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

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QUESTION 41 All client computers on your company network run Windows 7. Employees use Windows Internet Explorer 8 to access Web sites. You discover that some computers are infected with malicious software. Employees are able to access Web sites that might have been compromised by malicious software. You need to configure the settings in Internet Explorer 8 to prevent malicious software from being installed on the computers. What should you do? A. Configure Popup Blocker. B. Configure SmartScreen Filter. C. Add the sites to the Local intranet zone. D. Add company-approved Web sites to the Compatibility View List. Answer: B

QUESTION 42 All client computers on your company network run Windows 7 and are members of a Windows Server 2008 R2 domain. The R&D department staff are local administrators on their computers and are members of the R&D global security group. A new version of a business software application is available on the network. You plan to apply an AppLocker security policy to the R&D group. You need to ensure that members of the R&D group are not allowed to upgrade the software. What should you do? A. Create an Audit only restriction based on the version of the software. B. Create an Audit only restriction based on the publisher of the software. C. Create an Enforce rule restriction based on the version of the software. D. Create an Enforce rule restriction based on the publisher of the software. Answer: C

| Feature | SRP (Windows XP & W2K3) | AppLe |
|---------------------------------------------|----------------------------------------------------------------------|-------------------|
| Rule scope | Specific user or group (per GPO) | Specific rule) |
| Rule conditions provided | File hash, path, certificate, registry path, and Internet zone rules | File ha publis |
| Rule types provided | Allow and deny | Allow a |
| Default rule action | Allow and deny | Deny |
| Audit-only mode | No | Yes |
| Wizard to create multiple rules at one time | No | Yes |
| Policy import or export | No | Yes |
| Rule collection | No | Yes |
| PowerShell support | No | Yes |
| Custom error messages | No | Yes |

[http://technet.microsoft.com/en-us/library/ee619725\(Ws.10\).aspx](http://technet.microsoft.com/en-us/library/ee619725(Ws.10).aspx) <http://sourcedaddy.com/windows-7/applocker-rule-types.html>

QUESTION 43 A company has computers running Windows 7 Enterprise and has hardware capable of displaying Windows Aero. A user is unable to use Windows Flip 3D and does not see previews of open windows from the taskbar. You need to ensure that the computer displays Aero. What should you do? (Choose all that apply.) A. Upgrade to Windows 7 Ultimate. B. Update to the latest video driver. C. Run the Aero troubleshooter tool. D. Add additional RAM in the computer. E. Change the theme to an Aero theme. F. Re-run the assessment for the Windows Experience Index. Answer: BCE

QUESTION 44 Your company has a main office and a branch office. The network contains a single Active Directory domain. All computers are members of the domain. Five users in the branch office report that their Windows 7 computer is slow when it runs multiple applications. From your computer, you need to identify the application that uses the most processor on the computers. Which tool should you use? A. Performance Monitor B. Reliability Monitor C. Resource Monitor D. System Information Answer: A

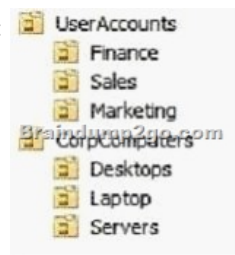
Case Study 1 - Consolidated Messenger (QUESTION 45 - QUESTION 49)

Scenario You are an enterprise desktop support technician for Consolidated Messenger.

Network Configuration The company has three offices named Office1, Office2, and Office3. The offices connect to each other over the Internet by using VPN connections. Each office has an 802.11g wireless access point. All wireless access points are configured to use Radius01 for authentication.

Active Directory Configuration The network contains one Active Directory domain named

consolidatedmessenger.com. The relevant organizational unit structure is shown in the following diagram:



The relevant Group Policy objects (GPOs) in the domain are configured as shown in the following table:

| Group Policy name | Linked to O |
|-------------------|---------------|
| Desktops | Desktops |
| Laptops | Laptop |
| ServerComputers | Servers |
| AllComputers | CorpComputers |
| AllUsers | UserAccounts |

ApplicationsThe relevant applications on the network are shown in the following table:

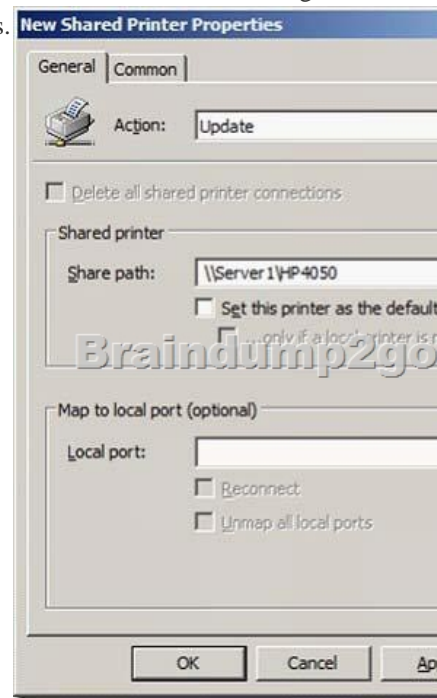
| Application name | Type | Description |
|------------------|---------------------|---------------------------------------------------------------------|
| Finance App1 | Windows Application | A financial analysis application that is used by the finance users. |
| ERPApp1 | Windows Application | A new ERP application is deployed in a pilot p |

Server ConfigurationThe relevant servers are configured as shown in the following table:

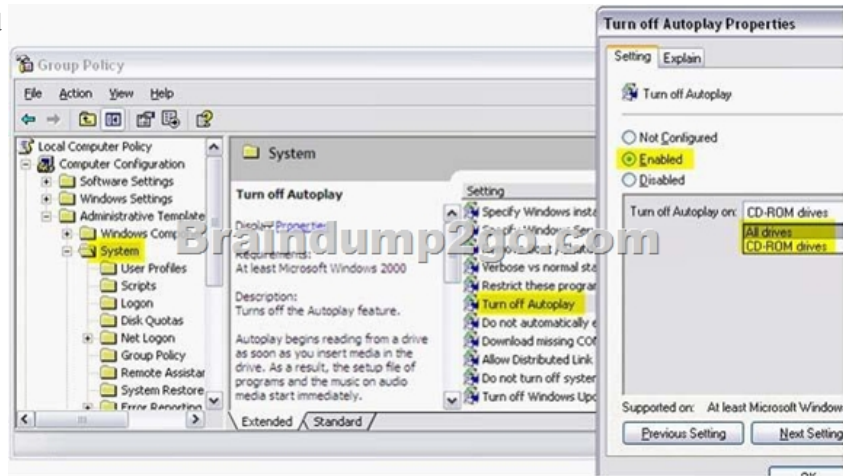
| Server name | Server role(s) | Office |
|-------------|------------------------------|---------|
| DC01 | Domain controller, DNS | Office1 |
| DC02 | Domain controller, DNS | Office1 |
| File01 | File server, DHCP | Office1 |
| Radius01 | Network Policy Server (NPS) | Office1 |
| DC03 | Domain controller, DNS, DHCP | Office2 |
| DC04 | Domain controller, DNS, DHCP | Office3 |

Client ConfigurationEach office has 500 desktop computers that run Windows 7 Enterprise. There are 250 mobile users that travel regularly between all three offices. The mobile users have laptop computers that run Windows 7 Enterprise. To prevent the spread of malware, the company restricts the use of USB devices and only allows the use of approved USB storage devices. PrintersThe marketing group has several printers that are shared on File01. A shared printer name Printer1 is a high-performance, black-and-white printer. A shared printer named Printer2 is a high-definition, photo-quality, color printer. Printer2 should only be used to print marketing brochures. QUESTION 45The chief financial officer (CFO) releases new guidelines that specify that only users from Finance are allowed to run FinanceApp1. Users in the Marketing OU report that they can run FinanceApp1. You need to ensure that only users in the Finance OU can run FinanceApp1. What should you do? A. In the AllComputers GPO, create a new AppLocker executable rule. B. In the Desktops GPO and the Laptops GPO, create a new Windows Installer rule. C. In the AllComputers GPO, create a software restriction policy and define a new hash rule. D. In the Desktops GPO and the Laptops GPO, create a software restriction policy and define a new path rule. Answer: A Explanation: You might want to deploy application control policies onto Windows operating systems earlier than Windows Server 2008 R2 or Windows 7. You can use AppLocker policies only on the supported editions of Windows Server 2008 R2 and Windows 7, but you can use SRP on supported editions of Windows beginning with Windows Server 2003 and Windows XP. [http://technet.microsoft.com/en-us/library/ee460955\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/ee460955(WS.10).aspx) [http://technet.microsoft.com/en-us/library/dd548340\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd548340(WS.10).aspx) QUESTION 46The help desk reports that users in the Marketing OU print draft documents, e-mails, and other miscellaneous documents on Printer2. You need to recommend a solution so that

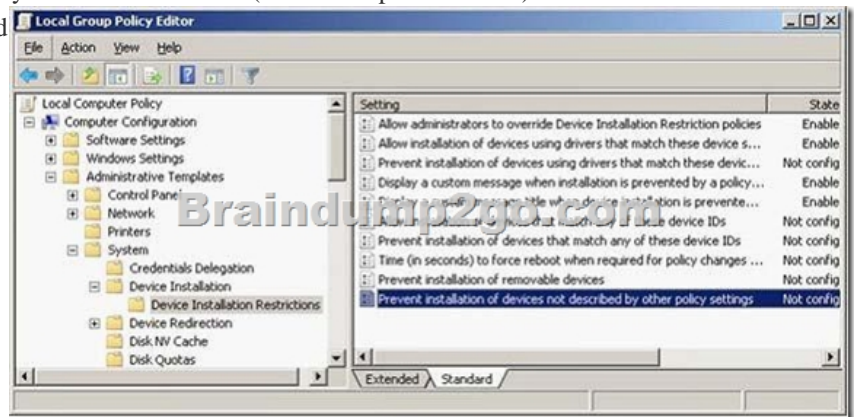
marketing users print documents to Printer1 by default. What should you do? A. Enable printer pooling. B. Configure Group Policy Preferences. C. Modify the priorities of the shared printers. D. Modify the permissions of the shared printers. Answer: B
Explanation: <http://technet.microsoft.com/en-us/library/cc732092.aspx> Action: This type of preference item provides a choice of four actions: Create, Replace, Update, and Delete. The behavior of the preference item varies with the action selected and whether the printer connection already exists. Set this printer as the default printer - Select this check box to make the shared printer connection the default Windows printer for the current user. Only if a local printer is not present - Select this check box to bypass changing the default printer if there is a local printer configured on the computer. This setting is unavailable until you select the Set this printer as the default printer check box. Note: A local printer is any printer that is not connected to a shared network printer. This includes physical printers connected to parallel, serial, and USB ports, TCP/IP printers, and virtual printers installed through software. To create a new Shared Printer preference item Open the Group Policy Management Console. Right-click the Group Policy object (GPO) that should contain the new preference item, and then click Edit. In the console tree under User Configuration, expand the Preferences folder, and then expand the Control Panel Settings folder. Right-click the Printers node, point to New, and select Shared Printer. In the New Shared Printer Properties dialog box, select an Action for Group Policy to perform. Enter shared printer settings for Group Policy to configure or remove. Click the Common tab, configure any options, and then type your comments in the Description box. Click OK. The new preference item appears in the details pane. QUESTION 47 Users in the ERPApp1 pilot project report intermittent application issues. You need to consolidate all application events for the users in a central location. What should you do? A. Configure event subscriptions. B. Configure the Advanced Audit Policy Configuration settings. C. Create a custom view in Event Viewer. D. Create a user-defined Data Collector Set. Answer: A Explanation: A. Configure event subscriptions. Event Viewer enables you to view events on a single remote computer. However, troubleshooting an issue might require you to examine a set of events stored in multiple logs on multiple computers. Windows 7 includes the ability to collect copies of events from multiple remote computers and store them locally. To specify which events to collect, you create an event subscription. Among other details, the subscription specifies exactly which events will be collected and in which log they will be stored locally. Once a subscription is active and events are being collected, you can view and manipulate these forwarded events as you would any other locally stored events. B. Configure the Advanced Audit Policy Configuration settings. [http://technet.microsoft.com/en-us/library/dd408940\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd408940(WS.10).aspx) C. Create a custom view in Event Viewer. You can create a filter that includes events from multiple event logs that satisfy specified criteria. You can then name and save that filter as a custom view. To apply the filter associated with a saved custom view, you navigate to the custom view in the console tree and click its name. D. Create a user-defined Data Collector Set. You can create a custom Data Collector Set containing performance counters and configure alert activities based on the performance counters exceeding or dropping below limits you define. After creating the Data Collector Set, you must configure the actions the system will take when the alert criteria are met. Membership in the local Performance Log Users or Administrators group, or equivalent, is the minimum required to complete these procedures.



<http://www.youtube.com/watch?v=4xxKpgT5irU><http://www.youtube.com/watch?v=fKelHBve57k> QUESTION 48The Office 1 network link is brought offline for emergency maintenance.Users in Office2 and Office3 report that they cannot connect to the wireless network.You need to recommend changes to ensure that users in all offices can connect to the wireless network if a WAN link fails.What should you recommend? A. that redundant DHCP scopes be createdB. that additional RADIUS servers be deployedC. that universal group caching be implementedD. that additional default gateways be configured Answer: B
QUESTION 49The company purchases 500 USB flash drives from a new hardware vendor and distributes them to the users.The help desk reports that the users are unable to access the new USB flash drives.You need to ensure that users can save data on the USB flash drives.What should you do? A. Instruct the help desk to modify the BitLocker settings.B. Instruct the help desk to modify the Windows Defender settings.C. Request that an administrator modify the driver signing policy.D. Request that an administrator modify the device installation restriction policy. Answer: D
Explanation:Open Group Policy Management and edit the applicable GPO in your Active Directory.Disable autorun:Computer Configuration Administrative Templates Windows Components AutoPlay Policies Turn off Autoplay: Enabled



Limit to approved devices:Computer Configuration Administrative Templates System > Device Installation Device Installation Restrictions Allow installation of devices that match any of these device IDs: (add the corporate device)Prevent installation of devices not described by other policy settings: Enabled



Case Study 2 - City Power & Light (QUESTION 50 - QUESTION 54)ScenarioYou are an enterprise desktop support technician for City Power & Light.City Power & Light is a utility company. The company has a main office and a branch office. The main office is located in Toronto. The branch office is located in Boston. The main office has 1,000 employees. The branch office has 10 employees.Active Directory ConfigurationThe network contains a single Active Directory domain named cpandl.com. The functional level of the forest is Windows Server 2008 R2.Server ConfigurationAll servers run Windows Server 2008 R2. The relevant servers in the main office are configured as shown in the following table:

| Server name | Role | IP address |
|-------------|------------------------------------------------|-------------|
| DC1 | Global catalog, DNS server | 192.168.1.5 |
| DC2 | Global catalog, DNS server | 192.168.2.2 |
| DC3 | Global catalog, DNS server | 192.168.3.2 |
| DC4 | Global catalog, DNS server | 192.168.4.2 |
| CA1 | Enterprise root certification authority (CA) | 192.168.1.4 |
| Server1 | File and Print Server, DHCP server, VPN server | 192.168.1.3 |
| Server2 | File and Print Server, VPN server | 192.168.2.3 |
| Server3 | File and Print Server | 192.168.3.3 |
| Server4 | DirectAccess server | 192.168.1.7 |

All computers in the main office are configured to use DHCP. All computers in the branch office are configured to use static IP addresses. User Information- All user accounts are standard user accounts.- All client computers run Windows 7 Enterprise.- Each portable computer has a PPT P-based VPN connection to the internal network. Corporate Security Guidelines- All users must be granted the least privileges possible.- All locally stored documents must be encrypted by using Encrypting File System (EFS).- The hard disk drives on all portable computers must be encrypted by using Windows BitLocker Drive Encryption (BitLocker).- All encryption certificates must be stored on smart cards. The company is deploying a new application. When users attempt to install the application, they receive an error message indicating that they need administrative privileges to install it. QUESTION 50 You need to recommend a solution to ensure that users can install the application. The solution must adhere to the corporate security guidelines. What should you recommend? A. Publish the application by using a Group Policy. B. Disable User Account Control (UAC) by using a Group Policy. C. Add all domain users to the local Power Users group by using Restricted Groups. D. Add the current users to the local Administrators group by using Group Policy preferences. Answer: A Explanation:

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