70-685^{Q&As}

Windows 7, Enterprise Desktop Support Technician

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QUESTION 1

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

Correct Answer: A

QUESTION 2

A company has client computers that run Windows 7 Enterprise.

Malicious files have caused a client computer to become unresponsive. You delete the suspicious files. On reboot, the suspicious files reappear.

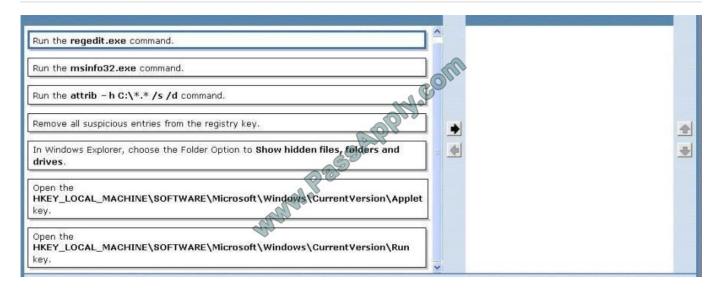You need to ensure that the malicious files are removed from the computer.

Which three actions should you perform in sequence?

(To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)
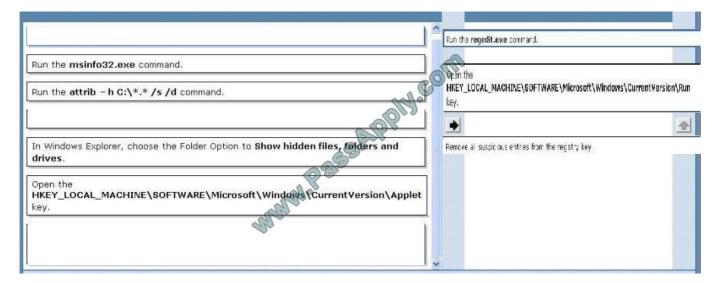
Select and Place:

| Run the **regedit.exe** command. |
| Run the **msinfo32.exe** command. |
| Run the **attrib – h C:*.* /s /d** command. |
| Remove all suspicious entries from the registry key. |
| In Windows Explorer, choose the Folder Option to **Show hidden files, folders and drives**. |
| Open the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Applet key. |
| Open the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run key. |

Correct Answer:

	Run the regedit.exe command.
Run the **msinfo32.exe** command.	Open the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run key.
Run the **attrib – h C:*.* /s /d** command.	
In Windows Explorer, choose the Folder Option to **Show hidden files, folders and drives**.	Remove all suspicious entries from the registry key
Open the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Applet key.	

QUESTION 3

The help desk reports that several client computers in branch office 1 are missing security updates.

You need to identify which security updates are missing. What should you request?

A. that a WSUS administrator generate a Computer Report from WSUS1

B. that a domain administrator run the Microsoft Baseline Security Analyzer (MBSA)

C. that a desktop support technician run a Windows Defender scan on each computer

D. that a desktop support technician generate a System Configuration report for each computer

Correct Answer: B

Microsoft Baseline Security Analyzer (MBSA): to detect common security miss-configurations and missing security updates on your computer systems.

QUESTION 4

A new printer is installed on FP1 and is shared as Printer1.

Users report that they receive an error when they try to connect to \\FP1\Printer1, and that after they click OK they are prompted for a printer driver.

The server administrator confirms that the printer is functioning correctly and that he can print a test page.

You need to ensure that users are able to connect to the new printer successfully. Your solution must minimize administrative effort.

What should you request?

A. an x86 printer driver be installed on FP1

B. the permissions be changed on the shared printer

C. a new Group Policy object (GPO) be created that includes a printer mapping for \\FP1\Printer1

D. the Devices: Prevent users from installing printer drivers setting in the Default Domain Policy be set to disabled

Correct Answer: A

QUESTION 5

You have an Active Directory domain. All client computers run Windows 7 and are joined to the domain. All administrators have laptop computers that have integrated smart card readers. All administrator accounts are configured to require

the smart cards to log on to the domain.

A smart card reader fails on your laptop. You order a replacement smart card reader. The new reader will be delivered next week.

You need to ensure that you can log on to the domain by using your administrative user account. You request that a domain administrator modify the properties of your user account.

What else should you request the domain administrator to do?

A. Reset your computer account.

B. Reset your user account password.

C. Disable and enable your user account.

D. Remove your computer from the domain, and then join your computer to the domain.

Correct Answer: B

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