



# 70-685<sup>Q&As</sup>

Windows 7, Enterprise Desktop Support Technician

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## QUESTION 1

All client computers on your company network were recently migrated from Windows XP to Windows 7.

Your company uses a proprietary application that is currently not compatible with Windows 7. A shim has been created and applied to mitigate compatibility issues until a Windows 7-compatible version is developed.

A security update is made for this application. The update must be tested and then deployed as a new version of the application.

During testing you are unable to install the application.

You need to ensure that the application can be installed in the test environment before it can be deployed to the production environment.

What should you do?

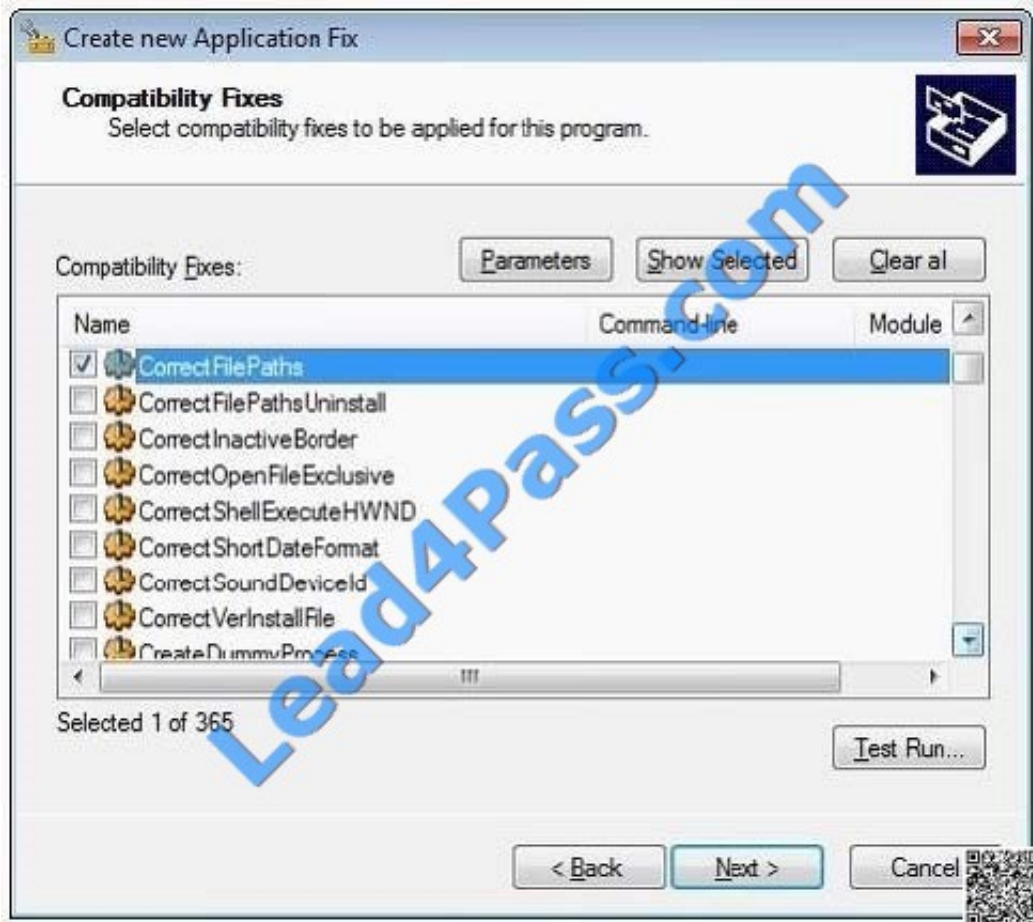
- A. Disable UAC prompts.
- B. Run the .msi file from an elevated command prompt.
- C. Modify the shim to apply to all versions of the application.
- D. Modify the shim to apply only to the new version of the application.

Correct Answer: D

answer is D. Different software versions require different shims.

[http://blogs.msdn.com/b/chinmay\\_palei/archive/2011/01/16/windows-7-application-compatibility-issues-fixcentre.aspx](http://blogs.msdn.com/b/chinmay_palei/archive/2011/01/16/windows-7-application-compatibility-issues-fixcentre.aspx)

[http://technet.microsoft.com/en-us/library/dd837645\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd837645(v=ws.10).aspx)



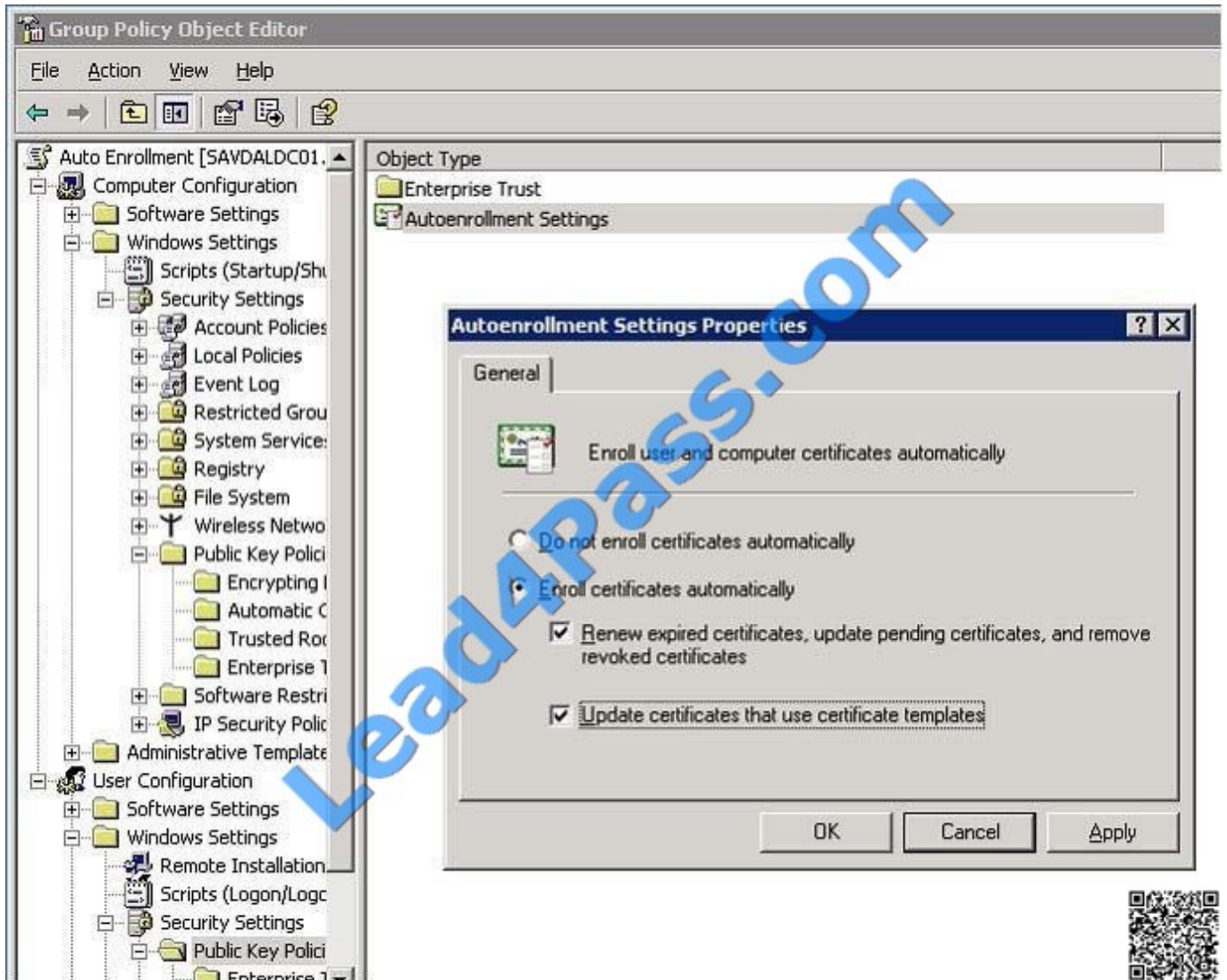
## QUESTION 2

The sales users that were part of the VPN server pilot project report that they can no longer establish VPN connections to the internal network. You need to ensure that all authorized users can establish VPN connections to the internal network.

What should you request a domain administrator to do?

- A. Enable auto-renewal for certificates.
- B. Increase the lifetime of the Kerberos user ticket.
- C. Increase the lifetime of the Kerberos service ticket.
- D. Increase the certification validity period for the computer certificate template.

Correct Answer: A



### QUESTION 3

Your company has a branch office. The office has two 48-port network switches named Switch1 and Switch2. The company purchases several new computers that have identical hardware. The new computers run Windows 7.

The help desk reports that the new computers that connect to Switch1 are unable to connect to network resources and do not receive IP configurations from the DHCP server.

Existing computers that connect to Switch1 can access network resources. The new computers that connect to Switch2 can also access network resources.

You need to ensure that all computers can connect to network resources.

What should you do?

- A. Re-install the network card driver.
- B. Disable IPv6 on the network interface.



- C. Disable and then enable the network interface.
- D. Disable the AutoNegotiation setting on the network interface.

Correct Answer: D

#### QUESTION 4

A company has computers that run Windows 7 Enterprise.

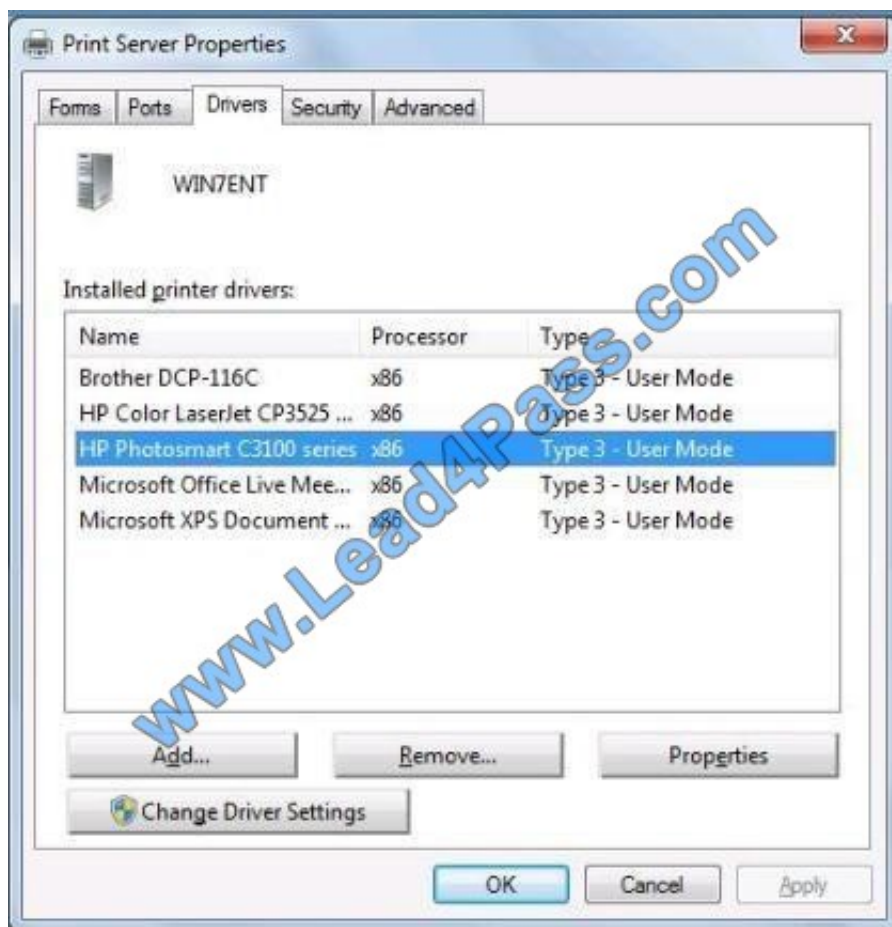
User1 has a computer running the 32-bit version of Windows 7. User1 wants to share a USB printer with User2. User2 has a computer running the 64-bit version of Windows 7.

On User1's computer, you need to configure the print server properties so that User2's computer will not prompt for new drivers when trying to print to the shared printer.

From the Print Server Properties dialog box, what should you select?

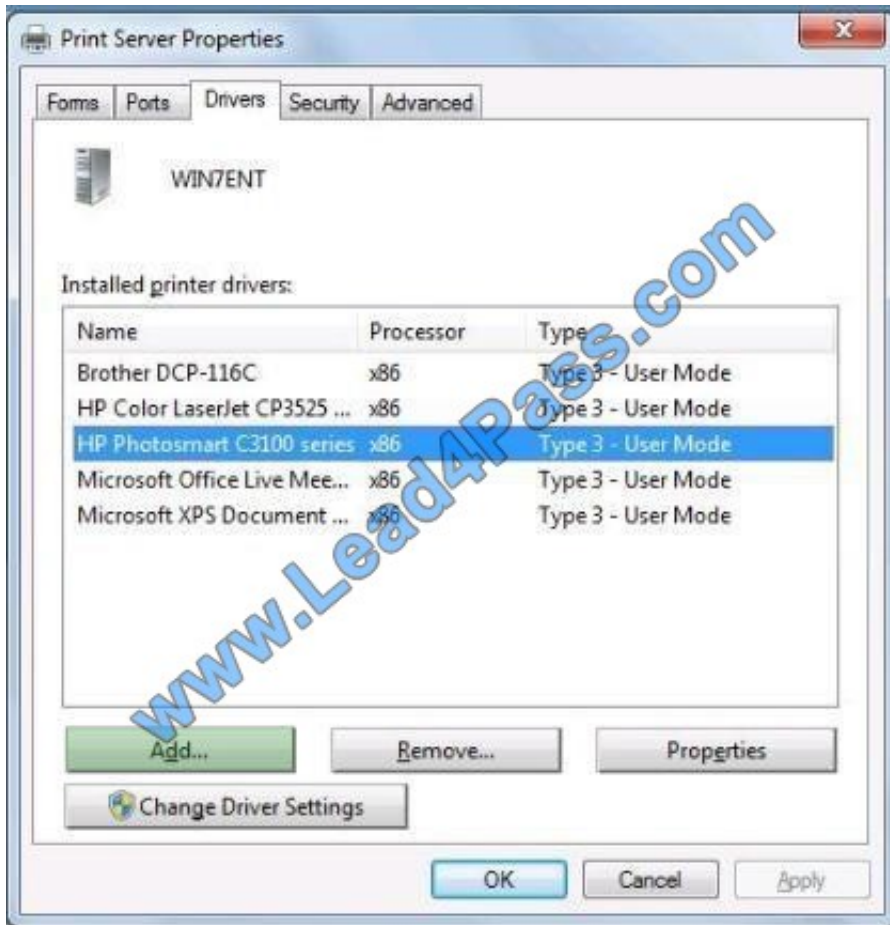
To answer, select the appropriate button in the work area.

Point and Shoot:



Correct Answer:





### QUESTION 5

A new client computer was joined recently to the company domain. However, it does not have the latest Windows updates installed.

You need to ensure that the client computer uses the company's enterprise update distribution servers to install the latest Windows updates immediately.

What should you do?

- A. Start the Windows Installer service.
- B. Run the `wuaclt.exe /resetauthorization` command.
- C. Run the `wuaclt.exe /detectnow` command.
- D. Run the `net start TrustedInstaller` command.

Correct Answer: C

[http://technet.microsoft.com/en-us/library/cc708617\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc708617(WS.10).aspx)



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