

- **Vendor: Microsoft**
- **Exam Code: 70-685**
- **Exam Name: Pro: Windows 7, Enterprise Desktop Support Technician**
- **Question 61 -- Question 90**

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**QUESTION 61**

You deploy Microsoft Office 2007 to a pilot group in the main office. Users in the pilot group report that all of the Office 2007 applications run successfully. You deploy Office 2007 to users in the New York call center. The call center users report that they are unable to launch the Office 2007 applications. You need to ensure that the call center users can run all of the Office 2007 applications. What should you do?

- A. Modify the AppLocker rule.
- B. Disable User Account Control (UAC).
- C. Deploy the 2007 Office system Administrative Template files.
- D. Configure the Office 2007 applications to run in Windows Vista compatibility mode.

**Answer: A**

**QUESTION 62**

At 08:00 on a Tuesday morning, an administrator in Site 3 takes DC3 offline to update the server. Users in Site 3 report that they cannot log on to their computers. The users receive the following error message:

"Your account has time restrictions that prevent you from logging on at this time. Please try again later."

You need to ensure that all users can log on to their computers when DC3 is offline for maintenance. Your solution must adhere to the corporate security policies. What should you do?

- A. Modify the logon hours for all users in Site 3.
- B. Change the time zone settings for all client computers in Site 3 to UTC-05:00.
- C. Request that a second domain controller be deployed in Site 3.
- D. Request that the time zone settings for DC1 and DC2 be changed to UTC-08:00.

**Answer: C**

**QUESTION 63**

You have two external consultants. The consultants use their own personal portable computers. The consultants report that they are unable to connect to your wireless network. You need to give the consultants wireless access to the Internet. The solution must prevent external consultants from accessing internal resources. What should you do?

- A. Issue a user certificate to the consultants.
- B. Issue a computer certificate to the consultants.
- C. Join both portable computers to the domain.  
Add the computer accounts to the MargiesTravel\Wireless group.
- D. Create a domain user account for each consultant.  
Add the user accounts to the MargiesTravel\Wireless group.

**Answer: B**

**QUESTION 64**

Users access a third-party Web site.

The Web site is updated to use Microsoft Silverlight.

After the update, the help desk receives a high volume of phone calls from users who report that the Web site fails to function.

You need to ensure that the Web site functions properly for the users.

What should you do?

- A. Modify the Windows Internet Explorer AJAX settings by using a Group Policy object (GPO).
- B. Modify the Windows Internet Explorer add-ons settings by using a Group Policy object(GPO).
- C. Add the Web site to the Windows Internet Explorer Compatibility View list by using a Group Policy object (GPO).
- D. Add the Web site to the Windows Internet Explorer Restricted sites by using a Group Policy object (GPO).

**Answer: B**

**Case Study 5 - Alpine Ski House (QUESTION 65 - QUESTION 69)**

**Scenario**

You are an enterprise desktop support technician for Alpine Ski House.

Alpine Ski House manages chalets in ski resorts around the world. The main office is located in Vancouver.

Chalets are located in Japan, France, and Australia. Alpine Ski House has 500 employees.

**Active Directory Configuration**

The network contains an Active Directory forest. The forest contains a domain named alpineskihouse.com.

The network contains four Active Directory sites. All sites have high-speed Internet connections and connect to each other by using VPNs. The site information is shown in the following table.

**Server Configuration**

All servers run Windows Server 2008 R2.

The relevant servers are configured as shown in the following table:

Server name	Site	Server role(s)	IP address
DC0	Site 1	Global catalog, DNS	192.168.1.2
DC1	Site 1	Global catalog, DNS	192.168.1.5
DC2	Site 2	Global catalog, DNS	192.168.2.2
DC3	Site 3	Global catalog, DNS	192.168.3.2
DC4	Site 4	Global catalog, DNS	192.168.4.2
CA1	Site 1	Enterprise root certification authority	192.168.1.4
Server1	Site 1	File and print services, DHCP	192.168.1.3
Server2	Site 2	File and print services, DHCP	192.168.2.3
Server3	Site 3	File and print services, DHCP	192.168.3.3
Server4	Site 4	File and print services, DHCP	192.168.4.3

### DHCP Configuration

The DHCP servers are configured as shown in the following table:

DHCP server	DHCP scope
Server1	<ul style="list-style-type: none"> <li>Address range 192.168.1.50-192.168.1.250</li> <li>Default gateway 192.168.1.1</li> <li>Primary DNS 192.168.1.2</li> <li>Secondary DNS 192.168.1.5</li> </ul>
Server2	<ul style="list-style-type: none"> <li>Address range 192.168.2.50-192.168.2.250</li> <li>Default gateway 192.168.2.1</li> <li>DNS 192.168.1.2</li> <li>Secondary DNS 192.168.1.5</li> </ul>
Server3	<ul style="list-style-type: none"> <li>Address range 192.168.3.50-192.168.3.250</li> <li>Default gateway 192.168.3.1</li> <li>DNS 192.168.1.2</li> <li>Secondary DNS 192.168.1.5</li> </ul>
Server4	<ul style="list-style-type: none"> <li>Address range 192.168.4.50-192.168.4.250</li> <li>Default gateway 192.168.4.1</li> <li>DNS 192.168.1.2</li> <li>Secondary DNS 192.168.1.5</li> </ul>

### Computer Information

All corporate computers run Windows 7 Professional and are joined to the alpinehouse.com domain. All corporate users can access the internal network remotely by using a VPN connection. The VPN connection requires the use of a smart card.

During the next year, Alpine Ski House plans to replace the existing VPN with DirectAccess. The company is running a pilot project to test DirectAccess for users in France.

Each chalet contains five public computers that run Windows 7 Ultimate. Guests use the public computers to access the Internet. The public computers are members of a workgroup.

Every week, a standard image of Windows 7 Ultimate is re-applied to the computers.

### QUESTION 65

The help desk reports that remote desktop connections are not enabled on the public computers in the chalets.

Consequently, the help desk must instruct local staff to enable remote desktop connections on each public computer.

You need to ensure that remote desktop connections are enabled when public computers are deployed in the chalets.

What should you do?

- A. Enable Remote Desktop Connection in the standard computer image.
- B. Instruct the help desk to enable Windows Remote Management (WinRM) on the public computers.
- C. Request that a network administrator create a logon script for the domain.
- D. Request that a network administrator create a new Group Policy to enable remote desktop connections. Link the new Group Policy to each site.

**Answer: A**

**QUESTION 66**

The VPN connection between Site 1 and Site 3 fails. Users in Site 3 report that their computers take a long time to start and that they are unable to access the Internet.

You need to ensure that users in Site 3 are able to access the Internet if the VPN connection between Site 1 and Site 3 fails.

What should you request an administrator to do?

- A. Add the DHCP server role to DC3.
- B. Add the DNS server role to Server3.
- C. Modify the 003 Router option in the DHCP scope on Server3.
- D. Modify the 006 DNS Servers option in the DHCP scope on Server3.

**Answer: D**

**Explanation:**

003 Router option - configured at the scope level

006 DNS Servers option server-level options and apply to all clients served by this DHCP server

The answer is D.

The PC can't get internet access because the DNS servers are at site 1.

DC3 already has the DNS service on it, you just need to change the DNS settings in DHCP.

003 Router option is for changing gateways.

**QUESTION 67**

Remote users report that after they renew their smart card certificates, they are unable to log on to their computers by using their smart cards.

You need to ensure that users can log on by using their smart cards.

What should you instruct the users to do?

- A. Change their smart card PINs.
- B. Request a new smart card certificate.
- C. Log on by using their user names and passwords, and then lock and unlock their computers.
- D. Establish a VPN connection from the logon screen and use their smart cards for authentication.

**Answer: D**

**QUESTION 68**

Users report that it takes a long time to access resources by using DirectAccess.

You need to provide the network administrator with a network capture of DirectAccess traffic.

Which tool should you use?

- A. Netsh.exe
- B. Netstat.exe
- C. Perfmon.exe
- D. Winsat.exe

**Answer: A**

**QUESTION 69**

Your users access a third-party Web site to fulfill purchase orders. The Web site is updated.

Users receive the following error message when they access the updated Web site:

"Internet Explorer has blocked this site from using an ActiveX control in an unsafe manner. As a result, this page may not display correctly."

You need to ensure that users can access the Web site and that the Web site content is displayed correctly.

What should you do?

- A. Modify the Internet Explorer AJAX settings.
- B. Modify the Internet Explorer Internet zone settings.
- C. Add the Web site to the Internet Explorer Restricted Sites zone.
- D. Add the Web site to the Internet Explorer Compatibility View List.

**Answer: B**

**Case Study 6 - Fabrikam, Inc. (QUESTION 70 - QUESTION 73)**

**Scenario**

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

**Active Directory Information**

The company has a main office and a branch office.

The main office hosts all of the company's servers.

The main office connects to the branch office by using a WAN link.

The network contains a single Active Directory domain that has 500 users. The domain contains three domain controllers and an enterprise root certification authority (CA).

All servers run Windows Server 2008 R2.

All user accounts are in an organizational unit (OU) named Employees. The computer accounts for all desktop computers are in an OU named Desktops. The computer accounts for all portable computers are in an OU named Laptops.

A startup script is deployed to all computers by using Group Policy objects (GPOs).

**Client Configurations**

All client computers run Windows 7 Enterprise.

All users have desktop computers. All computers are members of the domain.

All desktop computers use wired connections to connect to the network. All portable computers use wireless connections to connect to the network. The wireless network is secured by using EAP-TLS.

Company policy states that all client computers must be configured by using DHCP.

The company has an internal Web site. The Web site is configured to use SSL encryption and to require client certificates. All company users can access the internal Web site.

**QUESTION 70**

The company hires a new desktop support technician. The technician is added to the Administrators group on all client computers and the DHCP Users group on all DHCP servers.

The new technician reports that the DHCP snap-in is unavailable on his computer.

You need to ensure that the technician can view the configurations of the DHCP servers.

What should you do?

- A. Instruct the technician to customize the Start menu to display the administrative tools.
- B. Instruct the technician to install Remote Server Administration Tools (RSAT) and to modify the Windows

Features.

- C. Request that the technician be added to the Server Operators group in Active Directory.
- D. Request that the technician be added to the Network Configuration Operators group in Active Directory and modify the Windows Features.

**Answer: B**

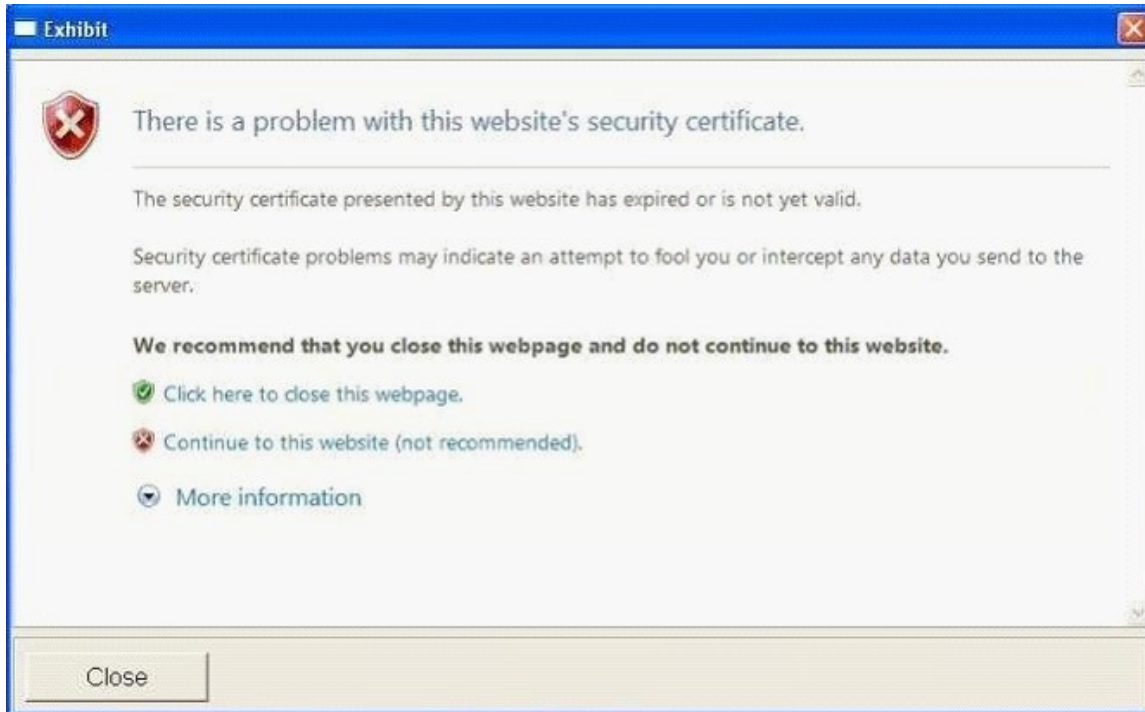
**Explanation:**

<http://www.microsoft.com/download/en/details.aspx?id=7887>

<http://www.youtube.com/watch?v=7mCMYVJEmCs>

### QUESTION 71

The help desk reports that users receive a security warning message when they try to access the internal Web site shown in the exhibit:



The help desk confirms that users never received this security warning message before. You need to provide a solution to prevent users from receiving the security warning when they try to access the internal Web site.

What should you do?

- A. Instruct the users to download the certificate of the Web server.
- B. Instruct the users to download a new certificate revocation list (CRL).
- C. Request that a domain administrator renew the Web server SSL certificate.
- D. Request that a domain administrator renew the user authentication certificates for all users.

**Answer: C**

### QUESTION 72

Users in the branch office report slow network performance when they connect to the file shares in the main office.

You need to recommend a solution to improve performance when users access the file shares from the branch office. The solution must minimize hardware costs.



What should you recommend implementing?

- A. BranchCache
- B. DirectAccess
- C. Distributed File System Replication (DFSR)
- D. Universal Group Membership Caching

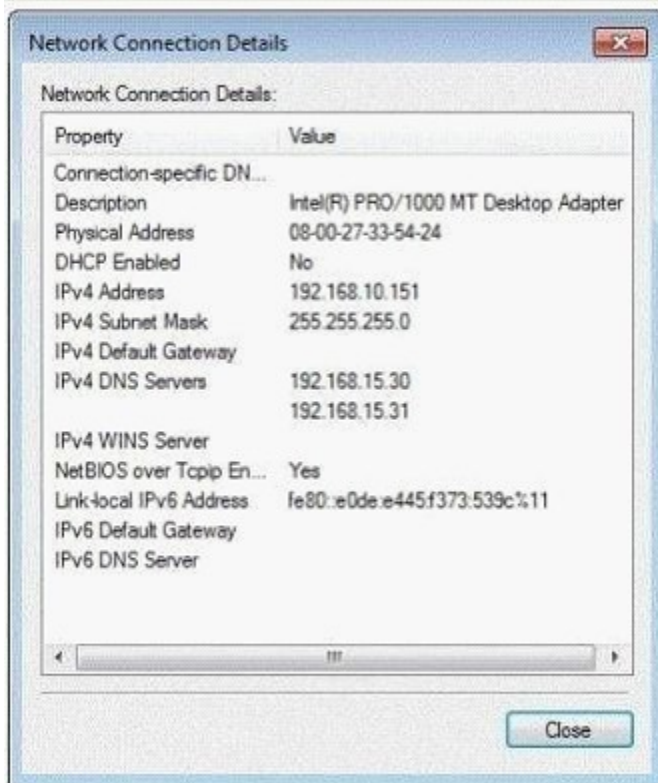
**Answer: A**

**Explanation:**

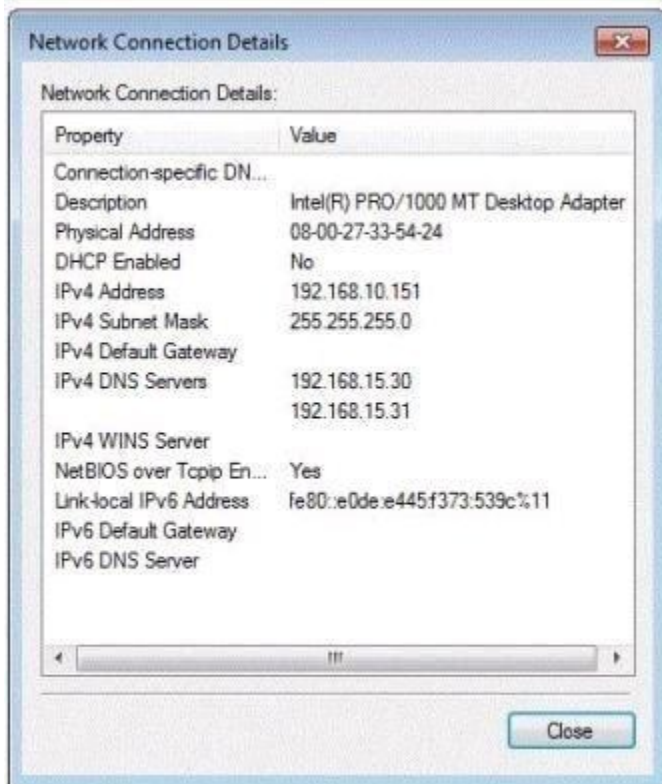
<http://www.youtube.com/watch?v=vZboHyu9isA>

**QUESTION 73**

The help desk reports that all newly installed desktop computers cannot access the company's file server. The help desk sends you the screen capture shown in the exhibit:



You need to resolve the network connectivity issue. The solution must adhere to the company policy. What should you instruct help desk to do?



- A. Modify Windows Firewall and enable File and Printer Sharing in the public profile.
- B. Modify Windows Firewall and enable File and Printer Sharing in the domain profile.
- C. Modify the network configuration and define the IPv4 default gateway.
- D. Modify the network configuration to automatically obtain an IP address and a DNS server address.

**Answer: D**

### **Case Study 7 - Contoso, Ltd. (QUESTION 74 - QUESTION 77)**

#### **Scenario**

You are an enterprise desktop support technician for Contoso, Ltd.

#### **IP Addressing**

Contoso has one office. The IP addressing for Contoso is configured as shown in the following table:



Computer location	IP address range	DNS server	Default gateway
Server room	10.10.0.0/24	10.10.0.10, 10.10.0.11	10.10.0.1
Perimeter network	10.10.1.0/24		10.10.1.1
Floor 1	10.10.10.0/24	10.10.0.10, 10.10.0.11	10.10.10.1
Floor 2	10.10.20.0/24	10.10.0.10, 10.10.0.11	10.10.20.1
Floor 3	10.10.30.0/24	10.10.0.10, 10.10.0.11	10.10.30.1

### Active Directory Configuration

You have an Active Directory forest that contains one domain named contoso.com. All domain controllers run Windows Server 2008 R2.

An OU exists for each department in the company.

The MainOffice Users and Computers OU contains the OUs for each department in the company. The Users OUs contains the user accounts for each department. The Computers OUs contain the computer accounts for each department. The Domain Controllers OU contains the computer accounts for all domain controllers. The Servers OU contains the computer accounts for all other servers.

Custom Group Policy objects (GPOs) are linked to each departmental OU, the Domain Controllers OU, and the Servers OU.

### Server Configuration

The relevant servers are configured as shown in the following table:

Server name	Role	IP address
DC1	Domain controller, DNS server	10.10.0.10
DC2	Domain controller, DNS server	10.10.0.11
Print1	Print server	10.10.0.20
CA1	Enterprise root certification authority (CA)	10.10.0.25
Proxy1	Forefront Threat Management Gateway (TMG) server	10.10.1.1
VPN1	VPN server	10.10.1.30

A year ago, a Windows Server 2008 R2 VPN server was deployed. Ten sales users participated in a pilot project to test the new VPN. The pilot project lasted two months. After the pilot project, the VPN server was put into production. The VPN server allows L2TP/IPSec-based VPN connections only. The VPN server requires certificate authentication.

### Printer Configuration

Network printers are located in a single room on each floor. Users can search Active Directory to find printers that are nearby. Print1 is the print server for all printers.

### Client Computer Configuration

Most users have desktop computers. Several users in the sales and management departments have portable computers because they travel frequently. All client computers run Windows 7 Enterprise.

The Windows Internet Explorer proxy settings are configured on all client computers by using a GPO named GPO-IE. GPO-IE is linked to the domain.

All users in the company use a custom application named App1. App1 is manually installed on all client computers. A new version of App1 is available. Some features in the new version of App1 are incompatible with the previous version of App1.

#### QUESTION 74

The help desk reports that several users use the previous version of App1, which causes some data to become corrupt.

You need to recommend a solution to prevent all users from using the previous version of App1. What should you recommend?

- A. that a domain administrator create a GPO linked to the domain and configure AppLocker settings in the GPO
- B. that a domain administrator create a GPO linked to the domain and configure Software Installation settings in the GPO
- C. that the new version of App1 be added to the Data Execution Prevention (DEP) settings on each client computer
- D. that the previous version of App1 be added to the Data Execution Prevention (DEP) settings on each client computer

**Answer: A**

#### QUESTION 75

A new print device is installed on Floor 1 and shared on Print1.

Users report that when they search Active Directory for printers on Floor 1, the new shared printer is missing. All other shared printers on Floor 1 appear.

The help desk reports that users can manually connect to the shared printer.

You need to ensure that the new shared printer is displayed when users search for printers on Floor 1.

What should you do?

- A. Modify the permissions of the printer.
- B. Configure a network location for the printer.
- C. Request that a domain administrator modify the Active Directory site configuration.
- D. Request that a domain administrator modify the GPO that is linked to each departmental OU.

**Answer: B**

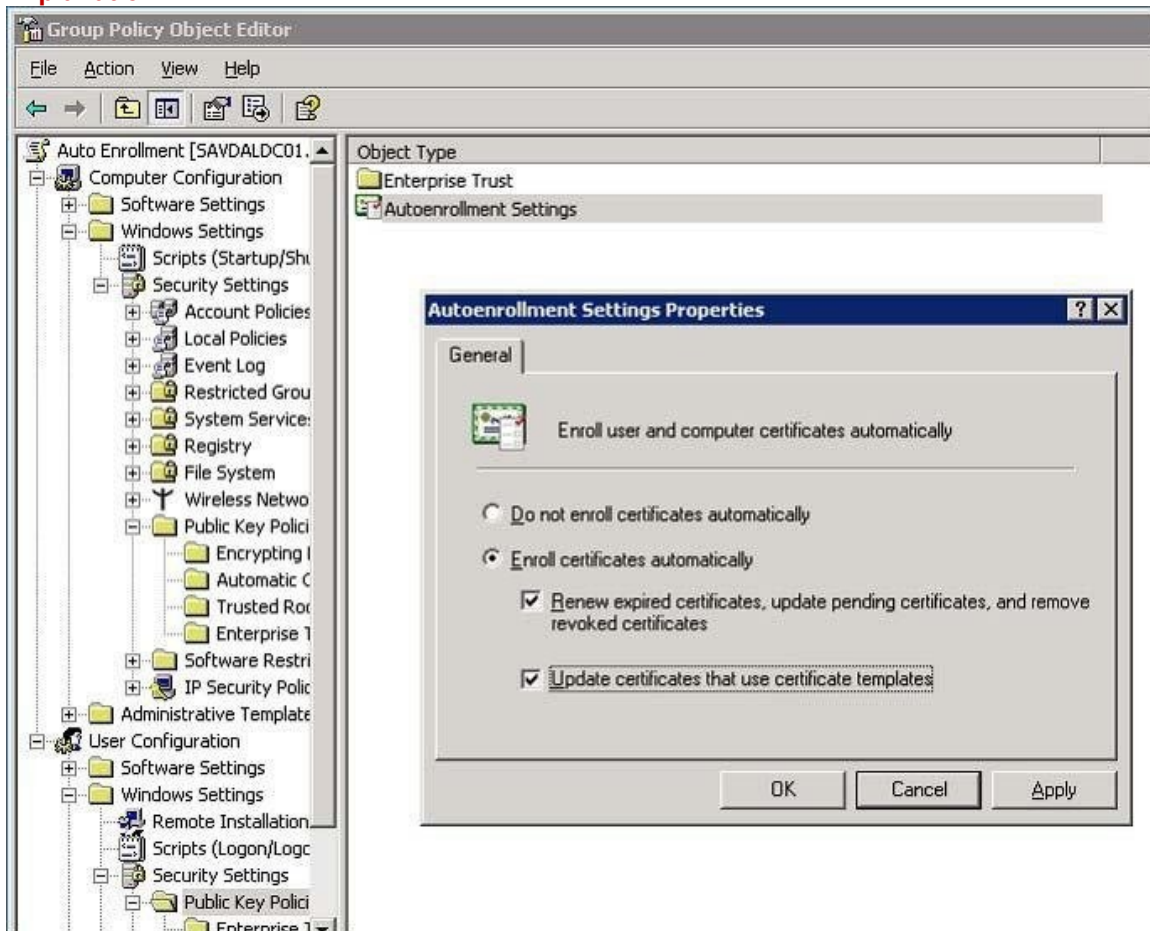
#### QUESTION 76

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.

**Answer: A**  
**Explanation:**



**QUESTION 77**

Portable computer users report that they can use Internet Explorer to browse Internet Web sites only when they are connected to the company network.

You need to ensure that portable computer users can access Internet Web sites from wherever they connect.

What should you do?

- A. Instruct the users to configure static IPv4 settings.
- B. Instruct the users to configure automatic IPv4 settings.
- C. Request that a domain administrator link GPO-IE to Active Directory site objects.
- D. Request that a domain administrator create a new GPO that modifies the Internet Explorer Maintenance settings, and then link the new GPO to the Users OUs.

**Answer: C**

**Case Study 8 - Fourth Coffee (QUESTION 78 - QUESTION 81)**

**Scenario**

You are an enterprise desktop support technician for Fourth Coffee.

The network contains a single domain named fourthcoffee.com.

### Physical Environment

The company has three offices. The offices are configured as shown in the following table:

Office	Organizational unit (OU)	Active Directory site name
Main office	MainOffice	Main Office Site
Branch office 1	BranchOffice1	Branch 1 Site
Branch office 2	BranchOffice2	Branch 2 Site

The relevant servers are configured as shown in the following table:

Server Name	Role	Office
DC1	Domain controller, DNS server	Main office
DC2	Domain controller, DNS server	Branch office 1
SVR1	Member server, DNS server, file server, DHCP server	Branch office 2
DHCP1	DHCP server	Main office
VPN1	VPN server	Main office
Web1	Web server	Main office
AppServer1	Application server	Main office

The Web1 server is accessible only through the URL <http://web1.fourthcoffee.local>.

### Application Configurations

Fourth Coffee deploys an application named App1 to users in the main office by using a Group Policy Object (GPO) named APP1Deploy.

App1 requires that a drive named M be mapped to \\AppServer1\AppData\$.

App1 saves information on a local computer if drive M is unavailable.

All client computers have drive M.

### Security Policy

The corporate security policy states that domain controllers can only be deployed in secure data centers. Branch office 2 does not have a secure data center.

### Client Configuration

All users connect remotely through VPN1. VPN1 is configured to accept only SSTP-based VPN connections.

All client computers receive IP configurations from DHCP.

You recently purchased 100 desktop computers from a new hardware vendor.

### QUESTION 78

The application support team reports that the App1 data of some users is not saved to AppServer1.

The team reports that the users deleted the mapped drive.

You need to prevent the users from deleting the mapped drive.

Which settings should you request be modified in the APP1Deploy GPO?

- A. Administrative Templates
- B. AppLocker
- C. Group Policy Preferences
- D. Software Restriction Policies

**Answer: C**

### Explanation:

A. Administrative Templates

The Administrative Template files allow you to configure and manage registry-based Group Policy settings.

They are Unicode text files with the extension .adm in Windows XP with SP2 and Windows Server 2003 with SP1, and XML files with the extensions .admx and .adml in Windows Vista and later versions of Windows.

Standard Administrative Templates are deployed with your Windows operating systems. Administrative Templates display the registry settings that you can apply to your users' computers in your GPOs. Information in the templates populates the administrative interface in Group Policy Object Editor, which you use to set secure registry-based policy information. A number of standard templates automatically populate the Group Policy Object Editor, and you can add or remove templates later. Developers can create custom templates as needed.

#### C. Group Policy Preferences

You can use Group Policy preferences to better deploy and manage operating system and application settings.

Group Policy preferences enable IT professionals to configure, deploy, and manage operating system and application settings they previously were not able to manage using Group Policy. Examples include mapped drives, scheduled tasks, and Start menu settings. For many types of operating system and application settings, using Group Policy preferences is a better alternative to configuring them in Windows images or using logon scripts. Group Policy preferences can be used to implement settings which are "preferred" but not mandatory. This enables IT professionals to deploy software (including Internet Explorer 8) in a standardized initial configuration and still permit users to customize some aspects to their liking.

#### **QUESTION 79**

The help desk reports that the new computers experience intermittent failures that generate stop errors.

You need to collect all the critical errors from the new computers.

What should you configure?

- A. a boot configuration data (BCD) store
- B. debugging information
- C. event subscriptions
- D. the system protection settings

**Answer: C**

#### **QUESTION 80**

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

Users in the main office report that they can access shared resources in the branch offices.

You need to ensure that the VPN users can access shared resources in the branch offices.

What should you request?

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

**Answer: A**

#### **QUESTION 81**

Users in branch office 2 map drives to shared folders on SRV1.

The users report that they cannot access files in the shared folders when the WAN link between branch office 2 and the main office is unavailable. When they attempt to access the files, they are prompted to enter their credentials but are denied access.



You need to ensure that the users can access the shared folders if the WAN link fails.  
What should you do?

- A. Instruct a desktop support technician to configure Offline Files on the Windows 7 computers.
- B. Instruct a desktop support technician to configure BranchCache on the Windows 7 computers.
- C. Request that a domain administrator deploy a domain controller in branch office 2.
- D. Request that a domain administrator enable Universal Group Membership Caching for branch office 2.

**Answer: B**

**Explanation:**

You should use BranchCache in distributed mode and not offline files. Offline files are for single-user files and this question specifies it's a shared folder.

## Case Study 9 - Wingtip Toys (QUESTION 82 - QUESTION 86)

### Scenario

You are an enterprise desktop support technician for Wingtip Toys. Wingtip Toys has two offices.

### Active Directory Configuration

The network contains a single Active Directory domain. An Active Directory site exists for each office. The network contains the organizational units (OUs) that are shown in the following table:

Organizational unit	Active Directory objects
Office1-Computers-OU	Computer Objects in office 1
Office1-Users-OU	User Objects in office 1
Office2-Computers-OU	Computer Objects in office 2
Office2-Users-OU	User Objects in office 2

The network contains an enterprise root certification authority (CA). Certificate autoenrollement is enabled for all users.

### Network Configuration

Each office has a wireless network. You control access to the wireless network in office 1 by using Network Access Protection (NAP). A Group Policy object (GPO) named GPO1 configures the NAP settings for the computers in office 1.

### Resource Access

The Documents folders of all users are encrypted by using Encrypting File System (EFS). The Documents folders of all users are backed up daily.

A Web server named Web1 hosts an internal Web site named WebSite1. Users connect to WebSite1 from the Internet by using the URL <http://website1.wingtip toys.com>. The domain name [website1.wingtip toys.com](http://website1.wingtip toys.com) is resolved by using the hosts file that is located on each client computer. Users frequently work from home. Home users connect to the internal network by using SSTP-based VPN connections.

### Line of Business Applications

Your company has a line-of-business application named App1.

App1 is installed only on computers that run Windows XP.

You test App1 by using the Microsoft Application Compatibility Toolkit (ACT). ACT reports that App1 can be made compatible to run on Windows 7.

### QUESTION 82

You deploy App1 on a test Windows 7 computer and notice that it fails to run.

You need to ensure that App1 runs on Windows 7 computers.

What should you do?

- A. Digitally sign App1.
- B. Develop and deploy a shim for App1.
- C. Configure an AppLocker policy.



D. Configure a Software Restriction Policy.

**Answer: B**

**Explanation:**

<http://www.youtube.com/watch?v=XgbjlrkvUk>

[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 83**

The help desk reports that they receive many calls from remote users who cannot access Internet Web sites while they are connected to the VPN. The help desk instructs the users to manually configure the VPN connection so that the users can access Internet Web sites while connected to the VPN.

You need to provide a recommendation to reduce the number of calls to the help desk regarding this issue.

What should you recommend?

- A. Deploy a Network Policy Server (NPS).
- B. Replace the SSTP-based VPN with a PPTP-based VPN.
- C. Issue computer certificates from a trusted root certification authority (CA) to all remote users.
- D. Create and distribute Connection Manager Administration Kit (CMAK) profiles to all remote users.

**Answer: D**

**QUESTION 84**

A group of users from office 2 travels to office 1 to work on a project. The users from office 2 report that they are unable to connect to the wireless network in office 1 from their portable computers.

A help desk administrator manually provides the users with access to the wireless network. You need to ensure that the next time users from office 2 travel to office 1 they can connect to the wireless network in office 1.

What should you request?

- A. Link GPO1 to Office2-Users-OU.
- B. Link GPO1 to Office2-Computers-OU.
- C. Change the office attribute for the user accounts.
- D. Change the location attribute for the computer accounts.

**Answer: B**

**QUESTION 85**

A user's computer fails. The help desk provides the user with a new computer. The user's Documents folder is restored from the backup.

The user reports that he can no longer access his encrypted files. The help desk recovers the files by using a data recovery agent (DRA).

You need to ensure that when users receive new computers, they can access their encrypted files without administrative intervention.

What should you request?

- A. credential roaming be enabled
- B. BitLocker be enabled on all computers
- C. user accounts be trusted for delegation
- D. the CA be configured for key archival and recovery

**Answer: A**

**Explanation:**

A. credential roaming be enabled

Credential roaming allows organizations to store certificates and private keys in Active Directory Domain Services (AD DS) separately from application state or configuration information. Credential roaming uses existing logon and autoenrollment mechanisms to securely download certificates and keys to a local computer whenever a user logs on and, if desired, remove them when the user logs off. In addition, the integrity of these credentials is maintained under any conditions, such as when certificates are updated and when users log on to more than one computer at a time.

B. BitLocker be enabled on all computers

C. user accounts be trusted for delegation

This security setting determines which users can set the Trusted for Delegation setting on a user or computer object.

The user or object that is granted this privilege must have write access to the account control flags on the user or computer object. A server process running on a computer (or under a user context) that is trusted for delegation can access resources on another computer using delegated credentials of a client, as long as the client account does not have the Account cannot be delegated account control flag set.

D. the CA be configured for key archival and recovery

**QUESTION 86**

An administrator modifies the external IP address of Web1 and creates a Hosts (A) record for website1.wingtiptoys.com on the external DNS servers.

Your users report that they can no longer connect to website1.wingtiptoys.com from the Internet.

You need to ensure that users can connect to website1.wingtiptoys.com from the Internet.

What should you do?

A. Instruct the users to modify the DNS client settings on their computers.

B. Instruct the users to remove an entry from the Hosts file that is located on their computers.

C. Request that an administrator create a Pointer (PTR) resource record for the new IP address of Web1.

D. Request that an administrator create an alias (CNAME) resource record for website1.wingtiptoys.com .

**Answer: B**

**Case Study 10 - Humongous Insurance (QUESTION 87 - QUESTION 89)**

**Scenario**

You are an enterprise desktop support technician for Humongous Insurance.

**Active Directory Configuration**

The company has two offices named Office1 and Office2.

The network contains an Active Directory forest named humongousinsurance.com. An Active Directory site exists for each office. The sites are named Site1 and Site2.

**Server Configuration**

All servers run Windows Server 2008 R2 and are joined to the domain. The relevant servers are configured as shown in the following table:

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

The corporate security policy states that all domain controllers must have only the following roles:

- AD DS
- DNS server
- DHCP server

### Network Configuration

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

### Client Computer Configuration

All client computers run Windows 7 Enterprise and are members of the domain. Some client computers are portable computers and some are desktop computers. The computers do **not** support hardware virtualization.

All computers are configured to receive Windows Updates from WSUS1.

### Remote Access Configuration

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

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

### Application Configuration

All computers in the finance department run a custom application suite named App1.

Several users in the sales department install an application named App2.

App2 runs as a service and logs on by using the credentials of the user who installed the application.

### QUESTION 87

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

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

What should you instruct the users to do?

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

**Answer: C**

### QUESTION 88

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

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

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

What should you recommend?

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

**Answer: A**

**QUESTION 89**

Humongous Insurance users who work at Fabrikam report that when they move between different wireless networks, they are prompted to manually reconnect to the VPN.

You need to ensure that the users can automatically reconnect to the VPN when they move between wireless networks.

What should you request?

- A. that a network administrator create a CNAME record named AUTODISCOVER in the humongousinsurance.com DNS zone
- B. that a network administrator enable Network Load Balancing on NPAS1
- C. that users use only IKEv2-based VPN connections
- D. that users use only SSTP-based VPN connections

**Answer: C**

**Case Study 11 - Baldwin Museum of Science (QUESTION 90 - QUESTION 94)**

**Scenario**

You are an enterprise desktop support technician for the Baldwin Museum of Science.

The Baldwin Museum of Science is located in Dublin. The museum has 2,000 employees.

All employees have laptop computers that have cellular connections.

The museum has a main office and three satellite offices.

**Active Directory Configuration**

The network contains an Active Directory forest. The forest contains a domain named Baldwinmuseumofscience.com.

The relevant group policy information is shown in the following table:

Group Policy name	Linked to	Security filtering
DirectAccess Policy- {3491980e...}	Baldwinmuseumofscience.com domain	Baldwin\Direct Access
WSUS Policy	Baldwinmuseumofscience.com domain	Authenticated Users

**Server Configuration**

All servers are located in the main office and run Windows Server 2008 R2. The relevant servers are configured as shown in the following table:

Server name	Server role(s)	IP address
DC1	Global catalog, DNS, DHCP	192.168.0.11
CA1	Enterprise root certification authority (CA)	192.168.0.21
EX1	Microsoft Exchange Server 2010 server	192.168.0.51
Intranet	Microsoft Office SharePoint Server	192.168.0.71
WSUS	Windows Server Updates Services (WSUS) 3.0	192.168.0.81
FP1	File and print services	192.168.0.91

Users access the network remotely by using a DirectAccess connection.

#### **Client Computer Information**

All client computers run Windows 7 Enterprise (x86). The client computers are configured to receive Windows Updates from http://WSUS.

#### **Application Configuration**

All users run Microsoft Office Outlook 2010 and use Outlook Anywhere. Users access the intranet Web site by using the URL http://intranet.

The museum hosts several Web sites that use the domain suffix fineartschool.net.

#### **Corporate Security Policy**

The corporate security policy states that all updates on client computers must be installed from the internal WSUS server.

#### **QUESTION 90**

Users report that they can only access the fineartschool.net Web servers by entering the full URL to the servers.

You need to recommend a solution that allows users to access the Web servers by using single label names.

Your solution must ensure that users can access the intranet Web server by using the URL http://intranet.

What should you recommend?

- A. the DHCP server option for the DNS domain name be removed
- B. fineartschool.net be added as the primary DNS suffix in the Default Domain Policy
- C. fineartschool.net be added to the DNS Search Suffix list in the Default Domain Policy
- D. the Allow DNS Suffix Appending to unqualified Multi-Label Name Queries setting be enabled in the Default Domain Policy

**Answer: C**

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