet connection is offline.
B. The DNS server is offline.
C. The Web server is offline.
D. The client has the wrong IP address configured for the DNS server.
E. The LAN is offline.

Correct Answer: BD
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Because pinging the IP address succeeded, you know that you have connectivity to the Web server. Therefore, you can eliminate a failed LAN, a failed Web server, and a failed Internet connection. Because pinging the host name failed, the DNS server might be offline or the DNS record might not exist. However, the output from Nslookup shows that the DNS server is offline or the client has the wrong IP address configured.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft

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QUESTION 25
While connected to your company's Active Directory Domain Services (AD DS) domain, you share a portable printer from your mobile computer so that your coworkers can print documents through your computer. Later, you bring your computer home and connect it to your wireless network for the first time. From your home computer running Windows 7, you browse the home network to find your work computer. However, the printer does not appear to be shared.

What is the most likely cause of the problem?

A. You lack share permissions.
B. You lack NTFS permissions.
C. There is no Windows Firewall exception.
D. The folder is not shared.

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The problem is caused by a missing Windows Firewall exception. When you share a printer, Windows 7 creates a Windows Firewall exception for File And Printer Sharing. However, that exception applies only to the current network type. Because you were connected to the AD DS domain when you shared the folder, the exception applies only to domain networks. The first time you connect to your home network, the network is configured as Public. Public networks, by default, have no incoming firewall exceptions. Therefore, you need to create an exception for File And Printer Sharing for Public networks (or mark your home network as Private, and then create an exception).

Folder sharing, NTFS permissions, and share permissions do not vary depending on the type of network.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 26
You are a help desk operator for an enterprise network. A traveling user calls because he is having a problem sharing a printer. The user is connected to a client's internal wireless network and needs to share a portable printer so that the client can access it from another computer on the internal network. The user is very knowledgeable and has already used Network And Sharing Center to change the network location type to Private and has enabled File And Printer Sharing.

You ask the user for the Internet Protocol (IP) configuration of his computer running Windows 7, and he tells you that the IP address is 192.168.10.12, the subnet mask is 255.255.255.0, and the default gateway is 192.168.10.1.

The user says that the IP address of the computer attempting to connect to the shared printer is 192.168.32.17.

What is the best way to solve the problem?

A. Open the Manage Wireless Networks tool, click Profile Types, and configure the wireless network as Trusted.
B. Change the subnet mask to 255.255.0.0.
C. Use the Windows Firewall With Advanced Security tool to change the scope of the File And Printer Sharing exceptions for the Private profile.
D. Change the network location type to Domain.

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

By default, when you enable File And Printer Sharing on Private networks, it is enabled only for the local subnet. From the IP configuration settings that the user provided, you can determine that the computer attempting to connect to the shared folder is on a different subnet. Therefore, Windows Firewall would block incoming connection attempts for file sharing from that computer. To solve this problem, you must change the scope of the File And Printer Sharing exception for Private networks.

You cannot change a network location type to Domain manually. Windows 7 configures Domain network location types automatically when connecting to a domain controller.

The Profile Types button on the Manage Wireless Networks tool enables you to configure wireless profiles for all users or to be user-specific. It does not affect network security.

You can determine that the computer attempting to connect to the shared printer is on a different subnet by comparing their IP addresses using the subnet mask. However, changing the subnet mask does not allow the two clients to communicate as if they were on the same subnet. Instead, it causes the client to treat all IP addresses in the 192.168.0.0 range as being on the same subnet, which is incorrect. Because those addresses must be sent through the router, clients on networks other than 192.168.10.0 would be inaccessible.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 27
You are a help desk operator for a large insurance company. A user is attempting to share a printer across the network from his computer; however, other computers cannot connect to the shared printer.

You want to verify that the necessary services are running.

Which services should be running to enable the shared printer? (Each correct answer presents part of the solution. Choose two.)

A. Wired AutoConfig
B. Server
C. Workstation
D. World Wide Web Publishing Service
E. Print Spooler

Correct Answer: BE
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The Server service is required for sharing folders or printers, and the Print Spooler service is required for sharing printers.

The Workstation service must be running on the client computer. However, it does not need to be running on the server.

The World Wide Web Publishing Service enables the computer running Windows 7 to share folders across the network by using Hypertext Transfer Protocol, just like any Web server. However, this is a different protocol than that used by traditional shared folders.

The Wired AutoConfig service supports connecting to wired networks, including those that require 802.1X authentication. It is not required for sharing.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 28
You are a systems administrator for an enterprise network. A user is attempting to connect to a shared printer. You know that the user has modified which services are configured to start automatically in an attempt to optimize the performance of her computer. Therefore, you want to verify that all required services are running.

Which of the following services is required to connect to a shared printer across the network? (Each correct answer presents part of the solution. Choose two.)

A. Computer Browser
B. Print Spooler
C. Server
D. Windows Firewall
E. Workstation

Correct Answer: BE
Section: Identifying Cause of and Resolving Networking Issues

Explanation

Explanation/Reference:
Explanation:

Windows 7 uses the Workstation service to connect to shared folders and printers and the Print Spooler service to connect to shared printers.

The Server service is used to share printers from a server. It is not required to connect to network printers.

The Windows Firewall service helps protect the computer from unwanted network traffic. It is not required for connecting to a shared printer.

The Computer Browser service can be used to help find a remote computer. However, it is not required to connect to a shared printer.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 29
You are a support technician for the IT department of a large real estate agency that uses an Active Directory Domain Services (AD DS) domain. One of the users has a problem with her computer running Windows 7. She is attempting to share a printer across the network. Another user can connect to and print to the shared printer; however, he cannot change the priority of other users' print jobs after they have been submitted.

What is the most likely cause of the problem?

A. The client computer is running Windows XP without SP1 or later installed.
B. The printer permissions on the shared printer do not grant the user Manage This Printer access.
C. The printer permissions on the shared printer do not grant the user Print access.
D. The Server service is not started.

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Because the user can connect to the shared printer, you know that the Server service is started and the user has at least Print permissions for the shared printer. However, because he cannot manage print jobs, he probably lacks Manage This Printer permissions. Your first troubleshooting step should be to verify that printer permissions grant the user appropriate access.

Any recent version of Microsoft Windows can connect to shared folders on computers running Windows 7. No particular Windows XP service pack is required.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 30
You are a support technician for a financial services company. One of your users calls you for help connecting to a shared folder on the network, named \\server\printer. When you attempt to connect to the printer, you receive a message that you cannot connect to the printer, as shown in the exhibit.

You run some troubleshooting tools to isolate the problem, as follows:

C:\>ping server

Pinging server [10.91.75.126] with 32 bytes of data:

Reply from 10.91.75.126: bytes=32 time=1ms TTL=64
Reply from 10.91.75.126: bytes=32 time=1ms TTL=64
Reply from 10.91.75.126: bytes=32 time=1ms TTL=64
Reply from 10.91.75.126: bytes=32 time=2ms TTL=64

Ping statistics for 10.91.75.126:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 1ms, Maximum = 2ms, Average = 1ms

C:\>portqry -n server -e 139

Querying target system called:

 server

Attempting to resolve name to IP address . . .

Name resolved to 10.91.75.126

querying . . .

TCP port 139 (netbios-ssn service): LISTENING

Which of the following is a possible cause of the problem?

Exhibit:

A. The user does not have permissions to the shared printer.
B. The server does not have the Server service started.
C. Windows Firewall is configured to block File And Printer Sharing on the server.
D. The server is offline.

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The output from Ping and PortQry reveal that the computer is connected to the network and is listening for incoming connections on TCP port 139, which File And Printer Sharing uses. Therefore, you know that the computer is online, Windows Firewall is not blocking connections, and the Server service is started. The only possible cause of the problem, of the options given, is that the user lacks permissions to the shared printer.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 31
You are a systems administrator for a small health care organization. A user is attempting to share a printer from her computer. However, when some users connect to the printer, they are prompted to install a driver. Many of these users are not well versed in Microsoft Windows and do not have access to the proper drivers.

After some research, you notice that the computer sharing the printer is using a 32-bit version of Windows 7. Some of the clients are using 32-bit Windows Vista or Windows 7, and they are able to connect to the shared printer without being prompted for a driver. However, clients running 64-bit versions of Windows Vista or Windows 7 are prompted for the driver.

How can you allow all clients to install the driver automatically?

A. View the printer properties. On the Advanced tab, click the Driver list. Select the 64-bit driver.

B. View the printer properties. On the Sharing tab, click Additional Drivers. Select x64, and then click OK.
C. View the printer properties. On the Advanced tab, click the Driver list. Click New Driver. Use the Add Printer Driver Wizard to add the 64-bit driver.
D. Open Device Manager. View the properties for the printer driver. On the Driver tab, click Update Driver, and select the 64-bit driver.

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

If you need to share a printer with computers running a different version of Windows (such as 64-bit clients connecting to a 32-bit print server), view the Sharing tab of the printer Properties dialog box and click Additional Drivers. Then, select the processor architecture for clients and follow the prompts that appear. In this example, adding the x64 driver allows 64-bit clients to download the driver from the server.

The other options all modify the local client's driver. In this example, the client runs 32-bit Windows 7 and therefore must use the 32-bit driver.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

QUESTION 32
You are a systems administrator for a small health care organization. A user with a mobile computer running Windows 7 complains that when she is working from home, documents print to her home printer. However, she would like to print to the office printer by default. She maintains a connection to the office network using DirectAccess.
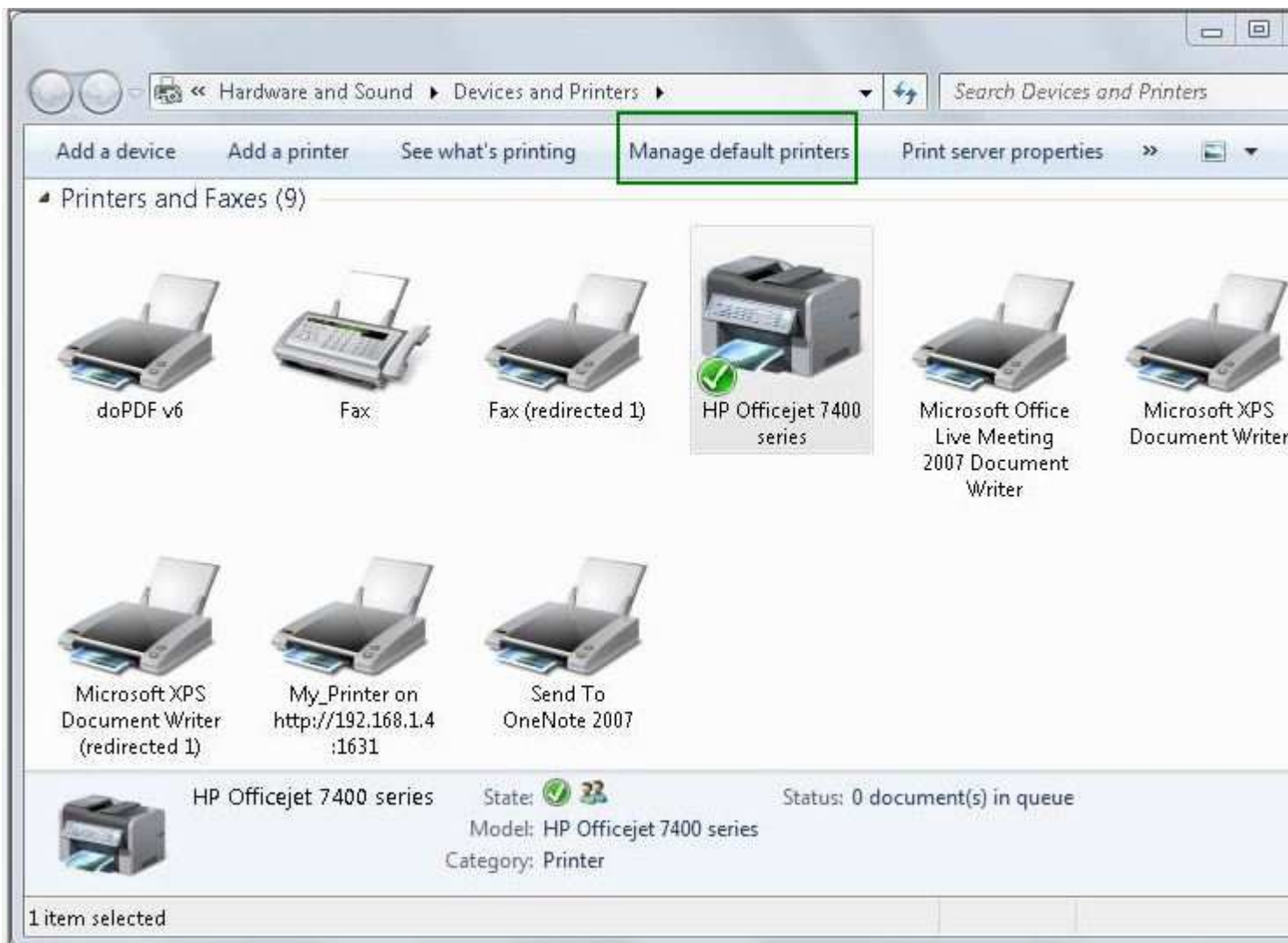
While she is connected to the office network, you open up the user's Devices And Printers page, as shown in the exhibit.

In the exhibit, click the place you should select to configure the user's computer to use the office printer when she is connected to her home network.

Point and Shoot:
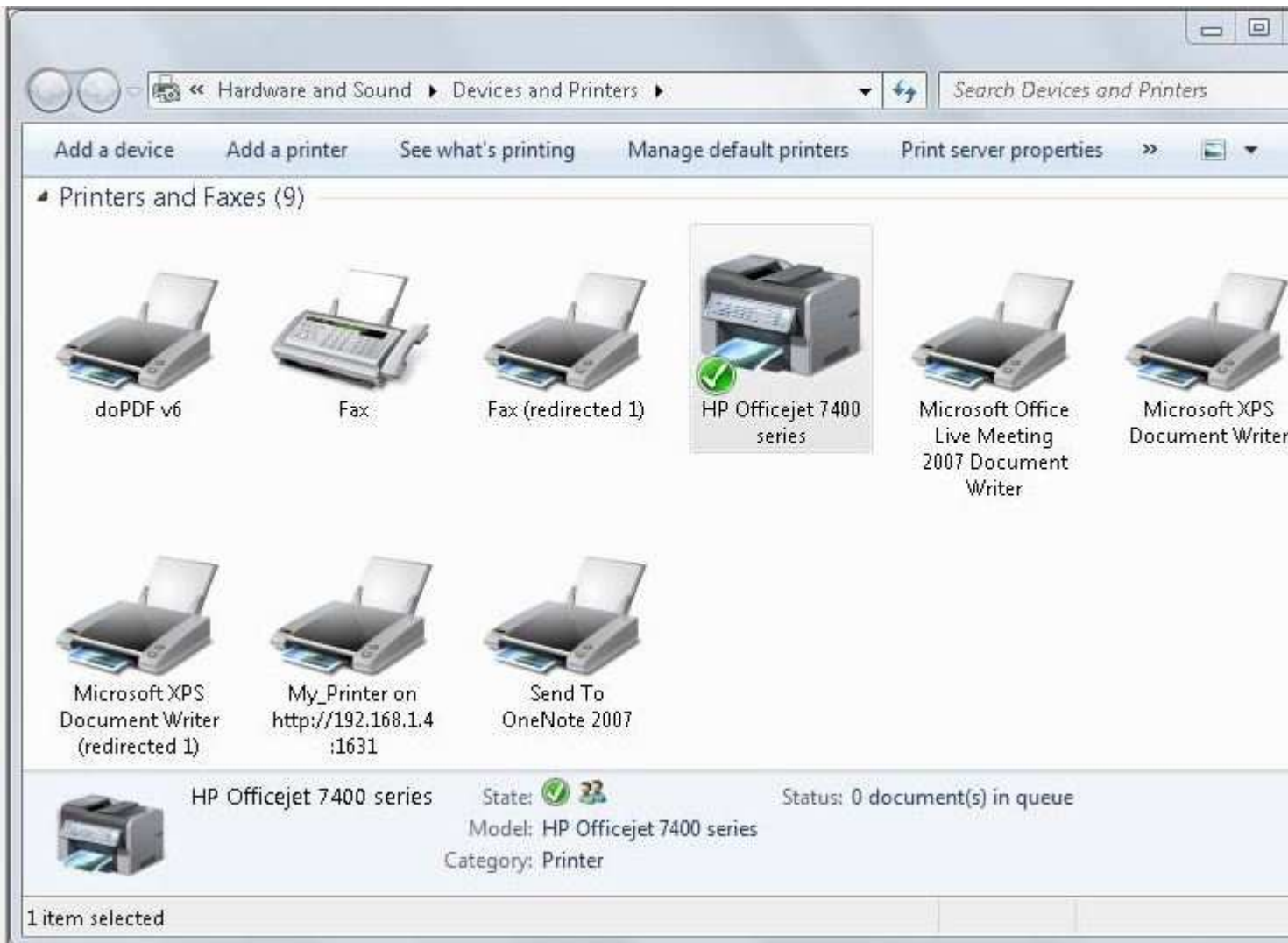
Correct Answer:

Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Location-aware printing, a feature new to Windows 7, sets a different default printer for each network the user connects to. Therefore, if the user set a default printer while connected to her work network and then went home and set a different default printer, Windows 7 would remember each of the default printers and use the appropriate printer when the user was connected to the work or home network.

If you need to change the default printer for the current network, you can simply right-click a printer and then click Set As Default Printer. However, in this scenario, you need to change the default printer for a different network. To do that, you must open Devices And Printers and then click Manage Default Printers. You can then select the desired network and specify a different default printer.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

QUESTION 33
You are a systems administrator for a small home construction company. You have an Active Directory Domain Services (AD DS)-based network with 50 client computers and 10 servers. One of those servers is a powerful print server that shares printers used for printing large legal documents and blueprints.

A user complains that when he prints large documents to the print server, his computer slows down significantly. You notice that he is using an older, somewhat underpowered computer.

What could you do to help resolve the problem?

A. Enable the Computer Configuration\Policies\Administrative Templates\Printers\Always Render Print Jobs On The Server policy.
B. Deploy the printer using Group Policy settings, and enable Point And Print.
C. Disable Location-Aware Printing.
D. Disable the Computer Configuration\Policies\Administrative Templates\Printers\Always Render Print Jobs On The Server policy.

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Enabling the Computer Configuration\Policies\Administrative Templates\Printers\Always Render Print Jobs On The Server policy causes the client computer to spool print jobs to the print server before rendering them, significantly decreasing the processing time required by the client. However, this also increases the printing time required of the print server. In this case, the trade-off is a good one because the print server is powerful and the print client is underpowered.

Disabling the Always Render Print Jobs On The Server policy is the default setting, so it would not change the printing behavior.

Deploying printers using Group Policy settings and enabling Point And Print can make printers more manageable. However, it would not decrease the processing time required by the client.

Disabling Location-Aware Printing would cause the client computer to use the same default printer, regardless of the network it is connected to. This would not decrease the processing time required by the client.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

QUESTION 34
You are a help desk operator at a support center. A user is working from home in the evening, and she calls to report that she is unable to authenticate to the network. You suspect that the user's account might have limited logon hours, and that she is not allowed to log on at the current time of day.

You view the user's Active Directory Domain Services account properties, as shown in the exhibit.

In the exhibit, select the place you should you click to view the user's logon hours.

Point and Shoot:

Correct Answer:

Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

You can view or set the user's logon hours by clicking the Logon Hours button on the Account tab.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 35

You are a help desk operator in a support center. Your organization uses Active Directory Domain Services (AD DS) to manage the 100 client computers running Windows 7. All servers run Windows Server 2008 R2, and all users log on using AD DS credentials.

Currently, you have 10 temporary users logging on to their client computers running Windows 7 using a single account-Temp. The Temp account lacks credentials to access shared folders. One of the temporary employees needs to access a shared folder, so you create a new AD DS user account for this user using the standard settings.

While logged on as Temp, the user attempts to connect to the shared folder by specifying the new credentials that you provided, but the server rejects the attempt. You verify that the user is typing the credentials correctly.

How can you resolve the problem?

A. Have the user log on interactively.
B. Remove the password complexity requirements.
C. Select the Password Never Expires check box in the user's Properties check box.
D. Grant the user remote access permission.

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

New user accounts often require the user to change his password the first time he logs on. Until he has changed his password, he cannot authenticate to network resources. If the user logs on interactively, Windows prompts him to change the password automatically.

Users do not need remote access permission to access shared folders.

Password complexity requirements might prevent a user from selecting a specific password. However, once a password is established, it does not prevent a user from authenticating.

An expired password can prevent a user from authenticating. However, because you just created the account, the password could not have expired yet.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 36
You are a help desk operator in a support center. A user in a branch office calls to complain that she is receiving an Access Denied error message when connecting to a shared folder on a server. That branch office does not participate in your Active Directory Domain Services domain. You need to view the event related to the user's authentication failure.

Which event log should you examine?

A. The Security event log on the client
B. The System event log on the server
C. The Security event log on the server
D. The System event log on the client

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Windows records authentication failures in the Security event log, not the System event log. Because the server performs the authentication, it records the event in its Security event log. The client does not record an authentication error because the authentication is occurring on the server.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 37
You are a help desk operator in a support center. A user in a branch office calls to complain that he is receiving an Access Denied error message when connecting to a shared folder on another computer running Windows 7. That branch office does not participate in your Active Directory Domain Services domain.

You examine the event log on the server but do not find any authentication errors. You suspect that failure authentication auditing has been disabled on the server. You open the local Group Policy Object.

Which auditing policy should you enable?

A. Audit Logon Events
B. Audit Account Logon Events
C. Audit Privilege Use
D. Audit Account Management

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The Audit Logon Events policy controls whether authentication attempts are logged in the Security event log. To log unsuccessful attempts, you need to audit Failure attempts.

The Audit Account Management policy controls whether changes to user accounts are logged in the Security

event log. It does not cause events to be audited for failed authentication attempts.

The Audit Account Logon Events policy controls whether a domain controller logs domain authentication attempts. Because the user is working with local accounts, this policy is not relevant.

The Audit Privilege Use policy controls whether a wide variety of low-level actions are logged in the Security event log. It does not log authentication attempts.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 38
You are a help desk operator in a support center. Your organization uses Active Directory Domain Services (AD DS) to manage the 100 client computers running Windows 7. All servers run Windows Server 2008 R2, and all users log on using AD DS credentials.

A user calls to complain that she is receiving an Access Denied error when connecting to a shared folder on a server named CONTOSO. The server is a member of the domain, but it is not a domain controller.

You need to examine the details of the user's authentication failure. You know that the Audit Account Logon Events policy is enabled for failure auditing on all domain controllers.

Which event log should you examine to view the event connected with the user's failed authentication attempt?

A. The System event log on the client computer
B. The Security event log on the client computer
C. The System event log on the domain controller
D. The Security event log on the domain controller
E. The System event log on CONTOSO
F. The Security event log on CONTOSO

Correct Answer: D
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Domain controllers perform authentication for domain accounts. When failure auditing is enabled for the Audit Account Logon Events policy, the domain controller adds an event to the Security event log each time that it rejects a domain authentication request.

The server might also log an authentication failure, depending on whether auditing is enabled. However, the question specifically mentions the Audit Account Logon Events policy, which logs only events on the domain controller.

Client computers do not log authentication events when connecting to a remote computer, regardless of

whether auditing is enabled.

Auditing is always recorded in the Security event log. Audited events are never recorded in the System event log.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 39
You are a systems administrator for an enterprise organization. Your organization uses Active Directory Domain Services (AD DS) to manage the 100 client computers running Windows 7. All servers run Windows Server 2008 R2, and all users log on using AD DS credentials.

Because of changes to your organization's security standards, you are now required to track when users log on and log off their computers. You have an event management system in place that collects events from each computer's local event logs.

You need to add events to the local computer's event logs each time a user logs on and logs off.

Which auditing policy should you enable in Group Policy to require auditing on client computers throughout your organization?

A. Audit Account Logon Events
B. Audit Account Management
C. Audit Logon Events
D. Audit Privilege Use

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The Audit Logon Events policy can log both logon and logoff events. In fact, both are enabled by default on client computers running Windows 7.

The Audit Account Logon Events policy logs authentication attempts when a computer validates a user's credentials. For example, on domain controllers, the Audit Account Logon Events policy can be used to audit domain authentication attempts. However, Audit Account Logon Events never logs logoff attempts-only logon attempts.

The Audit Account Management policy controls whether changes to user accounts are logged in the Security event log. It does not cause logon and logoff events to be audited.

The Audit Privilege Use policy controls whether a wide variety of low-level actions are logged in the Security event log. It does not audit logon and logoff attempts.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 40
You are a help desk operator in a support center. A user calls you on a Sunday to determine why he cannot log on to his computer. You check the user's Active Directory Domain Services account properties and view the logon hours, as shown in the exhibit.

The user would like to know what times of day he can log on.

Based on the exhibit, which of the following times is the user allowed to log on? (Each correct answer presents a complete solution. Choose two.)

Exhibit:
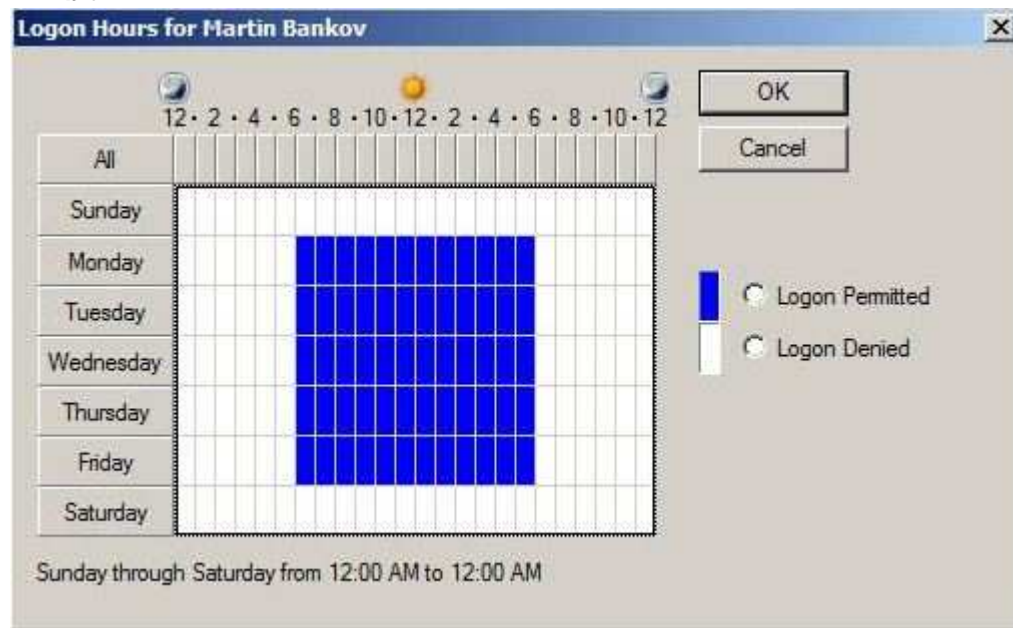
A. Sunday at 2 A.M.
B. Tuesday at 7 P.M.
C. Saturday at 4 P.M.
D. Wednesday at 10 A.M.
E. Friday at 5 P.M.

Correct Answer: DE
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:

Explanation:

The Logon Hours dialog box shows the hours that the user is permitted to log on using blue tiles and the hours the user is prevented from logging on using white tiles. In this example, the user is allowed to log on between 6 A.M. and 6 P.M., Monday through Friday only.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 41
You are a help desk operator in a support center. A user calls you because her computer running Windows 7 is displaying the error message Trust Relationship Has Been Lost With Domain Controller After Starting Windows. You verify that the computer has an existing account in the Active Directory Domain Services (AD DS) domain.

How can you resolve the problem?

From the list on the right, select the tasks. Place your selections in the list on the left in the order in which you will perform them. Place your selections in the list on the left by clicking the items in the list on the right and clicking the arrow. You can also use the Up and Down buttons to rearrange items in the list on the left.

Build List and Reorder:

Ordered List Title		Answer Choices Title
		Remove the user profile from the AD DS domain.
		Run Startup Repair on the computer.
		Join the computer to a workgroup.
	<< Move	Reset the user account in the AD DS domain.
	Remove >>	Create the user account in the AD DS domain.
		Join the computer to the domain
		Reset the computer account in the AD DS domain.

Correct Answer:

Join the computer to a workgroup.
Reset the computer account in the AD DS domain.
Join the computer to the domain

Explanation/Reference:
Explanation:

Occasionally, a trust relationship between a client computer and a domain controller can be broken. This can happen if the machine account or machine password is corrupted on either the client or the domain controller, or if a new computer joins the domain with the same security identifier. One way to resolve a broken trust relationship is to remove the computer from the domain by having it join a workgroup, reset the computer account in the domain, and then join the computer to the domain again. This reestablishes the trust relationship between the client computer and the domain. Remember to place the computer account in the organizational unit that you originally found it in.

Running Startup Repair has no impact on a computer's AD DS trust relationship.

A broken trust relationship affects only the computer account. The user account and profile are not related to the problem.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 42
You are a systems administrator for an enterprise network. In the past, users were allowed to keep their passwords indefinitely. To meet new security requirements provided to you by management, you need to require users to change their passwords every 90 days. You want to prevent users from changing their passwords again for two days after they change it, and users should not be able to use the same password more than once.

Which Group Policy settings should you enable to meet these requirements? (Each correct answer presents part of the solution. Choose three.)

A. Minimum Password Age
B. Enforce Password History
C. Password Must Meet Complexity Requirements
D. Store Passwords Using Reversible Encryption
E. Minimum Password Length
F. Maximum Password Age

Correct Answer: ABF
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Enable the Maximum Password Age policy to require users to change their passwords on a regular basis. If you enable only this policy, users would be able to change their passwords and then immediately change them back to their previous passwords, effectively bypassing the requirement to change their passwords. To avoid that, you should also enable the Minimum Password Age and Enforce Password History policies. Together, these prevent users from changing their passwords after only a short period of time, such as two days.

The Minimum Password Length, Password Must Meet Complexity Requirements, and Store Passwords Using Reversible Encryption policies are useful for improving password security, but they do not relate to requiring users to change their passwords on a regular basis.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 43
You are a help desk operator in a support center. A user calls because she needs to log on to her computer using her domain account, but she is not connected to the internal network. When she types her user name and password, Windows 7 displays a message saying that the domain controller cannot be reached.

The computer does have access to the Internet, and the user has privileges to connect to your virtual private network (VPN).

From the password prompt at the logon screen, how can the user authenticate?

A. Open the Ease Of Access dialog box, and then click Network Logon.
B. Windows 7 cannot authenticate users across a VPN.
C. Click Switch User, and then click Network Logon.
D. Click Restart, and then start the computer in VPN client mode.

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

From the logon screen, users can click Switch User and then click Network Logon to connect to a VPN prior to authentication. This allows users to connect to a VPN prior to logon, potentially establishing connectivity to the internal network across the Internet.

Users can open the Ease Of Access dialog box to enable accessibility options to assist with logon. However, the dialog box does not provide access to VPN authentication.

You can restart the computer from the logon screen, but Windows 7 does not have a VPN client startup mode.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 44
You are a help desk operator in a support center. A user calls because he needs to log on to his computer using his domain account, but he is not connected to the internal network. When he types his user name and password, Windows 7 displays a message saying that the domain controller cannot be reached.

The computer does have access to the Internet, and the user has privileges to connect to your virtual private network (VPN).

In the exhibit, select the place the user should click to authenticate across the VPN.

Point and Shoot:

Correct Answer:

Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

From the logon screen, users can click Network Logon to connect to a VPN prior to authentication. This allows users to connect to a VPN prior to logon, potentially establishing connectivity to the internal network across the Internet.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 45
You are a systems administrator for an enterprise network. Recently, you configured logon hour restrictions to prevent users from working during weekends. You have also enabled the Network Security: Force Logoff When Logon Hours Expire policy. Management needs to understand what will happen to users who are currently logged on when they reach the end of their permitted logon hours.

What do you tell them?

A. The users will be warned that they are required to be logged off. When the end of the permitted logon hours are reached, Windows will add an event to the Security event log.
B. The users will be warned 30 minutes, 15 minutes, and 5 minutes prior to the end of the permitted logon hours. Then, the users will be logged off automatically.
C. The users will remain logged on to their local desktops, but they are disconnected from shared resources.
D. The users will be logged off automatically at the end of the permitted logon hours.

Correct Answer: C
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Logon hour restrictions are enforced only when users are authenticated. Once the users are logged on, they remain logged on to their local workstation. However, if you enable the Network Security: Force Logoff When Logon Hours Expire policy, users will be disconnected from shared folders when their logon hours expire.

If you need to log users off their workstation forcibly, you can create a script that logs the users off and schedule the task to run at the appropriate time.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

QUESTION 46
You are a help desk operator in a support center. Your organization uses Active Directory Domain Services (AD DS) to manage the 100 client computers running Windows 7. All servers run Windows Server 2008 R2, and all users log on using AD DS credentials.

A user calls because she is unable to access a shared folder from a client computer running Windows 7. The user is using her personal workgroup computer running Windows 7, which is not a member of your domain. However, she correctly typed her domain user name and password when connecting to the shared folder. You check the share permissions and determine that the user's domain account has Change privileges, which should be sufficient. You then check her user account in Active Directory Users And Computers and determine that her domain user account password has expired and needs to be changed.

How can you resolve the problem?

A. Use Remote Desktop to connect to a computer running Windows 7 that is a member of the domain. Change the password when prompted during logon.
B. In Control Panel, click User Accounts And Family Safety. Click User Accounts, and then click Change Your Password.
C. Log off the local computer. Log back on with the domain user account and change the password when prompted during logon.
D. Press Ctrl+Alt+Del, and then click Change A Password.

Correct Answer: A
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

A user cannot easily change a domain user account password from a computer that is not a member of the domain. Of the options provided, the only one that works is to have the user use Remote Desktop to connect to a domain member computer. The computer then automatically prompts the user to change her password.

If the user attempts to change her password from the local computer by pressing either Ctrl+Alt+Del or by using Control Panel, she will change her local user account password, which will not affect her domain user account.

The user cannot log on to a workgroup computer using a domain user account.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve logon issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 1

QUESTION 47
You are a systems administrator for an enterprise organization. You are currently deploying a Web proxy server to improve the security on your local network. You need to identify the automatic configuration script.

Which of the following is an example of a valid automatic configuration script for a Web proxy?

A. method DefineFirewall(url, host)
    {
        return "PROXY proxy.companyname:81";
    }
B. function FindProxyForURL(url, host)
    {
        return "PROXY proxy.contoso.com:81";
    }
C. function DefineFirewall(url, host)
    {
        return "PROXY proxy.companyname:81";
    }
D. method FindProxyForURL(url, host)
    {
        return "PROXY proxy.contoso.com:81";
    }

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

Proxy configuration scripts, traditionally named Proxy.pac, must define the JavaScript function FindProxyForURL. This function configures the Web browser's proxy settings.

No other function name works, and FindProxyForURL must be defined as a function, not a method.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 1

QUESTION 48
You are a help desk operator in a support center. A user calls to complain that he cannot send mail to the contoso.com domain from a custom application that sends mail directly to the destination mail server. You determine that the user's default Domain Name System (DNS) server does not have a Mail eXchange (MX) record for the contoso.com domain.

You would like to query a different DNS server with the Internet Protocol (IP) address 192.168.2.43 to determine whether it can resolve the contoso.com MX record. You run Nslookup at a command prompt.

At the Nslookup prompt, which of the following commands should you run? (Each correct answer presents a complete solution. Choose three.)

A. querytype mx
B. server contoso.com

C. set server=192.168.2.43

D. www.contoso.com

E. set querytype=mx

F. contoso.com

G. server 192.168.2.43

Correct Answer: EFG
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

To query a DNS server other than the default, run the command server <hostname>. To configure Nslookup to query the MX record, run the command set querytype=mx. To look up an MX record, simply type the domain name.

When providing a domain name, you should not type www. before the domain name; www.contoso.com is a host name, not the domain name.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve names resolution issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 2

QUESTION 49
You are a systems administrator for a small home construction company. A user calls to complain that she cannot print. You determine that the Print Spooler service fails to start, even when you attempt to start it manually. After further investigation, you determine that the Spoolsv.exe file, the executable for the Print Spooler service, is corrupted.

Which tool can you use to resolve the problem?

A. Defrag.exe

B. Sfc.exe

C. DiskPart.exe

D. Devmgmt.msc

Correct Answer: B
Section: Identifying Cause of and Resolving Networking Issues
Explanation

Explanation/Reference:
Explanation:

The System File Checker, Sfc.exe, can scan for and replace corrupted system files. To use Sfc.exe, run sfc.exe /scannow at an administrative command prompt.

Defrag.exe can be used to defragment the hard disk. It cannot repair system files.

Devmgmt.msc is the Device Management console. It cannot repair system files.

DiskPart.exe is the disk partitioning tool. It cannot repair system files.

Exam Objective:
Identifying Cause of and Resolving Networking Issues

Exam SubObjective(s):
Identify and resolve network printer issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 3 - Lessons 1

Managing and Maintaing Systems That Run Windows 7 Client

QUESTION 1
You are a systems administrator at a textile manufacturing firm. Currently, you are using your desktop computer running Windows 7 to run an internal program that generates network performance reports. The program takes several hours to run, and its processor-intensive performance is slowing the performance of other programs you are trying to use.

Which tool can you use to minimize the impact of this program?

A. Performance Monitor
B. Task Manager
C. Computer Management
D. System Properties

Correct Answer: B
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

With Task Manager, you can lower the priority of a process to minimize its impact on other programs by allotting more processor time to higher-priority processes.

The Computer Management console does not enable you to control running programs.

The Performance Monitor console could be useful for determining which program was causing the performance problems. However, you cannot use it to change a program's priority.

The System Properties dialog box does not allow you to change the priority of a process.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve performance issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 2
You are a help desk operator at a support center. A user calls you to complain that her computer is acting sluggishly.

Which tool can you use to determine whether it is a service or a program that is slowing the computer, and to identify that specific service or program?

A. Task Manager
B. Performance Monitor
C. Computer Management
D. Services

Correct Answer: A
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

With Task Manager, you can use the Processes tab to identify which process is consuming the most processor time. Then, if the process is a service, you can right-click it and click Go To Service(s) to identify the specific service.

You can use Performance Monitor to identify which process is consuming the most processor time, but there is no straightforward way to identify the specific service.

You cannot use the Computer Management console or the Services console to identify a service that is using significant processor time.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve performance issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 3
You are a help desk operator at a support center. A user calls you to complain that a program is frozen and won't close.

Which tool can you use to determine whether it is a service or a program that is slowing the computer, and to identify that specific service or program?

A. Computer Management
B. Services
C. Task Scheduler
D. Task Manager

Correct Answer: D
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

On the Applications tab in Task Manager, you can click a program and then click End Task. On the Processes tab, you can right-click a process and then click End Process or End Process Tree.

The Computer Management, Services, and Task Scheduler consoles do not allow you to close a program.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve performance issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 4
You are a help desk operator at a support center. The network support team calls to complain that a specific computer is generating a large amount of network traffic.

While you are sitting at the computer running Windows 7, which tools can you use to determine how much network traffic the computer is generating? (Each correct answer presents a complete solution. Choose two.)

A. Performance Monitor
B. Network And Sharing Center
C. Task Manager
D. Services

Correct Answer: AC
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can use the Networking tab of Task Manager to view a graph of current network use for each network adapter. Alternatively, you can use Performance Monitor and then add networking counters to monitor similar values.

Network And Sharing Center enables you to configure network settings, but you cannot view current network use.

The Services console enables you to start and stop services, but you cannot monitor network use.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 5
You are a help desk operator at a support center. A user calls to complain that his computer seems slow, the hard disk light is blinking constantly, and the hard disk is making noise.

You suspect a program or service is using the disk heavily, but you don't know which one it might be.

Which tools can you use to identify the program or process using the disk? (Each correct answer presents a complete solution. Choose two.)

A. Services
B. Resource Monitor
C. Task Manager
D. System Properties

Correct Answer: BC
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can use the Resource Monitor tool to determine which processes are using the disk by expanding the Disk section and then examining the Read and Write columns. Task Manager enables you to examine processor use on a process-by-process basis. By default, it does not show the disk usage of each process. However, you can add columns to the Processes tab that show each process' disk I/O.

The Services console enables you to start and stop services but does not provide performance information.

The System Properties dialog box provides system-wide configuration settings but not performance information.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 6
You are a help desk operator at a support center. The network support team calls to complain that a specific computer is generating a large amount of network traffic.

While you are sitting at the computer running Windows 7, which tool can you use to determine which process is generating the network traffic?

A. Network and Sharing Center
B. Task Manager
C. Performance Monitor
D. Resource Monitor

Correct Answer: D
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can view network use on a process-by-process basis by using the Network section of Resource Monitor.

Task Manager and Performance Monitor provide an overview of network use, but they do not provide per-process network use. You can, however, start Resource Monitor from Task Manager.

Network And Sharing Center does not allow you to monitor network use.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 7
You are a help desk operator at a support center. A user calls to complain that her computer is very slow. After some analysis, you determine that a program is paging excessively because it is using too much memory. You open the Resource Monitor and examine the Memory section, as shown in the exhibit.

Which column should you examine to determine which program is paging excessively?

Exhibit:
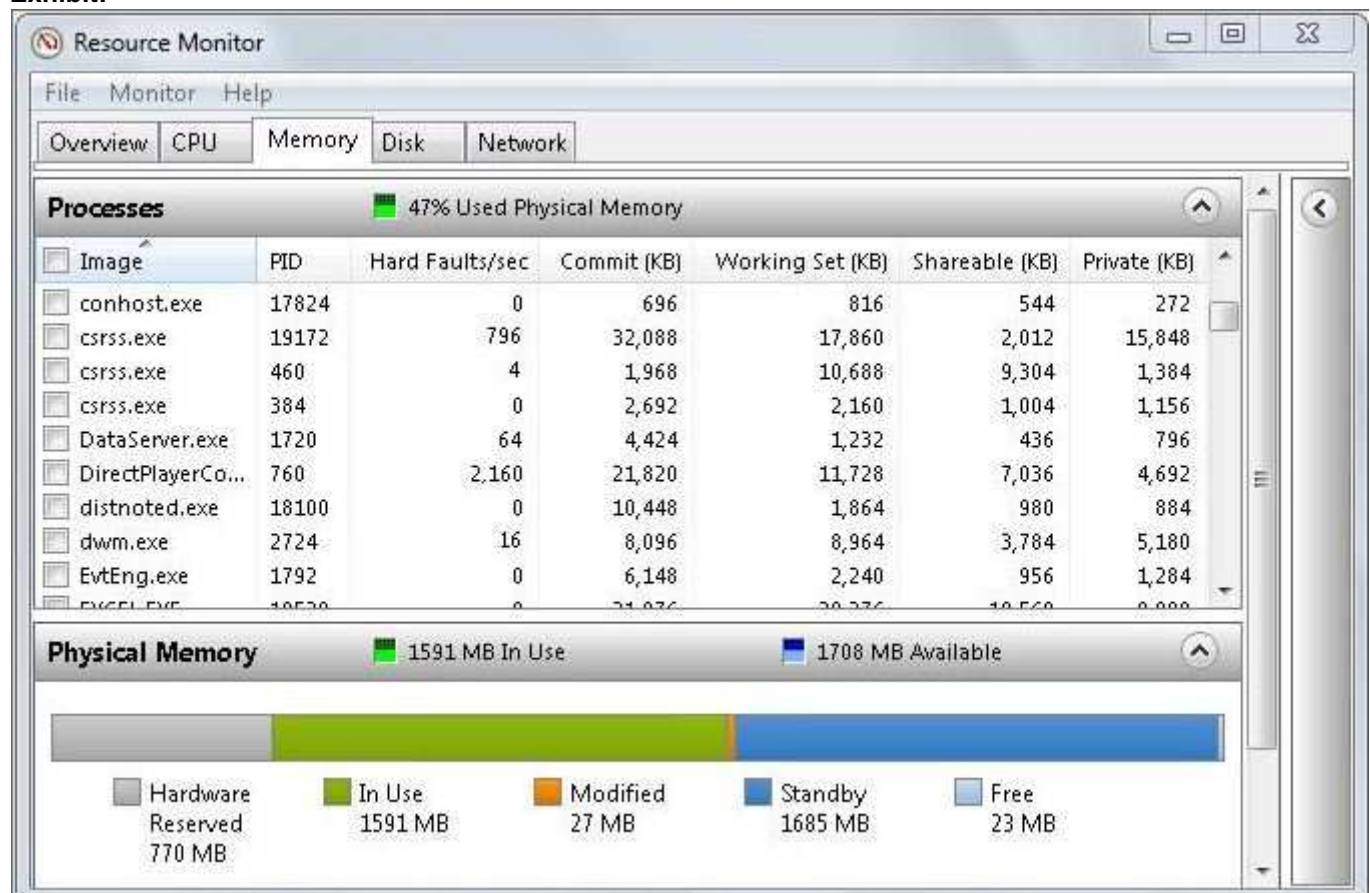
A. Hard Faults/sec
B. Working Set (KB)
C. Commit (KB)
D. Private (KB)

Correct Answer: A
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

The Hard Faults/sec column indicates the number of times that a program attempts to access a memory location that is not stored in the physical random access memory (RAM) but is stored in the paging file. The higher this value, the more the process is paging.

The Commit (KB), Working Set (KB), and Private (KB) columns indicate different aspects of how a program is using memory. However, none of them directly correlate to paging.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 8
You are a help desk operator at the support center of a packaging company. A user calls to complain that she cannot save files because her C: drive is full, even though her Documents folder is consuming only a small portion of the disk.

After examining the disk, you determine that temporary files are consuming the bulk of the disk.

While you are connected to the user's computer by using Remote Assistance, how should you resolve the problem?

A. Defragment the C: drive.
B. You cannot remove temporary files because they are still required by the programs that use them. Therefore, you should add more disk space.
C. Run the Disk Cleanup Wizard.
D. Create a disk quota for the user's account.

Correct Answer: C
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

The Disk Cleanup Wizard is the easiest way to remove unused temporary files. The wizard won't remove temporary files that are still in use.

Creating a disk quota could prevent the user from using more disk space, but it wouldn't solve the user's problem; she would still have a shortage of disk space.

Defragmenting the hard disk can improve performance, though it's rarely necessary in Windows 7. Defragmenting does not remove temporary files, however.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 9
You are a help desk operator at the support center of a packaging company. A user calls to complain that the C: drive on his desktop computer is full, even though his Documents folder is consuming only a small portion of the disk. Apparently, he uses video editing tools that need to store very large temporary files.

The user has installed a D: drive specifically for temporary files. However, the program continues to use the C:\Users\%Username%\AppData\Local\Temp folder for the program's temporary files.

While you are sitting at the user's computer, how should you resolve the problem?

A. Open the Computer Management console. Under System Tools, click Device Manager. Expand Disk Drives. Right-click the drive and then click Settings.
B. Open the Computer Management console. Under Storage, click Disk Management. Right-click the drive and then click Properties. On the Quota tab, click Show Quota Settings.
C. View the System Properties dialog box. On the Advanced tab, click Environment Variables.
D. Open the System Configuration tool. On the Boot tab, click the Windows installation you are currently using. Then, click Advanced Options.

Correct Answer: C
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

To resolve this problem, change the %TEMP% and %TMP% environment variables. The easiest way to do this is to use the System Properties dialog box. The only other way to change environment variables is to use the SET command from an administrative command prompt.

Changing the device settings for a disk from Device Manager does not enable you to change environment variables.

Changing a quota for a disk controls how much space a user can consume, but you cannot use it to change environment variables.

The System Configuration tool enables you to configure startup options, such as creating a boot log. However,

you cannot use it to configure environment variables.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 10
You are a help desk operator for a support center. You are troubleshooting an ongoing application problem. While you work with the developers to solve the problem permanently, you have instructed the user who is experiencing the problem to send you an e-mail each time the problem occurs.

During troubleshooting, you notice that the application creates an event in the Application event log when the error occurs.

How can you configure Windows 7 to send you an e-mail automatically when the event appears? (Each correct answer presents a complete solution. Choose two.)

A. In Event Viewer, right-click the event and then click Attach Task To This Event.
B. In Reliability Monitor, expand Application Failures. Create a trigger and choose the problematic event.
C. In Performance Monitor, create an alert. Specify the Application event log and choose the problematic event.
D. In Task Scheduler, create a new task. For the trigger, specify When A Specific Event Is Logged.

Correct Answer: AD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can create scheduled tasks that send an e-mail when a specific event occurs. To create the scheduled task, use either Event Viewer or Task Scheduler.

Performance Monitor and Reliability Monitor cannot be used to send an e-mail when an event occurs.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 11
You are a systems administrator for an enterprise network. During a bandwidth management meeting with your network engineering group, you discuss the requirement to download updates to individual computers.

The network engineering group would like you to minimize the bandwidth used to transfer updates between the hours of 7 A.M. and 8 P.M to reduce the performance impact on other network applications. You can use all the bandwidth you need between 8 P.M. and 7 A.M.

Which Active Directory Group Policy setting should you configure to enable different Windows Update transfer speeds at different times of day?

A. Configure Automatic Updates
B. Maximum Network Bandwidth For BITS Background Transfers
C. Automatic Updates Detection Frequency
D. Maximum Network Bandwidth Used For Peercaching

Correct Answer: B
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Windows Update uses Background Intelligent Transfer Service (BITS) to download updates. Therefore, to configure maximum Windows Update bandwidth, you must configure the BITS bandwidth. To configure two different bandwidth requirements based on the time of day, enable the Maximum Network Bandwidth For BITS Background Transfers in the Computer Configuration\Administrative Templates\Network\Background Intelligent Transfer Service node of the Group Policy Object Editor.

The Maximum Network Bandwidth Used For Peercaching policy configures only the bandwidth used to share updates between peers running Windows 7, a feature that is not enabled by default.

The Configure Automatic Updates policy enables or disables Automatic Updates but does not allow you to configure bandwidth restrictions.

The Automatic Updates Detection Frequency policy controls how often Windows 7 checks for updates but does not restrict bandwidth.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

References:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 12
Which of the following events can be directly initiated by a scheduled task? (Choose two.)

A. Adding an event to the event log
B. Shutting down the computer
C. Sending an e-mail

D. Launching a script

Correct Answer: CD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Scheduled tasks can be used to start a program or script, send an e-mail, or display a notification message to the user.

Although you could call a program or script to add an event to the event log or shut down the computer, neither of those are valid actions for a scheduled task.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 13
Which of the following conditions can you use as a trigger for starting a scheduled task?

A. The user logs off.
B. A program is started.
C. The computer shuts down.
D. The user logs on.

Correct Answer: D
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can start a scheduled task at specific times of day, when the computer is idle, when a user logs on, or when the computer starts.

You cannot start a task when a program is started, when the user logs off, or when the computer shuts down.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

QUESTION 14
You are a systems administrator for an enterprise network. You have created a script that collects information from client computers, but it must be run on each individual computer running Windows 7. The script is very processor-intensive and must run for about 30 minutes, and you want to minimize the impact that it has on users.

Your organization uses three separate shifts to provide 24-hour support to your customers. Employees share computers; thus, any given computer might be in use at any time of the day or night. However, they do take breaks sometimes, during which their computers are unoccupied.

What is the best way to run the script?

A. Create a scheduled task and specify At Log On as the trigger.
B. Configure the script as a logon script using Active Directory Group Policy.
C. Create a scheduled task and have it start at 3 A.M.
D. Create a scheduled task and specify On Idle as the trigger.

Correct Answer: D
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

With Windows 7, scheduled tasks can now be started when the computer is idle. That's the perfect way to run a task while minimizing the impact on the user. Windows 7 uses this feature for background tasks such as indexing files and defragmenting the hard disk.

Starting the task at logon or at 3 A.M. would interfere with users who access the computer overnight.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 15
You are a systems administrator for an enterprise network. You have created a script that collects information from client computers, but it must be run on each individual computer running Windows 7. The script is very processor-intensive and must run for about two hours, and you want to minimize the impact that it has on users.

Most people in your organization work from 8 A.M. to 5 P.M.; however, users sometimes work very late. Many users put their computers into a Sleep state when they leave the office.

What should you do to configure a scheduled task properly to minimize user impact? (Each correct answer presents part of the solution. Choose four.)

A. Create a trigger at 2 A.M.
B. Create an action to run the script.
C. Specify a trigger that identifies whether a user is currently logged on.
D. Specify a setting to stop the task if it runs longer than 2 hours.
E. Specify a condition to wake the computer to run the task.
F. Specify a condition to start the task only if the computer has been idle for 60 minutes.
G. Specify a trigger to start the task when the computer is idle.

Correct Answer: ABEF
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Because most computers are not in use overnight, you should create a trigger to run overnight and set a condition to wake the computer to run the task. To prevent the task from running in the unlikely event that the computer is in use, specify a condition that starts the task only if the computer has been idle for 60 minutes. Finally, create an action that runs the script.

Stopping the task if it runs longer than 2 hours would cause problems with your script.

Although you can create a trigger that starts the task when the computer is idle, without any time specifications, that might cause the task to run while a user is in a meeting or at lunch. In all likelihood, the task would still be running when the user returned.

You cannot create a trigger that identifies whether a user is currently logged on.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 16
You are a systems administrator. Recently, you created a script that helps prevent performance problems by optimizing databases used by internal applications, clearing temporary files, and testing computer components. Your manager asked you to run the script automatically every night, using a scheduled task.

You configure the task as shown in the exhibit.

Which of the following statements about the scheduled task are true? (Choose two.)

Exhibit:
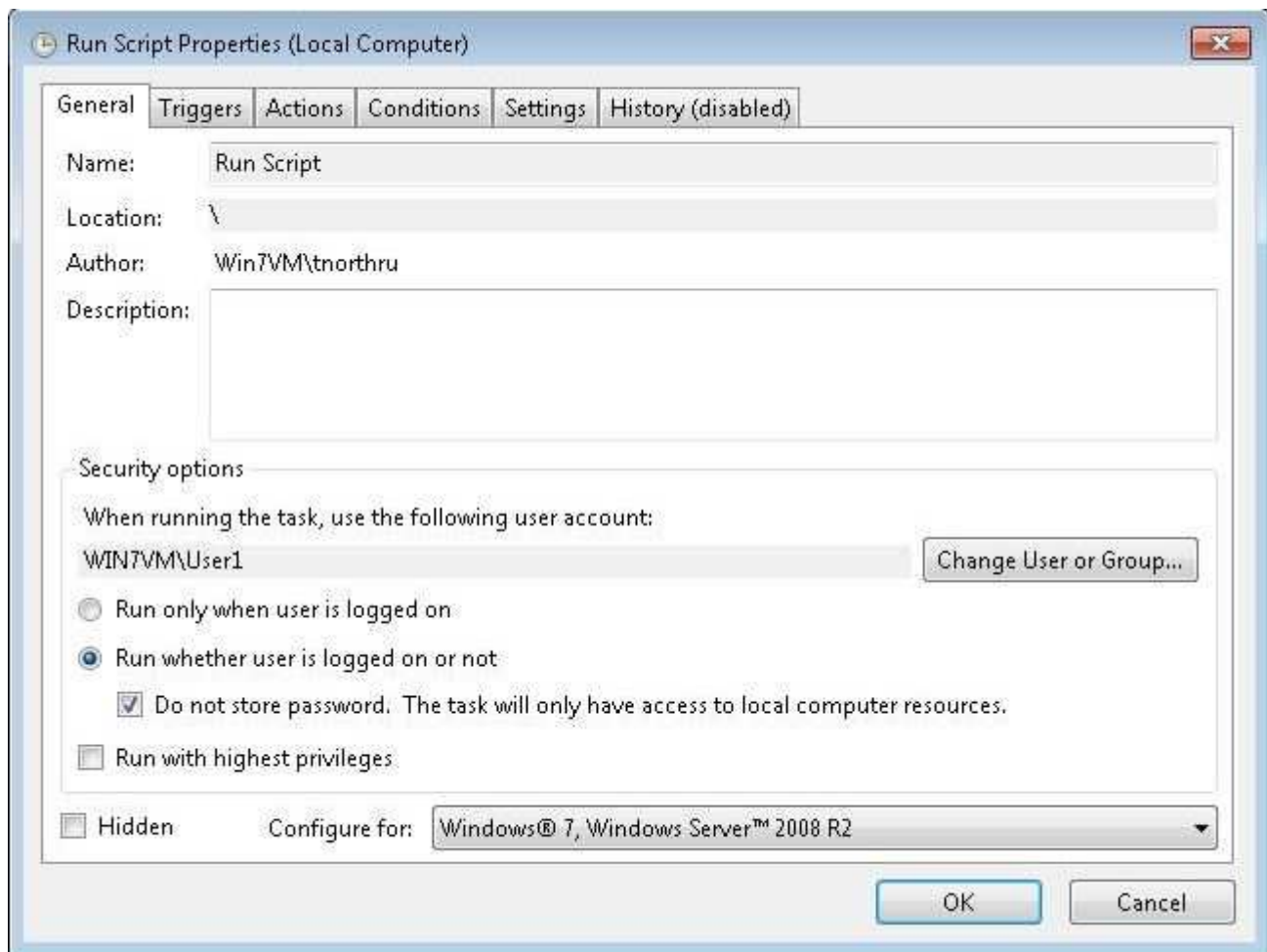
A. Task Scheduler requires the user to type a user name and password every time the scheduled task runs.
B. The task will be able to access Encrypted File System (EFS)-encrypted files.
C. Task Scheduler will run the task using the User1 account.
D. The task will be able to copy files from folders shared on the network, using the User1 account credentials.
E. The User1 account must have the Logon As A Batch Job user right.

Correct Answer: CE
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

When you select the Do Not Store Password. The Task Will Only Have Access To Local Computer Resources check box, Task Scheduler uses the specified credentials by taking advantage of the Service-for-User extensions to the Kerberos protocol to retrieve the user's token. However, this token does not have access to network resources and cannot be used to access EFS-encrypted files. The account must also have the Logon As A Batch Job user right.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

QUESTION 17
You are a systems administrator. Recently, your manager asked you to configure a script to run automatically every night, using a scheduled task. You run the script manually and it fails until you right-click it and then click Run As Administrator. At times, the script interacts with the user to notify him or her if an action is required, such as restarting the computer.

You create a new task using the default settings, and then you view the properties, as shown in the exhibit.

Which options on the General tab of the task's Properties dialog box should you select? (Each correct answer presents part of the solution. Choose two.)

Exhibit:
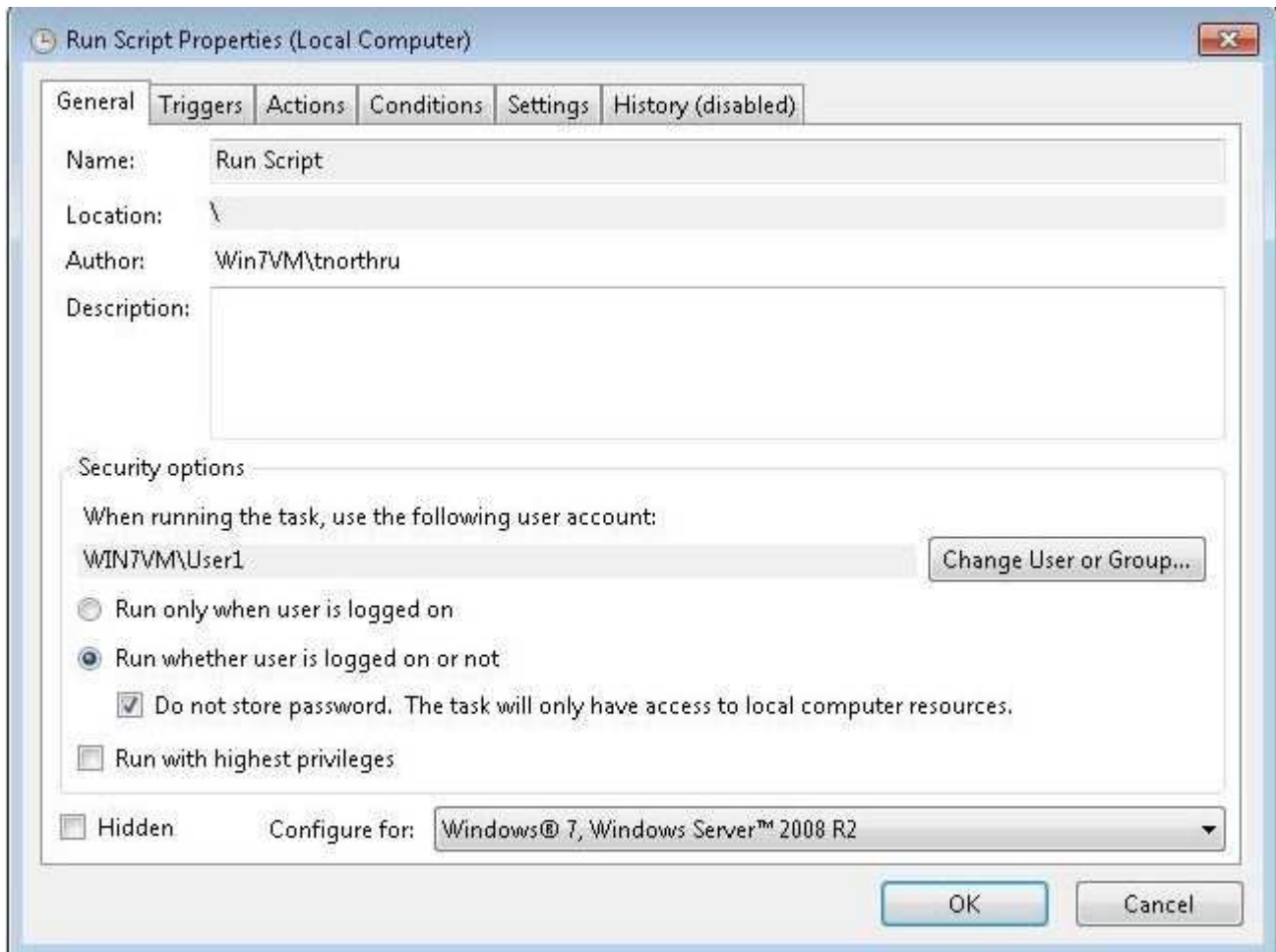
A. Run With Highest Privileges
B. Run Whether User Is Logged On Or Not
C. Do Not Store Password. The Task Will Have Access Only To Local Computer Resources
D. Run Only When User Is Logged On

Correct Answer: AD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

By default, scheduled tasks run with standard user privileges. To run with elevated privileges, as is required by this script, select the Run With Highest Privileges check box. In addition, to allow the script to interact with the user, you must select the Run Only When User Is Logged On option. Selecting that option prevents you from selecting the Run Whether User Is Logged On Or Not and Do Not Store Password. The Task Will Have Access Only To Local Computer Resources options.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 18
You are a help desk operator at a support center. Recently, another administrator created a scheduled task that should run nightly for a user. The user for whom the scheduled task was created is now calling to complain that the task isn't running correctly.

Which of the following log files could you use to identify the cause of the failure?

A. Windows Logs\Application
B. Windows Logs\System
C. Service Reporting API\Debug
D. TaskScheduler\Operational

Correct Answer: D
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Task Scheduler adds some events to the System event log; however, it adds events about running tasks only to the TaskScheduler\Operational event log, which is located in Applications And Services Logs\Microsoft \Windows.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

QUESTION 19
You are a systems administrator for an enterprise network. You have written a script that audits client computer settings and then uploads a report to a server on your internal network.

The task will fail unless it can connect to the internal server. If a mobile computer is disconnected from the network, you'd like Task Scheduler to attempt to run it again every 15 minutes until it succeeds. If a computer is offline when the task is supposed to run, you want the task to run when the computer comes back online.

The exhibit shows the Settings tab of the task's Properties dialog box.

Given the requirements, which of the options should you select? (Each correct answer presents part of the solution. Choose two.)

Exhibit:
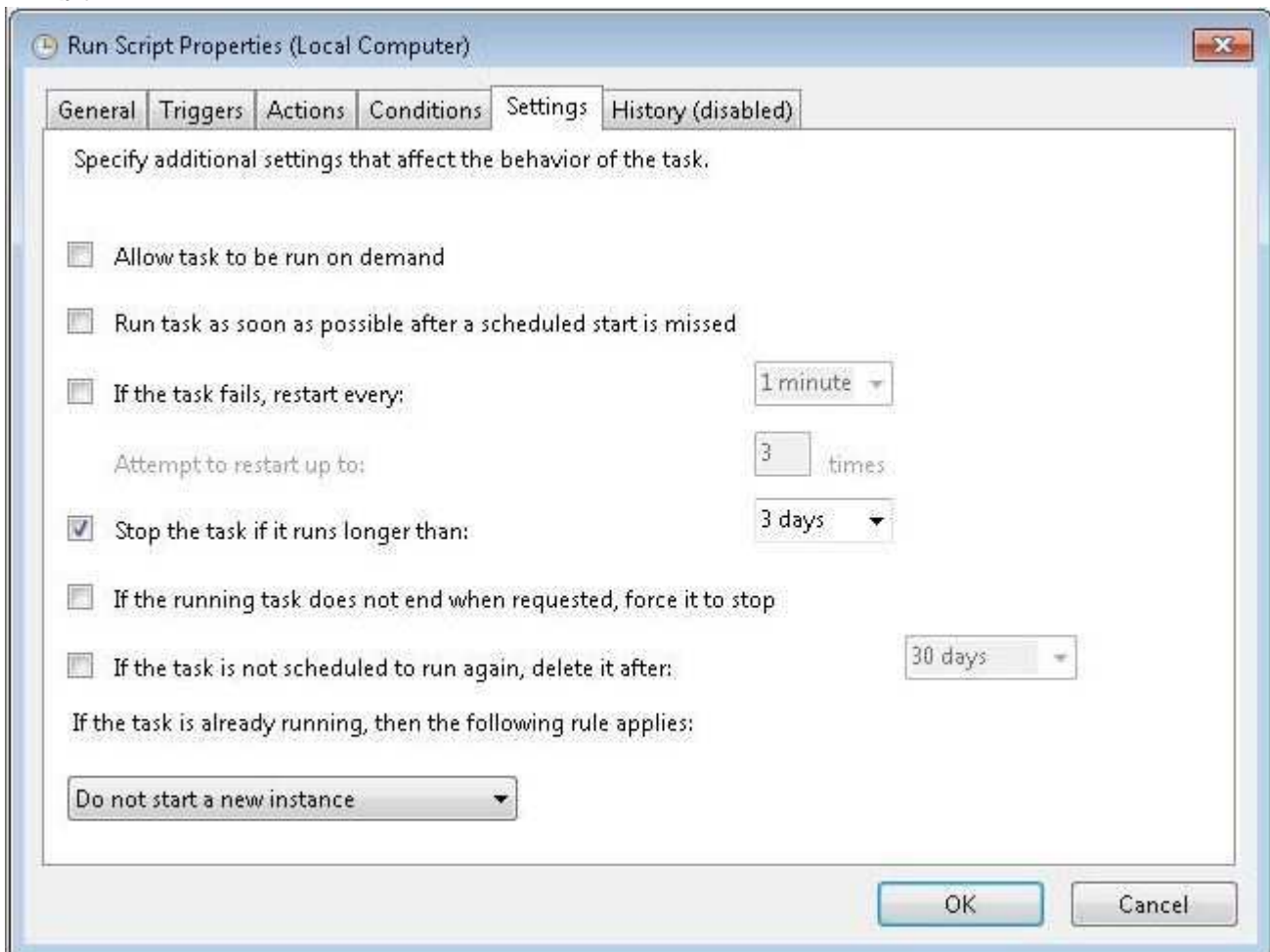
A. Allow Task To Be Run On Demand
B. If The Task Fails, Restart Every:
C. Run Task As Soon As Possible After A Scheduled Start Is Missed
D. If The Task Is Not Scheduled To Run Again, Delete It After:

Correct Answer: BC
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can configure Task Scheduler to retry a task automatically by selecting the If The Task Fails, Restart Every: check box and then selecting the time interval. To run a task automatically after resuming from Sleep state (if the task was scheduled to run), select the Run Task As Soon As Possible After A Scheduled Start Is Missed check box.

Selecting Allow Task To Be Run On Demand allows users to initiate the task. The requirements do not mention this.

Selecting the If The Task Is Not Scheduled To Run Again, Delete It After: check box allows Task Scheduler to delete an unneeded task automatically. However, this task should run on a regular basis indefinitely, so this option is not required.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 20
You are a help desk operator at a support center. You need to troubleshoot a problem with an automated backup running. The backup is configured to run nightly using the Task Scheduler.

How can you view whether a task was run successfully? (Each correct answer presents a complete solution. Choose two.)

A. View the Microsoft-Windows-TaskScheduler\Operational log in Event Viewer.
B. View the System log in Event Viewer.
C. In Event Viewer Tasks under Task Scheduler Library, click the task and then click the General tab.
D. In the Task Scheduler Library, click the task, and then click the History tab.

Correct Answer: AD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Task Scheduler events are stored in the Microsoft-Windows-TaskScheduler/Operational log in Event Viewer. You can also view these events in the task's Properties dialog box, on the History tab.

The General tab shows the task's name, description, and security options. It does not show a task history. In addition, Event Viewer Tasks shows only tasks that are triggered by an event.

Task Scheduler does not use the System log in Event Viewer to record task details.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 21
You are a systems administrator creating a script that automatically synchronizes the user's files with a shared folder on your internal network. Using Network And Sharing Center, you have configured the internal Domain network with the profile name Contoso.

You want the script to run only when mobile users have their computers in the docking station and are connected to the internal network. It's okay if it runs while the user is using the computer. It should not run when the computer is on battery power, when the computer is connected to external networks, or when the computer is in Sleep mode.

Using the Conditions tab shown in the exhibit, which settings should you select? (Each correct answer presents part of the solution. Choose two.)

Exhibit:
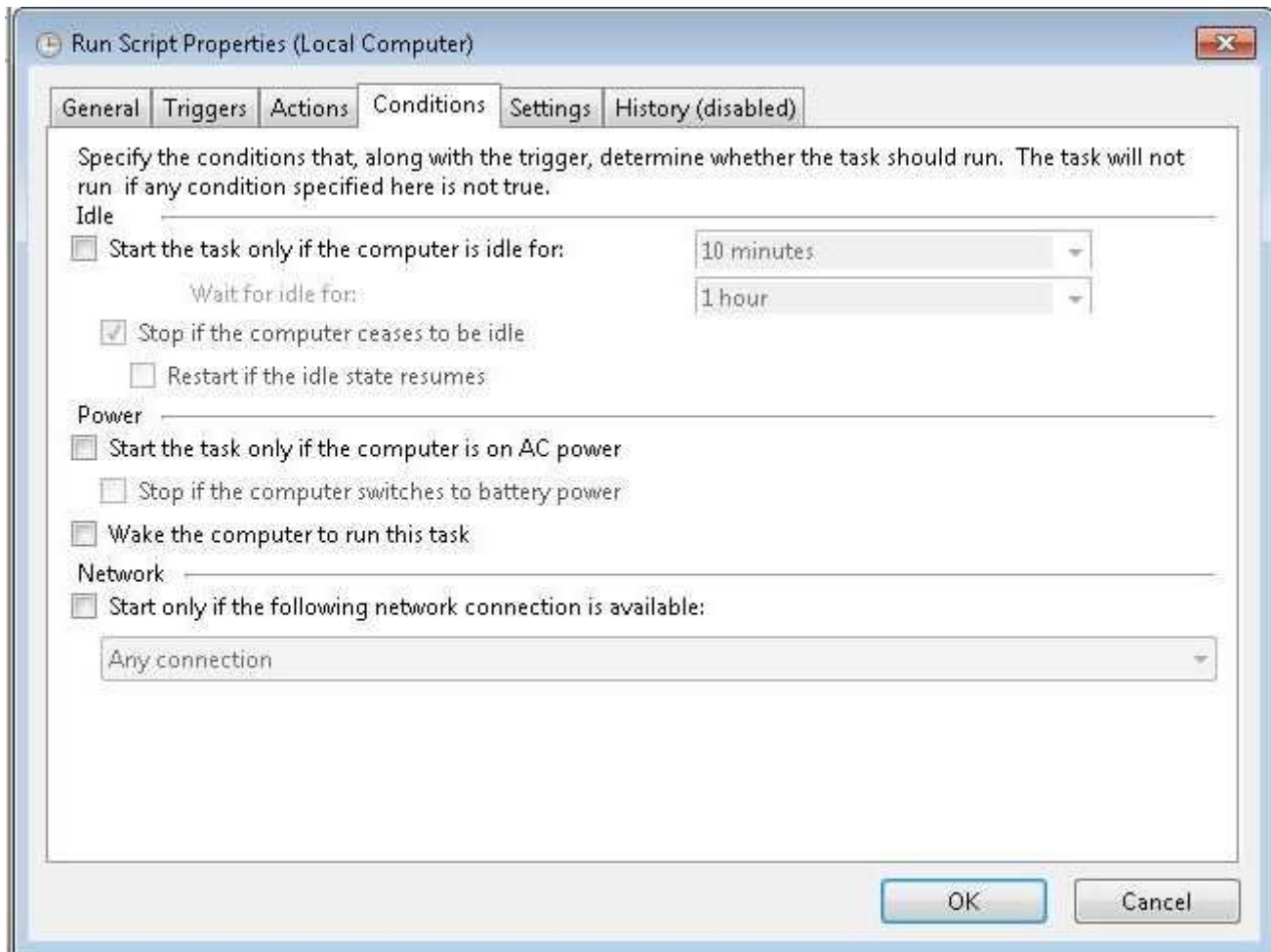
A. Select the Start Only If The Following Network Connection Is Available: check box. Then, click the list and select Contoso.
B. Select the Start The Task Only If The Computer Is Idle For: check box.
C. Select the Wake The Computer To Run This Task check box.
D. Select the Start The Task Only If The Computer Is On AC Power check box.

Correct Answer: AD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

To meet the requirement to run the task only when the computer is connected to the docking station, select the Start The Task Only If The Computer Is On AC Power check box. To cause the task to run only when connected to the internal network, select the Start Only If The Following Network Connection Is Available check box. Then, click the list and select Contoso.

Selecting the Start The Task Only If The Computer Is Idle For: check box would cause the task not to run if the user were using the computer. However, the requirements say it's okay for the task to run in the background.

Selecting the Wake The Computer To Run This Task check box would bring the computer out of Sleep mode, which the requirements state should not happen.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 22
You are a help desk operator in a support center. A user complains that her hard drive seems extremely slow. You run some tests and verify that it does indeed take a long time to open files on the user's computer.

You want to verify that Disk Defragmenter has been running correctly.

How can you do this?

A. Open the System Properties dialog box. On the Advanced tab, in the Performance group, click Settings. Then, click the Advanced tab and examine the defragmentation events.
B. Open Disk Defragmenter and view the defragmentation report.
C. Open Task Scheduler. Click Microsoft\Windows\Defrag. Click ScheduledDefrag and then click the History tab.
D. Open Event Viewer. Click Applications And Services Logs\Microsoft\Windows\DiskDiagnostic\Operational. Examine the defragmentation events.

Correct Answer: C
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Windows 7 uses the Task Scheduler to defragment the hard disk automatically. To view whether the task was run successfully, open Task Scheduler and view the task's History tab. Note that the History tab is disabled until you click Enable All Tasks History from the Actions pane.

You can use the Disk Defragmenter tool to change the automatic defragmentation schedule or to initiate defragmentation manually. However, you cannot use it to view a history of defragmentation attempts.

The Applications And Services Logs\Microsoft\Windows\DiskDiagnostic\Operational log does not contain information about automatic disk defragmentation.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 23
You are a help desk operator at a support center. You have used the Backup And Restore Center to schedule a nightly backup of a user's computer.

The user complains that Windows 7 is displaying a notification showing that the backup failed.

How can you determine the cause of the failure?

A. Open the System Properties dialog box. On the Advanced tab, in the Performance group, click Settings. Then, click the Advanced tab and examine the backup report.
B. Open Task Scheduler. Click Microsoft\Windows\WindowsBackup. Click AutomaticBackup and then click the History tab.
C. Open Backup And Restore Center.
D. Open Event Viewer. Examine the System event log.

Correct Answer: C
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Backup And Restore Center displays the reason for any backup failures.

Windows 7 does use Task Scheduler to run automatic backups. However, you cannot use the Task Scheduler interface to determine why a backup failed. From Task Scheduler, it will appear that all backups were successful because Task Scheduler successfully started the backup process. However, Task Scheduler is not aware of whether backup fails after starting the task.

Windows Backup adds events to the Application event log, not to the System event log.

The System Properties dialog box does not display information about backups.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 24
You are a help desk operator in a support center. A user recently installed a second monitor that is identical to his first monitor. The user is pleased with the configuration; however, the left monitor displays text much larger than does the monitor on the right. He would like the text to be the same size on both monitors.

From the Screen Resolution window in Control Panel, how can you fix this problem? (Each correct answer presents a complete solution. Choose two.)

A. Click the left monitor and then click Advanced Settings. On the Monitor tab, set the screen refresh rate so that it matches the monitor on the right.

B. Click the left monitor and then click Advanced Settings. On the Monitor tab, click the Colors list and set it to match the monitor on the right.
C. Click the left monitor and then click Advanced Settings. On the Adapter tab, click List All Modes. Click the desired resolution, and then click OK.
D. Click the left monitor, and then increase the resolution so it matches the monitor on the right.

Correct Answer: CD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Different-size text and graphics on different monitors means the monitors are set to different resolutions. To fix this, simply change the resolution of the monitors so that they are identical. You can change the resolution by using the Resolution slider in the Display Settings dialog box or by using the List All Modes button on the Adapter tab of the Advanced Settings dialog box.

The refresh rate and number of colors can affect image quality, but it would not affect the size of text on the screen.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 25
You are a systems administrator for an enterprise network. Currently, you manage about 20 computers running Windows 7 Enterprise. Updates are installed automatically using Windows Server Update Services (WSUS), and you always deploy all critical, optional, and hardware updates.

You recently deployed a hardware update, and several users have complained that their computers crashed. You would like to configure the computers with a different version of the video driver to determine whether the driver is causing the problem.

Which tool should you use?

A. The Services console
B. The Monitor Properties dialog box, available from the Screen Resolution tool in Control Panel
C. Device Manager
D. Windows Update

Correct Answer: C
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can use Device Manager (available from within the Computer Management console) to view the display adapter's properties. Then, on the Driver tab, you can click Roll Back Driver to switch to the earlier version of the driver.

You can change the monitor's driver from the monitor's Properties dialog box, but you cannot change the video driver.

The Services console does not allow you to configure drivers.

Windows Update can be used to install updates but not to return to an earlier version of a driver.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 26
You are a help desk operator in a support center. A user's computer refuses to start Windows 7. However, startup is failing at different times. Occasionally, it fails immediately. Sometimes, it reaches the logon screen before failing. Often, the computer shows a Stop error with the message Physical Memory Error. You would like to test the computer's memory without starting the operating system.

How can you do this? (Each correct answer presents a complete solution. Choose two.)

A. When the computer starts to boot, press F8. Then, select Safe Mode With Command Prompt.
B. Insert the Windows 7 Setup DVD.
C. Select Launch Startup Repair from the Windows Error Recovery menu.
D. When the computer starts to boot, press F8. Then, select Debugging Mode.

Correct Answer: BC
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Windows Memory Diagnostics can be started from the Windows Recovery Environment (Windows RE). You can start Windows RE by choosing Launch Startup Repair from the Windows Error Recovery menu, which appears automatically the next time Windows attempts to start after a startup failure. You can also start Windows RE from the Windows 7 Setup DVD or by pressing F8 as Windows starts and then selecting Repair Your Computer.

Safe Mode With Command Prompt cannot be used to start Memory Diagnostics directly. Additionally, it starts Windows, and thus it does not meet the requirements.

Debugging Mode is useful for developers or Microsoft support when troubleshooting in-depth problems by giving them more insight into the functions of the operating system. It cannot be used to start Memory Diagnostics, however.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 27
You are a systems administrator for an enterprise organization. You just upgraded the sound driver on a user's computer, and now Windows 7 fails to start. You suspect that the updated driver is preventing Windows from starting.

How can you return to the previous version of the sound driver? (Each correct answer presents part of the solution. Choose two.)

A. Click System Restore and follow the prompts that appear.
B. Click Windows Memory Diagnostic.
C. As Windows 7 attempts to start, press F8. Then, select Disable Driver Signature Enforcement.
D. As Windows 7 attempts to start, press F8. Then, select Repair Your Computer.
E. As Windows 7 attempts to start, press F8. Then, select Enable Boot Logging.

Correct Answer: AD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

When you install software or drivers, Windows 7 creates a System Restore point. By restoring to that System Restore point, you return Windows to an earlier state. In this case, choosing an earlier System Restore point would restore the driver to the previous version, resolving your problem. If you can't start Windows, you can recover a System Restore point by pressing F8 before Windows starts, selecting Repair Your Computer, and clicking System Restore. Then, follow the prompts that appear.

Memory Diagnostics can identify faulty memory. However, you cannot use Memory Diagnostics to restore files to an earlier state.

Disabling driver signature enforcement allows you to use unsigned drivers in 64-bit versions of Windows. It cannot be used to restore an earlier version of a driver.

Enabling boot logging records detailed information about the startup process, but it cannot be used to restore an earlier version of a driver.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

QUESTION 28
You are a help desk operator in a support center. Recently, your organization has had several power failures. You are concerned that those power failures might have caused disk errors on the computers in your organization. You would like to create a short script that configures computers to check the disk for errors and repair any errors it finds the next time Windows 7 starts.

Which command does this correctly?

A. diskpart /s
B. chkdsk /x /i
C. diskraid /v
D. diskraid /s
E. chkdsk /f /r

Correct Answer: E
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can use the Chkdsk tool from the command line to schedule Chkdsk to check for errors the next time Windows starts. Chkdsk can even check non-system disks while Windows is running. The /f parameter attempts to fix errors, while the /r parameter locates bad sectors and recovers readable information. Both are useful, especially when a disk might be damaged by power outages.

The Chkdsk /x parameter forces a volume to dismount. This is useful only for non-system volumes because it allows Chkdsk to run while Windows is still running. However, the question asks for Chkdsk to run the next time Windows starts, so the /x parameter should not be used.

The Chkdsk /i parameter performs a less vigorous check of index entries, which can speed up Chkdsk. However, it is not necessary in this scenario.

Diskraid is used to configure a specific type of hardware; it cannot be used to fix disk problems.

Diskpart is used to configure disk partitions; it cannot be used to fix disk problems.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 29
You are a systems administrator for an enterprise organization. Recently, you deployed 40 new computers with

Windows 7. The new computers are equipped with Self-Monitoring, Analysis, and Reporting Technology (SMART)-capable hard disks.

You have modified the services that start automatically, and you want to ensure that Windows 7 is monitoring SMART disk status and adding events to the event log.

Which of the following must you do?

A. Start the Diagnostic Policy Service.
B. Start the Disk Defragmenter service.
C. Disable the Disk Diagnostic: Configure Execution Level policy setting.
D. Enable the Disk Diagnostic: Configure Execution Level policy setting.

Correct Answer: A
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

The Diagnostic Policy Service must be running to gather SMART diagnostic information. It is set to start automatically by default.

The Disk Diagnostic: Configure Execution Level policy controls whether diagnostics can communicate with the user. If it's enabled, diagnostics display a notification to the user. If it's disabled, diagnostics does not notify the user of potential problems. However, either way, events are added to the event log. Therefore, it does not matter whether it is enabled or disabled.

The Disk Defragmenter service helps maintain disk performance by optimizing the layout of files on the disk. It is not required for disk diagnostics, however.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 30
You are a systems administrator for an enterprise organization. To reduce the number of help desk calls related to disk faults, you would like to provide a custom message to users in the event of a disk fault to give users a link to an internal help page that shows them how to use Chkdsk to attempt to resolve the disk problems.

Which of the following policies should you configure? (Each correct answer presents part of the solution. Choose two.)

A. Enable the Disk Diagnostic: Configure Execution Level policy.
B. Enable the Disk Diagnostic: Configure Custom Alert Text policy.
C. Enable the Troubleshooting: Allow Users To Access And Run Troubleshooting Wizards.
D. Enable the Configure Corrupted File Recovery Behavior policy.

Correct Answer: AB
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

To display custom disk diagnostic errors to users, you must enable both the Disk Diagnostic: Configure Execution Level and the Disk Diagnostic: Configure Custom Alert Text policies. If the Disk Diagnostic: Configure Execution Level policy is disabled, it prevents Windows 7 from displaying error messages to users; however, it is enabled by default. The Disk Diagnostic: Configure Custom Alert Text policy is disabled by default, and you must enable it and specify your custom text to communicate your message to users.

The Configure Corrupted File Recovery Behavior policy controls how Windows attempts to recover files. By default, Windows Vista and Windows 7 attempt to detect, troubleshoot, and recover corrupted files with minimal user interactions. You can choose to make the recovery process completely silent or to prevent automatic recovery. However, this policy cannot be used to display a custom message to users.

The Troubleshooting: Allow Users To Access And Run Troubleshooting Wizards (enabled by default) controls whether users can access troubleshooting wizards. It does not control the message displayed to users in the event of a disk diagnostic fault.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 31
You are a help desk operator in a support center. A user calls to complain that her computer has had repeated Windows 7 failures since she installed a new hardware component.

You know that she installed the hardware one week ago. You need to determine whether the errors started appearing after the new hardware was installed.

Which tool would you open to view which errors have occurred in the past week, and which errors occurred earlier?

A. Services
B. Device Manager
C. Reliability Monitor
D. Performance Monitor

Correct Answer: CD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Reliability Monitor shows a timeline of important system events, including driver installations, application failures, and Windows failures. With Reliability Monitor, you can quickly determine exactly when hardware was installed and whether errors occurred before or after that event.

Performance Monitor allows you to monitor different elements of a computer's performance in real time, including network traffic, processor utilization, and memory utilization. It does not display a history of error messages.

You can use Device Manager to configure hardware drivers. It does not list errors, however.

The Services console allows you to start, stop, and manage services, but it does not show information about drivers or errors.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 32
You are a help desk operator in a support center. A user calls to complain that he cannot open several of his files. You examine the files and determine that the disk has been corrupted.

You restore the user's files from a backup. To reduce the risk of future corruption, you would like to scan the disk for bad sectors.

How can you do this? (Each correct answer presents a complete solution. Choose two.)

A. From Windows Explorer, view the disk properties. On the Tools tab, click Check Now.
B. Open a command prompt with administrative privileges and run chkdsk /v.
C. Open a command prompt with administrative privileges and run chkdsk /r.
D. From Windows Explorer, view the disk properties. On the General tab, click Disk Cleanup.

Correct Answer: AC
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can check for bad sectors using either Chkdsk or the Check Disk tool. To use Chkdsk, specify the /r parameter (which implies the /f parameter). To open the Check Disk tool, view the disk properties, click the Tools tab, and then click Check Now. Then, select the Scan For And Attempt Recovery Of Bad Sectors check box.

The Chkdsk /v parameter displays the full file name of all files. It does not check the disk for bad sectors.

The Disk Cleanup button on the General tab of the disk Properties dialog box removes unnecessary files. It does not check the disk for bad sectors.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 33
You are a help desk operator in a support center. A user calls to complain that Windows 7 is not starting properly. You determine that the startup process fails at the same stage every time, but Windows 7 does not provide a useful error message. You think that the problem might be related to a failed hardware component.

How can you identify which hardware component is failing? (Each correct answer presents a complete solution. Choose two.)

A. Enable boot logging.
B. Disconnect different hardware components.
C. Defragment the hard disk.
D. Perform a System Restore.

Correct Answer: AB
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You might be able to identify a failing hardware component by enabling boot logging. Boot logging records each hardware component that Windows 7 initializes. After enabling boot logging and attempting to start the computer, you could examine the boot log and identify the last hardware component that Windows 7 attempted to load, which is probably the cause of your problem. Alternatively, you can disconnect unnecessary hardware components one by one and start Windows 7 each time. If Windows 7 starts properly with one of the components disconnected, that component is related to the startup failure.

Performing a System Restore might resolve the problem by replacing any recently updated drivers. However, it does not indicate which component is failing.

Defragmenting the hard disk reorganizes files to improve disk performance. It does not identify hardware problems, however.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 34
You are a systems administrator for an enterprise network. Recently, you upgraded several users from Windows XP to Windows 7.

One of the users calls you to inquire about disk defragmentation. She uses video editing software, which constantly reads and writes large files to the disk. In the past, disk fragmentation has reduced the performance of her computer significantly, and she used the Disk Defragmenter tool to alleviate the problem.

Now that the user has Windows 7, how often should you instruct the user to defragment her disk manually?

A. Daily
B. Monthly
C. Weekly
D. Never

Correct Answer: D
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Windows 7 automatically defragments disks on a weekly basis. This is sufficient even for intensive users. Therefore, the user never needs to initiate defragmentation manually.

If you want to defragment more frequently, you can schedule the defragmentation task to run more often. To do this, in the disk Properties dialog box, click the Tools tab, and then click Defragment Now. In the Disk Defragmenter window that opens, click Configure Schedule, and then select the defragmentation frequency.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 35
You are a systems administrator for an enterprise network. You recently upgraded a computer to Windows 7. Though Windows 7 starts correctly, you are concerned that it might not have included some important hardware drivers required by the computer.

Which tool can you use to determine if any of the computer hardware is lacking a driver?

A. Services
B. Device Manager
C. Performance Monitor
D. Reliability Monitor

Correct Answer: B

Explanation/Reference:
Explanation:

When you run Device Manager, it displays a warning for every hardware component that is lacking a driver or that is using a less-than-optimal driver. You can use this information to download drivers directly from hardware manufacturers.

The Services console allows you to start, stop, and manage services. It does not show information about drivers or errors, however.

Reliability Monitor shows a timeline of important system events, including driver installations, application failures, and Windows failures. With Reliability Monitor, you can quickly determine exactly when hardware was installed and whether errors occurred before or after the event. It does not display information about missing drivers, however.

Performance Monitor allows you to monitor different elements of a computer's performance in real-time, including network traffic, processor utilization, and memory utilization. It does not display information about missing drivers, however.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 36
You are a help desk operator in a support center. A user calls to request that Disk Defragmenter be run automatically on a nightly basis.

How can you configure this? (Each correct answer presents a complete solution. Choose two.)

A. Run the Disk Defragmenter tool, and click Configure Schedule.
B. Run the Task Scheduler tool, and select the Microsoft\Windows\Defrag node.
C. Run the Defrag command-line tool with the /t parameter.
D. Run the Chkdsk command-line tool with the /f parameter.
E. Run the Disk Management console, right-click a volume, and then click Shrink Volume.

Correct Answer: AB
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Windows 7 schedules disk defragmentation to run on a weekly basis. You can configure this default task by using the Task Scheduler tool or by clicking Configure Schedule from the Disk Defragmenter tool.

The Defrag command-line tool can defragment the disk, but it cannot configure the automatic defragmentation schedule.

The Chkdsk command-line tool can be used to check the disk for errors, but it does not perform defragmentation.

The Disk Management console's Shrink Volume command is used to reduce the size of a partition, but it does not perform defragmentation.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 37
You are a help desk operator in a support center. A user calls to complain that his computer fails periodically during normal use. The user indicates that the display turns off, and the computer does not respond to keyboard or mouse input. The failure occurs several times per week.

Which of the following might be a cause of the problem? (Each correct answer presents a complete solution. Choose two.)

A. Power requirements exceed the capabilities of the power supply.
B. The motherboard battery is missing.
C. A USB 2.0 device is plugged into a USB 1.0 port.
D. An application was designed for Microsoft Windows 2000 and not updated for Windows 7.
E. A CPU fan has failed.

Correct Answer: AE
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Intermittent problems like the one described are typically hardware-related because application problems generate a Windows error, and problems with a driver or core Windows component generate a Stop error. One common cause is the computer overheating, which can be caused by a failed CPU fan or an overclocked processor or graphics card. Another common cause is that the power requirements of the internal adapters exceed that of the power supply. Most power supplies can provide 200 to 400 watts of power, but computers with a large number of accessories might exceed that specification.

If a motherboard battery were missing, the clock would not remember the current time or the computer might refuse to start. However, a missing battery does not cause intermittent failures.

If you plug a USB 2.0 device into a USB 1.0 port, performance of the device is limited to USB 1.0 specifications. It does not cause intermittent failures, however.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 38
You are a help desk operator in a support center. A user calls to complain that Windows 7 will not start. When she starts the computer, the BIOS displays the message: "Missing operating system. Insert a system diskette and restart the system."

Which of the following is a possible cause of the problem?

A. The computer's hard disk has failed.
B. The computer's memory has failed.
C. The computer's BIOS does not support Windows 7.
D. The computer's processor has failed.

Correct Answer: A
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

If a hard disk fails, the BIOS typically reports that it is unable to access the operating system. The operating system is stored on the hard disk; thus, if the hard disk is inaccessible, it appears to be missing to the BIOS.

If the BIOS is not compatible with Windows 7, the operating system begins to load, but it might fail during the startup process or later. In this case, the BIOS reports that it cannot find the operating system, which is too early in the startup process to be caused by an operating system incompatibility.

If the memory has failed completely, the computer's POST process detects and reports the error, or the BIOS is unable to start properly. Therefore, startup does not progress to the point where the BIOS could report a missing operating system. If the memory has failed partially or is having intermittent errors, startup might fail after beginning to load Windows, but BIOS would not report a missing operating system.

If the computer's processor fails, the BIOS typically is unable to display an error message on the screen. Instead, it might beep several times. Regardless, the BIOS would not report a missing operating system.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

QUESTION 39
You are a help desk operator in a support center. A user calls to complain that Windows 7 will not start. When he starts the computer, the BIOS displays the message: "Missing operating system. Insert a system diskette and restart the system."

How can you resolve the problem? (Each correct answer presents a complete solution. Choose two.)

A. Restart the computer and choose Repair Your Computer from the Advanced Boot Options screen. When prompted, click System Image Recovery.
B. Restart the computer and choose Repair Your Computer from the Advanced Boot Options screen. When prompted, click System Restore.
C. Restart the computer and choose Repair Your Computer from the Advanced Boot Options screen. When prompted, click Startup Repair.
D. Insert the Windows 7 Setup DVD, start the computer, and then click Repair Your Computer. When prompted, click Use Recovery Tools, and then click Startup Repair.
E. Insert the Windows 7 Setup DVD, start the computer, and then click Repair Your Computer. When prompted, click Use Recovery Tools, and then click System Restore.
F. Insert the Windows 7 Setup DVD, start the computer, and then click Repair Your Computer. When prompted, click Use Recovery Tools, and then click System Image Recovery.

Correct Answer: DF
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

If the BIOS reports a missing operating system, it means that it cannot find the Windows boot loader. This prevents the computer from loading any component of Windows, including Windows Recovery Environment (Windows RE), which is normally accessible by choosing Repair Your Computer from the Advanced Boot Options screen.

Because the Advanced Boot Options screen is not available, your only option is to load Windows RE from the Windows 7 Setup DVD. From within Windows RE, you should first attempt to use Startup Repair to fix the installation. If the hard disk is still functioning, but critical files have been corrupted, this can allow Windows to start without losing important user files. If the hard disk is not functioning, you need to replace the hard disk, load Windows RE from the Windows 7 Setup DVD, and then click System Image Recovery to restore a recent backup of the disk.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 40
You are a help desk operator in a support center. A user calls to complain that a Stop error appears when she attempts to start Windows 7. You view the error, as shown in the exhibit.

Which of the following techniques might resolve the problem? (Each correct answer presents a complete solution. Choose two.)

Exhibit:

```
A problem has been detected and windows has been shut down to prevent damage
to your computer.

BUGCODE_USB_DRIVER

If this is the first time you've seen this Stop error screen,
restart your computer. If this screen appears again, follow
these steps:

Check to make sure any new hardware or software is properly installed.
If this is a new installation, ask your hardware or software manufacturer
for any windows updates you might need.

If problems continue, disable or remove any newly installed hardware
or software. Disable BIOS memory options such as caching or shadowing.
If you need to use Safe Mode to remove or disable components, restart
your computer, press F8 to select Advanced Startup Options, and then
select Safe Mode.

Technical information:

*** STOP: 0x000000FE (0x00000008,0x00000006,0x00000009,0x833615CC)


Collecting data for crash dump ...
Initializing disk for crash dump ...
Beginning dump of physical memory.
Dumping physical memory to disk:  25
```

A. Load Windows Recovery Environment (Windows RE) and then run Startup Repair.
B. Remove USB devices.
C. Run Chkdsk.
D. Load Windows RE and then run Windows Memory Diagnostics.
E. Upgrade the drivers of any universal serial bus (USB) devices

Correct Answer: BE
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

The Stop error indicates a problem with the USB driver. Unfortunately, it doesn't specify a USB device. However, the information does narrow the hardware problem down to any of the USB devices attached to the computer. The quickest way to have Windows start is to remove any USB devices. Once Windows is started, you can load new drivers for the USB devices, reattach the devices, and attempt to restart Windows.

Chkdsk can solve problems related to hard disk corruption. However, the error indicates that it is related to the USB driver.

Startup Repair can solve problems related to corrupted startup files. However, the error indicates either a faulty driver or a faulty USB hardware device.

Windows Memory Diagnostics can identify failing memory. However, the error indicates either a faulty driver or a faulty USB hardware device.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 41
You are a help desk operator in a support center. A user calls to complain that a Stop error appears occasionally while Windows 7 is running. Unfortunately, he did not write down the information in the Stop error and has already restarted Windows.

You suspect the Stop error is caused by a hardware problem. However, you need to identify the specific Stop error code to determine which hardware component might be causing the errors.

How can you identify the Stop error code without waiting for the error to reoccur?

A. Examine the Computer node in Device Manager.
B. View the System log in Event Viewer.
C. Examine the Windows Error Reporting Service properties in the Services console.
D. Enable boot logging and restart Windows.

Correct Answer: B
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

When a Stop error occurs, Windows 7 writes detailed information about the Stop error in the System event log. You can then search http://technet.microsoft.com for the error code to learn more about the specific error, including how to troubleshoot it.

The problem does not occur during startup. Therefore, enabling boot logging does not provide any detailed information.

The Computer node in Device Manager provides information about the motherboard driver. It does not provide Stop error information.

The Windows Error Reporting Service reports information about errors to Microsoft, including information about Stop errors. However, you cannot retrieve information about past Stop errors using the Services console.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 42
You are a help desk operator in a support center. A user recently installed a new universal serial bus (USB) mouse. However, she did not read the instructions accompanying the mouse, and she connected it prior to installing the mouse software. As a result, Windows 7 automatically installed the default driver, and the mouse software now fails to install correctly.

You would like to remove the default driver to allow the user to install the mouse software properly.

How can you do this?

A. In Device Manager, right-click the mouse driver and click Properties. On the Driver tab, click Uninstall.
B. In Device Manager, right-click the mouse driver and click Properties. On the Driver tab, click Roll Back Driver.
C. In Device Manager, right-click the mouse driver and click Properties. On the Driver tab, click Update Driver.
D. In Device Manager, right-click the mouse driver and click Properties. On the Driver tab, click Disable.

Correct Answer: A
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

You can use Device Manager to uninstall the mouse driver. The next time you connect the hardware, Windows detects the hardware as new.

Disabling a driver prevents Windows from loading it or communicating with the hardware. However, the driver remains installed on the computer.

You can use the Roll Back Driver button to return to a previous version of the driver. However, in this scenario, you need to remove the only version of the driver that has ever been installed.

The Update Driver button can be used to install a driver. However, most drivers are included with installation software. Therefore, you rarely need to use this button.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

QUESTION 43
You are a help desk operator in a support center. Since installing Windows 7, a user has had repeated errors related to the video card driver. The user sent the errors to Microsoft when prompted by Windows Error Reporting. The user calls you to ask how he can check for solutions to the problem.

What do you tell him?

A. In Device Manager, view the display adapter properties and then click the Details tab.
B. In Action Center, expand the Maintenance section and then click Check For Solutions.
C. In Device Manager, view the display adapter properties, click the Driver tab, and then click Update Driver.
D. In Event Viewer, select the System log, and view informational events related to the video card driver.

Correct Answer: B
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Though the most direct approach to solving driver-related problems is to download an updated driver directly from the hardware manufacturer, you can check for solutions to submitted problems using the Maintenance section of the Action Center. Action Center is a new component in Windows 7.

Clicking Update Driver in Device Manager allows you to install a new driver. However, it does not search for problems in submitted reports.

The Details tab of a driver's Properties dialog box displays information about a driver, but it does not search for problems in submitted reports.

Windows 7 records events related to hardware problems in the System log, but it does not report solutions to problems using Event Viewer.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press
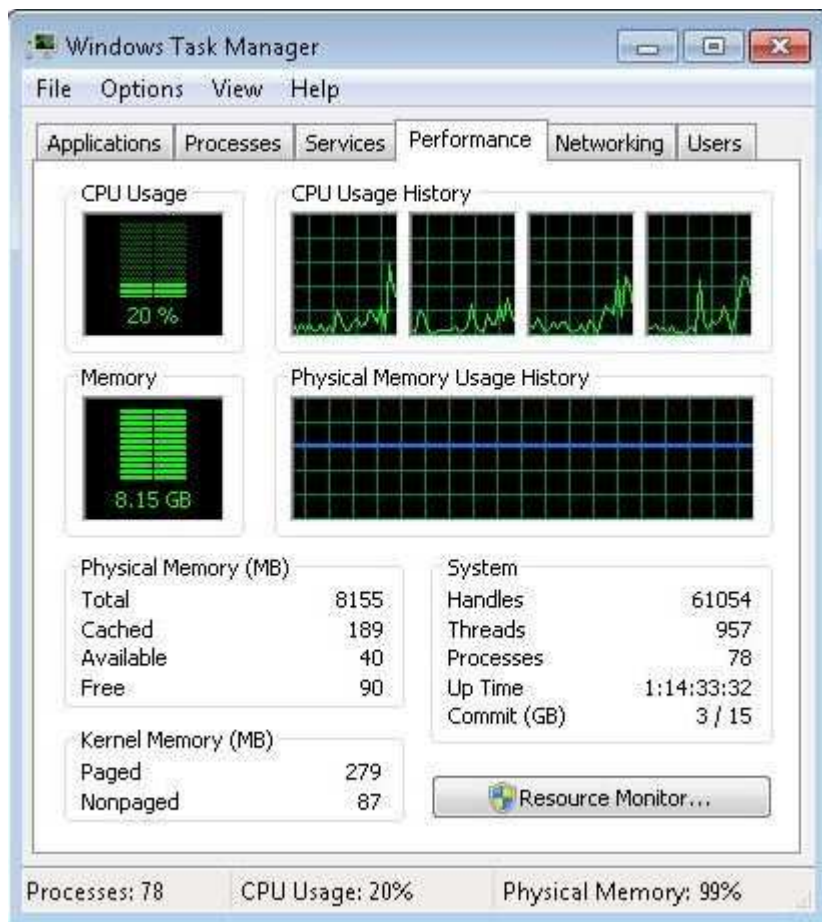
Chapter 1 - Lessons 1

QUESTION 44
A user complains that applications are responding slowly. You open Windows Task Manager to assess the computer's system performance, as shown in the exhibit.

Based on what you see in Windows Task Manager, what do you think is the most likely cause of the problem?

Exhibit:

A. There is insufficient virtual memory.
B. Memory is fully utilized.
C. The processor is fully utilized.
D. System handles are fully utilized.

Correct Answer: B
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

The exhibit shows that Windows Task Manager is running on a computer with 8 GB of RAM, all of which is fully utilized. The Memory chart shows that 8.15 GB of RAM is being utilized, and the Total RAM reading shown under Physical Memory is 8155, indicating that all available RAM is utilized.

The processor utilization is at only 20 percent.

Windows Task Manager does not display virtual memory utilization; therefore, the screenshot shown would not provide you any insight into virtual memory's impact on performance. However, performance will suffer if virtual memory is being utilized.

The current System Handles reading, 61,054, is typical of a busy computer running Microsoft Windows and does not cause a problem.

Exam Objective:

Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve performance issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 9 - Lessons 2

QUESTION 45
You recently updated the driver for the network adapter on your computer running Windows 7. Since then, you have experienced intermittent network outages. You would like to return to the previous driver version.

How can you return to the previous driver version? (Each correct answer presents a complete solution. Choose two.)

A. In Device Manager, right-click the device and then click Properties. On the Driver tab, click Update Driver.
B. In Device Manager, right-click the device and then click Update Driver Software.
C. In Device Manager, right-click the device and then click Properties. On the Driver tab, click Disable.
D. In Device Manager, right-click the device and then click Properties. On the Driver tab, click Roll Back Driver.

Correct Answer: AD
Section: Managing and Managing Systems That Run Windows 7 Client
Explanation

Explanation/Reference:
Explanation:

Generally, driver installers refuse to overwrite a newer driver. Therefore, you might not be able to install an older driver by using the driver's Setup routine. Instead, you should right-click the device within Device Manager and then click Roll Back Driver.

Disabling the driver would prevent the device from working.

Updating the driver allows you to select a new driver version. To use this method to install an older driver, you first need to uninstall the current driver.

Exam Objective:
Managing and Maintaining Systems That Run Windows 7 Client

Exam SubObjective(s):
Identify and resolve hardware failure issues

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 1 - Lessons 1

Supporting Mobile Users

QUESTION 1
You are a help desk operator in a support center. A user is attempting to connect to a wireless network that uses Wired Equivalent Privacy (WEP) security. However, he is unable to connect.

Which of the following might be the problem?

A. Windows Firewall does not have an exception for 802.1X.
B. The WLAN AutoConfig service is not started.
C. The client computer does not have a computer certificate.
D. The Remote Authentication Dial-in User Service (RADIUS) server is offline.

Correct Answer: B
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

To connect to wireless networks, the WLAN AutoConfig service must be running.

Windows Firewall does not require an exception for 802.1X.

Client computers do not require certificates for WEP-protected networks.

WEP-protected networks do not use RADIUS servers. WPA-protected networks can use RADIUS servers, however.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 2
You are a systems administrator of an enterprise network. You are currently evaluating different wireless network security protocols.

Which of the following are requirements for using WPA2-EAP and providing single sign-on for users? (Each correct answer presents part of the solution. Choose three.)

A. Windows XP SP1
B. Internet Authentication Service
C. Active Directory Domain Services (AD DS) domain controllers
D. Remote Authentication Dial-in User Service (RADIUS) server

Correct Answer: BCD
Section: Supporting Mobile Users

Explanation

Explanation/Reference:
Explanation:

You can provide single sign-on for domain users by using the Internet Authentication Service as a RADIUS server configured to authenticate to your AD DS domain controllers.

For clients running Windows XP to connect to a WPA2-EAP network, they must have Windows XP SP2 installed and update KB893357.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 3
You are a help desk operator in a support center. You are currently evaluating how best to deploy a wireless network. You need security, but Wired Equivalent Privacy (WEP) does not meet your security requirements.

Which of the following authentication techniques is available with some form of WiFi Protected Access (WPA)? (Choose four.)

A. Smart card
B. Computer certificate
C. Domain user name and password
D. Pre-shared key
E. Windows Live ID

Correct Answer: ABCD
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

WPA-EAP and WPA2-EAP can authenticate users with a computer certificate, a certificate stored on a smart card, or a domain user name and password. WPA-PSK and WPA2-PSK authenticate users with a pre-shared key.

WPA does not support authentication using Windows Live ID.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 4
You are a help desk operator in a support center. You need to configure workgroup computers automatically to connect to your internal wireless network by using an Active Directory Domain Services (AD DS) domain logon script distributed by using Group Policy.

Which of the following commands would be the best choice for scripting wireless network connections?

A. Netcfg
B. Netsh
C. Net
D. Netiougc

Correct Answer: B
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Use Netsh in the wlan context to configure wireless networks. First, export a profile from a computer that has already connected to the wireless network, using the following command:

Netsh wlan export profile name="SSID"

Then import the Extensible Markup Language file that the previous command created on the target computer:

Netsh wlan add profile filename="profile_name.xml"

Then issue the command to connect to the wireless network:

 Netsh wlan connect profile_name

The Net command is used for managing users and groups.

The Netcfg tool is used to configure networking in Windows PE.

The Netiougc is a network installer component.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 5
You are a help desk operator at an enterprise network. You receive a call from a mobile user who is attempting to connect to a wireless network at a coffee shop. The user reports that other mobile computers are able to connect; however, his laptop shows no wireless networks in the Connect To A Network Wizard.

What could the problem be?

A. The wireless network requires the user to pay for service.
B. The user is currently connected to a virtual private network (VPN).
C. The wireless network is not security-enabled.
D. The mobile computer has a switch that turns off the wireless network to conserve the battery life.

Correct Answer: D
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

The only option that might cause wireless networks not to appear is that the user has disabled the mobile computer wireless radio at a hardware level. Most mobile computers have a switch that enables the user to disable the wireless radio physically to conserve battery use; if this switch is turned off, the user is not able to see wireless networks.

Connecting to a VPN does not prevent a user from viewing wireless networks. Additionally, the user needs to connect to a network before he can connect to a VPN.

The Connect To A Network Wizard enables users to browse both security-enabled and unprotected wireless networks.

Wireless networks that require users to pay for service are visible. The user needs to enter credentials after connecting to the wireless network.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 6
You are a help desk support professional for an enterprise network. A user returns from a business trip and complains that she could connect to the wireless network in the hotel but then could not connect to the Internet. You would like to investigate the problem; however, you cannot travel to the hotel to test it yourself.

You start Computer Management and connect to the user's computer remotely.

Which event log should you look for to find more information about the wireless network connection?

A. Applications And Services Logs\Microsoft\Windows\WLAN-AutoConfig\Operational

B. Applications And Services Logs\Microsoft\Windows\Wired-AutoConfig\Operational
C. Windows Logs\Application
D. Windows Logs\Security

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Each time a user successfully connects to a wireless network, Windows 7 records the details of the connection in the Applications And Services Logs\Microsoft\Windows\WLAN-AutoConfig\Operational log. Information might also be stored in the System event log.

The Security event log contains events about security failures connecting to the local computer, but does not contain information about wireless networks.

The Applications And Services Logs\Microsoft\Windows\Wired-AutoConfig\Operational event log contains information about wired networks, such as 802.1X authentications.

The Application event log contains information about application events.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

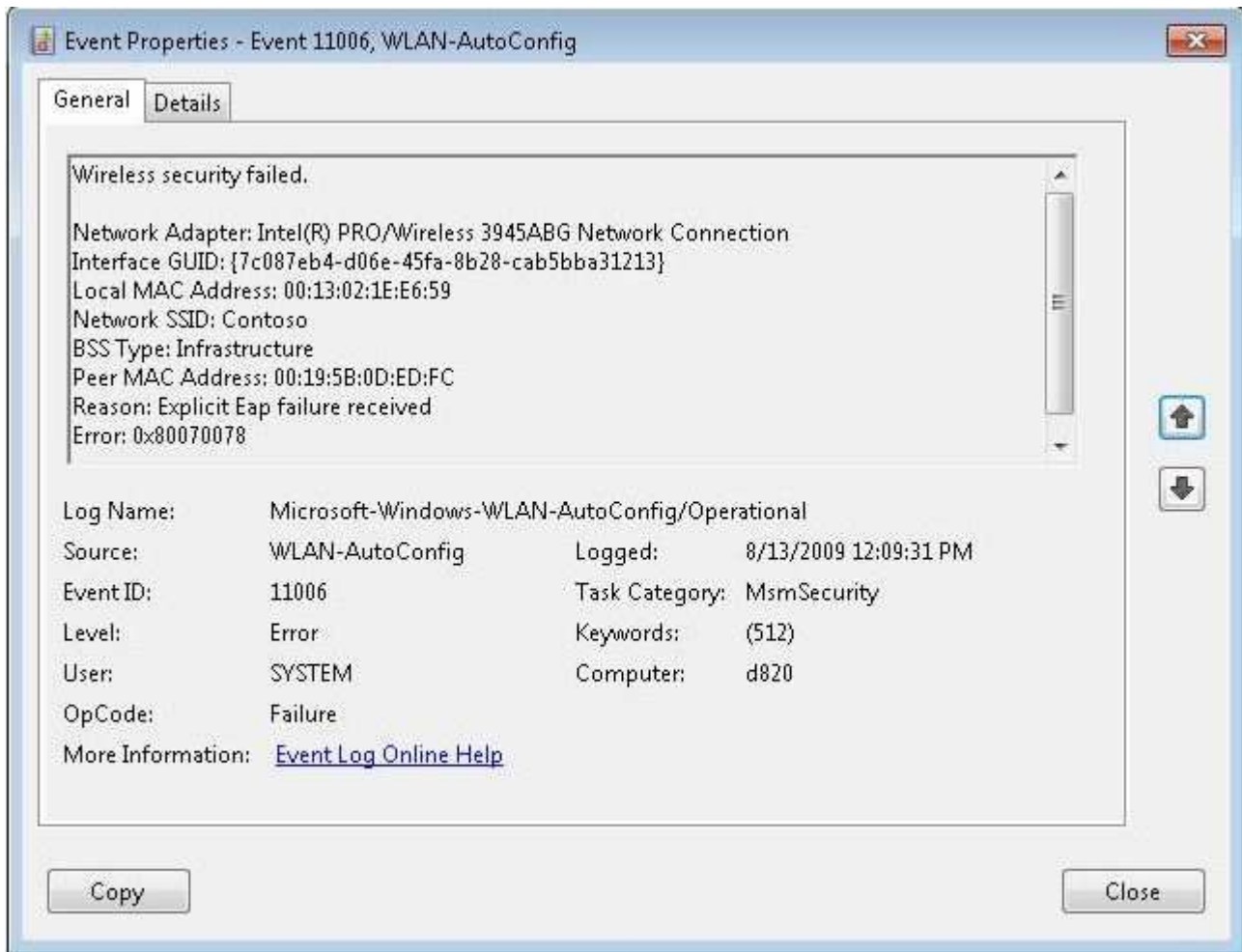MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 7
You are a help desk support professional for an enterprise network. A user calls to complain that he is unable to connect to one of your organization's internal wireless access points, which use Wired Equivalent Privacy (WEP) security. You view the computer's event log and see the event shown in the exhibit.

What is the most likely cause of the problem?

Exhibit:

Event Properties - Event 11006; WLAN-AutoConfig

General | Details

Wireless security failed.

Network Adapter: Intel(R) PRO/Wireless 3945ABG Network Connection
Interface GUID: {7c087eb4-d06e-45fa-8b28-cab5bba31213}
Local MAC Address: 00:13:02:1E:E6:59
Network SSID: Contoso
BSS Type: Infrastructure
Peer MAC Address: 00:19:5B:0D:ED:FC
Reason: Explicit Eap failure received
Error: 0x80070078

Log Name:	Microsoft-Windows-WLAN-AutoConfig/Operational		
Source:	WLAN-AutoConfig	Logged:	8/13/2009 12:09:31 PM
Event ID:	11006	Task Category:	MsmSecurity
Level:	Error	Keywords:	(512)
User:	SYSTEM	Computer:	d820
OpCode:	Failure		
More Information:	Event Log Online Help		

Copy   Close

A. The Remote Authentication Dial-in User Service (RADIUS) server is offline.
B. The user mistyped the security key.
C. The user's Active Directory Domain Services (AD DS) user account is not configured for remote access.
D. The user's AD DS user account has been disabled.

Correct Answer: B
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

The event shows a wireless security failure, which indicates the client computer failed to authenticate to the wireless access point. WEP security uses a passphrase and does not communicate with the AD DS user account or a RADIUS server for authentication. Therefore, of the answers provided, the only valid possibility is that the user mistyped the security key.

WPA-EAP and WPA2-EAP wireless security types support authentication to a RADIUS server. Through the RADIUS server, they also support AD DS authentication.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 8
You are a help desk support professional for an enterprise network. A user calls to complain that she is unable to connect to one of your organization's internal wireless access points, which use WPA-EAP security. The Remote Authentication Dial-in User Service (RADIUS) server is configured to authenticate users to the Active Directory Domain Services (AD DS) domain.

When prompted, the user types her user name and password. However, she is prompted repeatedly for her user name and password and never connects successfully to the network.

Which of the following are possible causes of the problem? (Each correct answer presents a complete solution. Choose three.)

A. The computer's wireless switch is turned off.
B. The RADIUS server is offline.
C. The user's account is not configured for wireless access.
D. The WLAN AutoConfig service is not started.
E. The user mistyped her password.
F. The user mistyped the Wired Equivalent Privacy (WEP) security key.

Correct Answer: BCE
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

WPA-EAP security configures wireless access points to submit authentication requests to a RADIUS server. The RADIUS server, in turn, can submit authentication requests to an AD DS domain. Therefore, logon requests to a network protected with WPA-EAP can involve AD DS problems, such as mistyped user names or passwords or insufficient account privileges. Additionally, if the RADIUS server is offline, authentication always fails.

WEP security keys are required only for WEP security, not WPA-EAP security.

If the WLAN AutoConfig service was not started or the wireless switch was turned off, the user would not be able to attempt to connect to the network. Therefore, you can conclude that the service was running and the wireless switch is turned on.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft

Press

QUESTION 9
You are a help desk support professional for an enterprise network. A user calls to complain that he is unable to connect to one of your organization's internal wireless access points, which use WPA-EAP security. The Remote Authentication Dial-in User Service (RADIUS) server is configured to authenticate users to the Active Directory Domain Services (AD DS) domain.

When prompted, the user types his user name and password. However, he is prompted repeatedly for his user name and password and never connects successfully to the network. You attempt to connect to the same wireless network and succeed.

You need to gather detailed information about why the user's authentication attempt was rejected.

Where should you look?

A. The event log on the domain controller.
B. The event log on the wireless access point.
C. The event log on the client computer.
D. The event log on the RADIUS server.

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Just like any AD DS authentication attempt, you should check the event log on the domain controller. This will record detailed information about the reason the authentication was rejected, such as an expired password, insufficient privileges, or invalid credentials.

The event log on the client computer has several events recording a failed attempt to connect to a wireless access point. However, it does not contain any useful information. After all, nothing is provided to the client computer other than the fact that the authentication attempt failed.

Wireless access points typically do not record a detailed log file. They would not have detailed information about the account, however, because that authentication occurs on the domain controller.

The RADIUS server forwards authentication attempts between the wireless access point and the domain controller. It does not include the details of why authentication attempts are rejected, however.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 10

You are a help desk support professional for an enterprise network. A user calls to complain that she cannot connect to your organization's wireless access point. You notice that the user has a newly issued computer, and that the computer has a different wireless adapter than other computers in your organization.

After some research, you discover that early versions of the drivers for the wireless adapter had bugs that would prevent them from connecting to some wireless access points. You want to check the version of the user's wireless adapter driver.

Which tool should you use?

A. Services
B. Performance Monitor
C. Windows Firewall
D. Device Manager

Correct Answer: D
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Device Manager can be used to view the current version of a driver, as well as to roll back to a previous version or upgrade a driver.

The Services snap-in is used to manage services, not drivers.

The Windows Firewall tool manages firewall settings that control whether network traffic is allowed or blocked. It does not provide access to adapter driver information, however.

Performance Monitor can be used to watch real-time performance metrics such as processor and memory utilization. It does not report on driver details, however.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 11
You are a help desk support professional for an enterprise network. A user calls to complain that he cannot connect to your organization's wireless access point. He is currently in a meeting room with several other users who have connected to the network.

You ask the user several questions, and determine that no wireless networks currently appear when the user clicks the networking icon in the notification area.

Which of the following are possible causes of the problem? (Each correct answer presents a complete solution. Choose two.)

A. The network uses WPA-EAP encryption and the user has not been granted access.
B. The client computer's wireless switch is turned off.
C. The wireless access point is offline.
D. The wireless signal is weak.
E. The network uses Wired Equivalent Privacy (WEP) encryption.

Correct Answer: BD
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

The most likely cause of the problem is that the client computer's wireless switch is turned off. This would prevent any networks from appearing in the list of wireless networks. However, there might also be a weak wireless signal. If the signal is too weak, the client does not display the network. While other computers in the same room can connect to the network, they might have better antennas, or they might be in a location that is not obstructed by screens, filing cabinets, or walls.

Network encryption would not prevent the network from appearing in the list of networks.

If the wireless access point were offline, other users would be unable to connect to it.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 12
You are a systems administrator for a small business that has its offices above a coffee shop. Sometimes, you work downstairs at the coffee shop and connect to the Internet using their network. However, when you return to your offices, your computer sometimes connects to the coffee shop's network.

You would like Windows 7 to always connect to your organization's wireless network when it is available. If it is not available, you would like to connect to the coffee shop's network. You open Network And Sharing Center, as shown in the exhibit.

Where do you click?

Exhibit:
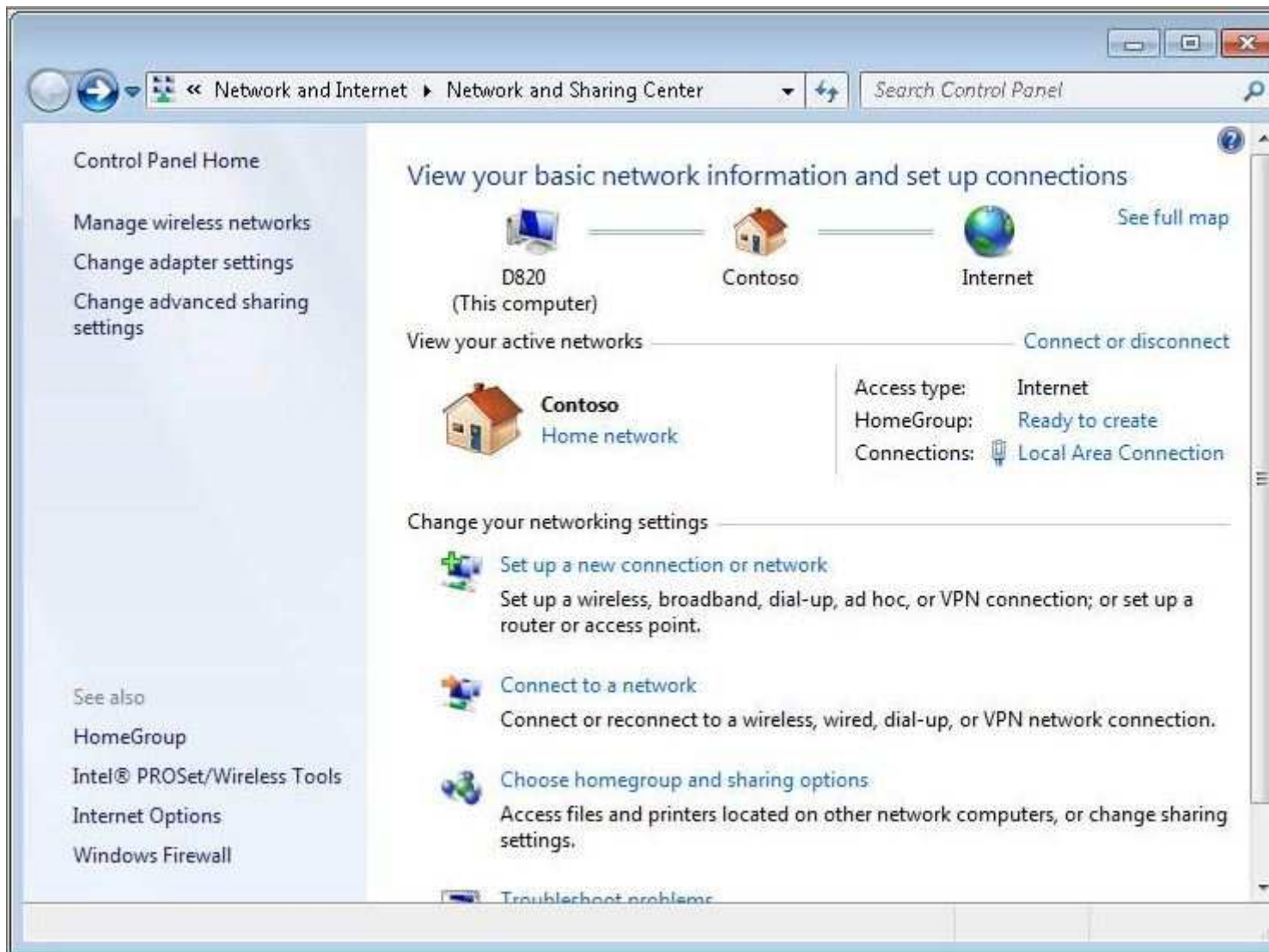
A. See Full Map
B. Set Up A New Connection Or Network
C. Connect To A Network
D. Internet Options
E. Manage Wireless Networks
F. Change Adapter Settings

Correct Answer: E
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Clicking Manage Wireless Networks allows you to change the priority of saved wireless profiles. From that window, you would simply click your organization's wireless network and click Move Up until it was above the coffee shop network.

Clicking Change Adapter Settings allows you to view network adapters, but not wireless profiles.

Clicking Set Up A New Connection Or Network allows you to connect to a new network, but it does not allow you to modify the configuration of saved wireless profiles.

Clicking See Full Map displays a map of your local area network, if possible. It does not allow you to modify the configuration of saved wireless profiles.

Clicking Internet Options opens settings for Windows Internet Explorer. It does not allow you to modify the configuration of saved wireless profiles.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 13
You are a systems administrator of an enterprise network IT department. Your organization recently deployed DirectAccess to give users transparent access to internal resources.

A user calls to complain that, while she can reach the Internet, she cannot reach internal resources. DirectAccess has worked for the user previously.

Which of the following conditions might cause the problem? (Each correct answer presents a complete solution. Choose two.)

A. The local area network (LAN) does not support IPv6.
B. The LAN uses Network Address Translation (NAT).
C. The computer no longer has privileges to connect with DirectAccess.
D. The Internet service provider (ISP) does not support IPv6.
E. The user no longer has privileges to connect with DirectAccess.

Correct Answer: CE
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

For a user to be able to connect with DirectAccess, both the user and computer must have DirectAccess client privileges and they must have privileges to connect to the internal resources. Therefore, privileges are a possible cause of the user's problems.

DirectAccess uses IPv6. However, because DirectAccess can tunnel IPv6 over a standard IPv4 network, neither the LAN nor the ISP need to support IPv6.

DirectAccess can work through NAT using the Teredo IPv6 transition technology.

Exam Objective:
Supporting Mobile Users

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 2

QUESTION 14
You are a systems administrator of an enterprise network IT department. Recently, your organization implemented DirectAccess. However, it is a new technology to users, and people are concerned about whether DirectAccess will function correctly in different scenarios.

A user is about to leave for a business trip and will be connecting to a local area network that provides only Web access to the Internet. All other protocols, including virtual private network protocols, Internet Protocol Security, IPv6, and IPv6 transition technologies are blocked.

Which of the following statements about the user's DirectAccess connectivity is true?

A. The user needs to establish a Terminal Services session to an internal server before initiating DirectAccess connectivity.
B. DirectAccess automatically uses Hypertext Transfer Protocol (HTTP) to connect to internal resources; however, communications are not encrypted.
C. The user cannot connect to internal resources with DirectAccess.
D. DirectAccess automatically uses Hypertext Transfer Protocol Secure (HTTPS) to connect to internal resources.

Correct Answer: D
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

DirectAccess supports using a variety of different protocols to allow it to work while connected to almost any network. The slowest connection type is HTTPS, which is encrypted Web communications. However, because almost all networks allow Web communications, DirectAccess can use the protocol to connect to the DirectAccess server across the Internet.

DirectAccess does not support HTTP.

The user would not be able to establish a Terminal Services session because the network would block the communications.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

QUESTION 15
You are a systems administrator of an enterprise network IT department. Recently, your organization implemented DirectAccess.

A travelling user is connected to a network in a different state. The user is connected to the Internet from a Network Address Translation (NAT)-based network. He is attempting to connect to a shared folder on the internal network, \\Comp1\Files; however, he is unable to access it.

You research the problem and determine that the user's local area network, the Internet service provider, and the Comp1 server do not support IPv6.

Which of the following is a possible cause of the user's problem?

A. DirectAccess clients cannot be connected to a NAT network.
B. DirectAccess cannot communicate across an IPv4 Internet.
C. DirectAccess can connect only to servers that support IPv6.
D. DirectAccess functions only from within the intranet.

Correct Answer: C
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

For a DirectAccess client to connect to an internal server, the server must support IPv6, either natively or by using one of the many IPv6 transition technologies. If a server does not support IPv6 at all, then users cannot connect to it.

DirectAccess is designed to function from the Internet; in fact, it is not required when the computer is connected to the intranet.

DirectAccess can communicate across an IPv4 Internet. Though DirectAccess uses IPv6, it uses IPv6 transition technologies to tunnel IPv6 traffic across the IPv4 Internet.

DirectAccess supports connecting to a NAT network by using the Teredo IPv6 transition technology.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 2

QUESTION 16
You are a systems administrator for an enterprise network. You discover that some administrators have created Remote Desktop shortcuts that have the user name and password of the remote computer stored in them. To reduce security risks, you want to configure Group Policy to configure all computers running Windows 7 to require the administrator to type a user name and password before allowing the incoming connection.

In Active Directory Domain Services Group Policy, which security option should you enable?

A. Require user authentication using Remote Desktop Protocol (RDP) 6.0 for remote connections.
B. Require secure Remote Procedure Call (RPC) communication.
C. Set client connection encryption level.
D. Enable the Always Prompt Client For Password Upon Connection setting.

Correct Answer: D
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Enable the Always Prompt Client For Password Upon Connection Group Policy setting to cause the Remote Desktop server to ignore cached or preconfigured credentials. Although this can be an inconvenience, and it doesn't necessarily remove the cached credentials from the client computer, it discourages users from storing credentials and it eliminates the possibility of a single compromised user account being used to connect to remote computers with different credentials.

Requiring user authentication using RDP 6.0 requires Network Level Authentication, which still allows cached credentials to be used.

Setting the client encryption level or requiring secure RPC communications does not affect authentication.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 17
You are a help desk operator in a support center. Your computer is currently running Windows XP Professional, but you are considering upgrading to Windows 7. You support client computers running either Windows XP or Windows 7. All computers have Windows Live Messenger installed.

Which of the following Remote Assistance scenarios are supported? (Each correct answer presents a complete solution. Choose two.)

A. Windows XP offering support to a computer running Windows XP through Messenger
B. Windows XP offering support to a computer running Windows 7 through Messenger
C. Windows 7 offering support to a computer running Windows XP through Messenger
D. Windows 7 offering support to a computer running Windows 7 through Messenger

Correct Answer: CD
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Only Windows 7 can offer Remote Assistance to other computers (including Windows XP) through Messenger.

Windows XP cannot create Remote Assistance offers by using Messenger. However, you could still create a Remote Assistance invitation and e-mail it to users with Windows XP.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 18
You are a systems administrator for an enterprise network that uses both IPv4 and IPv6. Many of your users access your internal network by using virtual private network (VPN) connections.

Which of the following VPN scenarios are supported by Windows 7? (Each correct answer presents a complete solution. Choose three.)

A. L2TP/IPSec over IPv4
B. PPTP over IPv4
C. L2TP/IPSec over IPv6
D. PPTP over IPv6

Correct Answer: ABC
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

You can use L2TP/IPSec VPNs over either IPv4 or IPv6. However, PPTP is supported only over IPv4.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 19

You are a help desk operator in a support center. One of your users calls from his mobile phone with a question. He needs to log on to the domain across a virtual private network (VPN). He only knows how to set up the VPN connection after logging on, though, and he wants to use a VPN connection at logon.

How should you instruct the user to connect to a VPN at logon?

A. "Configure the VPN connection for use by all users. At the Logon screen, press Ctrl-Alt-Del. Click Switch User. Click the Network Logon icon in the lower-right corner. Click the connection you want to dial and provide your credentials."
B. "Configure the VPN connection for use by all users. At the Logon screen, press F8. Click the connection you want to dial and provide your credentials."
C. "Configure the VPN connection for use by only your user account. At the Logon screen, press F8. Click the connection you want to dial and provide your credentials."
D. "Configure the VPN connection for use by only your user account. At the Logon screen, click the Network Logon icon in the lower-right corner. Click the connection you want to dial and provide your credentials."

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Users can use an All-Users VPN connection to authenticate by clicking the Network Logon icon in the lower-right corner. The icon is available only after the user clicks Switch User when prompted for his user name and password.

User-specific VPN connections are not available before logon.

The F8 key is used to bring up the startup menu during the boot process; however, it cannot be used to access VPN connections.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 20
You are a help desk operator for an enterprise network. A user is complaining that she cannot connect to a shared folder on a server because Windows 7 is displaying the message Access Is Denied.

Which of the following would you do to isolate the problem further?

A. On the client, enable Audit Logon Events, Failure.
B. On the server, enable Audit Logon Events, Failure.
C. On the server, enable Audit Account Logon Events, Success.
D. On the client, enable Audit Account Logon Events, Failure.

Correct Answer: B
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

The most useful troubleshooting option among the answer choices is to enable failure auditing for Audit Logon Events. This adds an event to the Security event log each time the server rejected an authentication attempt. Of course, it wouldn't help you if the user were properly authenticated but lacked sufficient privileges; in that case, you would need to audit object access as well.

You should always enable auditing on the server, not on the client. Client computers do not record events when an authentication attempt to a server fails, only when a user attempts to access a local resource.

The Audit Account Logon Events policy audits events on a domain controller. Although this could be useful if the server is a domain controller, you would want to enable failure auditing to add an event each time the user's authentication attempt was denied. Enabling success auditing adds an event when the user is authenticated successfully, which would not indicate a problem.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 21
You are a help desk operator for an enterprise network. A user complains that she cannot log on to her computer running Windows 7 with a local user account.

Which of the following procedures would you follow to audit the logon attempts?

A. Open the Computer Management console. Expand Local Policies and then select Audit Policy. Enable the Audit Logon Events policy for Failure auditing.
B. Open the Local Security Policy console. Expand Local Policies and then select Audit Policy. Enable the Audit Logon Events policy for Failure auditing.
C. Open the Local Security Policy console. Expand Local Policies and then select Audit Policy. Enable the Audit Account Logon Events policy for Failure auditing.
D. Open the Computer Management console. Expand Local Policies and then select Audit Policy. Enable the Audit Account Logon Events policy for Failure auditing.

Correct Answer: B
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

To troubleshoot this problem, you should enable failure auditing for the Audit Logon Events policy. This causes Windows 7 to add an event to the Security event log every time a user unsuccessfully attempts to log on to the

local computer.

You cannot use the Computer Management console to enable auditing.

The Audit Account Logon Events policy enables auditing on a domain controller. Because a computer running Windows 7 cannot be a domain controller, enabling this policy has no effect.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 22
You are a support technician for a medium-size consulting firm. You are currently troubleshooting a problem that a user has connecting to a remote file server. The user's credentials are cached, so the user automatically authenticates to the remote server. However, the user cannot view any files on the shared folder, even though he seems to have sufficient privileges.

You would like to prevent Windows 7 from automatically authenticating to the remote server.

How can you do this?

A. From Control Panel, open User Accounts and then click Manage Windows Credentials.
B. Restart the computer.
C. Open the Computer Management console. Expand Shared Folders and then click Shares. Right-click the shared folder and then click Stop Sharing.
D. Remove the drive mapping for the shared folder and then reconnect to it.

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

From Control Panel, open User Accounts and then click Manage Windows Credentials to open Credential Manager. From this console, you can remove stored credentials for any remote connection.

Restarting the computer and removing a drive mapping does not remove cached credentials; you must use the Store Credentials For Automatic Logon console.

Stopping folder sharing does not remove cached credentials on the client computer.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

QUESTION 23
You are a help desk operator for an enterprise network. You are currently troubleshooting a problem that a user is having connecting to a shared folder on a remote computer running Windows 7. Earlier, you enabled failure auditing to help you isolate the cause of the problem.

From the computer running Windows 7, how can you determine whether any auditing failures occurred?

A. View the Security event log.
B. View the user's account properties.
C. View the System log.
D. View the Diagnostics-Networking log under the Applications and Services logs.

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

All audit events are stored in the Security event log.

User account properties, the System log, and the Diagnostics-Networking log do not show auditing failures.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

QUESTION 24
Which of the following types of credentials can be stored in Credential Manager? (Each answer forms a complete solution. Choose all that apply.)

A. Credentials for a Web site that uses a Hypertext Markup Language (HTML) form to prompt the user for credentials
B. Credentials for a shared folder
C. Credentials for an internal Windows application that uses its own dialog box to prompt the user for credentials
D. Credentials for a Web site that uses the browser to prompt the user for credentials

Correct Answer: BD
Section: Supporting Mobile Users

Explanation

Explanation/Reference:
Explanation:

Credential Manager is a feature of Windows 7 that caches credentials from authentication that Windows itself handles, including authenticating to shared folders and Web sites that use the browser to prompt for credentials.

Authentication for Web sites that use HTML forms and Windows applications that use their own dialog box to prompt for credentials cannot be cached by Credential Manager because they do not use Windows to submit the credentials.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 25
Which of the following activities allow a password to be cached in Credential Manager? (Each correct answer presents a complete solution. Choose three.)

A. From Control Panel, open Windows Firewall and create an exception for the program that requires the credentials.
B. From Control Panel, open Credential Manager and then click the Add A Generic Credential link.
C. When connecting to a password-protected Web site, select the Remember My Credentials check box from the Windows Internet Explorer dialog box.
D. When connecting to a shared folder, select the Reconnect At Logon check box.

Correct Answer: BCD
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

The Reconnect At Logon check box, the Remember My Credentials check box, and the Add A Generic Credential link are all valid techniques for adding credentials to Credential Manager.

Windows Firewall exceptions are not related to Credential Manager. Exceptions allow traffic through the firewall but do not provide or cache credentials.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 26
You are a help desk operator in a support center. A user calls to complain that she is having a problem connecting to a network. You are concerned that the cause of the problem might be an incorrect 802.1X configuration.

You open Computer Management and connect to the user's computer.

In which event log would you look to find more information about the problem?

A. System
B. Application
C. Setup
D. Security

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

The System event log stores networking events, including 802.1X events.

The Setup log contains events about Windows Setup and updates only.

Although the Security log might seem like a logical place to look because this is a security configuration problem, this log contains only audit events.

The Application log contains events generated by different applications; it does not list problems.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 1

QUESTION 27
You are a help desk operator in a support center. A user is attempting to connect to a wireless network that uses Wired Equivalent Privacy (WEP) security. However, he is unable to connect.

You log on to his computer, open a command prompt, and run the following commands to test network connectivity:

C:\>ipconfig

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection:

   Connection-specific DNS Suffix contoso.com. :
   IPv4 Address. . . . . : 192.168.2.15
   Subnet Mask . . . . : 255.255.255.0
   Default Gateway . . . . : 192.168.2.1

C:\>ping 192.168.2.1

Pinging 192.168.2.1 with 32 bytes of data:
Reply from 192.168.2.1: bytes=32 time<1ms TTL=254
Reply from 192.168.2.1: bytes=32 time<1ms TTL=254
Reply from 192.168.2.1: bytes=32 time<1ms TTL=254
Reply from 192.168.2.1: bytes=32 time<1ms TTL=254

Ping statistics for 192.168.2.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\>ping www.contoso.com

Pinging contoso.com [207.46.197.32] with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 207.46.197.32:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

The host www.contoso.com is located on the Internet and normally responds to Ping requests.

Which of the following might be the problem?

A. The Internet connection has failed.
B. The wireless network adapter does not support WEP security.
C. The user is too far from the wireless access point or the wireless signal is obstructed.
D. The user entered an invalid WEP security key.

Correct Answer: A
Section: Supporting Mobile Users
Explanation

Explanation/Reference:
Explanation:

Based on the output from Ipconfig, you know that the computer has been assigned an Internet Protocol (IP)
address. Because Ping could communicate successfully with the default gateway at 192.168.2.1, you know the
client computer is connected to the wireless network. Therefore, the user's WEP security key is valid and the
wireless signal is not obstructed. Because www.contoso.com did not respond to Ping requests, the most likely
cause of the problem is that the Internet connection has failed.

Exam Objective:

Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve wireless connectivity issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 2 - Lessons 3

QUESTION 28
You are a systems administrator of an enterprise network IT department. Your organization recently deployed DirectAccess to give users transparent access to internal resources.

A user calls to complain that while she can reach the Internet, she cannot reach internal resources. DirectAccess has worked for the user previously.

You run Ipconfig at a command prompt and view the following output:

Windows IP Configuration

Ethernet adapter Local Area Connection:

  Connection-specific DNS Suffix contoso.com. :
  Link-local IPv6 Address . . . . . : fe80::3d32:6d31:9ab8:7822%11
  IPv4 Address. . . . . : 192.168.2.9
  Subnet Mask . . . . : 255.255.255.0
  Default Gateway . . . . : 192.168.2.1

Tunnel adapter isatap.{4BDADF2E-4340-4952-85CB-C133BF04CE95}:

  Media State . . . . : Media disconnected
  Connection-specific DNS Suffix . :

Tunnel adapter Local Area Connection* 11:

  Media State . . . . : Media disconnected
  Connection-specific DNS Suffix . :

Tunnel adapter isatap.{FA459164-7D2F-4664-8B7D-FC1C7C15AD8A}:

  Media State . . . . : Media disconnected
  Connection-specific DNS Suffix . :

Which of the following conditions might cause the problem?

A. The computer does not have a wireless network adapter.
B. The computer does not have an IPv6 address assigned.
C. The computer is not connected to the local area network (LAN).
D. The LAN does not support IPv6.

Correct Answer: B
Section: Supporting Mobile Users
Explanation

Explanation/Reference:

Explanation:

DirectAccess uses IPv6; however, it does not require the LAN to support IPv6. If the LAN does not support IPv6, DirectAccess can use IPv6 transition technologies such as 6to4, Teredo, and IP-HTTPS. The output from Ipconfig shows only a link-local IPv6 address beginning with fe80, which is assigned automatically and can be used only to communicate with clients on the LAN. DirectAccess requires a globally routable IPv6 address beginning with the number 2 or 3.

DirectAccess can use wired or wireless network adapters.

Exam Objective:
Supporting Mobile Users

Exam SubObjective(s):
Identify and resolve remote access issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 7 - Lessons 2

Identifying Cause of and Resolving Security Issues

QUESTION 1
You are a help desk operator in a support center.

A user complains that he is attempting to download a file from a Web site on the Internet, but the prompt to download the file never appears. You connect to the user's computer, using Remote Assistance.

Which of the following are valid ways to solve the user's problem? (Each correct answer presents a complete solution. Choose two.)

A. Enable the Automatic Prompting For File Downloads setting in the Intranet zone.
B. Enable the Automatic Prompting For File Downloads setting in the Internet zone.
C. Disable the Automatic Prompting For File Downloads setting in the Internet zone.
D. Have the user click the Information Bar that appears for downloading the file.

Correct Answer: BD
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Some Web sites start file downloads by redirecting the user to the file to be downloaded. Previous versions of Internet Explorer would prompt the user to select a location in which to save the file. However, Windows Internet Explorer 8 blocks this type of download by default and displays the Information Bar. The simplest way to download a file from a Web site that uses this technique to download files is to click the Information Bar.

If you want to change the default behavior to prompt the user automatically to save the file, you can enable the User Configuration\Administrative Templates\Windows Components\Internet Explorer\Internet Control Panel \Security Page\Internet Zone\Automatic Prompting For File Downloads Group Policy setting and then select Enable for Automatic Prompting For File Downloads.

You do not need to enable or disable the User Configuration\Administrative Templates\Windows Components \Internet Explorer\Internet Control Panel\Security Page\Intranet Zone\Automatic Prompting For File Downloads setting. By default, Internet Explorer already prompts users to download files from Web sites in the Intranet zone.

Disabling the User Configuration\Administrative Templates\Windows Components\Internet Explorer\Internet Control Panel\Security Page\Internet Zone\Automatic Prompting For File Downloads Group Policy setting would not change the behavior because automatic prompting is disabled by default for the Internet zone.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 2

QUESTION 2
You are an enterprise systems administrator planning your organization's next-generation Group Policy settings.

You are evaluating Group Policy settings that will be applied to a group of computers running Windows 7 and Windows Internet Explorer 8. While examining the frequency of different user problems submitted to your help desk, you discover that many users complain of poor computer performance. One of the top root causes determined for this type of complaint is an Internet Explorer add-on that consumes unnecessary resources. You want to prevent users from installing add-ons that have not been tested by the IT department.

How can you do this? (Each correct answer presents part of the solution. Choose two.)

A. Enable the Computer Configuration\Administrative Templates\Windows Components\Internet Explorer \Security Features\Add-on Management\Add-on List policy and add tested add-ons to the list.
B. Enable the Computer Configuration\Administrative Templates\Windows Components\Internet Explorer \Security Features\Add-on Management\Deny All Add-On Unless Specifically Allowed In The Add-on List policy.
C. Enable the Computer Configuration\Administrative Templates\Windows Components\Internet Explorer \Security Features\Local Machine Zone Lockdown\Process List policy and add tested add-ons to the list.
D. Enable the Computer Configuration\Administrative Templates\Windows Components\Internet Explorer \Security Features\Local Machine Zone Lockdown\Internet Explorer Processes policy.

Correct Answer: AB
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

To allow only approved add-ons, enable the Computer Configuration\Administrative Templates\Windows Components\Internet Explorer\Security Features\Add-on Management\Add-on List policy and add tested add-ons to the list. Then, block all other add-ons by enabling the Computer Configuration\Administrative Templates \Windows Components\Internet Explorer\Security Features\Add-on Management\Deny All Add-On Unless Specifically Allowed In The Add-on List policy. Once the updated settings are applied to client computers, users are able to run only approved add-ons.

The Local Machine Zone Lockdown\Process List policy controls which processes are considered to be part of the Local Machine Zone, which receives higher privileges. You can enable this policy to restrict the privileges that specific processes receive.

The Local Machine Zone Lockdown\Internet Explorer Processes policy controls whether all local processes are considered to be part of the Local Machine Zone, which receives higher privileges. If you enable this policy setting, the Local Machine zone security applies to all local files and content processed by any process other than Internet Explorer or those defined in a process list.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 2

QUESTION 3
You are a support desk technician for an enterprise network. One of your users calls to complain that when she visits an Internet Web site that uses a Secure Sockets Layer (SSL) certificate, she receives an error.

You connect to the user's computer by using Remote Assistance and observe within Windows Internet Explorer the error message shown in the exhibit.

How can you resolve this problem?

Exhibit:

A. Change the security level of the Internet zone to Medium.
B. Change the security level of the Internet zone to High.
C. Add the certificate to the list of trusted root certification authorities (CAs).
D. Add the certificate to the list of personal certificates in the Internet Options dialog box.

Correct Answer: C
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Internet Explorer includes a list of trusted root CAs. However, some companies choose to publish their own certificates by using an internal CA. In these cases, you can add that internal CA to your list of trusted root CAs.

Personal certificates are used to authenticate the user to the server. This list cannot be used to trust a specific certificate.

Changing the security level of the Internet zone will have no effect on how Internet Explorer handles certificates.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft

Press

QUESTION 4
You are a help desk operator for an enterprise network. Currently, users receive an error message about the authenticity of a Secure Sockets Layer (SSL) certificate when they use Windows Internet Explorer to visit the internal Outlook Web Access (OWA) site. The OWA site has an SSL certificate generated by an internal certification authority (CA) that is not an enterprise CA in your Active Directory Domain Services (AD DS) domain.

Which of the following are valid tools for configuring Internet Explorer to trust your CA? (Each correct answer presents a complete solution. Choose two.)

A. The Netsh command-line tool
B. The Content tab of the Internet Options dialog box
C. Group Policy settings in AD DS
D. Internet Explorer Administration Kit

Correct Answer: BC
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

You can add a CA to the list of trusted CAs by using the Content tab of the Internet Options dialog box or by configuring AD DS Group Policy settings.

The Internet Explorer Administration Kit is useful for configuring Internet Explorer settings, but it does not enable you to configure CAs.

You can use the Netsh tool to configure a wide range of networking settings but not trusted CAs.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

QUESTION 5
You are a systems administrator for an enterprise network. You are planning to upgrade computers from Windows XP with Microsoft Internet Explorer 6 to Windows 7 with Windows Internet Explorer 8. Currently, users access an internal Web application that relies on an ActiveX object. You want to ensure that users can install the ActiveX object, which was developed for Internet Explorer 6 and has not been updated. Users do not currently have administrative privileges.

Which of the following allows you to accomplish this? (Each correct answer presents a complete solution. Choose two.)

A. Add the Web site to the list of Trusted Sites.
B. Grant the users administrative privileges.
C. Disable Protected Mode for the zone containing the Web site.
D. Enable Internet Explorer 8 Accelerators.
E. Have the developers create a non-admin installation package.

Correct Answer: BE
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Users with administrative privileges can install ActiveX controls using the default settings. Alternatively, you could have the development team create a non-admin installation package for the ActiveX control. This does not require updating the ActiveX control itself. Instead, the developers need to specify the InstallScope and RegistrationScope flags in the ActiveX control's .inf file.

You do not need to add the Web site to the list of Trusted Sites. Trusted sites do not allow users to install ActiveX controls.

Because the Web site is internal, it is probably in the Local Intranet zone, which has Protected Mode disabled by default. Regardless, administrators can install ActiveX objects even if Protected Mode is enabled.

In Windows Internet Explorer 8, Accelerators provide convenient access to tools. For example, default Accelerators allow users to blog about a Web page from the shortcut menu. They have no effect on ActiveX controls, however.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 2

QUESTION 6
You are a systems administrator for an enterprise network. You are planning to deploy a new internal Web application that uses an ActiveX control.

In testing, you discovered that users with the default settings are prompted to install the ActiveX control. Concerned about possible malware, many users declined the installation, causing the application to fail. You want the control to be installed by users with standard privileges without prompting them.

Which of the following allow you to accomplish this? (Each correct answer presents a complete solution. Choose two.)

A. Add the site to the Trusted Sites zone and enable the ActiveX Installation Policy For Sites In Trusted Zones policy.
B. Disable the All Processes setting in the Internet Explorer\Security Features\Restrict ActiveX Install\ node in Group Policy.
C. Disable the All Processes setting in the Internet Explorer\Security Features\Information Bar\ node in Group

Policy.

D. Enable the Compatibility View\Use Policy List Of Internet Explorer 7 Sites policy and add the installation site to the list of sites.

E. Enable the Approved Installation Sites for ActiveX Controls policy and add the installation site to the list of Uniform Resource Locators (URLs).

Correct Answer: AE
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Using Group Policy settings, you can configure Windows Internet Explorer 8 to install ActiveX controls automatically. One way is to add the site to the Trusted Sites zone and enable the ActiveX Installation Policy For Sites In Trusted Zones policy. Adding the site to the Trusted Sites zone might grant unwanted privileges to the site, however. If you prefer to grant the site only the ability to install ActiveX controls, enable the Approved Installation Sites for ActiveX Controls policy and add the installation site to the list of URLs. Both policies are located in the Computer Configuration\Administrative Templates\Windows Components\ActiveX Installer Service node.

The Compatibility View\Use Policy List Of Internet Explorer 7 Sites policy enables Compatibility View for specified sites. This does not affect how ActiveX controls are installed, however.

The All Processes setting in the Information Bar node allows you to disable the Information Bar. Internet Explorer does use the Information Bar to prompt the user to install ActiveX controls. However, if you disable it, ActiveX controls will never be installed.

The All Processes setting in the Restrict ActiveX Install node in Group Policy can be used to prevent ActiveX controls from being installed. However, it does not allow ActiveX controls to be installed silently.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 2

QUESTION 7
You are a support technician for an enterprise network. A user calls you to complain that he is unable to install an add-on to Windows Internet Explorer 8 that he requires for work. You have the user reproduce the steps and record the procedure using the Problem Steps Recorder. You verify that Windows Internet Explorer 8 is denying him access.

You suspect the problem is caused by a Group Policy setting that is restricting him from installing the add-on. However, your Active Directory Domain Services domain has dozens of Group Policy objects (GPOs), and each one might have several different settings affecting Internet Explorer add-ons.

Which is the most efficient tool for identifying the source of the restrictive Group Policy setting?

A. Internet Explorer

B. Local Security Policy
C. Resultant Set of Policy (RSOP)
D. Group Policy Object Editor

Correct Answer: C
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

The RSOP tool lists a computer's effective Group Policy settings and identifies the GPOs that define each setting. Using the report that RSOP generates, you could easily identify which GPO defined the policy that restricted the installation of the add-on.

If you have sufficient privileges, you can manage add-ons from within Internet Explorer. However, Internet Explorer cannot identify the GPO that settings originate from.

In theory, you could open up every GPO in the GPO Editor and search through each one to find which settings are restricting the user. However, inheritance is so complex that you could easily identify the wrong GPO or setting. Additionally, this would be extremely time-consuming. The RSOP is a much better choice.

The Local Security Policy tool allows you to view and edit the computer's local policies. However, it does not grant access to domain GPOs. Additionally, the settings do not include those that control Internet Explorer add-on management.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 2

QUESTION 8
You are a help desk operator at an enterprise network. A user calls to complain that Windows Defender is notifying her that it has not been updated recently. All computers in your network have been configured to download Windows Defender updates automatically.

You connect to the user's computer remotely, using Remote Assistance.

How can you determine when Windows Defender last downloaded updated signatures? (Each correct answer presents a complete solution. Choose two.)

A. Examine the WindowsUpdate.log file in the system directory.

B. View the Windows Defender History.
C. Examine the DiagErr.xml file in the system directory.
D. View the System event log and search for Event ID 2000.

Correct Answer: AD
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Windows Defender records the results of every attempted definition update in the System event log. In addition, because it uses Windows Update, signature downloads are also recorded in the WindowsUpdate.log file.

The Windows Defender History shows system changes by applications that Windows Defender has considered significant and prompted the user about.

The DiagErr.xml file is not related to Windows Defender.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 9
You are a help desk operator in an enterprise network that uses Active Directory Domain Services (AD DS). You use Windows Server Update Services (WSUS) to distribute Microsoft updates to your client computers. One of your users complains that Windows Defender is showing notification bubbles saying that the signature definitions are out of date. Other users seem to have up-to-date signatures, though.

Which of the following troubleshooting steps should you take?

A. Verify that the user has administrative privileges.
B. Verify that the user can connect to the Microsoft.com Web site.
C. Verify that the network firewall on the client network allows requests to the windowsupdate.com domain.
D. Verify that the user can connect to your internal WSUS server.

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Windows Defender uses the same update server as the operating system. Therefore, if you use WSUS for your operating system updates, you also use WSUS for updating Windows Defender signature definitions. Of the options given, only a problem connecting to the WSUS server would cause Windows Defender to be unable to download updates.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 10
You are a systems administrator at the corporate headquarters of a large bank. One of your users calls to complain that the Microsoft Update tool can't download any updates. You know that the security team has been updating the network firewall rules recently, and you want to verify that the firewall is allowing the correct traffic through.

Which of the following protocols is required to check for updates from Microsoft?

A. Simple Mail Transfer Protocol (SMTP)
B. Post Office Protocol (POP)
C. Hypertext Transfer Protocol (HTTP)
D. File Transfer Protocol (FTP)

Correct Answer: C
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

The Microsoft Update tool uses HTTP to query Microsoft servers to retrieve updates, just like a user browsing the Web. No other protocol is used.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 11
You are a systems administrator for an enterprise network. Your domain uses Windows Server Update Services (WSUS) to distribute updates to client computers.

While troubleshooting an unrelated problem on a client running Windows 7, you discover that the client has an update installed that IT had not approved. You need to verify that the client computer is configured to use the correct WSUS server.

After starting the Resultant Set of Policy (RSOP) tool, which location should you check?

A. User Configuration\Administrative Templates\Windows Components\Windows Update
B. Computer Configuration\Administrative Templates\Windows Components\Windows Update
C. User Configuration\Windows Settings\Security Settings\Local Policy\Security Options\Windows Update
D. Computer Configuration\Windows Settings\Security Settings\Local Policy\Security Options\Windows Update

Correct Answer: B
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Windows Update is a computer-wide setting, and as such, it is located within the Computer Configuration node of Group Policy. All settings are located under Administrative Templates\Windows Components\Windows Update.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 12
You are a support center technician for an enterprise network. You would like to configure client computers in your organization to install updates overnight and automatically restart. However, to reduce power usage, your IT department mandates that all computers be turned off overnight.

You configure the Windows Update client to wake up the computer automatically.

How should you instruct users to shut down their computers?

A. Click Sleep.
B. Click Lock.
C. Click Hibernate.
D. Click Shut Down.

Correct Answer: A
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

In Windows 7, Sleep replaces both Standby and Hibernate. Computers can awake automatically from Sleep to install updates. However, computers that have been shut down cannot wake up automatically.

Locking a computer does not reduce power usage.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 13
You are a help desk operator troubleshooting a problem with a computer running Windows 7 that has not installed updates recently.

How can you initiate downloading updates manually, using Automatic Updates?

A. Run wuauserv -r -s 1.
B. Run wuauserv /restart.
C. Run net stop wuauserv.
    Run net start wuauserv.
D. Run wuauserv -e -t 0.

Correct Answer: C
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

The Windows Update service uses the process name Wuauserv. Restarting the Windows Update service causes Automatic Updates to attempt to retrieve updates within 6 to 10 minutes. You can restart the Windows Update service by using the Services console, or you can use the net stop wuauserv and net start wuauserv commands to restart it from a command prompt. Alternatively, you could simply click Check For Updates from the Windows Update console or run wuauclt.exe /detectnow at a command line.

You cannot run Wuauserv directly.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 14
You are a help desk operator managing an enterprise network. A user calls to complain about a program that is no longer working. After some research, you discover that the program is incompatible with an update that was

installed automatically the night before.

How can you instruct the user to uninstall the update?

A. Click Start and then click Control Panel. Under Programs, click Uninstall A Program. Then, click View Installed Updates.
B. Click Start and then click Control Panel. Click System And Maintenance, and then click Backup And Restore Center. Click Repair Windows Using System Restore.
C. Open a command prompt and run Wuauserv -remove.
D. Click Start, click All Programs, and then click Windows Update.

Correct Answer: A
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Whereas you can install updates by using Windows Update, you can uninstall them only by using the Programs tool in Control Panel.

You could use System Restore to recover the computer. However, you should use System Restore only as a last resort.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 15
You are a systems administrator responsible for managing 200 client computers running Windows 7. You want to configure the computers to download updates automatically from the internal Windows Server Update Services (WSUS) server that IT set up and then install the updates overnight.

Which of the following Group Policy settings should you configure? (Each correct answer presents part of the solution. Choose two.)

A. Specify Intranet Microsoft Update Service Location
B. Enable Client-Side Targeting
C. Configure Automatic Updates
D. Automatic Updates Detection Frequency

Correct Answer: AC
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Windows Update settings are located at Computer Configuration\Administrative Templates\Windows Components\Windows Update. The only two settings you need to enable so you can configure the automatic installation of updates from a WSUS server are Configure Automatic Updates and Specify Intranet Microsoft Update Service Location.

The Enable Client-Side Targeting setting is useful to divide client computers into groups; however, it is not required for this scenario.

The Automatic Updates Detection Frequency setting is useful for controlling how often the Windows Update client checks for updates. However, it is not required for this scenario.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

QUESTION 16
You are a help desk operator for an enterprise network. A user has a mobile computer running Windows 7 with a built-in Trusted Platform Module (TPM) chip and wants to enable BitLocker to protect the operating system drive.

Which of the following are valid BitLocker startup techniques? (Each correct answer presents a complete solution. Choose three.)

A. Require a universal serial bus (USB) flash drive with a startup key.
B. Prompt the user for a personal identification number (PIN).
C. Start up without prompting the user.
D. Require a smart card.
E. Require a biometric device.

Correct Answer: ABC
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Whether or not a computer has a TPM chip, BitLocker supports requiring the user to connect a USB flash drive with a startup key before startup. If a computer does have a TPM chip, BitLocker can be configured to start without prompting the user (for transparent protection) or prompt the user for a PIN. In addition, you can start the computer by typing the recovery key.

BitLocker does not support reading the startup key from a smart card or a biometric device. However, you can unlock data volumes, including removable volumes, with a smart card.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve encryption issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 3

QUESTION 17
You are a help desk operator at an enterprise network that uses an Active Directory Domain Services (AD DS) domain. A user is interested in using BitLocker but wants the computer to start without requiring him to do anything.

Which of the following BitLocker requirements must be met? (Each correct answer presents part of the solution. Choose two.)

A. The computer must have separate boot and system partitions.
B. The computer must have two disk drives.
C. The computer must have the paging file located on the boot partition.
D. The computer must have a TPM 1.2 chip installed.

Correct Answer: AD
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

To use BitLocker in transparent mode, the computer must have a TPM 1.2 chip. All BitLocker installations require separate boot and system partitions--fortunately, Windows 7 configures partitions in this way automatically during setup.

BitLocker does not require two disk drives.

BitLocker does not require the paging file to be located on the boot partition. You should, however, make a point of placing the paging file on a BitLocker-protected drive because the paging file can contain confidential information.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve encryption issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 3

QUESTION 18
You are a systems administrator at an enterprise organization. One of your developers needs to configure his computer, which is running Windows 7, to dual-boot to another operating system and needs access to the files stored on the Windows 7 system partition while the other operating system is loaded. Currently, the developer

has the system partition protected with BitLocker.

What do you need to change on the computer to allow the developer to access files on the system partition from another operating system?

A. Turn off BitLocker.
B. Disable BitLocker.
C. Do nothing.
D. Reformat the system partition and reinstall Windows 7 without BitLocker.

Correct Answer: A
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Turning off BitLocker decrypts all files on the system partition, which allows other operating systems to access the files.

Disabling BitLocker stores the decryption key unprotected, so that no security checks are performed when the computer starts. However, when BitLocker is disabled, the system drive is still encrypted and would be inaccessible from other operating systems. For this reason, you must turn off BitLocker rather than disabling it.

Although you could reformat the system partition and reinstall Windows 7, that would be very time-consuming. Turning off BitLocker is much faster and easier.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve encryption issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 3

QUESTION 19
You are a systems administrator at a farm equipment manufacturer. One of the company's executives approaches you and complains that her computer has been much slower since enabling BitLocker on the system volume.

First, you want to check which volumes have BitLocker enabled. Which command-line tool can you use?

A. Chkdsk
B. Bootcfg
C. Fdisk
D. Manage-bde

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

To determine whether BitLocker is enabled on a computer, run the command manage-bde -status.

You can use Fdisk to partition disks. However, it does not report BitLocker status.

Chkdsk is useful for diagnosing and repairing disk problems. It is compatible with BitLocker, but it does not report BitLocker status.

The Bootcfg tool was used in earlier versions of Windows to configure the Boot.ini file. It is not used in Windows 7.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve encryption issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 3

QUESTION 20
You are a systems administrator at an enterprise organization. One of your developers complains that he cannot start Windows because BitLocker is reporting an error. You examine the computer and notice that the computer is requesting that the user enter a recovery key. Normally, Windows starts without prompting the user.

What is the first step you should take to resolve the problem?

A. Replace the hard disk, and then restore the computer from backup.
B. Enter the recovery key.
C. Start Windows Recovery Environment and then run Startup Repair.
D. Run Chkdsk.

Correct Answer: B
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Though rare, it's possible for disk corruption or hardware failure (especially of the Trusted Platform Module chip) to prevent BitLocker from starting correctly. In these cases, you should enter the recovery key and attempt to start Windows. Entering the recovery key provides BitLocker with the key required to decrypt the system volume and can allow BitLocker to repair itself, if possible.

If you are able to enter the recovery key successfully, you can run Chkdsk or Startup Repair. However, these tools cannot be used successfully unless BitLocker can access the system volume.

If the recovery key fails, you might have to replace the hard disk and restore the computer from backup. For this reason, keeping timely backups of BitLocker-protected computers is critical. However, because restoring backups loses important files that have changed since the backup was made, you should first attempt to enter the recovery key.

QUESTION 21
You are a systems administrator at an enterprise organization. One of your users is attempting to transfer files to another computer using a universal serial bus (USB) flash drive. She saved the data on a computer running Windows 7 and is attempting to access it from a computer running Windows Vista.

The user complains that the data is not visible when the USB flash drive is connected to the computer running Windows Vista. However, she can access the data when she connects the USB flash drive to the computer running Windows 7. Recently, you used Group Policy settings to require BitLocker encryption for all removable drives on computers running Windows 7.

How do you address the problem?

A. There is nothing you can do; computers running Windows Vista cannot access BitLocker-encrypted removable drives.
B. From the computer running Windows Vista, run the BitLocker To Go Reader.
C. From the computer running Windows 7, format the drive with NTFS.
D. Reformat the drive with the computer running Windows Vista and enable BitLocker encryption.

Correct Answer: B
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

When users protect a removable drive with BitLocker, Windows 7 saves the BitLocker To Go Reader to the flash drive so that earlier versions of Microsoft Windows can access the encrypted data. However, users with versions of Windows prior to Windows 7 must run BitLocker To Go Reader to access the drive--they cannot access it directly from Windows Explorer.

To use the BitLocker To Go Reader, the drive must be formatted with FAT.

You cannot enable BitLocker encryption on removable drives using versions of Windows prior to Windows 7.

Press

Chapter 4 - Lessons 3

QUESTION 22
You are a systems administrator who has been delegated control over a portion of your organization's Group Policy settings. You have configured the desktop environment so that users log on with standard privileges, rather than administrator privileges. Each user also has a local administrator account to run applications that require the additional privileges. However, users frequently complain about User Account Control (UAC) prompts because some applications require administrative privileges to run properly.

With management approval, you have decided to change UAC behavior so that it does not dim the screen, which you hope will reduce the annoyance that users feel about the security feature.

How can you implement this?

A. Disable the Switch To The Secure Desktop When Prompting For Elevation policy.
B. Enable the Behavior Of The Elevation Prompt For Standard Users policy.
C. Enable the Switch To The Secure Desktop When Prompting For Elevation policy.
D. Disable the Behavior Of The Elevation Prompt For Standard Users policy.

Correct Answer: A
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

The dimmed screen that appears to freeze onscreen action when a UAC prompt appears is called Secure Desktop. Secure Desktop makes it more difficult for a malicious program to impersonate the UAC prompt. By disabling the Switch To The Secure Desktop When Prompting For Elevation policy, the UAC elevation prompt appears as a standard dialog box on the normal desktop.

The Behavior Of The Elevation Prompt For Standard Users policy controls whether users receive a UAC prompt, but it does not configure the secure desktop.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 23
You are a systems administrator who has been delegated control over a portion of your organization's Group Policy settings. After malware infected several computers in your organization, management issued extremely strict security requirements. One of the requirements is that all prompts for a user name and password require the user to press Ctrl+Alt+Del to help reduce the risk of Trojan horses.

Which of the following Active Directory Domain Services domain Group Policy Objects would you enable to enforce this requirement?

A. User Account Control: Run All Administrators In Admin Approval Mode
B. User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode
C. Enumerate Administrator Accounts On Elevation
D. Require Trusted Path For Credential Entry

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

The Require Trusted Path For Credential Entry policy in Group Policy at Computer Configuration\Administrative Templates\Windows Components\Credential User Interface requires the trusted path, which is Ctrl+Alt+Del. If you enable this policy, users are required to press Ctrl+Alt+Del to open the UAC elevation prompt.

You can enable the Enumerate Administrator Accounts On Elevation policy to cause Windows 7 to list administrator accounts. This saves the user the time and trouble of typing the user name, but it also reduces security.

The User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode policy controls several aspects of UAC behavior for administrators, but it cannot be used to require the user to press Ctrl+Alt+Del.

The User Account Control: Run All Administrators In Admin Approval Mode configures all administrators to use Admin Approval Mode. It cannot be used to require the user to press Ctrl+Alt+Del.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 24
You are a systems administrator for an enterprise health care organization. Currently, you are testing computers running Windows 7 in their default configuration as members of an Active Directory Domain Services (AD DS) domain.

You would like administrators to receive the same User Account Control (UAC) prompt that standard users receive. You enable the User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode policy setting.

What value should you set it to?

A. Prompt For Credentials
B. Elevate Without Prompting
C. Prompt For Credentials On The Secure Desktop
D. Prompt For Consent For Non-Windows Binaries

Correct Answer: A

Explanation/Reference:
Explanation:

Setting the User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode policy setting to Prompt For Credentials causes Windows 7 to make administrators use a UAC prompt when administrative privileges are required and requires the administrator to type a user name and password. This is the same behavior that standard users experience.

If you leave this setting at Prompt For Consent For Non-Windows Binaries, which is the default, Windows 7 uses Admin Approval Mode for non-Windows files. This simply requires administrators to click Continue.

The Elevate Without Prompting setting causes Windows UAC to appear as if it were disabled entirely for administrators; applications that require administrative privileges automatically receive them.

Setting the policy to Prompt For Credentials On The Secure Desktop dims the screen during a UAC prompt, which is not the default setting for standard users.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 25
You are a systems administrator who has been delegated control over a portion of your organization's Group Policy settings. Some of your custom administrative troubleshooting tools require administrative privileges; however, the shortcuts are not configured to require those privileges. As a result, administrators frequently run the program by simply double-clicking the shortcut, which results in a program failure.

Because administrators in your organization use their administrator accounts only when performing administrative acts, management has decided to disable User Account Control (UAC) completely for administrators while leaving it active for standard users. Specifically, they want all programs that administrators start to run with full administrative privileges, without any prompts.

How can you do this using a domain Group Policy Object?

A. Enable the User Account Control: Admin Approval Mode For The Built-In Administrator Account policy.
B. Disable the User Account Control: Admin Approval Mode For The Built-In Administrator Account policy.
C. Enable the User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode policy and set it to Elevate Without Prompting.
D. Disable the User Account Control: Run All Administrators In Admin Approval Mode policy.

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

To disable UAC for administrators, disable the User Account Control: Run All Administrators In Admin Approval Mode policy. You should avoid this, however, because it increases security risks and disables Internet Explorer Protected Mode.

Enabling the User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode policy and setting it to Elevate Without Prompting wouldn't disable UAC, but it would disable the prompts. This is actually the more secure choice, but it does not meet the requirements outlined by management. With this setting enabled, administrators would not receive UAC prompts, but programs not configured to require administrative privileges would run with standard user privileges.

The User Account Control: Admin Approval Mode For The Built-In Administrator Account policy applies to the built-in Administrator account only, not to other administrator accounts.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 26
You are a help desk operator in a support center. You are troubleshooting an ongoing malware problem within your organization, and you want to log each time an application (especially potentially malicious software) prompts the user with a User Account Control (UAC) elevation request.

Which of the following types of auditing should you enable to track UAC elevations? (Each correct answer presents part of the solution. Choose two.)

A. Audit Process Tracking
B. Audit Privilege Use
C. Audit System Events
D. Audit Object Access

Correct Answer: AB
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Audit Privilege Use adds event IDs 4648 and 4624 to the Security event log when users elevate privileges and event ID 4673 if the user cancels a UAC elevation prompt. Audit Process Tracking adds event ID 4688 to the Security event log when an administrator confirms elevation for Admin Approval Mode.

Audit Object Access and Audit System Events do not audit any aspect of UAC.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):

Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 27
You are a systems administrator for an accounting firm. After migrating to Windows 7, you notice that one of the programs, Finstall.exe, generates a User Account Control (UAC) prompt when users run it. The program does not require administrative privileges.

How can you solve this problem by changing a domain Group Policy setting?

A. Disable the User Account Control: Only Elevate Executables That Are Signed And Validated policy.
B. Enable the User Account Control: Only Elevate UIAccess Applications That Are Installed In Secure Locations policy.
C. Enable the User Account Control: Behavior Of The Elevation Prompt For Standard Users policy.
D. Disable the User Account Control: Detect Application Installations And Prompt For Elevation policy.

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

One of the ways Windows 7 determines which programs require administrative privileges is to examine the file name. For example, programs with "setup," "update," or "install" in the file name always causes a UAC prompt to appear. In this case, the Finstall.exe program does include the word "install" and causes Windows 7 always to generate a UAC prompt. To override this behavior, disable the User Account Control: Detect Application Installations And Prompt For Elevation policy.

The User Account Control: Behavior Of The Elevation Prompt For Standard Users policy controls how the UAC prompt is displayed to standard users. You cannot use this policy to prevent automatic UAC prompts from appearing.

The User Account Control: Only Elevate Executables That Are Signed And Validated policy prevents users from running unsigned programs that require administrative privileges. This policy would not affect the Finstall.exe program unless it was signed, and then it would only prevent users from running it at all.

The User Account Control: Only Elevate UIAccess Applications That Are Installed In Secure Locations policy might prevent Finstall.exe from running if it wasn't installed in a location that Windows 7 considers secure. However, it would not stop Windows 7 from displaying a UAC prompt.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 28
You are a support desk technician at a branch office of an enterprise organization. One of the corporate IT managers sends you a security template and asks you to use it to test local computers to determine whether your computers' security settings match those in the security template.

Which tool would you use to do this?

A. Resultant Set Of Policy in Planning Mode
B. Resultant Set Of Policy in Logging Mode
C. Security Configuration And Analysis
D. Security Templates

Correct Answer: C
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

The Security Configuration And Analysis tool can compare settings in a security template against the computer's current configuration, meeting your needs exactly.

Resultant Set Of Policy analyzes the computer's current settings (in Logging Mode) or planned settings (in Planning Mode) to determine which Group Policy Object is responsible for the effective settings. It cannot analyze security templates.

You can use the Security Templates snap-in to analyze settings manually in a security template. However, you must use the Security Configuration And Analysis tool to compare the security template to the computer's current settings.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 29
You are a desktop support engineer managing client computers running Windows 7 for an enterprise organization. To increase stability and reduce security risks, you need to configure Windows 7 to prevent users from installing new devices but still allow administrators to add hardware when necessary.

Which of the following changes should you make to the Active Directory Domain Services Group Policy Object? (Each correct answer presents part of the solution. Choose three.)

A. Enable Prevent Installation Of Removable Devices.
B. Enable Allow Installation Of Devices That Match Any Of These Device IDs and specify the local Administrators group.
C. Enable Allow Administrators To Override Device Installation Restriction Policies.

D. Enable Prevent Installation Of Devices Not Described By Other Policy Settings.

Correct Answer: ACD
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

To prevent users from installing hardware but still allow administrators to install hardware, enable the Prevent Installation Of Devices Not Described By Other Policy Settings (to block all hardware devices) and Prevent Installation Of Removable Devices (to block all removable devices) settings. Then, enable the Allow Administrators To Override Device Installation Restriction Policies setting to allow administrators to install hardware.

You cannot use the Allow Installation Of Devices That Match Any Of These Device IDs to specify a user group; you can use this setting to allow only specific types of devices (such as network adapters or printers) to be installed.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 30
You are a systems administrator for an enterprise organization. You need to restrict device installation to prevent users from installing new hardware while still allowing administrators to install devices.

What is the proper way to do this by using Active Directory Domain Services Group Policy settings?

A. Create a GPO that applies to standard users and enable the Prevent Installation Of Devices Not Described By Other Policy Settings policy in the User Configuration node of a GPO. Create a second GPO that applies to administrators and enable the Allow Administrators To Override Device Installation Restriction Policies in the User Configuration node of the GPO.
B. Create a GPO that applies to standard users and enable the Prevent Installation Of Devices Not Described By Other Policy Settings policy in the User Configuration node of a GPO. Create a second GPO that applies to administrators and disable the same setting.
C. Enable the Turn Off Found New Hardware Balloons During Device Installation in the Computer Configuration node of a GPO.
D. Enable Prevent Installation Of Devices Not Described By Other Policy Settings and Allow Administrators To Override Device Installation Restriction Policies in the Computer Configuration node of a single Group Policy Object (GPO).

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

You can use the Prevent Installation Of Devices Not Described By Other Policy Settings and Allow Administrators To Override Device Installation Restriction Policies settings in the Computer Configuration node of a GPO to prevent hardware installation by non-administrators.

The Prevent Installation Of Devices Not Described By Other Policy Settings policy exists only in the Computer Configuration node; it is not part of the User Configuration node.

Enabling the Turn Off Found New Hardware Balloons During Device Installation policy only prevents Windows 7 from notifying users about installation; it does not prevent users from installing hardware.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 31
You are a help desk operator at a support center. A travelling user calls you with a question:

"I'm in Mexico City and my laptop won't start. I don't have time to troubleshoot it right now, so I'm just going to access my e-mail on the corporate Web site from an Internet cafe. They have Windows 7 and Windows Internet Explorer 8. What can I do to help keep the location of the corporate Web site and my password secret after I leave the computer?"

What should you suggest?

A. On the Tools menu, click Work Offline.
B. Click the Safety menu, and then click InPrivate Filtering.
C. On the Safety menu, click SmartScreen Filter.
D. Click the Safety menu, and then click InPrivate Browsing.

Correct Answer: D
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

InPrivate Browsing clears the history, cookies, and cache when you close the browser. InPrivate is designed to erase traces of your browsing history completely when you exit Internet Explorer. Therefore, it's perfect for minimizing confidentiality risks when using public computers. Note, however, that even with InPrivate Browsing enabled, your Web usage could be monitored at the network level or by other software on the computer, such as a keyboard logger.

InPrivate Filtering helps prevent services (such as advertising and traffic analysis services) from tracking your visits across multiple Web sites. It does not prevent Internet Explorer from recording a browser history or remembering passwords.

Working Offline allows you to access cached Web pages when the Internet is not accessible. It does not enhance privacy, however.

The SmartScreen Filter helps detect potentially malicious Web sites. It does not enhance confidentiality or privacy.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve Windows Internet Explorer security issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 2

QUESTION 32
You are a systems administrator for an enterprise organization. Your manager informs you that administrators in a different office have discovered malware on client computers. Per their instructions, you should check whether the process Syst3m or the service S3rvice is running.

Which tool can you use to determine whether the specified service or process is running?

A. Device Manager
B. System Configuration (Msconfig.exe)
C. Task Manager
D. Services console

Correct Answer: C
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Task Manager features the Processes and Services tab, which lists all running processes and services. You can also use Task Manager to end a process or service (though that is rarely sufficient to stop malware).

The Services console lists services, but it does not list all processes.

You can use System Configuration to start or stop services, but it does not list all processes.

Device Manager allows you to manage hardware, not processes and services.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve issues due to malicious software.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 5 - Lessons 2

QUESTION 33
You are a help desk operator for an enterprise network. A user calls because she is unable to access her BitLocker-To-Go--encrypted universal serial bus (USB) flash drive from a computer running Windows XP.

According to the user, she was able to connect the flash drive to a computer running Windows 7, type the password, and access the contents from Windows Explorer. However, when she connects the flash drive to the computer running Windows XP, she cannot see her files from Windows Explorer.

After she connects the flash drive to the computer running Windows XP, what do you instruct the user to do to access the contents of the drive?

A. In Windows Explorer, right-click the flash drive and click Turn Off BitLocker.
B. From the root of the flash drive, run Bitlockertogo.exe.
C. In Windows Explorer, right-click the flash drive and click Properties. On the Security tab, add Read permission for your user account.
D. At an administrative command prompt, switch to the root directory of the flash drive. The, run the command attrib -h *.* /d

Correct Answer: B
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Windows XP does not include support for BitLocker. Therefore, to access BitLocker-To-Go--protected volumes, you must run the Bitlockertogo.exe tool from the root of the protected volume. BitLocker automatically stores this file and makes it available for earlier versions of Microsoft Windows. From within the BitLocker To Go Reader, you can then copy the files from the BitLocker-encrypted volume to the computer's local hard disk.

Windows XP cannot read BitLocker-encrypted volumes. Therefore, adding Read permissions or removing the hidden attribute with the Attrib command does not help. Similarly, you cannot turn off BitLocker from a computer running Windows XP.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve encryption issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 4 - Lessons 3

QUESTION 34
You are a help desk operator at an enterprise network. A user calls to complain that her mouse is behaving oddly. You recognize the problem that she describes as a condition that was resolved by a recent update distributed by Microsoft.

The update should have been installed automatically. You view the update history, as shown in the exhibit, and determine that the mouse driver update installation failed.

How can you find more information about the cause of the installation failure? (Each correct answer presents a complete solution. Choose three.)

Exhibit:
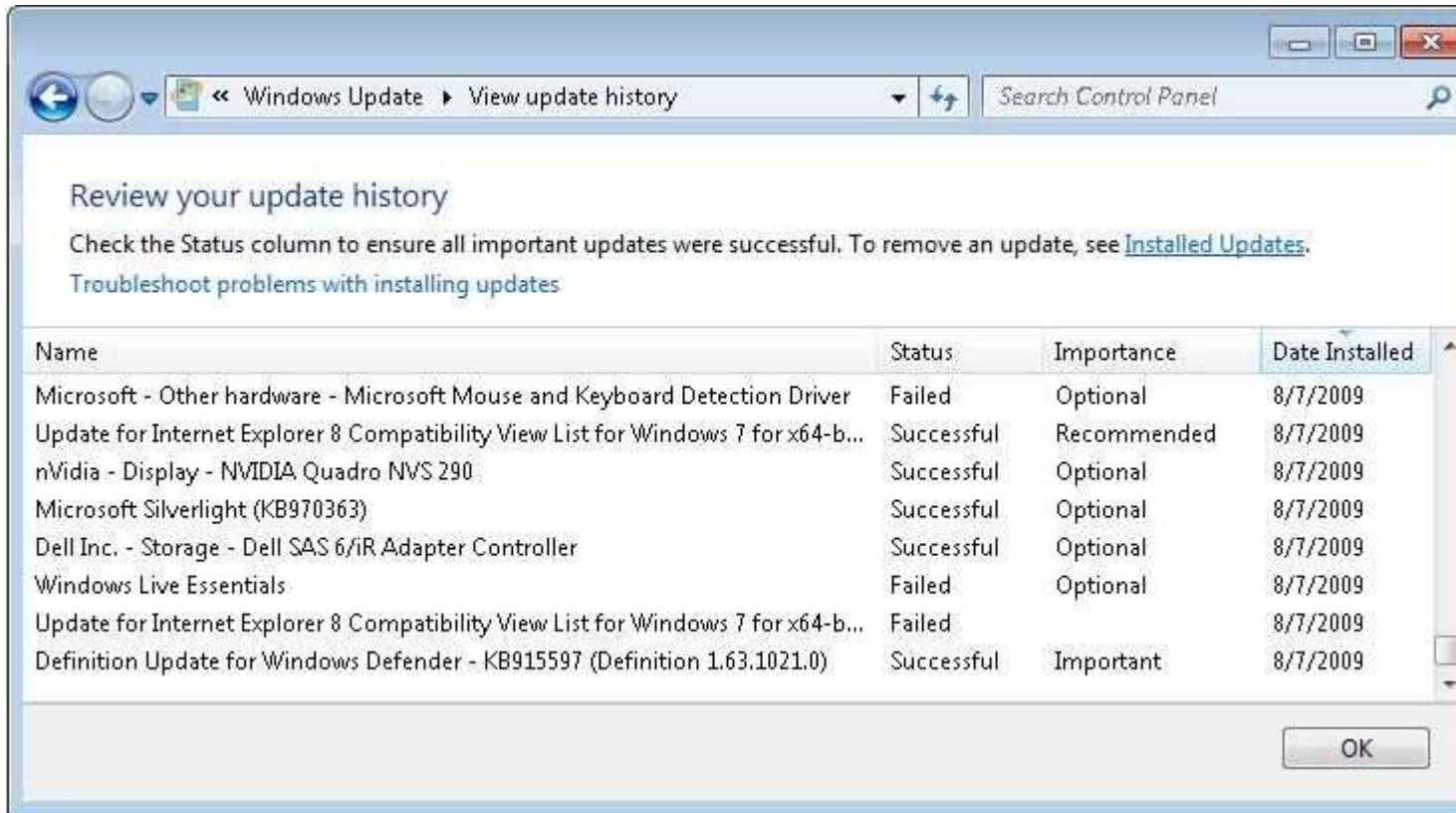
A. In the Services console, double-click the Windows Update service. Examine the Dependencies tab.
B. Examine the Application log in Event Viewer.
C. Examine the Setup log in Event Viewer.
D. On the View Update History page, right-click the update and then click View Details.
E. Examine the WindowsUpdate.log file in the system directory.
F. In the System Configuration tool (Msconfig.exe), examine the General tab.

Correct Answer: CDE
Section: Identifying Cause of and Resolving Security Issues
Explanation

Explanation/Reference:
Explanation:

Clicking View Details provides the error code for the installation failure. While the error code is not always useful, it might be the only information that is available. In addition, the WindowsUpdate.log file probably has detailed information about the failure. Finally, the Setup log in Event Viewer has some information about Windows Update installation failures.

The Application log does not contain information about Windows Update errors.

The System Configuration tool is useful for disabling startup applications and services during troubleshooting. However, you cannot use it to examine Windows Update errors.

The Dependencies tab of the Windows Update service shows the services that must be running for Windows Update to start. It does not, however, list Windows Update--related errors.

Exam Objective:
Identifying Cause of and Resolving Security Issues

Exam SubObjective(s):
Identify and resolve software update issues.

Reference:

MCITP Self-Paced Training Kit (Exam 70-685): Windows 7 Enterprise Desktop Support Technician, Microsoft Press

Chapter 8 - Lessons 1

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