



Exam : 070-620

Title : Microsoft Windows Vista, Configuring

Ver : 11-01-07

QUESTION 1:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The new Certkiller .com directive states that all departments in Certkiller .com should install Microsoft Windows Vista Business Edition on their respective workstations. You have been assigned to the Research department.

To this end you are thus tasked with the responsibility to install Microsoft Windows Vista Business Edition on the Research Department's workstations. Following is a list of the workstation specifications as at present in the research department:

1. 1.2 GHz processor.
2. 256 MB of RAM.
3. 10 GB hard drive.
4. SVGA video card.
5. Integrated sound card.
6. 10/100 integrated network adapter.

These computers are not ready to have Microsoft Windows Vista Business Edition installed. They lack certain minimum hardware requirements. You now need to identify these and upgrade the workstations accordingly so as to comply with the new Certkiller .com directive.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. You should upgrade the processor.
- B. You should upgrade the RAM.
- C. You should upgrade the video card.
- D. You should upgrade the hard drive.
- E. You should upgrade the network adapter.

Answer: B, D

Explanation: You must have at least 512 MB of RAM and a minimum 20 GB hard drive with 15 GB of free space to successfully install Windows Vista.

Incorrect answers:

A: Windows Vista requires an 800 MHz CPU, so the current 1.2 GHz processor will be adequate and will thus not need to be upgraded.

C: Windows Vista will function with an SVGA video card, although improvements in the user experience with Aero would require a Windows Display Driver Model (WDDM) capable video card.

E: Windows Vista does not have a minimum network adapter requirement, making this option irrelevant in the circumstances.

QUESTION 2:

You work as the desktop support technician at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. The new Certkiller .com directive states that all departments in Certkiller .com should install Microsoft Windows Vista Business Edition on their respective workstations. You have been assigned to the Research department. However, there is another company policy that states that all new installations and upgrades should be done on test computers prior to mass deployment.

The Research department has a test computer named Certkiller -WS620.

Following are the Certkiller -WS620 specifications:

1. Drive C (system drive) has 10 gigabytes (GB) of free space.
2. Drive D (programs drive) has 40 GB of free space.
3. Two memory slots exist, but only one is occupied with a 512 megabyte (MB) memory stick.
4. One 1.5 gigahertz (GHz) 32-bit processor is installed.

To comply with the company policy and follow the new directive you thus plan to install Microsoft Windows Vista Business on Certkiller -WS620. Now you need to change the hardware configuration so that the computer can run Windows Vista Business.

What should you do?

- A. You should install Windows Vista on Drive D.
- B. You need to free up space on Drive C.
- C. You should add more memory to the computer.
- D. You should add a faster processor to the computer.

Answer: B

Explanation: Operating systems must be installed on the system drive. In this scenario, the system drive on Certkiller -WS620 has only 10 GB of free space. Thus you should free up space on Drive C because Windows Vista requires 15 GB of free space for installation purposes.

Incorrect answers:

A: You must install operating systems on the system drive. In this scenario, Drive C is the system drive. Thus you should not install Windows Vista on Drive D.

C: The minimum memory capacity for a computer running Windows Vista is 512 MB and Certkiller -WS620 has 512 MB RAM. Thus you do not need to add more memory to the computer.

D: There is no need to add a faster processor to the computer. The minimum processor speed for a computer running Windows Vista is 800 megahertz (MHz).

QUESTION 3:

DRAG DROP

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has a client computer named Certkiller -WS626.

Certkiller -WS626 has a hard disk that has been partitioned in two equal parts of

50 Gigabytes (GB) each.

Microsoft Windows XP Home has been installed in the primary partition. The second partition is yet to be formatted. You have been instructed ensure that Certkiller -WS626has dual booting abilities. You need to accomplish this task with the least amount of administrative effort.

What should you do? (Choose the correct options in the column on the left and place them in the correct order of execution in the work area on the right.)

Steps, Select from these	Steps, place here
Do not change the file system on the second partition.	Place first step here.
Format the second partition with the the NTFS file system.	Place second step here, if any.
Create two partitions in the extended partition.	Place third step here, if any.
First install Windows Vista on the primary partition.	Place fourth step here, if any.
Install Windows Vista on the second partition	Place fifth step here, if any.
BootCERTKILLER-WS260 from the Microsoft Windows Vista DVD.	Place sixth step here, if any.
First install Windows XP Home on the primary partition.	Place seventh step here, if any.

Answer:

Steps, Select from these	Steps, place here
Do not change the file system on the second partition.	Format the second partition with the the NTFS file system.
	BootCERTKILLER-WS260 from the Microsoft Windows Vista DVD.
Create two partitions in the extended partition.	Install Windows Vista on the second partition.
First install Windows Vista on the primary partition.	Place fourth step here, if any.
	Place fifth step here, if any.
	Place sixth step here, if any.
First install Windows XP Home on the primary partition.	Place seventh step here, if any.

Explanation:

The correct method would be to first format the second partition with NTFS, then boot the computer with the Windows Vista DVD and then installing Windows Vista on the second partition. This order of procedure would result in the least administrative effort

since one should first install the oldest version of the Windows operating system first, then install each newer version in order because every new Windows version preserves backward compatibility for starting earlier Windows versions.

Incorrect answers:

Do not change the file system on the second partition: If one does not change the file system then one will not be able to install Windows Vista on the computer. You need to either convert the file system to NTFS or format the partition with NTFS to accommodate the installation of Windows Vista.

Create two partitions in the extended partition

: This would be superfluous since there are already two partitions and you would not require more partitioning.

First install Windows Vista on the primary partition: This will not work since you need to install the older version of the Windows operating system first and then install the newer version.

First install Windows XP Home on the second partition: This is not the correct method to dual booting the computer. You should begin with installing the Windows XP Home on the primary partition first.

QUESTION 4:

DRAG DROP

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. There is currently only one workstation that has been installed with Microsoft Windows Vista Business Edition. This workstation is named Certkiller -WS622. You have received instructions from the Certkiller .com manager to install Microsoft Windows Vista Business Edition on all the new workstations that has just been purchased. These new workstations must have the same build of Microsoft Windows Vista Business Edition as that deployed on Certkiller -WS622.

You want to complete your task with the least amount of administrative effort. To this end you need to create an image of Certkiller -WS622 to deploy to the new workstations. Thus you take the bootable Windows PE CD that includes all the required deployment tools.

What should you do next? (Choose the correct options in the column on the left and place them in the correct order of execution in the work area on the right.)

Steps, Select from these

Use ImageX on the master computer to create the image file.
Use Sysprep to seal the new build.
Use ImageX to apply the image to the target computer
Boot the target computer with the Microsoft Windows PE CD.
Use Diskpart to format the drive on the target computer.
Boot the master computer with the Microsoft Windows PE CD.

Steps, place here

Place first step here.
Place second step here, if any.
Place third step here, if any.
Place fourth step here, if any.
Place fifth step here, if any.
Place sixth step here, if any.

Answer:

Steps, Select from these

Steps, place here

Use Sysprep to seal the new build.
Boot the master computer with the Microsoft Windows PE CD.
Use ImageX on the master computer to create the image file.
Boot the target computer with the Microsoft Windows PE CD.
Use Diskpart to format the drive on the target computer.
Use imageX to apply the image to the target computer.

Explanation:

the correct plan of action would be as follows:

1. Use Sysprep to seal the master. Sysprep prepares an installed OS to be created into a deployable image by removing some computer specific information such as the workstation's Security Identifier (SID), which must be unique.
2. Boot the master with the Windows PE CD. Windows PE is a bootable OS that has many tools that can be used for creating and deploying images. Tools such as ImageX and Diskpart are run from Windows PE.
3. Use ImageX on the master to create the image file. ImageX is the Windows PE tool that is used to capture (and apply) OS images.
4. Boot the target with the Windows PE CD.
5. Use Diskpart to format the drive. Diskpart is a PE tool that is used to configure the hard drive on a PC.
6. Use ImageX to apply the image to the target.

QUESTION 5:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All the Certkiller .com workstations run Microsoft Windows 2000 Professional. You are responsible for the installation of operating systems on the Certkiller .com computers.

You want to make use of the Microsoft Windows Vista DVD to perform a clean installation on the Certkiller .com workstations. To this end you place the DVD into the drive and start the first workstation only to find that it boots straight to Windows 2000 without starting the install of Microsoft Windows Vista. You have run checks on the BIOS of the workstations and to boot from DVD-ROM is not allowed, though you need to perform a clean install. What should you do?

- A. You should install new hard drives on these workstations.
- B. The BIOS settings of these workstations should be changed to boot from the local hard drive.
- C. You should update all the workstations' BIOS.
- D. You should use the Windows Vista floppy boot disk.

Answer: C

Explanation: If you attempt to boot from the DVD ROM drive and it does not work, the first place to check is the computer BIOS. Alternatively, (though not mentioned as an option to choose from) you can also start the computer with a network boot floppy disk or PXE and connect to the installation files on the DVD or over the network.

Incorrect options:

- A: You should not install a new hard drive. Installing a new hard drive will not solve this problem because the Windows Vista setup files on the DVD still need to be accessed to allow for this install.
- B: You should not change the BIOS settings to boot from the local hard drive. Changing the BIOS settings to boot from the local hard drive will only boot to the installed operating system.
- D: You cannot use the Windows Vista Setup floppy boot disk. Windows Vista does not come with a Setup floppy boot disk.

QUESTION 6:

You work as the network administrator at new company named Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in Chicago and a branch office in Dallas and Miami. Certkiller .com consists of three departments named Research, Development and Sales. The Research department does research on the in-house applications and software where the Development department develops the applications and the software. The Sales department sells the in-house application

and software to their customers.

A Certkiller .com manager named Dean Austin plans to upgrade the branch offices computers to Microsoft Windows Vista Home Edition. The following computers are in the branch offices that need to be upgraded:

Certkiller -WS601 - which runs Microsoft Windows XP Professional

Certkiller -WS602 - which runs Microsoft Windows XP Home

Certkiller -WS603 - which runs Microsoft Windows XP Tablet PC

Certkiller -WS604 - which runs Microsoft Windows 2000 Professional SP3

Which computers can be upgraded directly to Microsoft Windows Vista Home Edition without reinstalling the installed applications?

- A. Certkiller -WS601
- B. Certkiller -WS602
- C. Certkiller -WS603
- D. Certkiller -WS604

Answer: B

Explanation: Microsoft Windows XP Home can be upgraded to Microsoft Windows Vista Home Edition without having to reinstall the installed applications. Installing Microsoft Windows Vista Home Edition will allow you to retain your application, files, and settings as they were in Microsoft Windows XP Home.

Incorrect answers:

A: Microsoft Windows XP Professional is running on Certkiller -WS601 and thus this computer cannot be upgraded to Microsoft Windows Vista Home Edition without requiring the reinstallation of the installed applications. An upgrade in this case can only be done from a clean install which means you will not be able to retain previously installed applications.

C

: Microsoft Windows XP Tablet PC is running on Certkiller -WS603 and thus this computer cannot be upgraded to Microsoft Windows Vista Home Edition without requiring the reinstallation of the installed applications. An upgrade in this case can only be done from a clean install which means you will not be able to retain previously installed applications.

D: Microsoft Windows 2000 Professional SP3 is running on Certkiller -WS604. Thus this computer cannot be upgraded to Microsoft Windows Vista Home Edition while retaining all the previously installed applications because you will require to first upgrade Windows 2000 Professional SP3 to Windows XP and then to Windows Vista.

QUESTION 7:

You work as the network administrator at new company named Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com workstations currently have Microsoft Windows Vista Home Basic Edition installed. All these computers are configured with a single partition.

A Certkiller .com management directive states that the current operating system should be upgraded to Microsoft Windows Vista Ultimate Edition. You have thus been instructed to carry out the new directive. To this end you run setup.exe from the Microsoft Windows Vista Ultimate Edition DVD to install Microsoft Windows Vista Ultimate Edition.

Which directory will hold the old operating system files and directories in the event of you requiring access to the previous Windows, Documents and Setting, and Program Files?

- A. Windows directory
- B. Program Files
- C. Windows.OLD directory
- D. Files and Settings Transfer Wizard
- E. Software explorer

Answer: C

Explanation: During the upgrade process, the previous operating system data files and folders will be saved under the Windows.OLD directory.

Incorrect answers:

A

: The Windows directory does not store the old operating system files and settings; by default it would contain the current operating system files and settings.

B: The Program Files folder lists the installed programs on the computer and is located in the root drive. It does not store the old operating system files and folders.

D: The Files and Settings Transfer Wizard utility is use to copy files and configuration settings from a computer running a pre-Windows XP version to a computer which runs a fresh version of Windows XP Professional.

E: The Software Explorer utility is used in Windows Defender to view and manage the programs that run on the computer, not to store the previous operating system files and solders.

[QUESTION 8:](#)

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The Certkiller .com help desk team also helps the customers which has problems with there software that was bought at Certkiller .com. One such customer named Dean Austin plans to upgrade the client computers in their company. Their company has computers that currently have 20 GB hard drives, 32 MB graphics cards, 128 MB RAM and 800 MHz 32 bit processors, each. Since it was Certkiller .com that sold the software to them, they contacted the Certkiller .com help desk to ascertain which requirement is NOT a minimum system requirement to install Microsoft Windows Vista on a computer. The packaging lists only the minimum requirements. What should you do?

- A. Inform Dean Austin that a 20 GB hard disk is NOT a minimum requirement.
- B. Inform Dean Austin that a 32 MB of graphics memory is NOT a minimum requirement.
- C. Inform Dean Austin that 128 MB of Random Access Memory (RAM) is NOT a minimum requirement.
- D. Inform Dean Austin that an 800 MHz 32 bit processor is NOT a minimum requirement.

Answer: C

Explanation

: The minimum requirements for Microsoft Windows Vista operating system is a minimum of 15 GB free hard disk space on a disk of at least 20 GB hard disk capacity; a minimum of 512 MB RAM; a minimum of 800 MHz 32 bit processor; and 32 MB graphics memory. Thus 128 MB RAM is NOT a minimum system requirement to install Windows Vista.

Incorrect answers:

- A: This is incorrect as a 20 GB hard disk is a minimum requirement.
- B: A 32 MB graphics card is indeed a minimum system requirement.
- D: An 800 MHz 32 bit processor is part of the minimum system requirements to install Windows Vista.

QUESTION 9:

You work as the network administrator at new company named Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has its headquarters in Chicago and a branch office in Dallas and Miami.

The Certkiller .com Research department does research on the in-house applications and software where the Development department develops the applications and the software. The Sales department sells the in-house application and software to their customers.

A Certkiller .com manager named Dean Austin plans to upgrade the branch offices computers to Microsoft Windows Vista Business Edition. The following computers are in the branch offices that need to be upgraded:

Certkiller -WS620 - which runs Microsoft Windows XP Professional

Certkiller -WS622 - which runs Microsoft Windows XP Home

Certkiller -WS623 - which runs Microsoft Windows XP Tablet PC

Certkiller -WS624 - which runs Microsoft Windows 2000 Professional SP3

Which computers CANNOT be upgraded directly to Windows XP Professional without reinstalling the installed applications?

- A. Certkiller -WS620
- B. Certkiller -WS622
- C. Certkiller -WS623
- D. Certkiller -WS624

Answer: D

Explanation: Microsoft Windows 2000 Professional SP3 is running on Certkiller -WS624. Thus this computer cannot be upgraded to Microsoft Windows Vista Home Edition while retaining all the previously installed applications because you will require to first upgrade Windows 2000 Professional SP3 to Windows XP and then to Windows Vista.

Incorrect answers:

A: Microsoft Windows XP Professional is running on Certkiller -WS620 and thus this computer can be upgraded to Microsoft Windows Vista Business Edition without requiring the reinstallation of the installed applications. Installing Microsoft Windows Vista Business Edition will allow you to retain your application, files, and settings as they were in Microsoft Windows XP Professional.

B: Microsoft Windows XP Home can be upgraded to Microsoft Windows Vista Business Edition without having to reinstall the installed applications. Installing Microsoft Windows Vista Business Edition will allow you to retain your application, files, and settings as they were in Microsoft Windows XP Home.

C: Microsoft Windows XP Tablet PC is running on Certkiller -WS623 and thus this computer can be upgraded to Microsoft Windows Vista Business Edition without requiring the reinstallation of the installed applications. Installing Microsoft Windows Vista Business Edition will allow you to retain your application, files, and settings as they were in Microsoft Windows XP Tablet PC.

QUESTION 10:

You work as a helpdesk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows 2000 Server.

The Certkiller .com help desk team also helps the customers which has problems with there software that was bought at Certkiller .com. One such customer named Dean Austin plans to upgrade the client computers in their company. Their company has computers that currently have Microsoft Windows XP computers and these computers have old sound cards and old graphics cards. Since it was Certkiller .com that sold the software to them, they contacted the Certkiller .com help desk to ascertain whether they will be able to install Microsoft Windows Vista on their computers. The packaging lists only the minimum requirements. What should you do?

- A. Instruct Dean Austin to run the Easy Transfer Wizard.
- B. Instruct Dean Austin to run the Software Explorer.
- C. Instruct Dean Austin to check the Windows Vista Program Compatibility Assistant.
- D. Instruct Dean Austin to run the Windows Vista Upgrade Advisor.

Answer: D

Explanation: The Windows Vista Upgrade Advisor is a utility that allows one to access

an easy to understand report after scanning your computer. The report will ascertain whether the currently installed hardware on the computer will work after an upgrade to Microsoft Windows Vista.

Incorrect answers:

A: The Easy Transfer Wizard is not used to check whether your current system hardware will meet the system requirements to install Windows Vista. Instead it will move your user accounts, files and settings from Windows XP to Windows Vista.

B: The Software Explorer Utility is a tool in Windows Defender and it will not help you to check whether your current system hardware meets the system requirements to install Windows Vista. Instead, it is used to view and manage the important security related areas using Software Explorer and thus help you to manage the programs that run your computer through Software Explorer.

C: The Windows Vista Program Compatibility Assistant automatically assists users in setting an appropriate compatibility mode for applications designed for previous Windows versions. It is not used to check whether your current system hardware meets the system requirements to install Windows Vista.

QUESTION 11:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com is a growing business concern and currently has two employees that work from home. These employees have been issued laptop computers named Certkiller -WS620 and Certkiller -WS622 respectively.

You recently installed Microsoft Windows Vista Home Basic on Certkiller -WS620 and Certkiller -WS622. However, the software requirements have changed and both Certkiller -WS620 and Certkiller -WS622 require all existing features, in addition to the Windows Aero user experience and the ability to watch and record live television footage. Certkiller -SW620 also needs to be able to rip DVD as well as remote connection and control abilities.

To this end you are thus tasked with the responsibility to upgrade Certkiller -WS620 and Certkiller -WS622 to meet these new requirements. You should take care to install only the minimum required features on both of these computers.

What should you do?

- A. Upgrade both Certkiller -WS620 and Certkiller -WS622 to Windows Vista Ultimate.
- B. Upgrade both Certkiller -WS620 and Certkiller -WS622 to Windows Vista Home Premium.
- C. Upgrade Certkiller -WS620 to Windows Vista Home Premium. Upgrade Certkiller -WS622 to Windows Vista Ultimate.
- D. Upgrade Certkiller -WS620 to Windows Vista Ultimate. Upgrade Certkiller -WS622 to Windows Vista Home Premium.

Answer: C

Explanation: You should upgrade Certkiller -WS620 to Windows Vista Home Premium and Certkiller -WS622 to Windows Vista Ultimate. Both Certkiller -WS620 and Certkiller -WS622 require the Windows Aero user experience and the ability to watch and record live television, which are supported in both Windows Vista Home Premium and Windows Vista Ultimate. Windows Media Center provides the ability to watch and record live television. However, Certkiller -WS622 also requires DVD ripping functionality and the ability to remotely connect and control the computer. These features are available in Windows Vista Ultimate. Remote Desktop allows users to connect to and control another computer.

Incorrect answers:

A: This is only partly correct since you should upgrade Certkiller -WS622 to Windows Vista Ultimate, however, you should not upgrade Certkiller -WS620 to Windows Vista Ultimate as it would install more than the minimum required features.

B: You should not upgrade Certkiller -WS622 to Windows Vista Home Premium. This edition does not contain DVD ripping functionality and Remote Desktop. This will only work for Certkiller -WS620.

D: You should not upgrade Certkiller -WS622 to Windows Vista Home Premium. This edition does not contain DVD ripping functionality and Remote Desktop. And further more you should not upgrade Certkiller -WS620 to Vista Ultimate as it would install more than the minimum requires features for this laptop.

QUESTION 12:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Currently all workstations on the Certkiller .com network runs Microsoft Windows 2000 Professional. A new Certkiller .com directive states that all workstations should be upgraded to Microsoft Windows Vista.

All the Certkiller .com employees have been instructed to follow the new management directive. A Certkiller .com user named Mia Hamm contacted the Help desk to lodge a complaint. She currently uses a client computer named Certkiller -WS612. Her complaint is that she is unable to use her workstation because she received a stop error and the machine stops responding when she start the computer in either normal mode or in safe mode.

You need to ensure that Mia Hamm will be able to use her workstation. To this end you need to ensure that Certkiller -WS612 can boot without receiving any error. What should you do?

- A. You should uninstall Windows Vista, and revert back to the Windows 2000 Professional operating system.
- B. You should use the Windows Vista DVD to reboot the computer and run the Startup Repair utility.
- C. You should run Software Explorer.
- D. You should disable startup items by running Msconfig.exe.

Answer: B

Explanation

: When you receive stop errors at startup while rebooting a Windows Vista computer, you should boot the computer with the Windows Vista DVD and then select the repair option when prompted. This process will start the Startup Repair Utility which is designed to fix startup problems that prevent Windows Vista from starting correctly.

Incorrect answers:

A: Windows Vista cannot be uninstalled to revert back to the previous operating system. First you would require the old operating system software to install the old operating system, and secondly you would be going against the Certkiller .com company directive.

C: The Software Explorer Utility is a tool in Windows Defender and it will not help you to install Windows Vista. Instead, it is used to view and manage the important security related areas using Software Explorer and thus help you to manage the programs that run your computer through Software Explorer.

D: The Msconfig.exe utility is not going to help you since the stop error is generated prior to the system loading Windows Vista.

QUESTION 13:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The new Certkiller .com directive states that all departments in Certkiller .com should install Microsoft Windows Vista Ultimate on their respective workstations. You have been assigned to the Research department.

To this end you are thus tasked with the responsibility to install Microsoft Windows Vista Ultimate on the Research Department's workstations. Now you also want the latest drivers and Windows Vista critical fixes to be installed automatically. To this end you create an autounattend.xml file by means of using the Windows System Image Manager to automate the installation process. Now you need to ensure that Dynamic Update will work during the install.

What should you do?

A. Verify that the Research department workstations have Internet Explorer 4.1 or later installed and then add the line DUDisable = No to the answer file.

B. Verify that the Research department workstations have Internet Explorer 4.1 or later installed and that they are connected to the Internet.

C. Ensure that the Research department workstations are connected to the Internet and then load the drivers dynamically using Drvload in Windows PE.

D. Ensure that the Research department's workstations are connected to the Internet then have each Research department user click Yes when asked if Setup should get important updates for installation.

Answer: B

Explanation: For Dynamic Update to work, the PC must be on the internet, and it must have Internet

Explorer 4.1 or later installed. Thus you should adhere to option B.

Incorrect answers:

A: The first part of this option is correct. However, you should not add the line DUDisable = No to the answer file. Dynamic Update is enabled by default and does not require that a specific line be added for functionality.

C: You should not use Drvload in Windows PE to dynamically load drivers. Drvload is a Windows PE tool only and would not be necessary for an upgrade.

D: This option is only partly correct insofar as the computers should be connected to the Internet. However, you should not have the user click Yes when asked if Setup should get important updates for installation. If you are using an answer file for the install, the user is not required to interact.

QUESTION 14:

You work as a technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers at Certkiller .com run Microsoft Windows Vista Business.

Due to breaches in security a new Certkiller .com directive states that biometric security devices be implemented. In particular, fingerprint readers should be used to control access to the Certkiller .com facilities. To this end Certkiller .com recently purchased a fingerprint reader device from a third-party vendor. The plan is to connect the fingerprint reader to one of the client computers. The finger print device shipped with a CD-ROM that has different versions of the driver and software application that supports different operating systems. The vendor also offers online support for the fingerprint reader and thus the driver and the application can also be downloaded from the Manufacturer's Web site.

The driver is digitally signed, but the software application is not. You now need to install the correct driver and application for the device.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. First connect the fingerprint reader to the computer.
- B. Afterwards connect the fingerprint reader to the computer.
- C. First install the driver and software application from the CD-ROM separately.
- D. Then install the driver and the software application using the Found New Hardware wizard.
- E. First install the driver and software application from the manufacturer's Web site separately.
- F. Cancel out of the Found New Hardware wizard if it opens.

Answer: A, D

Explanation: You should connect the device to the computer first. This causes the Found New Hardware wizard to open and install the driver for the device. Because a co-installer accompanies the driver, the Found New Hardware wizard also invokes the co-installer after the driver is installed. The co-installer will then install the software application.

Incorrect answers:

B: The fingerprint reader should be connected to the computer first.

C: You should not install the driver and the software application separately albeit from the CD-ROM.

E: You should not install the driver and software application separately albeit from the Manufacturer's Web site.

F: You should not cancel out of the Found New Hardware wizard. This wizard will install the driver and the software application for the device. You should allow the Found New Hardware wizard to install the driver so that the co-installer installs the software application.

QUESTION 15:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Research department.

The Research Department works closely with the Certkiller .com Help desk that supports all the users on the network. Recently you have deployed Microsoft Windows Vista on the Certkiller .com network during a hardware refresh project. You have created a Microsoft Windows Vista Business image and successfully deployed this image to several workstations in the past month.

The Certkiller .com help desk requested that you help them address the problems that the users are reporting to them. These reports all involve users who are experiencing problems installing the image on a new shipment of Tablet PCs. The problems occur when trying to boot to Windows PE using the CD you supplied to them.

You need to assist the Help desk to resolve the issue so the users can continue to install Microsoft Windows Vista on the new Tablet PCs.

What should you do?

- A. You should install Vista manually from CD on the tablet PC and then create a new bootable PE CD that is compatible with the new hardware.
- B. You should install the latest hardware drivers for the tablet PCs on the Windows PE image.
- C. You should install Vista manually from CD on the tablet PC and then create a new Vista image file to use on the new workstations.
- D. You should use Windows Vista Enterprise Edition to create a new image.

Answer: B

Explanation: The most likely resolution would be to install the latest drivers for the tablet PCs on the bootable Windows PE image. Since these PCs are from a new shipment, they may have a new chipset. Because you cannot boot to Windows PE, it would appear that the Windows PE image on the CD needs to have the drivers updated. You can install new drivers to a Windows PE image using the drvload command in Windows PE.

Incorrect answers:

A: You should not install Windows Vista manually from CD on the tablet PC and then create a new Vista image file to use on the new workstations. It is not the image file that is the problem for their inability to boot Windows PE to install to the image, although you may have additional driver issues once you resolve this issue.

C: There is no need to install Windows Vista manually from CD on the tablet PC and then create a new Vista image file to use on the new workstations. It is not the image file that is the problem for their inability to boot Windows PE to install to the image, although you may have additional driver issues once you resolve this issue.

D: There is no need to use Windows Vista Enterprise because Windows Vista Business will support Tablet PCs.

QUESTION 16:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company.

Recently you have installed and configured Microsoft Windows Vista Enterprise on a new workstation named Certkiller -WS621. Directly after the installation, you attempted to install the drivers for the hardware using the beta version that you downloaded from the vendor's Web site. However, as soon as the drivers are installed, Certkiller -WS621 starts to freeze. Then after a reboot, problems escalated and Certkiller -WS621 continued to lockup shortly after logon and will not even boot up at all after that incident.

You need to address this problem and thus do some research on the Internet to find other users who encountered similar issues as the one you need to deal with. These other users identified that these beta driver actually corrupted various system files. And in addition they also found that all attempts to remove the drivers will not solve the problem as the corrupted files would then still be in use when the operating system is running. This means that it could not be replaced. You need to get Certkiller -WS621 to boot and not to lose the post-installation settings. What should you do?

- A. Windows Vista needs to be reinstalled.
- B. Replace corrupt system files from the installation disc by booting to Windows PE.
- C. Press F8 and choose Last Known Good Configuration during the boot process.
- D. Press F8 and boot into Safe Mode during the boot process. Then remove the drivers.

Answer: B

Explanation: You can make use of Windows PE to replace the corrupt system files from the Windows Vista installation media and would thus the solution since you know from the research that you have done that others have tried removing these drivers without any success.

Incorrect answers:

A: A reinstall would result in losing the post-installation settings.

C: This would be foolhardy since the Last Known Good Configuration will include the corrupt files and you should thus not use the Last Known Good Configuration option.

D: Safe Mode would not work because the corrupted files are in use and cannot be removed when the operating system is running.

QUESTION 17:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. There is a Certkiller .com security policy that states that Web sites should not make use of ActiveX controls. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations.

A Certkiller .com user names Amy Walsh contacted the Help desk to report some problems that prevents her from carrying out her duties. Amy Walsh found that she is unable to open a link on a Web site that she needs to visit on a frequent basis. She reports that whenever she clicks on the link nothing happens. She also further reported that while her workstation was running Microsoft Windows 2000 Professional, she never had this problem. It was only after her workstation was upgraded to Microsoft Windows Vista Business that she encountered the problem. You need to enable Amy Walsh to carry out her duties. To this end you investigate her problem and discovered that the Web-site makes use of Active X controls which is against the Certkiller .com security policy. Amy Walsh does not need the Active X controls to carry out her duties. To this end you disable the Active X controls. However, the link still does not respond. What should you do?

- A. Open the Manage Add-ons dialog box. Disable the Shockwave Flash Object ActiveX control.
- B. Open the Internet Options dialog box. On the Security tab, add the URL to the Trusted sites list.
- C. Open the Pop-up Blocker Settings dialog box. Add the URL to the Allowed sites list.
- D. Open the Internet Options dialog box. On the Privacy tab, add the URL to the Allowed sites list.
- E. Open the Internet Options dialog box. On the Advanced tab, choose the Disable Phishing Filter option.

Answer: C

Explanation: By default, Internet Explorer 7.0 prevents most pop-ups from being displayed when you visit Web sites. Since Amy Walsh's problem seems to stem from the pop-up blocker settings in Internet Explorer 7.0, you should open the Pop-up Blocker Settings dialog box and add the URL of the Web site to the Allowed sites list to allow pop-ups to be displayed from a specific Web site.

Incorrect answers:

A: Disabling the Shockwave Flash Object ActiveX control will result in Flash animations

NOT being displayed on a page. Disabling this control has no effect on browser pop-ups.
B: You should not add the URL to the Trusted sites list. Although doing so would allow popups to be displayed from the Web site, this would also allow Internet Explorer 7.0 to run the ActiveX controls on the Web site. But then you will be violating a Certkiller .com security policy.

D: Adding the URL to the allowed sites list on the Privacy tab of the Internet Options dialog box will only result in cookies allowed to be sent from the Web site. It would not affect pop-up settings.

E: You should not choose the Disable Phishing Filter option on the Advanced tab of the Internet Options dialog box. This would prevent Internet Explorer 7.0 from displaying a notification when it determines that a Web site might be a phishing Web site. A phishing Web site is one that impersonates a legitimate Web site in an attempt to steal confidential information. This will not solve Amy Walsh's problem.

QUESTION 18:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You have recently installed and configured Microsoft Windows Vista Ultimate on a new workstation named Certkiller -WS625. Certkiller -WS625 is assigned to a Certkiller .com employee named Andy Reid. Andy Reid contacted the Certkiller .com help desk to complain that whenever he attempts to drag files from the Documents folder to the F drive, an error message appears indicating that there is not enough disk space available. He also says that this problem did not happen before the upgrade and that he did not make any configuration changes to his computer after the upgrade.

You open Windows Explorer to view the drives on Certkiller -WS625. The following exhibit illustrates the display that you encountered.

Exhibit:



You need to ensure that Andy Reid is able to successfully drag files to the F drive.

What should you do?

- A. Format Drive F should be formatted.
- B. The drive F driver should be updated.
- C. Change the drive to which temporary recorded files are stored.
- D. The drive letter names of drives D and F must be swapped.

Answer: C

Explanation: In this scenario, the C drive has only 641 MB of free space, which is why the problem occurs. You should change the drive to which temporary recorded files are stored.

Incorrect answers:

- A: When you format a recordable CD drive, you actually format the CD that is in the drive. However, in this scenario, the problem is related to the installation of Windows Vista because the problem did not happen before the upgrade. Thus if you format Drive F, it will not solve the problem.
- B: The problem is related to the disk space on drive C. thus updating the driver for the F: drive will not help.
- D: You should not swap the drive letter names of drives D and F since Drive C is the problematic drive in terms of disk space.

QUESTION 19:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your job description at Certkiller .com includes replacing the Microsoft Windows 2000 operating system with the Windows Vista Enterprise operating system as the standard operating system for Certkiller .com.

There is a Certkiller .com company policy that states that all software should be tested in a lab setting before deployment to the production network. Thus, in keeping to the company policy, you first test Microsoft Windows Vista Enterprise on Certkiller -TWS621 to ensure compatibility prior to deploying it to the production network. The video cards on all the computers have just been upgraded to a Windows Display Driver Model (WDDM) compatible card. You thus need to configure the Certkiller -TWS621 desktop for Windows Aero.

What should you do? (Each correct answer presents part of the solution. Choose three.)

- A. Set the monitor settings to a refresh rate higher than 10.
- B. Press the Windows Logo Key + Tab.
- C. Set the resolution to 1280 by 1024 or higher.
- D. Set Color to 32 bit.
- E. Set the Theme to Windows Aero.
- F. Set the Color Scheme to Windows Aero.

Answer: A, D, F

Explanation: The correct procedure to follow would be to set the Color to 32 bit, ensure that the monitor is set to a refresh rate higher than 10, and set the color scheme to Windows Aero to enable Vista Aero.

Incorrect answers:

B: There is no need to press the Windows Logo Key + Tab. Pressing the Windows Logo Key + Tab will turn on Flip 3D, a feature of Aero, but this is not a step that enables Aero.

C: There is no need for a screen resolution of 1280 by 1024.

E: There is no need to set the Theme to Windows Aero; rather you should be setting it to Windows Vista.

QUESTION 20:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations.

There is a Certkiller .com company policy that states that all procedures should be tested in a lab setting before deployment to the production network. You have received instructions to install Microsoft Windows Vista Ultimate on all the Workstations at Certkiller .com. Thus, in keeping to the company policy, you first test Microsoft Windows Vista Ultimate on Certkiller -TWS01 to ensure compatibility prior to deploying it to the production network. After a successful test Microsoft Windows Vista Ultimate has been deployed to the production network. The Certkiller .com help desk received a call from one of the users named Clive Wilson, reporting that he has been using Flip 3D to allow him to work with several folders and applications for a large project. He further reports that he was helping a colleague to enter some data in the Certkiller .com CRM application when suddenly Flip 3D stopped working. You need to address the problem to enable Clive Wilson to carry out his duties.

What should you do?

- A. You should add more Random Access Memory (RAM) on the Clive Wilson's workstation.
- B. Instruct Clive Wilson to close out of the applications and retry Flip 3D.
- C. Instruct Clive Wilson to change to the Windows Vista theme in the Theme settings.
- D. You should upgrade Clive Wilson's DirectX 9 video card to support Windows Display Driver Model (WDDM).

Answer: B

Explanation:

The user should try closing some of the applications and retry the Flip 3D feature. If an application is incompatible with the Windows Aero color scheme, some of the visual elements will be automatically disabled and then re-enabled once the incompatible

application is closed. As the user reported that he was using the CRM application, this may be the application causing the issue.

Incorrect answers:

A: There is no need to upgrade the RAM or video card on the Clive Wilson's workstation. Because Flip 3D was already working, you can conclude that the video card and RAM are adequate to run Aero.

C: The theme does not need to be set to Windows Vista for Aero to work properly. Thus there is no need to instruct Clive Wilson to change to the Windows Vista theme in the Theme settings.

D : There is no need to upgrade Clive Wilson's video card since it was tested successfully before the deployment of Windows Vista Ultimate to the production network.

QUESTION 21:

You work as the support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You have just installed Microsoft Windows Vista Ultimate on a laptop workstation. Then you discovered that the user interface features provided by Windows Aero are not being displayed. To this end you checked the system requirements and verified that the hardware requirements are met. Furthermore, you know that the monitor is capable of supporting both 16-bit and 32-bit colors; as well as the 800 x 600, 1024 x 768, 1280 x 1024, and 1600 x 1200 screen resolutions.

You need to solve the problem and thus require performing additional testing to determine why the Windows Aero features are not being displayed.

What should you do? (Choose all that apply.)

- A. Ensure that the monitor refresh rate is greater than 10 hertz
- B. Ensure that the color depth is set to 16 bit
- C. Ensure that the color depth is set to 32 bit
- D. Ensure that the screen resolution is set to 800 x 600
- E. Ensure that the theme is set to Windows Vista
- F. Ensure that the screen resolution is set to 1280 x 1024

Answer: A, C, E

Explanation: You should ensure that the color depth is set to 32 bit. Windows Aero requires that the color depth be set to 32 bit if the monitor supports 32-bit colors.

You should ensure that the monitor refresh rate is greater than 10 hertz. Windows Aero requires that monitors support a refresh rate greater than 10 hertz.

You should ensure that the theme is set to Windows Vista. Windows Aero features can only be displayed when the theme is set to Windows Vista.

Incorrect answers:

B
: Windows Aero requires that the color depth be set to 32 bit if the monitor supports 32-bit colors, thus you should not ensure that the color depth is set to 16 bit.
D, F: You should ensure that the screen resolution is set to 800 x 600 or 1280 x 1024. You should use the highest screen resolution that meets your needs.

QUESTION 22:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You have just installed Microsoft Windows Vista Ultimate on a desktop workstation. Then you discovered that the user interface features provided by Windows Aero are not being displayed. To this end you checked and found that the display theme is currently set to Windows Vista and then you went further to check the system requirements. Following are the specifications of this particular workstation:

1. 17 - inch cathode ray tube (CRT) monitor capable of supporting refresh rates up to 85 hertz
2. 32 - megabyte (MB) video card

You now need to make changes so that the computer can display Windows Aero user interface features.

What should you do?

- A. The operating system should be upgraded.
- B. The video card should be replaced.
- C. The monitor should be replaced.
- D. The display theme should be changed.

Answer: B

Explanation: Windows Aero requires that video cards support at least 64 MB of graphics memory. Additionally, the video card must be Windows Display Driver Model (WDDM)-compatible which means that the video card should be replaced.

Incorrect answers:

A: Windows Aero is available in Windows Vista Business, Windows Vista Enterprise, Windows Vista Home Premium, and Windows Vista Ultimate thus this option is superfluous.

C: There is no need to replace the monitor. The only monitor requirement by Windows Aero is that they must support a refresh rate greater than 10 hertz.

D: Windows Aero requires that the display theme be set to Windows Vista and thus there is no need to change the display theme.

QUESTION 23:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

The current Certkiller .com network setup is Microsoft Windows Vista Home Basic in a workgroup configuration. There is a company policy that states that employees may not use instant messaging applications on the Certkiller .com workstations. You need to ensure that this policy can be applied.

What should you do?

- A. You should migrate to Windows Vista Business.
Then configure Parental Controls to disable the use of instant messaging applications.
- B. You should configure Parental Controls to only run allowed programs on each of the Certkiller .com workstations.
- C. You should configure Parental Controls to enable the Windows Vista Web Filter.
- D. You should configure a Group Policy object (GPO) to apply Parental Controls to not allow the use of instant messaging applications.

Answer: B

Explanation: Parental Controls should be configured to only run allowed programs. Then you will be able to exclude any instant messaging application from the list of allowed programs.

Incorrect answers:

A: Windows Vista Business does not support Parental Controls which means that you will not be able to prevent employees using instant messaging applications.

C: The Windows Vista Web Filter controls Web site access and file downloads. It does not control instant messaging application usage.

D: Making use of a GPO would involve setting up Active Directory. The users are currently in a workgroup. Parental Controls can only be configured on user accounts that are local to the workstation, not an Active Directory domain account. In addition, computers running Windows Vista Home Basic cannot be added to a domain. Thus there is no need to set up a Group Policy Object (GPO) to configure Parental Controls.

QUESTION 24:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com which operates as a censorship board.

It has come to light that there are some Certkiller .com employees make use of their workstations to access undesired sites albeit in their lunch hour. To this end a new

company policy was issued. This policy states that no Web sites, other than approved sites to which they have been assigned to evaluate, are to be accessed using the Certkiller .com network. This policy was thus adopted by the staff. However, there is a user named Rory Allen that makes use of another user's workstation to visit unauthorized, undesired Web sites. Thus Amy Wilson contacted the Certkiller .com help desk to request help in restricting Rory Allen from accessing these undesired sites from her workstation.

You need to assist Amy Wilson. Amy Wilson then sent you a remote invitation. You connect to Amy Wilson's workstation and discovered that Amy Wilson has an administrator account and Rory Allen has a standard user account. You need to modify Amy Wilson's computer to prevent Rory Allen from accessing these undesired Web sites. You however need to ensure that Amy Wilson will still be able to visit the sites that she is allowed to access in her duties.

What should you do?

- A. Open Microsoft Internet Explorer. And choose Internet Options from the Tools menu. On the Security tab, add the URL of the undesired Web site to the Restricted Sites list.
- B. Open the Parental Controls Control Panel applet and select Rory Allen's user account. Block access to the undesired Web site.
- C. Open the Parental Controls Control Panel applet and select Rory Allen's user account. Enable Windows Vista Web filtering, and add the URL of the undesired Web site to the Blocked Web sites list.
- D. Open Microsoft Internet Explorer and choose Internet Options from the Tools menu. On the Privacy tab, add the URL of the undesired Web site to the blocked sites list.

Answer: C

Explanation: The Parental Controls Control Panel applet allows you to set restrictions on times that a standard user can log on to the computer, as well as allow or block access to specific programs, games, or Web sites. By enabling Windows Vista Web filtering and adding the URL of the undesired Web site to the Blocked Web Sites list, you prevent Rory Allen's user account from accessing the undesired Web site.

Incorrect answers:

- A: You should not add the URL of the undesired Web site to the Restricted Sites list of Internet Options. This would prevent all users of the computer from accessing the Web site and thus prevent Amy Wilson from carrying out her duties.
- B: You should not block access to the undesired Web site. This would not allow Amy Wilson to complete her tasks.
- D: You should not add the URL of the undesired Web site to the blocked sites list on the Privacy tab of Internet Options. This would simply block cookies from that Web site. It would not block access to the Web site, besides Amy Wilson will be affected.

QUESTION 25:

You work as the desktop support technician at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You received a call from a Certkiller .com user named Andy Reid reporting that he has a problem. Andy Reid is unable to log on to his computer. Upon every attempt to log on, he encounters the following message:

Your account has time restrictions that prevent you from logging on at this time.

Please try again later.

Andy Reid's workstation is configured with Microsoft Windows Vista Home Premium. You need to determine identify the cause of this problem.

What conclusion can you draw?

- A. The Maximum password age local policy setting is set to 0 days.
- B. The Minimum password age local policy setting is set to 0 days.
- C. The Parental Controls settings on Andy Reid's workstation prevent him from logging on to the computer at specific times.
- D. The Active Directory settings prevent Andy Reid from logging on to the computer at specific times.

Answer: C

Explanation: With Parental Controls, you can configure time restrictions for any user who has a standard user account. You should conclude that Parental Controls settings prevent Andy Reid from logging on to the computer at specific times.

Incorrect answers:

A: You should not conclude that the Maximum password age local policy setting is set to 0 days. This setting defines the number of days after which a password will expire.

B: You should not conclude that the Minimum password age local policy setting is set to 0 days. This setting defines the number of days after which a password can be changed.

D: Windows Vista Home Premium cannot be joined to Active Directory domains. Thus you can not conclude that Active Directory settings prevent Andy Reid from logging on to the computer at specific times.

QUESTION 26:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All Certkiller .com workstations are running Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A user named Mia Hamm contacted the Certkiller .com help desk to ask for assistance to fix her Internet Explorer settings. Knowing how busy the help desk was she first tried fixing the browser problem herself, but is no unable to remember all the changes she has made. You thus need to address Mia Hamm's problem. To

this end you check the Internet Options on her computer and see that Mia Hamm has changed many of the settings on the Advanced tab. The other tabs appear to have the expected defaults, and the proxy settings are correct.

You now need to revert the Advanced settings back to the default configuration without affecting any other browser settings.

What should you do?

- A. You should reinstall Internet Explorer 7.0.
- B. Navigate to the Security tab in Internet Options and click Reset all zones to default level.
- C. Navigate to the Advanced tab in Internet Options and click Reset.
- D. Navigate to the Advanced tab in Internet Options and click Restore advanced settings.

Answer: D

Explanation: You should use the Restore advanced settings button on the Advanced tab of the Internet Options dialog box. This resets the Advanced options only, without impacting the other security and privacy setting used by Internet Explorer 7. This is what is required in this scenario.

Incorrect answers:

- A: There is no need to reinstall Internet Explorer. This is not an option, as it comes as part of the operating system.
- B: There is no need to reset the zone settings on the Security tab; doing so will impact the security level in Internet Explorer. This was not the problem.
- C: There is no need to use the Reset button on the Advanced tab of the Internet Options dialog box. That would result in all of the Internet Explorer settings being reset.

QUESTION 27:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

The manager of the Certkiller .com Sales department named Clive Wilson contacted the Certkiller .com help desk to ask for assistance with his department's main workstation. According to Clive Wilson, he makes use of many Web sites and services to order and track sales from several companies. This result in him having a lot of custom settings and preferences on these sites that he does not want to lose. Many of the sites have passwords that the manager is no longer required to enter because they are stored locally on the computer.

Clive Wilson has recently delegated the task of processing sales orders online to some of his staff members. He would like them to have their own credentials on the Web sites, so they can track their own sales. To this end you are required to remove the stored passwords from the computer and prevent them from being stored locally

again.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. On the Security tab in Internet Options, set the Internet zone security to High.
- B. On the Privacy tab in Internet Options, set the level to Medium
- C. On the Privacy tab in Internet Options, set the level to High.
- D. On the Content tab in Internet Options, click the AutoComplete Settings button and clear the User names and passwords on forms check box.
- E. Click Tools in the Internet Explorer and then click Delete Browsing History. Click Delete passwords.

Answer: D, E

Explanation: To remove the passwords, you should open Internet Explorer, click Tools, and then click Delete Browser History. Then click Delete Passwords to remove the local passwords stored for Internet content.

You also must clear the User names and passwords on forms option in the AutoComplete Settings dialog box. This will prevent user name and password settings from being stored locally in the future.

Incorrect answers:

A

: Security levels determine how Internet Explorer will interact with specific Web sites based upon which zone the Web site resides within thus you should not configure the security level because this does not impact password storage.

B: There is no need to configure the privacy levels to medium. These relate to the acceptance of cookies in Internet Explorer, not the saving of passwords.

C: There is no need to configure the privacy levels to high. These relate to the acceptance of cookies in Internet Explorer, not the saving of passwords.

QUESTION 28:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A user named Mia Hamm contacted the Certkiller .com help desk to report that she is experiencing trouble with viewing Web sites in Microsoft Internet Explorer 7.0. She says that all Web pages are displayed in the upper-left corner of the tab. The text as well as the images appear very small and make it very awkward to view. You need to enable Mia Hamm to view the pages at their original size. To this end you thus change the text size from medium to large, but it has very little impact on the text, and the images are still too small.

What should you do?

- A. You need to decrease the screen resolution.
- B. You need to increase the screen resolution.
- C. You need to decrease the zoom level for the tab.
- D. You need to increase the zoom level for the tab.

Answer: D

Explanation: Internet Explorer 7.0 allows one to view Web pages at different zoom levels and judging by the symptoms described in the question it is possible that Mia Hamm accidentally pressed the Ctrlkeys to zoom out. Changing the zoom level affects the entire page, resizing both text and images. If you change the zoom level to 100 percent, Web pages will appear in their original sizes. Thus you should increase the zoom level for the tab.

Incorrect answers:

- A: Decreasing the screen resolution would make all desktop elements appear larger, but it would not affect the size of Web pages relative to the browser.
- B: Increasing the screen resolution would make all desktop elements appear smaller, including those of the browser and this is undesirable in this scenario.
- C: Decreasing the zoom level for the tab would make the pages appear smaller than they do now. This is not what is wanted in this scenario.

QUESTION 29:

You work as part of the IT support staff at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Recently all the Certkiller .com workstations have been upgraded from Microsoft Windows 2000 Professional to Microsoft Windows Vista Enterprise. A member of the finance department named Dean Austin makes use of an accounting application. Previously, while running the Microsoft Windows 2000 Professional operating system, this accounting application worked without a hitch. However, since the upgrade to Microsoft Windows Vista Enterprise the application will not run. Dean Austin thus contacted the Certkiller .com help desk to report his problem.

Upon investigation into the problem you find that Dean Austin is prompted for a password when he opens the program, but entering his password does not allow him access to the application. When you enter the administrative password, the application opens. Now you need to make sure that Dean Austin has access to this application without providing any additional privileges to his user account.

What should you do?

- A. Change the Local Security Policy option named Behavior of the elevation prompt for administrators in Admin Approval Mode to Elevate without prompting.
- B. Set up Parental Controls to allow the application for Dean Austin.
- C. Select the Run this program as an administrator option from the application's

Properties dialog box.

D. Add the Dean Austin user account to the built-in Administrators group.

Answer: C

Explanation: You should use the application's Compatibility tab and check the Run this program as an administrator option to allow an application that requires administrative rights to run properly. This will allow this application to be started without Dean Austin being prompted for administrator's credentials.

Incorrect answers:

A: The Behavior of the elevation prompt for administrators in Admin Approval Mode policy setting will only prevent users with administrative rights from being prompted for elevated rights when they try to run applications that require elevated rights. It will not impact standard users' applications. Thus this option is not the solution.

B: Parental Controls can be used to deny or allow applications for a user, not allow them to run with administrative rights.

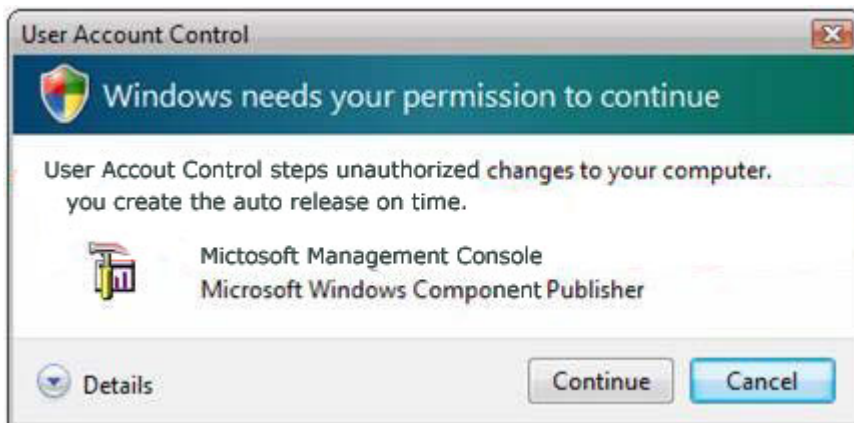
D: You do not want to configure Dean Austin to run his computer as an administrator as this is not recommended.

QUESTION 30:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. All desktop computers run Microsoft Windows Vista Business.

Certkiller .com has a written security policy that states that only administrator approved applications should be installed on the Certkiller .com network. A Certkiller .com employee named Amy Wilson contacted the help desk to ask for assistance since she has trouble with her desktop workstation named Certkiller -WS628. Every time that she attempts to make certain configuration changes to Certkiller -WS628, she receives the following message.

Exhibit:



You need to ensure that Amy Wilson is able to make configuration changes to

Certkiller -WS628. You then verify that she is a member of the local administrators group. Now you must make certain configuration changes to prevent this message from appearing when Amy Wilson attempts to configure Certkiller -WS628.

What should you do?

- A. Amy Wilson should be added to the local Power Users group.
- B. Amy Wilson should be added to the local Users group.
- C. The behavior of the elevation prompt for administrators in User Account Control (UAC) Admin Approval Mode should be changed.
- D. The Windows Firewall should be turned off.
- E. You should disable running all administrators in User Account Control (UAC) Admin Approval Mode.

Answer: C

Explanation

: UAC prevents unauthorized configuration changes and silent installations. The message that is displayed confirms a user's decision to make configuration changes. This helps prevent viruses from making changes to a user's computer in the security context of the user but without the user's permission. You should change the behavior of the elevation prompt for administrators in UAC Admin Approval Mode. Change the policy setting from Prompt for consent to No prompt. With this setting, the UAC message will not be displayed whenever Amy Wilson attempts to make configuration changes that require administrative privileges.

Incorrect answers:

- A: You should not add Amy Wilson to the local Power Users group. If UAC is enabled, it works for all users since group membership is irrelevant to UAC.
- B: You should not add Amy Wilson to the local Users group. If UAC is enabled, it works for all users since group membership is irrelevant to UAC.
- D: You should not turn off Windows Firewall. Windows Firewall helps protect your computer from network or Internet attacks.
- E: Disabling running all administrators in UAC Admin Approval Mode, you turn off UAC for all administrators by default. Furthermore you should not turn off UAC for Amy Wilson rather you should only change the behavior of the UAC message.

QUESTION 31:

You work as part of the IT support staff at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Your department has been tasked with the responsibility to set up a small office for the Certkiller .com Research department. All the computers in this small office are to run Microsoft Windows Vista Home in a workgroup configuration. The head of the Research department requested that the users in his department have the ability to

install software without having access to any other administrative functions. You need to allow the Research department users the ability to install software in the most secure manner.

What should you do?

- A. Make all the Research department users members of the local administrators group.
- B. Turn User Account Control off in the User Accounts Control Panel tool.
- C. You should configure Parental Controls to block each user from the ability to download unapproved software.
- D. You need to configure the user account control to not prompt during software installation in the Security Options section of the Local Security Policy.

Answer: D

Explanation: You need to edit the Local Security Policy to not prompt during installs by disabling the Detect application installations and prompt for elevation setting. This will allow applications to be installed without prompting for the administrative credentials.

Incorrect answers:

A: Making the Research Department users administrators of their computers will provide them more rights than required.

B: If you turn off User Account Control it will reduce the security on the workstation because it will allow users and their applications to operate with elevated rights, possibly allowing malicious software to be installed on the computer. This is not what was requested by the Research head of department.

C: You should not configure Parental Controls to prevent software downloads. Although users can download software that is not approved, they also may download many other useful resources from the Internet.

QUESTION 32:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a several computers that are organized in a workgroup configuration. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

The Certkiller .com reception is the responsibility of two individuals, Mia Hamm and Clive Wilson, who make use of a common computer named Certkiller -WS621.

Certkiller -WS621 is configured with Microsoft Windows Vista Home Premium.

Clive Wilson contacts the Certkiller .com help desk to complain about an issue regarding the use of Certkiller -WS621. He says that whenever he tries to make changes to Certkiller -WS621 he encounters a User Account Control dialog box as shown in the following exhibit.

Exhibit:



You need to determine the most likely cause of this problem.
What conclusion can you draw?

- A. Mia Hamm installed the application that Clive Wilson is accessing.
- B. Mia Hamm is the only administrator of the computer.
- C. Clive Wilson accidentally logged on to the computer as Mia Hamm.
- D. Clive Wilson is attempting to start a service that is configured to run as Mia Hamm.

Answer: B

Explanation

: The problem that Clive Wilson is encountering is a case where User Account Control (UAC) is intercepting configuration change requests to the computer. The action that Clive Wilson is attempting to perform requires administrative privileges. UAC will thus prompt Clive Wilson for administrator credentials. In a case where only one administrator is configured, UAC requires an administrator's credentials to complete the request. If more than one administrator had been configured for the computer, UAC would allow Clive Wilson to choose which credentials to specify. Thus the most likely cause of the problem that Clive Wilson is experiencing is because Mia Hamm is the only administrator of the computer.

Incorrect answers:

- A: The problem is not because Mia Hamm installed the application that Clive Wilson is accessing. It does not matter who installed the application. It only matters that the user who runs the application is granted the appropriate privileges.
- C: The problem is not that Clive Wilson accidentally logged on to the computer as Mia Hamm. If this were the case, she would not be prompted for administrator credentials.
- D: The problem is not because Clive Wilson is attempting to start a service that is configured to run as Mia Hamm. If this were the case, Windows Vista would not

prompt her for Mia Hamm's credentials. The Service Control Manager (SCM) would use the stored credentials to start the service.

QUESTION 33:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has a Microsoft Windows Vista client computer named Certkiller -WS620.

Certkiller -WS620 is used by two Certkiller .com users named Mia Hamm and Clive Wilson. Clive Wilson is a night shift worker at Certkiller .com. Mia Hamm complains that Clive Wilson consistently makes configuration changes to Certkiller -WS620 that Mia Hamm has to undo before she can start working in the morning. You need to configure Certkiller -WS620 so that Clive Wilson is not allowed to make changes to the computer
What should you do?

- A. Add Clive Wilson's user account to the Guest group on Certkiller -WS620.
- B. Create a Standard User Account for Clive Wilson on Certkiller -WS620.
- C. Add Clive Wilson's user account to the Local Administrators group on Certkiller -WS620.
- D. Add Clive Wilson's user account to the Remote Desktop User Group on Certkiller -WS620.

Answer: B

QUESTION 34:

You work as the workstation specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You have configured Windows Defender on all the Microsoft Windows Vista Ultimate workstation in the Sales department. The manager of the Sales department, Clive Wilson, contacted the Certkiller .com help desk to assist him in installing an expense tracking application on his computer named Certkiller -WS620. Due to the nature of the work done in the Sales department, Clive Wilson travels extensively in the execution of his duties. To enhance his working experience he would require this expense tracking application when he is traveling.

To this end an expense tracking application was bought from a reputable company that has a good tracking record. This application was then installed on Certkiller -WS620. This application interacts with several other applications such as Microsoft Office Outlook and Excel.

The next day Clive Wilson contacted the Certkiller .com helpdesk while being out of

the office on duty, reporting that he encounters an alert from the Windows Defender when he attempts to open Microsoft Excel. The alert displays a medium level warning stating that the expense tracking software may be spyware. Since the software was purchased from a reputable company with a good tracking record, you are certain that this is a false positive detection. However, you need to assist Clive Wilson and stop the warnings to allow him to track his expenses while on duty.

What should you do?

- A. Instruct Clive Wilson to open Windows Defender, click Tools, and then click Options. Under the default action for Medium alert items, he must choose Ignore from the drop-down list.
- B. Instruct Clive Wilson to specify the expense tracking application as an allowed application for this user in Parental Controls.
- C. Instruct Clive Wilson to open Windows Defender, click Tools, and then click Options. Under the Advanced options, he should click Add in the Do not scan these files or locations section. Then browse to the expense application's executable and click OK.
- D. Instruct Clive Wilson to click the Action menu and click Always Allow when he receives the warning message.

Answer: D

Explanation: Windows Defender monitors and scans for potential spyware on a computer. If an application is being identified as spyware, and you are confident that it is not, when prompted with the spyware warning, you should click the Action menu and click Always Allow so in the future Windows Defender will know that this is not spyware and will allow it to run.

Incorrect answers:

- A: Changing the default actions for medium alerts to Ignore would impact on the way Windows Defender treats all applications that are identified as medium alert items, which would greatly increase your chances of having undetected spyware.
- B: Parental Controls can be used to specify which application a user can or cannot run, but it does not impact detection of spyware. Thus you should not use Parental Controls to allow this application because it will not prevent Windows Defender from detecting this application as spyware.
- C: Adding the application to the Do not scan these files or locations section will only prevent the application from being scanned on a scheduled or manual scan, but it would not prevent an alert for real-time protection as described in the question.

QUESTION 35:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop

workstations in operation at Certkiller .com.

A Certkiller .com user named Rory Allen called the Certkiller .com help desk to report a problem that he experiences with his workstation named Certkiller -WS624. He says that the Home page in Microsoft Internet Explorer 7.0 always changes. If he manually changes the Home page, it automatically changes back after a few seconds. Furthermore he added that knowing how busy the help desk is he also asked a colleague to log on to Certkiller -WS624 and the colleague also encountered the same problem. You were thus instructed to solve Rory Allen's problem on Certkiller -WS624.

What should you do?

- A. Open the Programs Control Panel applet and navigate to Installed Programs. Then remove any program that does not have an assigned publisher.
 - B. Remove any unfamiliar programs on the Exceptions tab in the Windows Firewall.
 - C. Change the security level for the Internet zone to High in the Internet Options.
 - D. Open Windows Defender and navigate to Software Explorer and choose the Startup Programs option.
- Remove any unfamiliar programs whose startup type is set to Registry: Local Machine.

Answer: D

Explanation: Windows Defender helps you defend your computer against spyware and other malware. Windows Defender works by adding an entry to the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
By deleting the correct program in Windows Defender, you prevent the program from starting whenever Windows starts. Thus you should open Windows Defender and remove any unfamiliar programs whose startup type is set to Registry: Local Machine.

Incorrect answers:

A: Just because a program does not have an assigned publisher does not mean that it is malware. Furthermore, a program that has an assigned publisher might be malware. Thus you should not just remove any program that does not have an assigned publisher as this is no guarantee that it is malware.

B: Windows Firewall helps protect your computer from network or Internet attacks. The problem in this scenario represents a local attack because the malware that is running is already on the computer, even if it could have arrived via the Internet. It would thus be foolhardy to remove programs from the Exceptions tab in Windows Firewall to solve this problem.

C

: The security level in Internet Explorer enforces restrictions on the execution of Web content. In this scenario, no specific Web content is causing the problem to occur. Thus changing the security level in Internet Explorer to High will not address the problem.

QUESTION 36:

You work as the client support technician at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A user named Mia Hamm called the Certkiller .com help desk to report some problems that she is experiencing on her client computer named Certkiller -WS625. Mia Hamm says that she experiences reduced performance on Certkiller -WS625 and that she finds it extremely tedious to complete her work. You need to address this problem and thus reboot Certkiller -WS625. However, Certkiller -WS625 is still extremely slow after the reboot and now you suspect that there might be something that is running at startup that could be causing the problem.

You have a suspicion that it could be spyware or even a virus. You need to see all the applications that are being run at startup to ascertain whether your suspicions are correct.

What should you do?

- A. Check the Services Control Panel program to see all services that are set to start automatically.
- B. In Windows Explorer, browse the Startup folder.
- C. Check which applications are running using Task Manager.
- D. Check what is configured to run at startup using Windows Defender.

Answer: D

Explanation: One can make use of the Software Explorer option in Windows Explorer to view all programs that are set to run at startup. This allows you to view several categories of software, including what is running at that time and what is set to run at startup. For each application set to run at startup, there is additional information including the startup type, so you can identify the mechanism used to start it, such as the Registry.

Incorrect answers:

A: The Services Control Panel program will show you all services that are set to run automatically when Windows starts up, but this is not a complete list of applications. This option will thus not help in solving the problem.

B: Browsing to the Startup folder will provide you with a partial list of applications that will start during startup, but not all. Other applications start from the Registry or batch files. These are not listed in the Startup folder. Thus this option is not relevant in troubleshooting this issue.

C: Task Manager will not allow you to identify the actual executables that are set to run at startup since it will only show you the applications, services, and processes that are currently running.

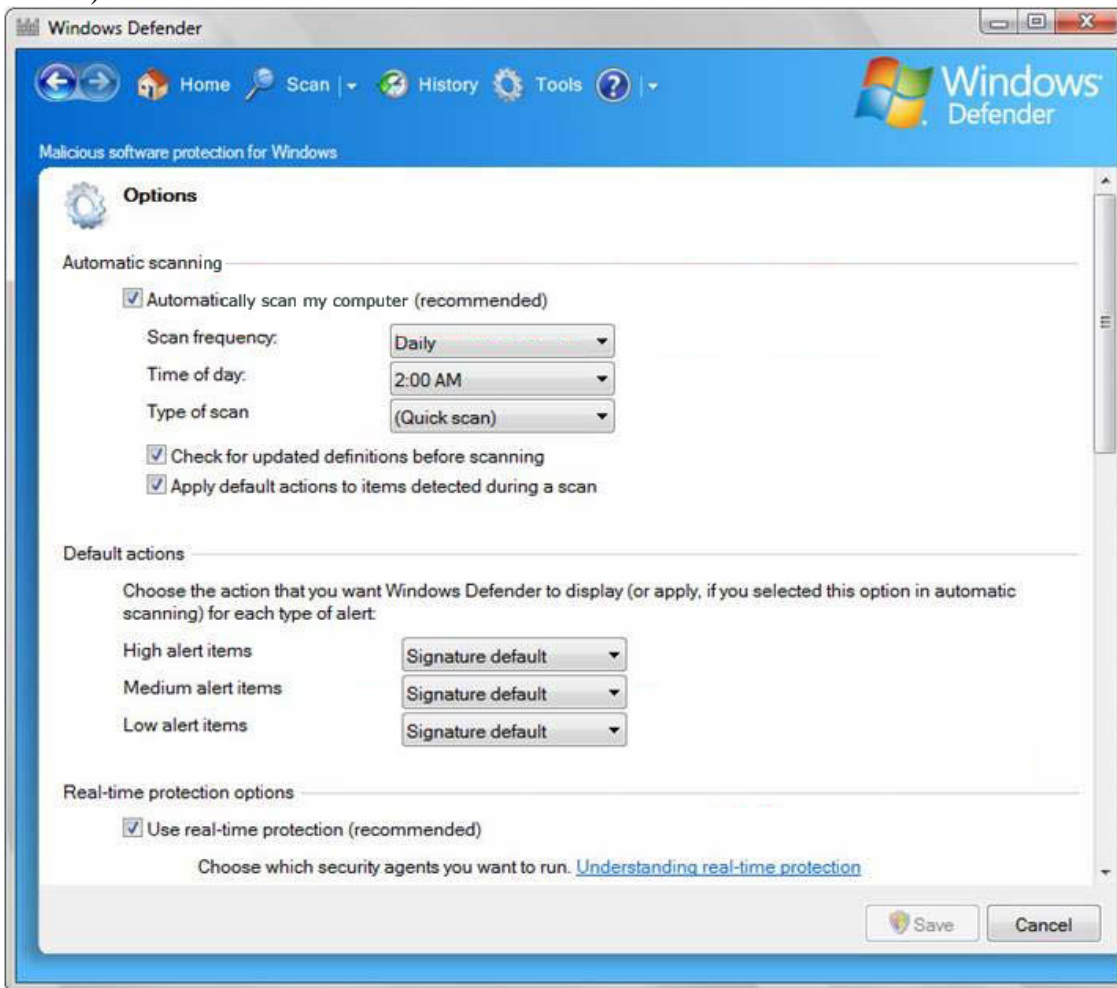
QUESTION 37:

HOTSPOT

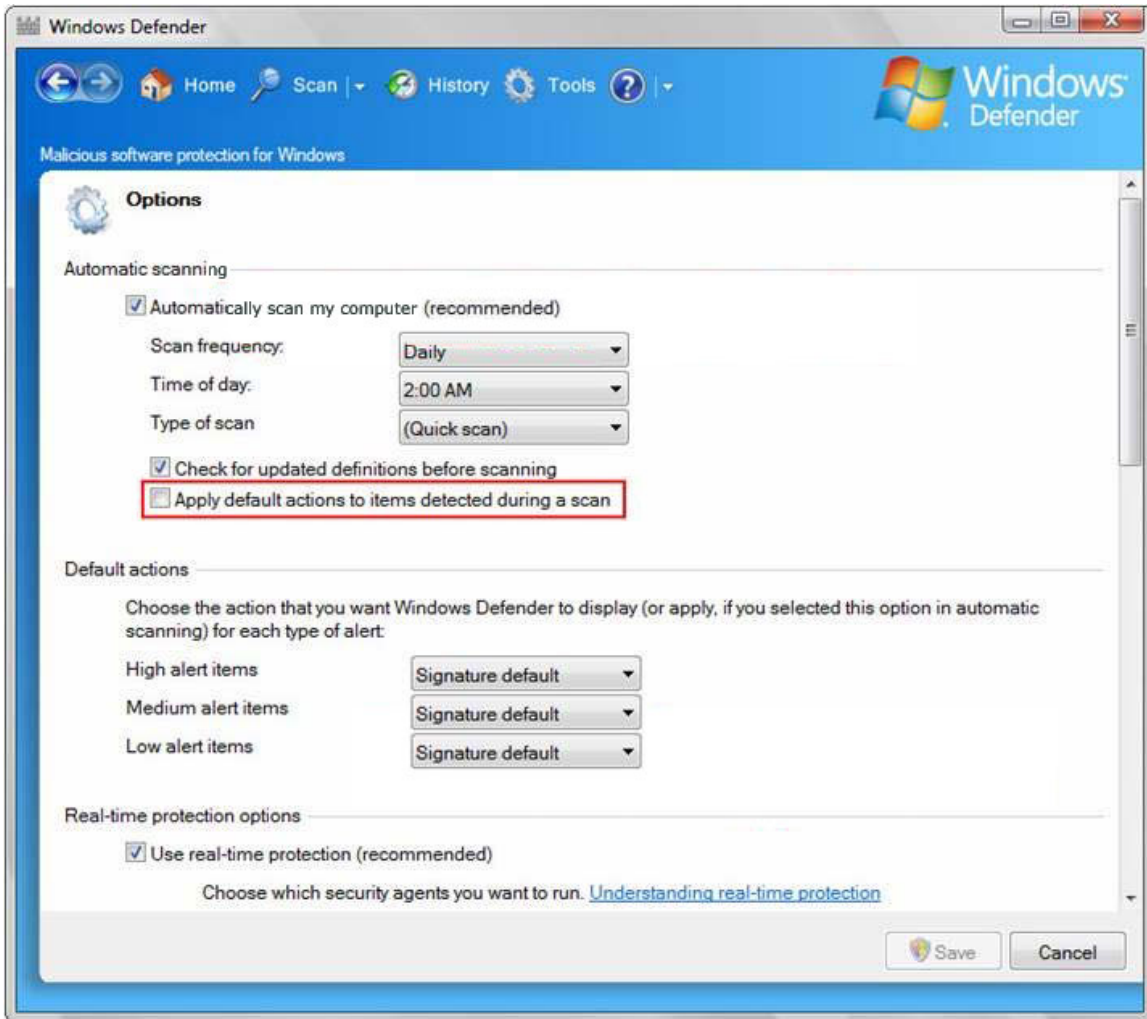
You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a several computers that are organized in a workgroup configuration. All client computers on the Certkiller .com network run Microsoft Windows Vista Business. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. A new Certkiller .com directive states that all computers on the Certkiller .com network should meet the following requirements:

1. It must perform daily scans only of the folders where malicious software is known to exist.
 2. It must recommend the removal of low alert items only in the cases where the malicious software definition database suggests removal of malicious software.
- You have been instructed to ensure that the Certkiller .com network computers meet these requirements.

What should you do? (To answer perform the appropriate action in the work area below.)



Answer:



Explanation:

If you clear the Apply default actions to items detected during a scan it will result in Windows Defender only recommending an action to take for detected malicious software. This prevents Windows Defender from automatically taking the recommended action, such as quarantining or removing software.

Incorrect answers:

You should not clear the Automatically scan my computer option because this will prevent Windows Defender from automatically scanning the computer for malicious software.

You should not choose (Full system scan) from the Type of scan drop-down list because this will result in Windows Defender scanning all files on the hard disk, not just the folders where malicious software is known to exist.

You should not choose Ignore from the Low alert items drop-down list because this will result in Windows Defender ignoring all low alert items by default. However, requirements indicate that removal should be recommended only if the definition database suggests removal.

QUESTION 38:

You work as part of the IT support staff at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista Ultimate. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. Certkiller .com operates as a vehicle tracking Security Company.

You have just installed an application named CKConfigMonitor on one of the client computers. This application displays routes and updates them dynamically with information that is entered via the Internet, by the tracking devices that are fitted to the moving vehicles. To this end the CKConfigMonitor application requires that Transmission Control Protocol (TCP) port 9001 be open for it to function. The CKConfigMonitor executable file is named ckcf.exe.

You now need to configure the computer to run CKConfigMonitor successfully. You should take care and ensure that your configuration prevents malicious applications from intercepting data that is sent by the tracking devices to the application.

What should you do?

- A. Open Windows Firewall and ensure that it is enabled.
Add ckcf.exe to the exceptions list on the exceptions tab.
- B. Open Windows Firewall and ensure that it is enabled.
Add port 9001 to the exceptions list on the exceptions tab.
- C. Open Windows Defender.
Add ckcf.exe to the exceptions list on the exceptions tab.
- D. Open software explorer.
Select the CKConfigMonitor application and click the disable button.

Answer: A

Explanation: You should first open Windows Firewall and enable it by selecting the On option on the General tab if it is not already enabled. This action will prevent unwanted outside code from connecting to your computer. Windows Firewall is enabled by default. You should then add DynaTrack.exe to the exceptions list on the Exceptions tab. This action will prevent CKConfigMonitor from being blocked by Windows Firewall. This means that CKConfigMonitor can accept connections from outside code.

Incorrect answers:

B: You should not add port 9001 to the exceptions list on the Exceptions tab. This action will result in any application to be allowed on your computer to accept connections to port 9001. This is not what is desired since you only need CKConfigMonitor to accept connections to this port.

C: This option is only partly correct. However, you should not open the Windows Defender, but rather the Windows Firewall to ensure that it is enabled.

D: You should not open Software Explorer in Windows Defender and disable CKConfigMonitor because this will prevent CKConfigMonitor from running on the computer. This does not disable firewall protection for CKConfigMonitor.

QUESTION 39:

You work as part of the IT support staff at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista.

Several Certkiller .com users have installed

Internet Explorer 7 add-ons on their client computers. Certkiller .com issues a new security policy that requires that all Internet Explorer 7 add-ons installed on company computers must be approved by either Microsoft or the system manufacturer. You need to ensure that the company's client computers comply with this requirement.

What should you do?

- A. Uninstall any Internet Explorer 7 add-ons that are not ActiveX Controls.
- B. Uninstall any Internet Explorer 7 add-ons that are not loaded in Internet Explorer 7.
- C. Uninstall any Internet Explorer 7 add-ons that requiring permission to run.
- D. Uninstall any Internet Explorer 7 add-ons that are not used by Windows Vista.

Answer: C

QUESTION 40:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid any Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You have configured Windows Defender on all the Microsoft Windows Vista Ultimate workstation in the Sales department. The manager of the Sales department, Clive Wilson, has been issued a new Laptop computer named Certkiller -WS621. Due to the nature of the work done in the Sales department, Clive Wilson travels extensively in the execution of his duties. You have been given the responsibility to ensure that Clive Wilson is secure when he is traveling.

Upon Clive Wilson's request, Certkiller -WS621 has been configured with one set of Windows Firewall rules when he is at the office, a different set of rules for traveling purposes, and another set of rules for when he is at home. Now Clive Wilson wants the ability to share files when he is connected to his home network.

What should you do?

- A. Use the Windows Firewall with Advanced Security MMC to make a rule to allow for file sharing.
Change the public profile settings to allow for incoming connections.
- B. Use the Windows Firewall with Advanced Security MMC to make a rule to allow for file sharing.
Change the private profile settings to allow for incoming connections.

- C. Configure Windows Firewall in Control Panel to allow file sharing.
Change the private profile settings to allow for incoming connections.
- D. Use the Windows Firewall with Advanced Security MMC to make a rule to allow for file sharing.
Change the domain profile settings to allow for incoming connections.

Answer: B

Explanation: You should use the Windows Firewall with Advanced Security MMC to configure the private profile to allow file share traffic. Profiles are used to configure different firewall settings depending on your network connection. Configuring Windows Firewall to use different profiles can only be done from this interface.

Incorrect answers:

A: You should not change the public profile settings because these are the settings used when traveling and connecting to different public networks, such as hotels and coffee shops.

C: You should not configure Windows Firewall in Control Panel because you will not be able to perform these more advanced tasks. The latter part of this option is however correct.

D: This option is only partly correct however you should not change the domain profile settings because these are the settings used when the user is in the office and logged on to an Active Directory domain.

QUESTION 41:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. Certkiller .com operates as a graphic design studio.

Many of the graphic designers employed at Certkiller .com works from their homes. One such graphic designer is Amy Wilson. She has just installed an ActiveX control on her workstation that will provide her with the ability to edit images that are displayed in the browser and save them to the Documents folder. In her job, Amy Wilson needs to visit in excess of 100 Web sites per day. However, whenever Amy Wilson attempts to visit a particular Web site, all the images that are in her Documents folder are unintentionally modified as well. To this end Amy Wilson contacted the Certkiller .com help desk to ask for assistance.

It is imperative that Amy Wilson be able to view this particular Web site since it displays several new imaging techniques that she wants to learn about. You thus need to configure Internet Explorer to enable Amy Wilson to view all Web sites while at the same time preventing them from automatically manipulating saved images.

What should you do?

- A. Navigate to the Manage Add-ons... | Enable or Disable Add-ons... in the Tools menu. Then disable all suspicious ActiveX controls that are currently loaded.
- B. Navigate to the Phishing Filter | Phishing Filter Settings in the Tools menu. Then turn on automatic Web site checking.
- C. Navigate to the Tools menu in Internet Options. On the Security tab, set the security level for the Internet zone to High.
- D. Navigate to the Tools menu in Internet Options. On the Security tab, select the Enable Protected Mode option.

Answer: D

Explanation: You should enable Protected Mode because it prevents Component Object Model (COM) objects, such as ActiveX controls, from automatically modifying files and settings. With Protected Mode enabled, only users can initiate these types of requests.

Incorrect answers:

- A: You should not disable all suspicious ActiveX controls that are currently loaded. The ActiveX control that Amy Wilson requires might appear to be suspicious. However, it is not the ActiveX control that is malicious; rather it is a particular Web site.
- B: A phishing Web site is one that impersonates a legitimate Web site in an attempt to steal confidential information. In this scenario, the malicious Web site is not illegitimate and thus you should not turn on automatic Web site phishing checking to solve this problem
- C: Changing the security level for the Internet zone to High will prevent the browser from running ActiveX controls. However, Amy Wilson needs to use a specific ActiveX control.

QUESTION 42:

You work as the desktop support technician at Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. Because it is a growing business, Certkiller .com recently purchased 20 more computers to accommodate the new staff members that the management intends hiring within the following month. You have been tasked with the responsibility to configure a wireless network at the Certkiller .com office since the twenty new computers must be added to the wireless network. These computers have no wired connection. To ease your workload you want to configure the wireless network settings on all the twenty computers using the least amount of administrative effort. What should you do?

- A. You should manually configure the wireless network settings on all the new computers.
- B. You should save the wireless network settings to a USB flask drive.
- C. You should copy the wireless network settings to a shared folder.
- D. You should copy the wireless network settings to the hard disk of each of the new computers.

Answer: B

Explanation: When setting up a wireless network, you should select the Set up a wireless router or access point option in the Choose a connection option page of the Connect to a network dialog box. The configuration can be done either manually, or you could use a USB flash drive to save wireless network settings. With saving the settings to a USB flash drive, the wireless settings and a small utility program is copied to the flash drive, and the drive is configured to run the utility each time it is inserted into a computer. You can then use the USB flash drive to add other computers to the wireless network. This way is the least administrative effort.

Incorrect answers:

A: Manually configuring wireless network settings on all the new computers will require much more administrative effort than saving the network settings to a USB flash drive and using the flash drive to configure the computers.

C: Copying the wireless network settings to a shared folder is useful, but only if the users are also connected to a wired network.

D: Copying the wireless network settings to the hard disk of each of the new computers will take more administrative effort than merely copying the first copy to a flash drive and using the flash drive to configure the computers that should be added to the wireless network. With this option you must copy the settings every single time.

QUESTION 43:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Testing.com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Dallas office. The offices are connected via a slow dial-up connection. However, you still require traveling between offices frequently.

You have been assigned a laptop workstation named Certkiller -WS621. You need to make use of Certkiller -WS621 to connect to the corporate office using a slow dial-up connection. You want to invite one of the experts from the Chicago office for remote assistance. You create an invitation file, and send it to the expert. You however also need to improve the connection performance by turning the background off and also using the visual effects during the remote assistance session without using 8-bit color.

You now need to select the correct setting for the Bandwidth usage option in the Windows Remote Assistance Settings dialog box.

What should you do?

- A. You should select the Low setting.
- B. You should select the High setting.
- C. You should select the Medium setting.
- D. You should select the Medium High setting.

Answer: C

Explanation: When one has a slow connection one should turn off the background of the desktop and some of the visual effects to improve the connection performance during the remote assistance session. If you choose the Medium setting you actually turn off the background and some of the visual effects during the session.

Incorrect answers:

A: The Low setting turns off the background, all visual effects as well as prevents full window drag. The low setting also uses 8-bit color during a remote assistance session. Thus you should not use the low setting in this scenario since you only want to disable only some of the visual effects.

B: The high setting does not optimize bandwidth usage during a remote assistance session.

D: The Medium High setting does not turn off the background of the desktop during a remote assistance session.

QUESTION 44:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Testing.com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Dallas office. The offices are connected via a slow dial-up connection. However, you still require traveling between offices frequently.

You have been instructed to configure two computers in the Dallas office. These computers are named Certkiller -WS621 and Certkiller -WS622 respectively.

You want to remotely create and manage tasks by making use of the Task Scheduler user interface from Certkiller -WS621 and Certkiller -WS622.

What should you do?

A. On Certkiller -WS621 you should allow the Remote Scheduled Task Management firewall exception.

B. On Certkiller -WS621 you should allow the File and Printer Sharing firewall exception.

C. On Certkiller -WS622 you should allow the Remote Scheduled Tasks Management firewall exception.

D. On Certkiller -WS621 and Certkiller -WS622 you should allow the Remote Administration firewall exception.

Answer: C

Explanation: In Windows Vista one can make use of Task Scheduler user interface to connect to a remote computer with the purpose of creating and managing tasks on the remote computer. All you need to connect to a remote Windows Vista Computer from a

Windows Vista computer is to allow the Remote Scheduled Tasks Management Firewall exception on the remote computer. Thus in this scenario you need to allow the Remote Scheduled Tasks Management firewall exception on Certkiller -WS622.

Incorrect answers:

A: You should not allow the Remote Scheduled Tasks Management firewall exception on Certkiller -WS621. When you want to connect to a remote Windows Vista computer from a Windows Vista computer, you need to allow the Remote Scheduled Tasks Management firewall exception on the remote computer and Certkiller -WS621 is not the remote computer.

B: You should not allow the File and Printer Sharing firewall exception on Certkiller -WS621 because this setting is used to share local files and printers with other user on the network. In this scenario you want to connect for the purpose of scheduling tasks.

D: You should not allow the Remote Administration firewall exception on both Certkiller -WS621 and Certkiller -WS622 because this setting allows remotely manageable services to receive Remote Procedure Call (RPC) traffic.

QUESTION 45:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Certkiller .com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Chicago office.

You are currently using a laptop workstation named Certkiller -WS621 that has several shared folders. You configure the network location type on Certkiller -WS621 as Private to enable you to connect to the Chicago office when you are at work. You want to ensure that only users with a user account and password on Certkiller -WS621 can access your shared folders, including the Public folder.

What should you do?

- A. The Network Location type should be set as Public.
- B. The Public folder sharing option should be turned on in the Network and Sharing Center.
- C. The Password Protected Sharing option should be turned on in the Network and Sharing Center.
- D. Network discovery should be turned off in the Network and Sharing Center.

Answer: C

Explanation: When you configure the network location type as Private, network discovery and Windows Firewall is turned on by default. When Network discovery is enabled, then anyone on the network can locate your computer. If you want to ensure that only users with a user account on Certkiller -WS621 can access your shared folders as well as the Public folder, you should turn on password protected sharing in the Network

and Sharing Center because it limits network access to the shared folders, including the Public folder, to only those users that has a user account and password on Certkiller -WS621.

Incorrect answers:

A: When a network location type is set to Public, then Network discovery is disabled by default, thus no user will be able to locate your computer on the network. However, this will also prevent users with a user account and password on Certkiller -WS621 from accessing your shared folders.

B: Network Discovery should not be turned off in the Network and Sharing Center because this is a settings that affects whether other computers and devices on the network are visible from your computer and whether other computers on the network can see your computer. It also affects whether or not you can access shared devices and file son other computers on the network and vice versa. Thus turning off network discovery will present everyone from locating you computer on the network; however, it will also prevent those users that has user accounts and passwords on Certkiller -WS621 from accessing your shared folders.

D: The

Public folder sharing option should not be turned on because turning it on will result in enabling users without user accounts and passwords on Certkiller -WS621 access to the Public folder.

QUESTION 46:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Testing.com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Dallas office. The offices are connected via a slow dial-up connection.

A Certkiller .com employee named Amy Wilson has been assigned a workstation named Certkiller -WS625 which is destined to be connected directly to the Internet. You want to configure Certkiller -WS625 with an Internet Protocol version 6 (IPv6) address that is equivalent to a public IPv4 address. You thus need to choose the appropriate unicast IPv6 address type to configure Certkiller -WS625.

What should you do?

- A. You should use a unique local address.
- B. You should use a link-local address.
- C. You should use a site-local address.
- D. You should use a global unicast address.

Answer: D

Explanation: Global Unicast IPv6 addresses are globally routable and reachable on the IPv6 portion of the Internet and furthermore, the global addresses are equivalent to public

IPv4 addresses and are used on the IPv6 Internet.

Incorrect answers:

A: A Unique local address is the replacement for site-local addresses that provides addresses that are private to an organization, but unique to the sites within the organization. Unique local addresses are not equivalent to public IPv4 addresses.

B
: A link-local address is equivalent to Automatic Private IP Addressing (APIPA) IPv4 addresses and is used by nodes when communicating with neighboring nodes on the same link. The scope of a link-local address is the local link and it is not equivalent to public IPv4 addresses.

C: A Site-local address is equivalent to private IPv4 addresses and is used within a single site of an organization. They are not reachable from other sites, and routers must not forward site-local traffic outside the site. And also, it is not equivalent to public IPv4 addresses.

QUESTION 47:

You work as the desktop support technician at Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Testing.com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Dallas office.

The Chicago and Dallas offices both contain a Dynamic Host Configuration Protocol (DHCP) server. A user named Mia Hamm travels between offices frequently. To this end she has been assigned a laptop workstation named Certkiller -WS626. Certkiller -WS626 has been configured with a static IP address. You have been instructed to ensure that Mia Hamm will be able to connect to both offices networks successfully.

You need to configure Certkiller -WS626 with an alternate IP address for the Dallas office. You thus open the Internet Protocol Version 4 (IPv4) Properties dialog box and discover that the Alternate Configuration tab is not displayed. You need to ensure that the Alternate Configuration tab is displayed in the IPv4 Properties dialog box to enable Mia Hamm to successfully connect to both offices' networks. What should you do?

- A. The driver for the Network Interface Card (NIC) should be updated.
- B. The Network Location type should be set to Public.
- C. You should click the Diagnose button on the Local Area Connection status dialog box
- D. On the General tab of the TCP/IPv4 Properties dialog box you should select the Obtain an IP address automatically option.

Answer: D

Explanation

: On a Windows Vista computer you can configure TCP/IP settings in the TCP/IPv4 Properties dialog box. You can either manually configure a static IP address or configure the computer to obtain an IP address automatically from a DHCP server. When using DHCP, you do not need to change the TCP/IP settings when moving from one

location to the other. Since there is a DHCP server at both offices you should select the Obtain an IP address automatically option and you should also select the Obtain DNS server address automatically option (Not mentioned in the options above) to ensure that Certkiller -WS626 can connect to both the Chicago office and the Dallas office.

Incorrect answers:

A: Updating the NIC driver must only be done in the event of the NIC not functioning properly. Besides, it will not ensure that the Alternate Configuration tab is displayed in the TCP/IP v4 Properties dialog box.

B: Setting the network location type to Public will expose Certkiller -WS626 to incoming malicious traffic from the Internet. Because the assumption for the Public location type is that the computer is directly connected to the Internet. Also it will not display the Alternate Configuration tab in the TCP/IP v4 Properties dialog box.

C: The Diagnose button is used to run the Windows Network Diagnostics utility which determines if there are any problems with the computer's network connection. You should not click the Diagnose button in the LAN status dialog box because it will not ensure that the Alternate Configuration tab is displayed in the TCP/IP v4 Properties dialog box.

QUESTION 48:

You work as the network administrator at Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Testing.com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Chicago office.

You have been instructed to configure security for the Certkiller .com wireless network. You thus want to create a wireless network connection that makes use of Advanced Encryption Standard (AES) or Temporal Key Integrity Protocol (TKIP) encryption type without requiring the use of any security key or pass phrase. You thus need to select the appropriate options in the Security type list on the Manually connect to a wireless network dialog box.

What should you do? (Each correct answer presents a complete solution. Choose two.)

- A. You should select the WEP option in the Security type list.
- B. You should select the WPA-Personal option in the Security type list.
- C. You should select the WPA2-Personal option in the Security type list.
- D. You should select the WPA-Enterprise option in the Security type list.
- E. You should select the WPA2-Enterprise option in the Security type list.

Answer: D, E

Explanation: The WPA-Enterprise and the WPA2-Enterprise wireless network security methods in Windows Vista use 802.1x authentication and are designed for medium and large infrastructure mode networks. With these two types of wireless network security methods, you do not require a security key or pass phrase. Selecting a WPA also allows you to select AES or TKIP encryption type.

Incorrect answers:

A: The WEP wireless network security method is an open system authentication that is widely used. With this method you are required to set up a network security key when you enable WEP. This key encrypts the information that is being transmitted across the network. It also does not allow one to use AES or CKIP.

B: The WPA-Personal wireless network security method makes use of a pre-shared key (PSK) or a pass phrase for authentication and is designed for small or home office infrastructure mode networks.

C: The WPA2-Personal wireless network security method makes use of a pre-shared key (PSK) or a pass phrase for authentication and is designed for small or home office infrastructure mode networks.

QUESTION 49:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Testing.com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Chicago office.

All the Certkiller .com client computers are configured to obtain their IP addresses from a Dynamic Host Configuration Protocol (DHCP) server. All the Certkiller .com users require connecting to a file server named Certkiller -SR01 frequently to access shared files. Certkiller -SR01 has recently been moved to another subnet and resulted in many users complaining that they are unable to connect to TESTING-SR01. You thus need to ensure that they are all able to access the shared files by being able to connect to Certkiller -SR01.

You need to clear the client resolver cache on all the Certkiller .com client computers. Since there are so many users that require connectivity you decide to get the Certkiller .com users who are experiencing the connectivity problems to solve it themselves.

What should you do?

- A. You should instruct the Certkiller .com users to run the `ipconfig /displaydns` command.
- B. You should instruct the Certkiller .com users to run the `netsh interface ip set dns` command.
- C. You should instruct the Certkiller .com users to run the `ipconfig /release` command and then the `ipconfig /renew` command.
- D. You should instruct the Certkiller .com users to run the `ipconfig /flushdns` command and then the `ipconfig /registerdns` command.

Answer: D

Explanation: The `ipconfig /flushdns` command is used to flush and reset the contents of the DNS client resolver cache. Since all computers that access the shared files on Certkiller -SR01 before the IP address was changed cached the server's IP address in

their DNS cache, it is highly likely that those computers are currently retrieving the IP address of Certkiller -SR01 from the cache rather than querying the DNS server for the IP address. This type of situation always persists until the cached records expire which is dependent on the Time-to-Live (TTL) specified on the DNS server. To immediately correct the problem one should flush the DNS cache on the computer that want to access Certkiller -SR01.

The `ipconfig /registerdns` command is used for manual dynamic registration for the DNS names and IP addresses that are configured at a computer.

Thus if every user that experiences connectivity problems only run these two commands in the order as stated then their problem would be solved.

Incorrect answers:

A: The `ipconfig /displaydns` command displays the contents of the DNS client resolver cache; it does not clear the cache.

B: The `netsh interface ip set dns` command is used to configure the source of DNS server addresses, set a DNS server address, and manage DNS registration behavior not to clear client resolver caches.

C: The Certkiller .com users should not run the `ipconfig/release` command and then the `ipconfig/renew` command. Both these commands are used to manage DHCP addresses and the `ipconfig/release` command sends a DHCP release message to the DHCP server to release the current DHCP configuration and discard the IP address configuration for all network adaptors and the `ipconfig /renew` command renews DHCP configuration for all network adaptors. It does not clear the client resolver cache on client computers.

QUESTION 50:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk in the Chicago office to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. Testing.com has a head office in Chicago and a branch office on Dallas.

A Certkiller .com user named Kara Lang works at the Chicago office from a workstation named Certkiller -WS621. She contacted the Help Desk to complain that she is unable to connect to Certkiller -WS625. Certkiller -WS625 is located in the Dallas branch. She cannot make use of Remote Desktop connection to connect to Certkiller -WS625. She is able to see the logon screen of Certkiller -SR05 but cannot log on. You have thus been instructed to ensure that Kara Lang is able to log on to Certkiller -WS625. You need to enable Kara Lang to make a successful connection to Certkiller -WS625.

What should you do?

- A. Add Kara Lang to the Remote Desktop Users group on Certkiller -WS625.
- B. Add Kara Lang to the Remote Desktop Users group on Certkiller -WS621.
- C. On the Remote tab in the System Properties dialog box of Certkiller -WS625 select

the Allow Remote Assistance connection to this computer check box.
D. Enable the Certkiller -WS625 Remote Administration exception in Windows Firewall.

Answer: A

Explanation: When making use of Remote Desktop Connection, one is able to access a Computer that runs Windows from another computer also running Windows. However, for the connection to be successful there are several conditions that should be met. In this case these are:

1. Certkiller -WS625 must be turned on
2. Certkiller -WS625 must have a network connection
3. Remote Desktop must be enabled on Certkiller -WS625
4. Kara Lang must have network access to Certkiller -WS625
5. Kara Lang must have permission to Certkiller -WS625

It is mentioned in the scenario that Kara Lang is able to see the logon screen on Certkiller -WS625 but is unable to log on, this means that she does not have permission to connect to Certkiller -SR625. Thus she should be added to the Remote Desktop Users group on Certkiller -WS625.

Incorrect answers:

B: Kara Lang should not be added to the Remote Desktop Users group on Certkiller -WS621 because it will not grant her the permission to connect to Certkiller -WS625 which is the remote computer in this scenario.

C: Selecting the Allow Remote Assistance connection to this computer check box on the Remote tab in the System Properties dialog box of Certkiller -WS625 will not allow Kara Lang to connect and log on to Certkiller -WS625 because selecting this check box results in enabling Windows Remote Assistance on the computer.

D: The Remote Administration exception allows remotely manageable services to receive RPC traffic and will not allow Kara Lang to logon to Certkiller -WS625.

QUESTION 51:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista Home Basic. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Certkiller -WS621 is a laptop workstation. You just enabled Remote Desktop on Certkiller -WS621 to a desktop workstation named Certkiller -WS622. While connecting to Certkiller -WS622 you discover that the option for redirecting Plug and Play devices is not available on Certkiller -WS621. You now need to ensure that redirection of Plug and Play devices are available when connecting to Certkiller -WS622 from Certkiller -WS621.

What should you do? (Each correct answer presents a complete solution. Choose two.)

- A. You should upgrade Certkiller -WS621 to Microsoft Windows Vista Home Premium edition.
- B. You should upgrade Certkiller -WS621 to Microsoft Windows Vista Starter edition.
- C. You should upgrade Certkiller -WS621 to Microsoft Windows Vista Enterprise edition.
- D. You should upgrade Certkiller -WS621 to Microsoft Windows Vista Business edition.
- E. You should upgrade Certkiller -WS621 to Microsoft Windows Vista Ultimate edition.

Answer: C, E

Explanation: Redirecting a device or resource is when you can use devices and resources that are located on your computer or part of your computer, while you are connected to a remote computer. This feature is only available in the Windows Vista Enterprise and Windows Vista Ultimate edition when connecting to a remote computer that runs Windows Vista.

Incorrect answers:

- A: This feature is only available in the Windows Vista Enterprise and Windows Vista Ultimate edition when connecting to a remote computer that runs Windows Vista. Thus upgrading Certkiller -WS621 to Windows Vista Home Premium edition will not work.
- B: This feature is only available in the Windows Vista Enterprise and Windows Vista Ultimate edition when connecting to a remote computer that runs Windows Vista. Thus upgrading Certkiller -WS621 to Windows Vista Starter edition will not work.
- D: This feature is only available in the Windows Vista Enterprise and Windows Vista Ultimate edition when connecting to a remote computer that runs Windows Vista. Thus upgrading Certkiller -WS621 to Windows Vista Business edition will not work.

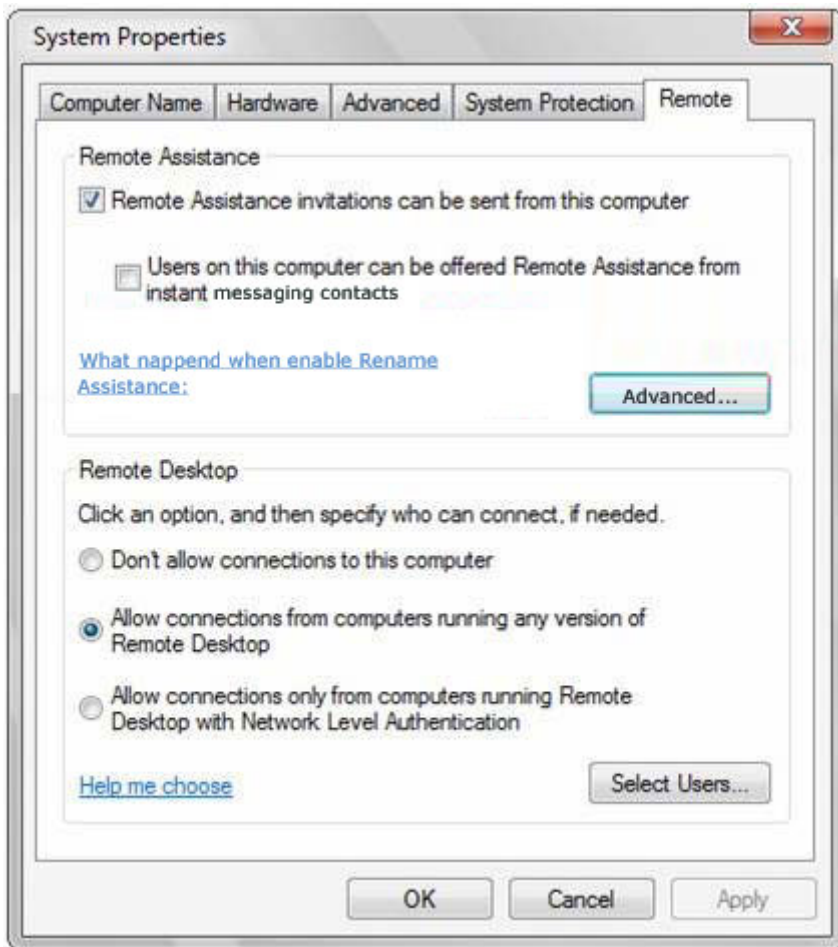
QUESTION 52:

SIMULATION

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista Ultimate for the company. Certkiller .com has a head office in Chicago and a branch office on Dallas. You have been assigned to the Dallas office. The offices are connected via a slow dial-up connection. However, you still require traveling between offices frequently.

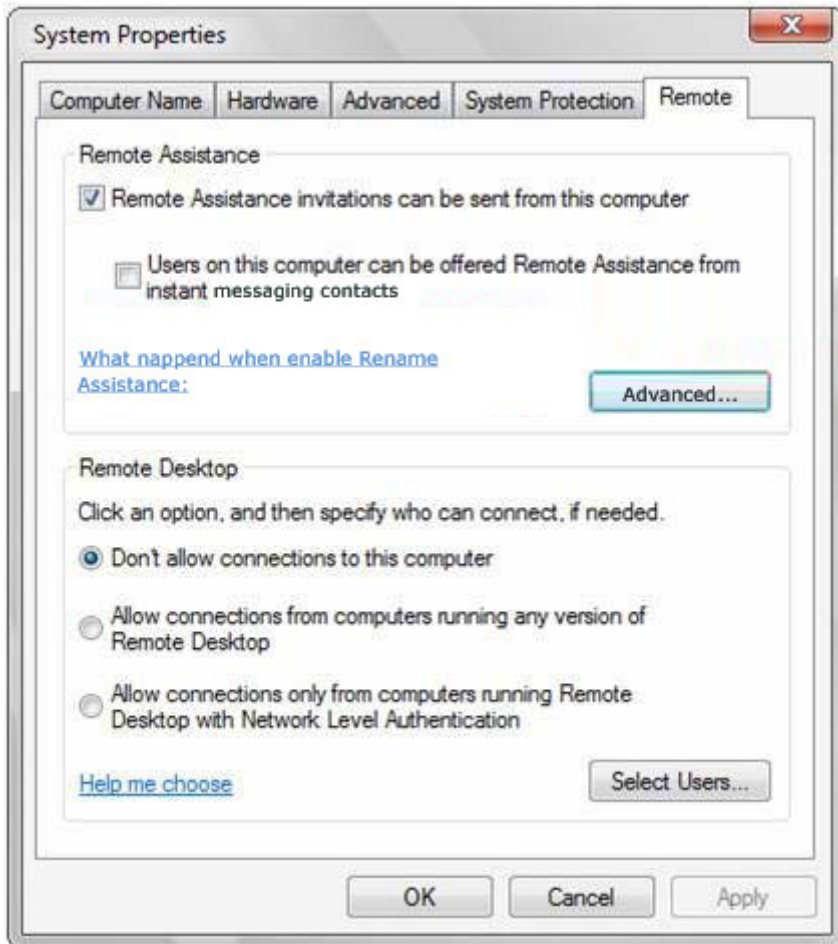
You are currently busy configuring remote access on a workstation named Certkiller -WS620 which has three administrator accounts and three standard user accounts configured. The requirements that you need to keep in mind when you configure remote access on Certkiller -WS620 is that remote users should not be allowed to connect to the Certkiller -WS620 unless a user of that computer requests help. You open the Remote tab of System Properties, which is illustrated in the exhibit below.

Exhibit:



You now need to make the appropriate changes to meet the stated requirements. What should you do? (To answer, configure the appropriate setting or settings on the exhibit.)

Answer: D



Explanation: The Don't allow connections to this computer option prevents remote users from connecting to the computer unless a user of the computer invites them by using Remote Assistance. With Remote Assistance, a local user must allow a remote user to connect to a computer. However, with Remote Desktop, any remote user can connect to a computer if that user is granted the appropriate permissions.

Incorrect answers:

You should not clear the Remote Assistance invitations can be sent from this computer option. This would prevent a user of the computer from requesting remote assistance. The Allow connections from computers running Remote Desktop with Network Level Authentication option will allow remote users who use Remote Desktop with Network Level Authentication (NLA) to connect to the computer. NLA is an authentication method that authenticates remote users before a complete Remote Desktop connection is established. In this scenario, you do not want any users to connect to the computer unless a local user invites them to do so.

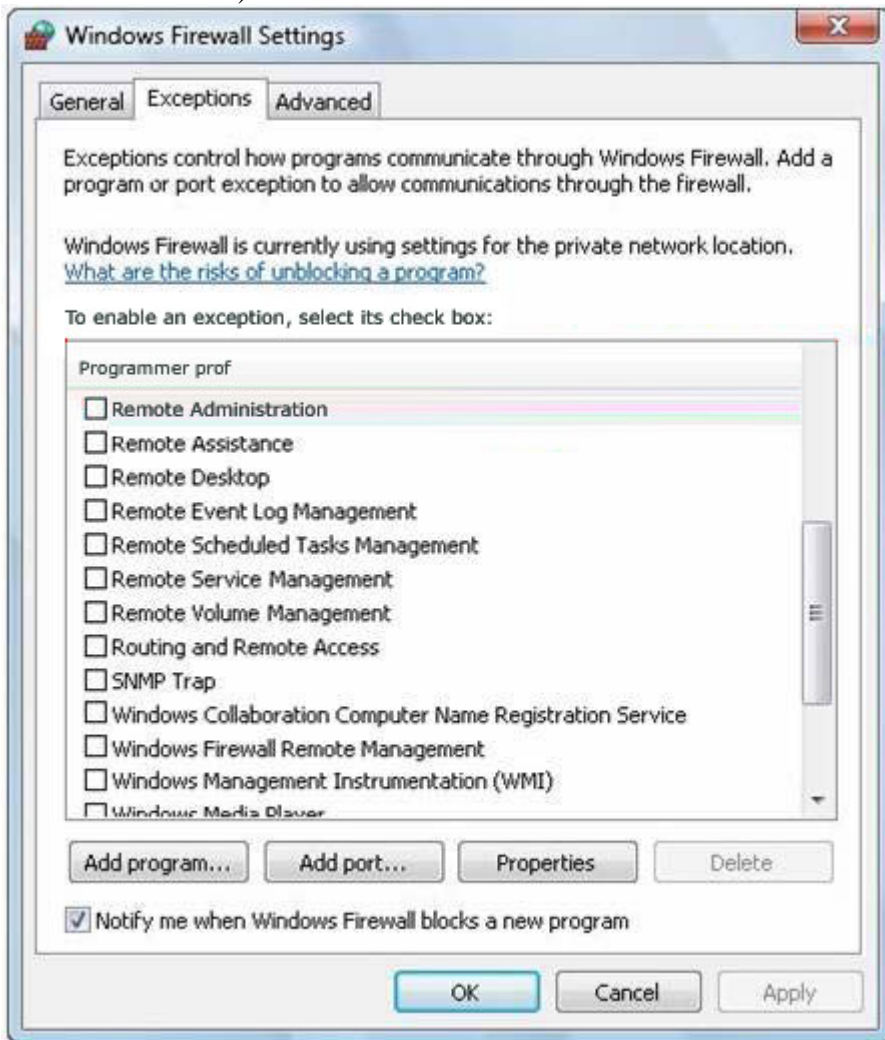
QUESTION 53:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista Ultimate for the company. Certkiller .com has a head office in

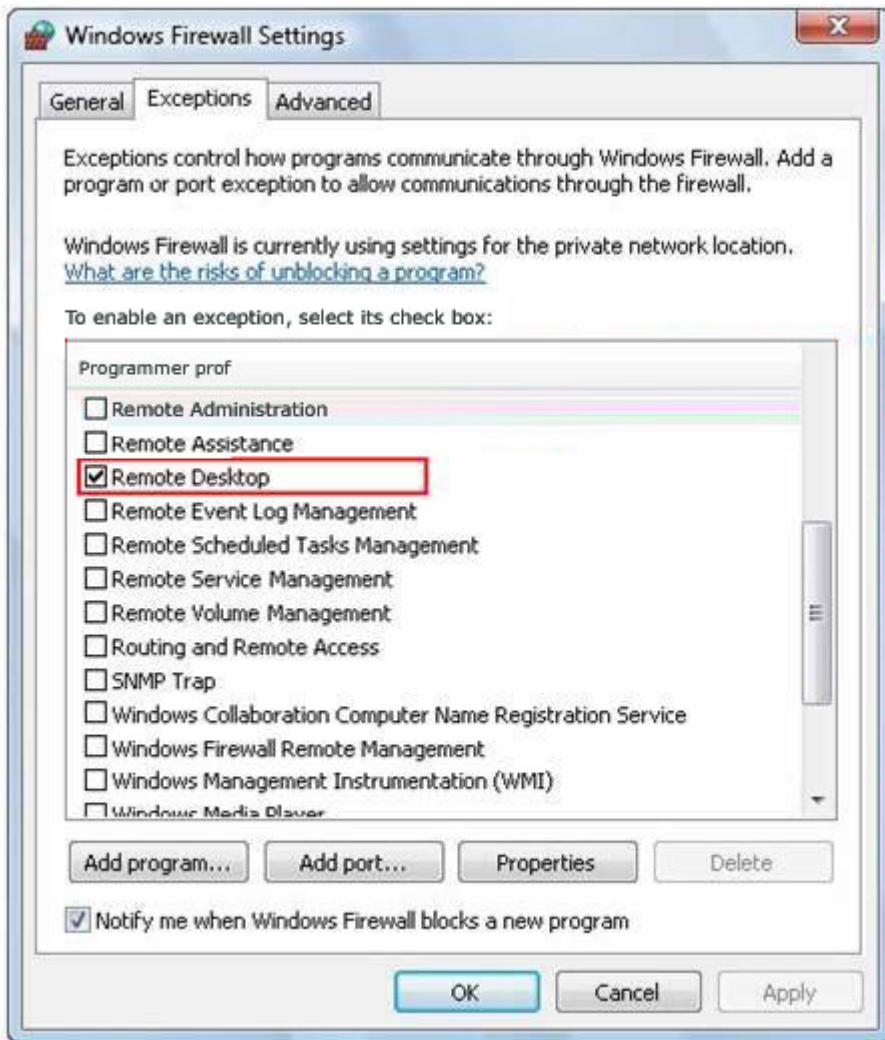
Chicago and a branch office on Dallas. You have been assigned to the Chicago office. The offices are connected via a slow dial-up connection. However, you still require traveling between offices frequently and your next assignment will take you away from the Chicago office for several weeks.

You will make use of a virtual private network (VPN) configuration from a laptop workstation named Certkiller -WS621. Many of the Internet connections may be over slow links. You will require access to an application that does not perform well over a slow connection. You decide to make use of remote access capabilities on a workstation named Certkiller -WS620 that is connected to the Certkiller .com local area network (LAN). The required application is installed on Certkiller -WS620. You now need to configure Windows Firewall to allow you to connect remotely to Certkiller -WS620. You thus have to enable certain Windows Firewall Settings. You navigate to the Windows Firewall Settings.

What should you do next? (To answer: check the appropriate port or program in the Exhibit below.)



Answer:



Explanation:

Explanation:

To allow a user to remotely access a Windows Vista computer, you would use Remote Desktop. You need to check the box beside the Remote Desktop option to enable an exception on the Windows Firewall to allow for Remote Desktop communication.

Incorrect answers:

Remote Assistance

is used to allow a user to request assistance from an administrator, not for a user to access a computer remotely.

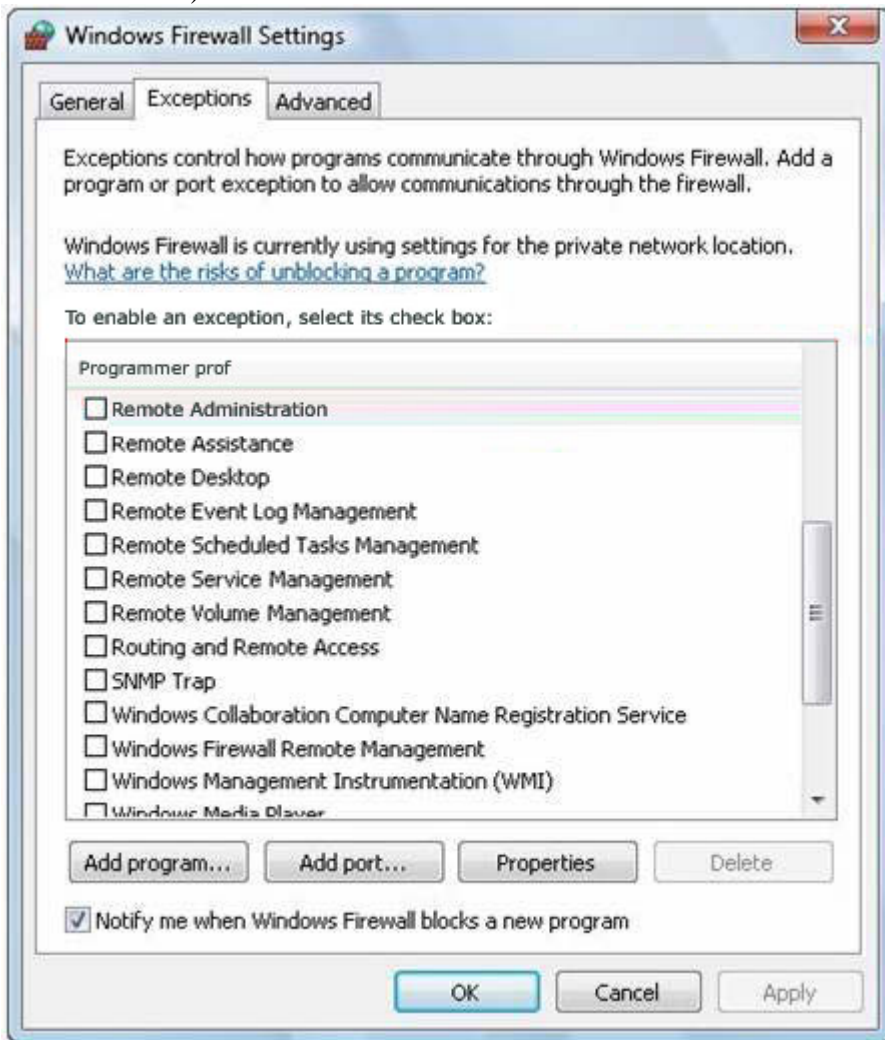
Remote Administration is used to allow remote administration tools that require Remote Procedure Call (RPC) or Distributed Component Object Model (DCOM) traffic to connect to your computer over the network, such as Microsoft Management Console (MMC) connections.

Routing and Remote Access is used to make allowance for incoming VPN and dialup connections, not incoming Remote Desktop traffic.

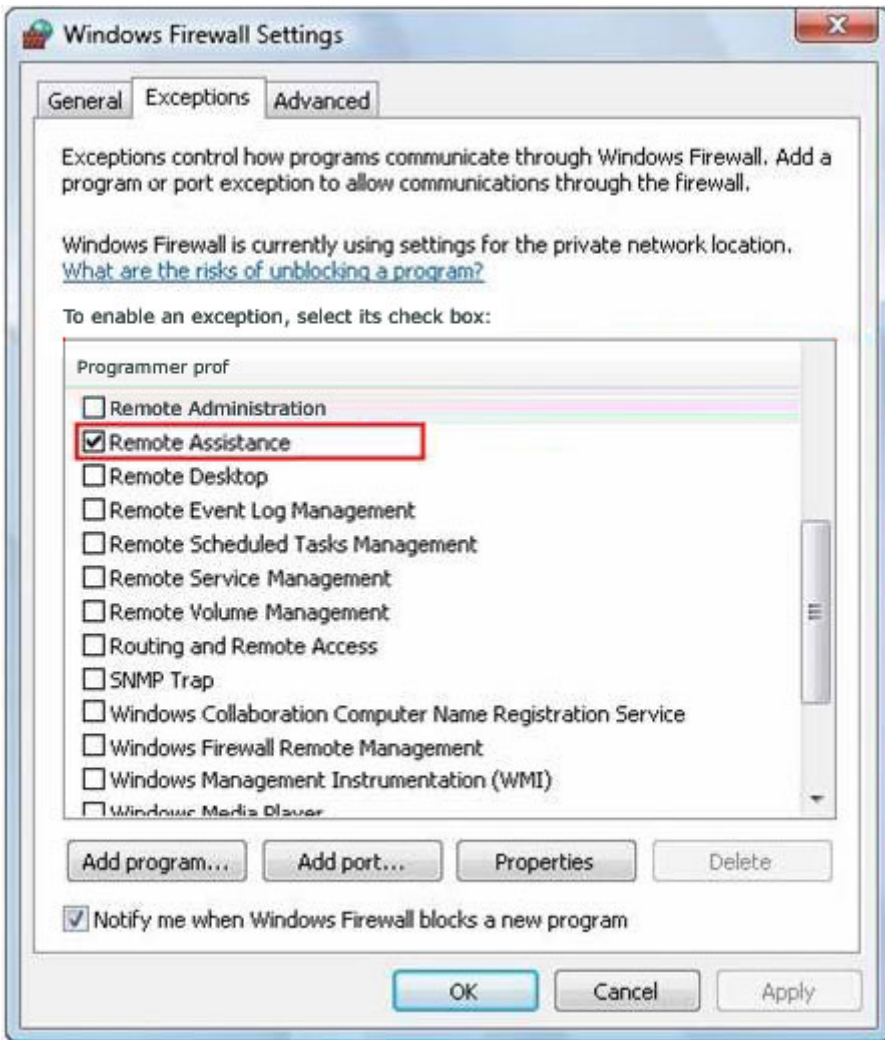
QUESTION 54:**HOTSPOT**

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Your duties at Certkiller .com include the installation and configuration of Microsoft Windows Vista for the company. Certkiller .com has a head office in Chicago and a branch office on Dallas. The two offices are connected by a virtual private network (VPN) connection. You have been assigned to the Chicago office.

You install Microsoft Windows Vista on several client computers that will be shipped to the Dallas office. You need to ensure that technicians at the Chicago office are able to remotely control the client computers that will be shipped to the Dallas office. You need to configure Windows Firewall to accomplish this task. What should you do? (To answer: check the appropriate port or program in the Exhibit below.)



Answer:



Explanation:

Remote Assistance is used to allow a user to request assistance from a technician at the Chicago office.

Incorrect answers:

You should not enable Remote Desktop because it is used to allow a user to access a computer remotely.

You should not enable Remote Administration because it is used to allow remote administration tools that require Remote Procedure Call (RPC) or Distributed Component Object Model (DCOM) traffic to connect to your computer over the network, such as Microsoft Management Console (MMC) connections.

You should not enable Routing and Remote Access because it is used to make allowance for incoming VPN and dialup connections, not incoming Remote Desktop traffic.

QUESTION 55:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista Home Basic. You have

been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com user named Rory Allen contacted the Help desk to report that he is experiencing problems playing DVDs on his client computer named Certkiller -WS621. He is unable to watch any DVD movie on Certkiller -WS621. Currently the only media application on Certkiller -WS621 is Windows Media Player. You need to address Rory Allen's problem. What should you do?

- A. Instruct Rory Allen to purchase an MPEG-2 decoder and install it on Certkiller -WS621.
- B. Instruct Rory Allen to configure Windows Media Player to automatically play DVD movies.
- C. Instruct Rory Allen to configure Windows Media Player to download codecs automatically.
- D. Instruct Rory Allen to associate all Movie Clip file types with Windows Media Player.

Answer: A

Explanation: To be able to play DVD movies one requires an MPEG-2 decoder and Windows Vista Home Basic does not ship with an MPRG-2 decoder. Thus Rory Allen should purchase an MPEG-2 decoder and install it on the computer. Only Windows Vista Home Premium and Windows Vista Ultimate do ship with an MPEG-2 decoder.

Incorrect answers:

B: Although configuration of Windows Media Player is possible, it will still not allow Rory Allen to play his DVDs because there is no valid decoder installed. Thus it would not be wise to instruct Rory Allen to configure his Windows Media Player.

C: There is no valid decoder installed on Certkiller -WS621 and although you could instruct Rory Allen to configure Windows Media Player to download codecs automatically it will not solve the problem.

D: You should not instruct Rory Allen to associate all Movie Clip file types with Windows Media player. The problem is that a valid decoder is not installed.

QUESTION 56:

You work as the part of the IT support staff at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You have been instructed to build a Windows Vista workstation for the Certkiller .com Media Services Department. This workstation named Certkiller -WS622 purpose will be a recording and viewing centre for several video feeds. Certkiller -WS622 will be assigned to the Certkiller .com manager of

media Services named Mia Hamm. She contacted the IT staff to make a request regarding the configuration of Certkiller -WS622 to be configured in such a way as to be able to watch a previously recorded video while recording videos on two other channels simultaneously. You thus need to configure Certkiller -WS622 to fulfill this request. You need to check what is required to meet these objectives. What are these requirements?

- A. Microsoft Windows Vista Enterprise and two TV tuners.
- B. Internet connection and two TV tuners.
- C. Microsoft Windows Vista Home Basic and three TV tuners.
- D. Microsoft Windows Vista Home Premium and Two TV tuners

Answer: D

Explanation: To be able to record two video streams simultaneously, you need two TV tuners, one for each channel. With Windows Media Center you can view a previously recorded video while recording the other two video streams. Windows Media Center runs on Windows Vista Home Premium as well as Windows Vista Ultimate. It is not included in any other version of Windows Vista.

Incorrect answers:

A: This option is only correct as far as two TV tuners are concerned, however, Microsoft Windows Enterprise does not include Windows Media Center which is a requirement in this scenario.

B: Although an Internet connection will allow for additional functionality like Online Spotlight, it is not required for recording and viewing videos.

C: There would be no need for the third TV tuner card in the workstation because you only require the ability to record two streams at the same time. Furthermore Windows Vista Home Basic also does not include Windows Media Center.

QUESTION 57:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com user named Rory Allen contacted the Help desk to report that he is experiencing problems playing DVDs on his client computer named Certkiller -WS621. He is unable to watch any DVD movie on Certkiller -WS621. You need to address Rory Allen's problem. You investigate the problem and find that the DVDs were manufactured in Indonesia. Certkiller .com purchased all their computers in the United States. You then also verified that the DVDs are not faulty since you tested it in your workstation. Now you need to make it operational on Rory Allen's Certkiller -WS621.

What should you do?

- A. On the Location tab of Regional and Language Options change the current location to Indonesia.
- B. You should associate all Movie Clip file types with Windows Media Player.
- C. On the DVD Region tab of DVD drive's properties dialog box change the region to Tanzania.
- D. Windows Media Player should be configured to automatically play DVD movies.
- E. You should change the DVD Language settings in Windows Media Center.

Answer: C

Explanation: Every DVD drive is encoded for a particular country or region. DVDs manufactured in one country or region cannot be played in DVD drives that are encoded for another country or region. By changing the region to Indonesia, you allow the DVD to play the DVDs in the computer. Thus you should change the region to Indonesia on the DVD Region tab of DVD drive's properties dialog box. (Note that once you have changed a DVD region the maximum number of times, you cannot change it again.)

Incorrect answers:

A: The Location tab of Regional and Language Options determines the language that is used by programs to display localized content. This should not be changed to current location Indonesia.

B: The problem in this scenario is that the DVD drive is not configured to play DVDs that are manufactured in Indonesia, thus it is not necessary to associate all Movie Clip file types with Windows Media Player as this will not solve the problem.

D: The problem is that the DVD drive is not configured to play DVDs that are manufactured in Indonesia and configuring the Windows Media Player to automatically play DVDs is not going to solve this problem.

E: You should not change the DVD Language settings in Windows Media Center. These settings allow you to change the audio and subtitle language for DVDs that you play in Windows Media Center. The DVD drive must be configured to play DVDs that are manufactured in another region.

QUESTION 58:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

The Certkiller .com help desk received a call from Clive Wilson complaining that he is unable to find any of his e-mail messages. You were assigned to address this problem. You contacted Clive Wilson to get more information regarding his problem. Following is the reply that you received from Clive Wilson:

"I just got back from being out of state seeing one of our clients. While there I had to configure my Windows Mail to access my e-mail from our company's Microsoft Exchange Server. But now that I am back at the office, when I open Microsoft Outlook to access my messages in my Inbox, I cannot access any of the messages

that were sent to me before today. I can only see the messages that were sent to me today. And yes I am certain that I did not delete the messages. I need help as those messages were important."

Clive Wilson then attempted to use Outlook Web Access and the messages still did not appear. You now need to help him access those e-mail messages.
What should you do?

- A. You should open Windows Mail and then change the message store location.
- B. You should open Windows Mail and then choose the menu option to export messages from the Inbox folder to Exchange.
- C. You should open Windows Mail and then choose the menu option to import messages from Exchange.
- D. You should open Outlook and then choose the menu option to import messages from the Outlook Web Access server.

Answer: B

Explanation: There is a high probability that Clive Wilson configured Windows Mail to use Post Office Protocol (POP3) to access the messages from Exchange and did not choose the option to leave a copy of messages on the server. This causes Exchange to delete the messages once they are retrieved over POP3. Thus you should export the messages from Windows Mail to Exchange.

Incorrect answers:

A: You should not change the store location. This would not store the messages in Exchange. In fact it will only change the location where messages are stored and accessed by Windows Mail.

C: You should not import the messages from Exchange. You should only import the messages when you need to read them in Windows Mail. Clive Wilson needs to read the messages in Outlook and Outlook Web Access.

D

: You should not import Internet mail. Outlook Web Access accesses messages from Exchange. Therefore, no messages would exist because they have been deleted.

QUESTION 59:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista. You have been assigned to the Certkiller .com help desk to aid any Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Certkiller .com makes use of the built-in Windows Mail feature of Microsoft Windows Vista. One user named Amy Wilson called the Certkiller .com help desk to report a complaint regarding unwanted e-mail. She says that she receives an increasing amount of unwanted e-mail from a specific online store and she does not want to see these e-mails in her inbox. However she also wants to ensure that no

valid e-mails that originate from this online store are identified as junk mail. You have been assigned to address Amy Wilson's issue.

You need to prevent Amy Wilson from receiving the unwanted e-mail and ensure that no other e-mails are identified as junk mail.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. You should configure the Blocked Top-Level Domain list.
- B. The Internet domain name of the online store should be added to the Blocked Senders list.
- C. The Internet domain name of the online store should be added to the Safe Senders list.
- D. The Amy Wilson junk e-mail protection level should be configured to No Automatic Filtering.
- E. The Amy Wilson junk e-mail protection level should be configured to low.

Answer: B, D

Explanation: Microsoft Windows Vista's Windows Mail makes allowance for various levels of junk mail filtering. All junk e-mails that are identified by the automatic or configurable filters will end up in the Junk E-mail folder in Windows Mail. Alternatively, you can automatically delete all detected junk e-mail. You should configure the Windows Mail client to not automatically filter e-mail to ensure that no e-mail is incorrectly identified as junk e-mail. This way you will still be allowed to configure a Blocked Senders list.

Incorrect answers:

A: You should not configure the Blocked Top-Level Domain List because this setting blocks the entire domain suffix, such as all e-mails from the .com domain, not just the specific sender.

C: You should not add the Internet domain name of the online store to the Safe Senders list because this option will result in a situation where e-mail from that store will then be considered trusted mail.

E: Setting the Junk Mail filter to low will result in only the obvious junk e-mail being sent to your inbox and though it would work, it may not be the best option to prevent unwanted e-mail in this case.

QUESTION 60:

DRAG DROP

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Occasionally Certkiller .com commissions the services of a consultant named Andy Reid. Andy Reid needs to make use of Windows Mail to access e-mail messages

from the Certkiller .com mail server. He will not be making use of any other program to access messages. You have been assigned to sort out Andy Reid's e-mail needs. You create a mail account in Windows Mail for Andy Reid on the two computers. You should take care that your configuration of the Andy Reid account will meet the following requirements:

1. Andy Reid needs the ability to access his e-mail messages from two computers.
2. Andy Reid needs the ability to permanently delete messages from Windows Mail.

Now you need to configure Windows Mail to meet these requirements.

What should you do? (Choose the correct options in the column on the left and place them in the correct order of execution in the work area on the right.)

Steps, select from these	Steps, place here
Select Accounts from the Tools menu.	Place first step here.
Select Message Rules and then Mail from the Tools menu.	Place second step here, if any.
Select the 'For all messages' rule condition.	Place third step here, if any.
Select the 'Do not download it' option from the Server Rule action.	Place fourth step here, if any.
Open the Advanced tab of the Properties dialog box for Andy Reid's mail account.	Place fifth step here, if any.
Select the 'Leave a copy of messages on the server' option.	Place sixth step here, if any.
Check the 'Remove from server when deleted from deleted items option.	Place seventh step here, if any.
Clear the 'Leave a copy of the messages on the server' option.	Place eighth step here, if any.

Answer:

Steps, select from these	Steps, place here
	Select Accounts from the Tools menu.
Select Message Rules and then Mail from the Tools menu.	Open the Advanced tab of the Properties dialog box for Andy Reid's mail account.
Select the 'For all messages' rule condition.	Select the 'Leave a copy of messages on the server' option.
Select the 'Do not download it' option from the Server Rule action.	Check the 'Remove from server when deleted from deleted items option.
	Place fifth step here, if any.
	Place sixth step here, if any.
	Place seventh step here, if any.
Clear the 'Leave a copy of the messages on the server' option.	Place eighth step here, if any.

Explanation:

You should configure Windows Mail to delete messages from the server when they are deleted from the Deleted Items folder. To accomplish this, choose Accounts from the Tools menu and open the Properties dialog box for the Andy Reid mail account. On the Advanced tab, check the following two options:

1. Leave a copy of messages on the server
2. Remove from server when deleted from 'Deleted Items'

This causes Exchange to keep a copy of the messages on the server until the user deletes them from the Deleted

Items folder in Windows Mail. (NB: you cannot check the second option unless you check the first option.) The first option allows Andy Reid to view undeleted messages in Windows Mail on both computers. The second option allows Andy Reid to permanently delete messages from the server.

Incorrect options:

You should not create a message rule to not download messages from the server. This would prevent Windows Mail from retrieving the messages.

You cannot clear the leave a copy of the messages on the server option as this will not meet the stated requirements. Also this option on the Advanced tab has to be checked before the remove from server when deleted from deleted items option can be checked.

QUESTION 61:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista Ultimate. Certkiller .com has its head quarters in Chicago and a small branch office on Dallas.

You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. The manager of the Certkiller .com Finance department named Mia Hamm wants to have an urgent meeting with the entire Certkiller .com staff. To this end Mia Hamm attempted to use Windows Meeting Space to conduct this urgent staff meeting. However, she encountered a problem and thus contacted the Certkiller .com help desk to sort it out.

The problem is as follows: All staff members in the Chicago office are able to see the Finance meeting in the list of meetings; however, the Dallas office Certkiller .com staff cannot see this particular meeting. The Dallas office staff can however see the other meetings in the list of meetings. You need to get the entire Certkiller .com staff into this meeting.

What should you do?

A. Instruct the Dallas office to change their IP address.

B.

Instruct the Dallas office to configure Windows Firewall to allow for appropriate communication through the firewall.

C. Instruct Mia Hamm to create an invitation file and send it to the Dallas office.

D. Instruct Mia Hamm to recreate the meeting and choose the Allow people near me to see this meeting option.

Answer: C

Explanation: An invitation file is created from within a meeting, and it can be distributed via e-mail or putting it in a location where users can access it. This file allows people to connect directly to the meeting from any network connected location. Users must be on the same subnet to see available Windows Meeting Space Meetings in the People near me list. Because the Dallas office is able to see other meetings in the list, their client seems to be configured properly. Thus you should instruct Mia Hamm to create an invitation file and send it to the Dallas office.

Incorrect answers:

A: You do not want the Dallas office to change their IP Address because this will result in the Dallas office having an invalid IP address for their subnet.

B: There is no need for the Dallas office to configure Windows Firewall to allow for appropriate communication through the firewall. Because they are able to see other meetings, you can conclude that Windows Firewall is configured properly.

D: There is no need to Mia Hamm to recreate the meeting to include the Allow people near me to see this meeting option. Because others were able to see and connect to the meeting, this option was selected for the original meeting.

QUESTION 62:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client

computers on the Certkiller .com network run Windows Vista Ultimate. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Certain Certkiller .com employees have been contacting the help desk on a regular basis with questions regarding the features that Microsoft Windows Vista can offer. You are planning to make use of Windows Meeting Space to create a presentation regarding the new features that Microsoft Windows Vista makes available to users for the information of those Certkiller .com staff members.

You will create the presentation on a laptop workstation named Certkiller -WS620. Certkiller -WS620 is connected to the corporate network by means of a wireless access point. The rest of the Certkiller .com staff connects to the corporate network via a wired connection. Now you need to configure Certkiller -W6S20 in such a way that your presentation will only be accessible to users that you invite.

What should you do? (Each correct answer presents part of the solution. Choose three.)

- A. Open Windows Meeting Space and choose the Start a new session option.
- B. Open the People Near Me Control Panel applet.
- C. Click the Options link to open the Options dialog box.
- D. Select the Create a private ad hoc wireless network option.
- E. Select the Do not allow people near me to see this session option.
- F. Select the Allow people to send me invitations option on the Settings tab.
- G. Select the Sign out of People Near Me option on the Sign in tab.

Answer: A, C, E

Explanation: You should select the Do not allow people near me to see this session option on the Options dialog box because this will allow you to prevent other users from viewing the session when they choose the Join a session near me option. You must manually invite users to join the session. Then the presentation will only be accessible to users that you invited.

Incorrect answers:

D: You should not select the Create a private ad-hoc wireless network option. This creates a computer-to-computer network so that only nearby wireless computers can join the session. In this scenario, other users in the company use a wired network connection.

B, F: You should not select the Allow people to send me invitations option on the Settings tab of the People Near Me Control Panel applet. This would allow other users to send you invitations to join a Windows Meeting Space session. In this scenario, you need to send other users invitations.

B, G: You should not select the Sign out of People Near Me option on the Sign in tab of the People Near Me Control Panel applet. This would prevent other users from viewing your user account in certain collaboration programs, but it would not prevent other users from viewing the session that you create for your presentation.

QUESTION 63:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista Business Edition. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

The Certkiller .com Research Department Manager named Dean Austin wants to make use of certain features that are available on his workstation named Certkiller -WS623. In particular Dean Austin wants to make use of Windows Calendar to organize his schedule. He foresees his time management to be organized along the following lines:

1. The ability to track client appointments, personal appointments, and upcoming trade shows and expositions.
2. The ability to see a display of a complete view of all the appointments.
3. The ability to see each group independent of the others.

Dean Austin thus contacted the Certkiller .com help desk to help him set up his Windows Calendar in the appropriate way. You have been instructed to meet Dean Austin's requirements.

What should you do? (Each correct answer presents a part of the solution. Choose two.)

- A. Instruct Dean Austin to create one calendar group.
- B. Instruct Dean Austin to create two calendar groups.
- C. Instruct Dean Austin to create three calendar groups
- D. Instruct Dean Austin to create one calendar.
- E. Instruct Dean Austin to create two calendars.
- F. Instruct Dean Austin to create three calendars.

Answer: A, F

Explanation: Windows Calendar allows you to create several calendars, which can be viewed independently or in a consolidated view. To allow for three separate schedules to be managed, Dean Austin will thus need to set up three calendars in a single calendar group.

Incorrect answers:

- B: There is no need for more calendar groups.
- C: Any more than one calendar group would be superfluous.
- D: Any fewer than three calendars would not meet your needs because you would not be able to see the appointments separately.
- E: Since there are three different types of groups that need to be catered for in terms of item types on the calendar, any fewer than three calendars would not meet your needs because you would not be able to see the appointments separately.

QUESTION 64:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a several computers that are organized in a workgroup configuration. All client computers on the Certkiller .com network run Microsoft Windows Vista Business. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. The Certkiller .com reception is the responsibility of two individuals who make use of a common computer named Certkiller -WS624. Both of these users must have the ability to see the other user's schedule. Both of these users make use of Windows Calendar under their own profile on Certkiller -WS624. You need to allow both these users the ability to see each other's calendar without compromising or reducing security. What should you do?

- A. You should add a Microsoft Exchange server to enable you to delegate other users the ability to see another's calendar.
- B. Instruct these users to share an account so they have a common calendar.
- C. Instruct these users to publish their calendars to the publish folder.
- D. Instruct these users to log out as themselves and log in as the other user so they can access the other user's calendar.

Answer: C

Explanation: For a shared computer, the public folder on that computer is a common location that all users of the computer can access. Publishing the Windows Calendar to the public folder will allow the other users on that computer to be able to open and view that calendar. Thus to allow users to be able to share their Windows Calendar appointments, you can have the users publish their calendars.

Incorrect answers:

- A: There is no need to add a Microsoft Exchange server because Windows Mail cannot integrate with Microsoft Exchange the same way as Microsoft Outlook can. It does not allow the use of an Exchange-hosted calendar.
- B: Sharing an account will compromise security because it will require a common profile, which would impact how they do other work as well.
- D: This option suggests a serious security risk because if you have the users log on as the other user it has as a consequence that they should know each other's password.

QUESTION 65:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop

workstations in operation at Certkiller .com.

A Certkiller .com user named Amy Wilson has the responsibility of handling all the faxing duties for Certkiller .com. A workstation named Certkiller -WS625 has been assigned to Amy Wilson. Amy Wilson makes use of Windows Fax and Scan to scan documents and schedule them to be faxed. Because she schedules all her faxes, she needs to be notified when they have been received by the recipient. Furthermore, when her computer is turned off when a fax is sent and received, she needs the ability to view the notification when she turns Certkiller -WS625 back on. You need to configure Certkiller -WS625 to meet Amy Wilson's requirements. What should you do?

A. Navigate to the Tracking tab of Fax Settings on Certkiller -WS625. Then select the Notify of success and failure for outgoing faxes option.

B. Navigate to the Receipts tab of Fax Options on Certkiller -WS625. Then choose the Email To option and specify Amy Wilson's email address.

C. Navigate to the Additional Settings dialog box of Fax Settings on Certkiller -WS625.

Then specify Amy Wilson's e-mail address in the CSID field.

D. Navigate to the Additional Settings dialog box of Fax Settings on Certkiller -WS625.

Then specify Amy Wilson's e-mail address in the TSID field.

Answer: B

Explanation: You need to select the Email To option on the Receipts tab and specify Amy Wilson's e-mail address. This will allow Amy Wilson to receive an e-mail message when faxes are received by the recipient. Even if Certkiller -WS625 is turned off, the e-mail message will still get sent, and she can check her e-mail when she turns Certkiller -WS625 back on.

Incorrect answers:

A: There is no need to select the Notify of success and failure for outgoing faxes option because it will result in a balloon tip being displayed in the notification area. If Certkiller -WS625 is turned off, she would not get notified when a fax is received by the recipient.

C: There is no need to specify Amy Wilson's e-mail address in the CSID field. CSID (Called Subscriber ID) would identify Amy Wilson as a fax recipient. Typically, this is the telephone number of the receiving fax device or company name. This is certainly not what is required in this scenario.

D: There is no need to specify Amy Wilson's e-mail address in the TSID field. TSID (Transmitting Subscriber ID) would identify Amy Wilson as a fax sender. Typically, this is the fax number or company name. Fax machines often display the TSID when receiving a fax and also might print it on the top of each received page.

QUESTION 66:

You work as the desktop support technician at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Ultimate. Certkiller .com operates as a publishing company.

You have been instructed to set up a scanning workstation for the Certkiller .com Research and Development department. You choose a workstation named Certkiller -WS621 to configure. You will be making use of Windows Fax and Scan in your configuration of Certkiller -WS621.

The graphic designer then came with a request that she want all the scanned images to come automatically to her e-mail inbox. Now you need to configure Certkiller -WS621 to meet this requirement.

What should you do?

- A. You should use the Tools | Scan Settings option to configure new faxes to be forwarded to an email address.
- B. You should use the Tools | Scan Routing option to configure new faxes to be forwarded to an email address option.
- C. You should select all the scanned images on a regular basis, and click the Forward as E-mail button on the toolbar.
- D. You should use the Document | Forward as E-mail option to configure new faxes to be forwarded to an e-mail address.

Answer: B

Explanation: In Windows Fax and Scan, you can route all scans to an e-mail address by using the Tools | Scan Routing option. This will meet the requirements requested by the graphic designer.

Incorrect answers:

- A: You should not use the Tools | Scan Settings option. This option is used to configure the scanner-specific settings such as which scanner to use, and the resolution you want, not to change the output location.
- C: This will not guarantee that the graphic designer will get all the scanned images.
- D: You should not use the Document | Forward as E-mail option or the Forward as E-mail button on the toolbar. This will only allow you to manually e-mail images on an image by image basis, not automatically for all new scans.

QUESTION 67:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Enterprise. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com user named Rory Allen operates as one of the administrative assistants. Rory Allen is currently on leave. And a temporary employee named Amy Wilson has been engaged to fulfill his duties in the mean time. Amy Wilson

contacted the Certkiller .com help desk to request some help. You have been instructed to assist Amy Wilson to send a fax of an e-mail that she has in Windows Mail. You are aware that Rory Allen makes use of Windows Fax and Scan to scan documents and send and receive faxes from his workstation.

You need to find the best and most efficient way to send a fax from Windows Mail to the client.

What should you do?

- A. You should print the e-mail and place the document on the scanner. Choose File | New | Fax from scanner from Windows Fax and Scan.
- B. Navigate to the e-mail in Windows Mail, choose File | Print. When prompted to select the printer, choose Fax as the printer.
- C. You should save the e-mail as an .eml file in Windows Mail. Then create a new fax. Browse to and attach the .eml file in the new fax in Windows Fax and Scan.
- D. You should copy the e-mail to Microsoft Word, and attach it to a new fax in Windows Fax and Scan.

Answer: B

Explanation: Windows Fax and Scan allows you to fax directly from an application by choosing File | Print and selecting Fax as the printer. This will allow you to fax a file without having to go through the Windows Fax and Scan tool - most efficient in this scenario.

Incorrect answers:

- A: Printing the e-mail and then faxing it directly from the scanner also would not be the best way to send this data in the fewest steps.
- C: You should not save the e-mail to an .eml file to attach it to the fax. This would not be the best way to send this data in the fewest steps.
- D: You should not copy the e-mail to Word as this would not be the most efficient way.

QUESTION 68:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com user named Clive Wilson recently had Windows Sidebar configured on his workstation named Certkiller -WS625. At present Certkiller -WS625's Windows Sidebar allows him to easily make notes of things to do, as well as view the current local weather. When the Certkiller -WS625 Windows Sidebar was configured the Notes and Weather gadgets was added. Both these gadgets are currently docked to the upper-right-edge of the screen.

Clive Wilson contacted the Certkiller .com help desk to request help as he desires to change his Windows Sidebar display. He now wants only the Weather gadget to

always be visible. And it should be displayed at the center of the desktop. He wants the Notes gadget to be visible only when he clicks the Windows Sidebar icon on the taskbar.

You need to configure Clive Wilson's Windows Sidebar to meet his needs.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. Right-click the Notes gadget and choose Close Gadget from the context menu.
- B. Right-click the Notes gadget and choose Detach from Sidebar from the context menu.
- C. Right-click Windows Sidebar and choose Close Sidebar from the context menu.
- D. Right-click the Weather gadget and choose Close from the context menu.
- E. Right-click the Weather gadget and choose Detach from Sidebar from the context menu.

Answer: C, E

Explanation: You should detach the Weather gadget from Windows Sidebar and then close Windows Sidebar to allow Clive Wilson to always see the Weather gadget and prevents him from seeing the Notes gadget unless he clicks the Windows Sidebar icon on the taskbar - To detach the Weather gadget from Windows Sidebar, right-click the gadget and choose Detach from Sidebar from the context menu.

To close Windows Sidebar so that all gadgets residing on it become invisible, right-click Windows Sidebar and choose Close Sidebar from the context menu.

Incorrect options:

A: You should not right-click the Notes gadget and choose Close Gadget from the context menu. This would close the gadget so that it never appears until you manually add it back to Windows Sidebar.

B: You should not detach the Notes gadget from Windows Sidebar. This would cause the Notes gadget, and not the Weather gadget, to remain visible when Windows Sidebar is closed.

D: You should not right-click the Weather gadget and choose Close Gadget from the context menu. This would close the gadget so that it never appears until you manually add it back to Windows Sidebar.

QUESTION 69:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network have recently been upgraded to Microsoft Windows Vista Business. Certkiller .com operates as a publishing company.

You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com. A Certkiller .com user named Rory Allen has contacted the help desk complain that he is experiencing problems on his workstation. Rory Allen has been assigned a workstation named Certkiller -WS621. In this complaint regarding his problems he says that he added

contacts, a calendar, and the clock to his sidebar. Now he has trouble with the clock because he can barely see it as it is very dim.

You need to improve the visibility of the clock to enable Rory Allen to see it properly.

What should you do?

- A. Right-click the clock and increase the clock's opacity.
- B. Right-click the Windows Sidebar and choose Bring Gadgets to Front.
- C. Ensure that the Windows Sidebar is always on top of the other windows option is selected in the Windows Sidebar Properties window.
- D. Ensure that the clock is checked under the Select which system icons to always show section in the Task and Start Menu Properties.

Answer: A

Explanation: To allow these gadgets to be more visible or less visible, you need to set the opacity by right-clicking the gadget and setting the percentage to your preference - the more opaque, the more visible.

Incorrect answers:

- B: You should not choose Bring Gadgets to the Front because this will result in the gadgets being brought to the foreground above the other active windows temporarily.
- C: Configuring the Windows Sidebar to always be on top will result in the Windows Sidebar being brought to the foreground and will persist until you change the setting.
- D: If you configure the clock to be available in the Select which system icons to always show section then you will be placing that the clock in the notification area, not the Windows Sidebar.

QUESTION 70:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com user named Kara Lang has been assigned a workstation named Certkiller -WS625. Certkiller -WS625 has 1 GB of Random Access Memory (RAM). Kara Lang contacted the Certkiller .com Help desk to ask for assistance. She wants the Certkiller -WS625 performance to be improved even further. You have been tasked with the responsibility to address the Kara Lang issue. You want to make use of the features that Windows Vista offers. However, you will need to make use of a removable flash drive to improve the performance on Certkiller -WS625.

What should you do?

- A. You should make use of Windows SuperFetch.
- B. You should make use of Windows ReadyBoost.

- C. You should make use of Windows ReadyDrive.
- D. You should make use of Windows System Assessment Tool (WinSAT).

Answer: B

Explanation: ReadyBoost will allow one to make use of a flash drive to improve system performance. It improves system performance because it can retrieve data that is kept on the flash memory more quickly than data kept on the hard drive. This will result in a reduction of the time you need to wait for the PC to respond. (Combined with SuperFetch- you can have even greater improvement in system responsiveness.)

Incorrect answers:

- A: SuperFetch allows applications and files to load much faster than on Windows XP-based computers, but it does not allow you to use a flash drive to improve performance.
- C: ReadyDrive allows your computer equipped with a hybrid hard disk to boot up faster, resume from hibernation in less time, preserve battery power, as well as improve disk reliability, but it does not allow you to improve performance using a flash drive.
- D: WinSAT assesses the performance characteristics and capabilities of a computer it is not used to improve the system performance with the use of a removable flash memory drive.

QUESTION 71:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com user named Clive Wilson has been assigned a workstation named Certkiller -WS625. Clive Wilson contacted the Certkiller .com Help Desk to lodge a complaint. He says that Certkiller -WS625 does not boot properly after he installed an updated driver for the network adaptor. You have been instructed to address the Clive Wilson issue. You want to configure Certkiller -WS625 so that the driver names are displayed as drivers are being loaded during the boot process. What should you do?

- A. On the Boot tab in the System Configuration dialog box you should select the Base video checkbox.
- B. On the Boot tab in the System Configuration dialog box you should select the Boot log checkbox.
- C. On the Boot tab in the System Configuration dialog box you should select the No GUI boot checkbox.
- D. On the Boot tab in the System Configuration dialog box you should select the OS boot information checkbox.

Answer: D

Explanation: System Configuration can help you to identify problems that might prevent Windows from starting correctly. It can also be used to configure system services and startup items that load during the boot process, and to configure boot options. These configurations can include booting in safe mode and booting without displaying the Windows splash screen. Thus in this scenario you should select the OS boot information checkbox on the Boot tab in the System Configuration dialog box.

Incorrect answers:

A: The Base video checkbox causes the computer to boot Windows in minimal VGA mode. Thus when you select this option your standard VGA drivers are loaded instead of displaying the driver specific to the video hardware that has been installed on the computer. This option will thus not ensure that the driver names will be displayed during the boot process.

B: When selecting the Boot log checkbox all information from the boot process is stored in the Ntbtlog.txt file in the root folder on system drive. This option will thus not ensure that driver names are displayed during the boot process.

C: The No GUI boot checkbox option will prevent the display of the Windows splash screen when booting up the computer. Selecting this option does not ensure that driver names will be displayed during the boot process.

QUESTION 72:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

All client computers on the Certkiller .com network have been upgraded from Microsoft Windows XP to Microsoft Windows Vista. A Certkiller .com user named Andy Reid contacted the Certkiller .com help desk to complain about his computer being slow after the upgrade. He reports that after the upgrade he noticed that the system performance on his workstation named Certkiller -WS620 is slow. You have been instructed to address the Andy Reid complaint. You attach a new USB flash drive of 512 MB to speed up Certkiller -WS620. However, then you discovered that you are unable to make use of all the memory on the USB storage device to speed up Certkiller -WS620.

What should be the cause of this?

- A. The USB flash drive has slow flash memory.
- B. The USB flash drive has fast flash memory.
- C. The USB flash drive has both slow and fast flash memory.
- D. The USB flash drive does not meet with the minimum requirement to configure ReadyBoost on Certkiller -WS620.

Answer: C

Explanation: Windows can only use fast flash memory to speed up a computer. So if the USB flash drive has both slow and fast flash memory, you will not be able to use the slow flash memory portion of the USB storage device to speed up the computer performance. Thus the most like cause for the problem is that the USB flash drive has both fast and slow flash memory because you can only use the fast flash memory portion for this purpose.

Incorrect answers:

A: In this scenario you can still use some portion of the USB flash drive; this means that the device must have fast flash memory as well.

B: This option is incorrect since it is stated in the question that you are unable to make use of all the memory on the USB flash drive, this means that the USB flash drive must have both slow and fast flash memory.

D: The minimum amount of RAM to support and configure ReadyBoost on a Windows Vista computer is 256 MB and this flash drive has 512 MB which means this option is incorrect.

QUESTION 73:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

You are currently troubleshooting a workstation named Certkiller -WS627 because a Certkiller .com user named Amy Wilson complained to the help desk about Certkiller -WS627 being slow on an intermittent basis. You have a suspicion that there must be an application that is not releasing memory. You want to see performance counters to report on the amount of data being paged to the hard drive. You want Amy Wilson to have the rights to add and view the counters, so when she is experiencing the problem, she can report the result details. You need to meet the requirements without giving Amy Wilson more privileges than required.

What should you do?

A. Amy Wilson should be added to the Power Users group.

Instruct Amy Wilson to add the Memory | Pages\sec counter in the Reliability and Performance Monitor tool.

B. Amy Wilson should be added to the Performance Log Users group.

Instruct Amy Wilson to add the Memory | Pages\sec counter in the Reliability and Performance Monitor tool.

C. Amy Wilson should be added to the Performance Monitor Users group.

Instruct Amy Wilson to add the Physical Disk | Disk Transfers\sec counter in the Reliability and Performance Monitor tool.

D. Amy Wilson should be added to the Performance Monitor Users group.

Instruct Amy Wilson to add the Memory | Pages\sec counter in the Reliability and Performance Monitor tool.

Answer: D

Explanation

: The Reliability and Performance Monitor is used to monitor and track reliability and performance in Windows Vista. Standard users are not able to use the Reliability and Performance Monitor tool. To be able to view the performance counters a user needs to be in the Performance Monitor Users group.

Lack of available memory will result in data being paged from the random access memory (RAM) to the page file on the hard drive. To track the amount of data being paged to the hard drive, you would use the Pages\sec counter in the memory section of performance monitor.

Incorrect answers:

A: This option is only partly correct however, you should not add Amy Wilson to the Power Users group and is not related to using Reliability and Performance Monitor.

B: This option is only partly correct except that you should not add Amy Wilson to the Performance Log Users group. This would give more access than required because it will also allow her to schedule traces and enable track providers.

C: This option is only partly correct except you should not monitor the Disk Transfers\sec. This would include all data transferred to the disk, not just the paged data.

QUESTION 74:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Several months ago Certkiller .com had Microsoft Windows Vista desktop workstations deployed for all the users in the Sales department. You received a call from one of the Sales Department user named Rory Allen. He says that he experiences an unusually large amount of system failures. You have thus been instructed to address the problems that Rory Allen is experiencing.

You are required to identify the cause of the failures and also to analyze a historical view of workstation performance and see when the failures first started appearing on Rory Allen's workstation.

What should you do?

A. You should make use of Performance Monitor.

B. You should make use of the Reliability Monitor

C. You should make use of a System Diagnostics Data Collector Set

D. You should make use of the Resource Overview tool

Answer: B

Explanation: The Reliability Monitor will allow you to see a graphical history of software installs and uninstalls, application failures, hardware failures, Windows failures, and miscellaneous failures.

Incorrect answers:

A: The Performance Monitor because this is used to track and monitor performance on the computer, not the reliability of the computer. Thus this option is incorrect.

C: You should not use a System Diagnostics Data Collector Set to track reliability history because these tools are used to schedule and run groups of performance and event monitors that can be compared over time. They can also be used for alerts. However it would not yield the proper data for this scenario.

D: You should not use the Resource Overview tool to track reliability. This is used to give a consolidated view of current resource usage on core components such as CPU, disk, and memory. This option will not yield the desired data.

QUESTION 75:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Several months ago Certkiller .com had Microsoft Windows Vista desktop workstations deployed for all the users in the Sales department. You received a call from one of the Sales Department user named Rory Allen. He says that his workstation named Certkiller -WS625 does not install definition files. You have been assigned to address Rory Allen's problem. You thus need to configure Windows Defender to ensure that the updated definition files for Windows Defender are automatically installed on Certkiller -WS625.

What should you do?

A. You should create a scheduled task to automatically download and install updated definition for Windows Defender.

B. You should click the Check for Updates button on the home page of Windows Defender.

C. In the Windows Update settings, select the Install updates automatically (recommended) option and Include recommended updates when downloading, installing, or notifying me about updates option.

D. In the Windows Update settings, select the Download updates but let me choose whether to install them option and Include recommended updates when downloading, installing, or notifying me about updates option.

Answer: C

Explanation: Definitions are files that contain information regarding known spyware and unwanted software. Windows Defender requires up-to-date definitions to determine whether software that is trying to install, run or change settings on a computer is harmful

or not. Windows Defender works with Windows Update to automatically download and install the latest definitions. Thus to configure Windows Update, you should select the Install updates automatically (recommended) option and Include recommended updates when downloading, installing, or notifying me about updates option in the Windows Update settings.

Incorrect answers:

A: Creating a scheduled task to automatically download and install updated definitions is not the solution. You cannot create and configure a scheduled task to automatically download and install updates definitions for Windows Defender.

B: Clicking the Check for Updates button on the home page of Windows Defender will not ensure that the updated definition files for Windows Defender are automatically installed on Certkiller -WS625.

D: If you select the Download updates but let me choose whether to install them option, the updates will be downloaded but not installed automatically.

QUESTION 76:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

All client computers on the Certkiller .com network have been upgraded from Microsoft Windows XP to Microsoft Windows Vista. A Certkiller .com user named Andy Reid contacted the Certkiller .com help desk to complain about his workstation named Certkiller -WS627 experiencing problems running a mission critical custom application after the upgrade. This upgrade is not running properly on Microsoft Windows Vista. This application used to run without a hitch on Microsoft Windows XP Professional.

You have been instructed to attend to Andy Reid's problem. You need to enable Certkiller -WS627 to run the mission critical custom application. You decide to uninstall Windows Vista and switch back to Microsoft Windows XP Professional. What should you do?

- A. In the Uninstall a program option of the Programs and Features tool in Control Panel you should select Uninstall Windows Vista.
- B. You should make a backup of the files on Certkiller -WS627 and then perform a clean install of Windows XP Professional.
- C. You should insert the Microsoft Windows XP installation CD-ROM and run the Winnt32.exe command.
- D. In the Add or Remove Programs tool in Control Panel you should select Uninstall Windows Vista.

Answer: B

Explanation: Once an upgrade or an installation of Windows Vista has been performed,

you cannot uninstall it because Windows Vista does not make provision for an Uninstall Windows Vista option. The only way you will be able to revert back to Windows XP Professional is to perform a clean install on Windows XP Professional. Thus it would be wise to first make a backup of your current operating system before uninstalling it.

Incorrect answers:

A: The Uninstall a program option replaced the Add or Remove Programs tools of Windows XP. However, once an upgrade or an installation of Windows Vista has been performed, you cannot uninstall it because there is no provision made for Uninstall Windows Vista.

C: The Winnt32.exe command is used to upgrade to Windows XP. Windows Vista is a later version and thus you cannot upgrade a new version of Windows to an older version.

D: Windows Vista does not include the Add or Remove Programs tool.

QUESTION 77:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Ultimate. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A user named Mia Hamm configured BitLocker Drive Encryption on her workstation named Certkiller -WS625. During the configuration, Mia Hamm chose the option to print the recovery password. Certkiller -WS625 has a Trusted Platform Module (TPM) installed. Now Windows Vista cannot start because of a TPM error. Unfortunate now Mia Hamm is unable to access the data on the Certkiller -WS625. She thus contacted the Certkiller .com help desk to ask for assistance in this regard. You have been instructed to assist Mia Hamm.

You need to recover the data on Certkiller -WS625 for Mia Hamm.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. You should enter the recovery password.
- B. You should insert a USB flash drive.
- C. You should open the TPM management console.
- D. You should start the computer.

Answer: A, D

Explanation: You should start the computer and then enter the recovery password at the BitLocker Driver Encryption Recovery Console, which appears automatically when a partition is locked because of a TPM error. The user will need to give you the recovery password. If the recovery password is lost, you will not be able to recover the data.

Incorrect answers:

B: There is no need to insert a USB flash drive. You should do this only if the user had saved the recovery password to the USB flash drive.

C: You should not open the TPM Management Console. Because the operating system cannot start, you would not be able to perform this task. The TPM Management Console allows you to test recovery before a TPM failure occurs.

QUESTION 78:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

All client computers on the Certkiller .com network have been upgraded from Microsoft Windows XP to Microsoft Windows Vista Home Basic. A Certkiller .com user named Andy Reid contacted the Certkiller .com help desk to complain about his workstation named Certkiller -WS627. You have been instructed to address Andy Reid's problem. To be able to safely troubleshoot Certkiller -WS627 you need to create a backup image file for the entire Certkiller -WS627. This backup should include program files, system files and the entire data files. You thus need to decide on a strategy to create a backup image.

What should you do?

- A. You should upgrade Windows Vista Home Basic to Windows Vista Home Premium Edition.
- B. You should upgrade Windows Vista Home Basic to Windows Vista Ultimate Edition.
- C. You should run Windows Complete PC Backup and Restore.
- D. You should use Backup files wizard to set up automatic backups.

Answer: B

Explanation: To create a backup image for the entire Certkiller -WS627, you need the Complete PC Backup and Restore feature which is not included in the Windows Vista Home Basic edition.

Incorrect answers:

A: This option will not be useful since Windows Vista Home Basic right up to Windows Vista Home Premium editions does not include the Windows Complete PC Backup and Restore feature which is required in this scenario.

C: You cannot run this option albeit the correct option because Certkiller -WS627 has Windows Vista Home Basic as its operating system which does not provide this feature.

D: You cannot make use of automatic backups using Backup Files Wizard because the ability to setup automatic backup is not included in Windows Vista Starter and Windows Vista Home Basic editions.

QUESTION 79:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client

computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Certain Certkiller .com employees have been contacting the help desk on a regular basis with questions regarding the features that Microsoft Windows Vista can offer. You are planning give a presentation in a lecture theatre that has been fitted with a wall mounted plasma display, regarding the new features that Microsoft Windows Vista makes available to users for the information of those Certkiller .com staff members.

You will create the presentation on a laptop workstation named Certkiller -WS620. Certkiller -WS620 will be connected to the wall-mounted plasma display with an S-Video cable. To commence your presentation you want the Start menu, the desktop, and all programs to be initially displayed on the plasma display. Thus you need to configure Certkiller -WS620 to meet these requirements.

What should you do?

A. Open Display Settings. Select the icon that represents the wall-mounted plasma display.

Then select the This is my main monitor option

B. Open Display Settings. Select the icon that represents the laptop display.

Then clear the Extend the desktop onto this monitor option.

C. Clear the Lock the taskbar option of the taskbar's context menu.

Drag the taskbar as far to the right as possible.

D. Clear the Lock the taskbar option of the taskbar's context menu.

Drag the taskbar as far to the left as possible.

Answer: A

Explanation: The wall-mounted plasma display should be set as the primary monitor. To do this, open Display Settings, select the icon that represents the wall-mounted plasma display, and then select the This is my main monitor option. This will result in the Start menu to be displayed on the wall-mounted plasma display.

Incorrect answers:

B: If you do not clear the Extend the desktop onto this monitor option for the laptop display, you will be preventing Certkiller -WS620 from displaying the desktop at all.

C: If you drag the taskbar as far to the right as possible it will allow you to move the taskbar between monitors, however, it does not allow you to control where all programs will initially open.

D: If you drag the taskbar as far to the left as possible it will allow you to move the taskbar between monitors, however, it does not allow you to control where all programs will initially open.

QUESTION 80:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

Certain Certkiller .com employees have been contacting the help desk on a regular basis with questions regarding the features that Microsoft Windows Vista can offer.

You are planning give a presentation. You will create the presentation on a laptop workstation named Certkiller -WS620. Now you are setting up the presentation using a large boardroom monitor that is connected to Certkiller -WS620.

Unfortunately you fell ill and another of the Certkiller .com staff members will have to make the presentation on you behalf.

All is set up except that the stand-in staff member forgot to bring with a power cable for Certkiller -WS620 and now thus need to conserve power by not making use of the Certkiller -WS620 screen during the presentation. You should he configure the Certkiller -WS620display to conserve the most power during the presentation.

What should he do?

- A. Reduce the brightness settings in the Windows Mobility Center to the lowest setting.
- B. Select External display only in the New Display Detected dialog box.
- C. Select Extended in the New Display Detected dialog box.
- D. Turn on Presentation Mode in the Windows Mobility Center.

Answer: B

Explanation: To allow for the lowest power consumption on the laptop, when you connect to an external monitor, you should choose External display only in the New Display Detected dialog box. This will turn off the laptop screen and no battery power will be required to run it.

Incorrect answers:

A: If you reduce the brightness in Windows Mobility Center it will conserve some power, but it does not provide the best power conservation and will result in the external monitor being dimmer as well.

C: If you select Extended in the New Display Detected dialog box it will configure the external monitor as an extended desktop to the laptop monitor. This would not result in reduced power use and will thus not help.

D: If you turn on Presentation Mode in Windows Mobility Center to conserve power you will actually change your mobile device behavior during a presentation, this could be not using screen savers or blocking notifications that would not be wanted during the presentation.

QUESTION 81:

You work as the desktop support specialist at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com IT department. There are both desktop and

laptop workstations in operation at Certkiller .com.

The Certkiller .com CEO wants all the Department managers to have a Bluetooth-enabled handheld device added to their personal area networks (PAN) respectively. You have been instructed to carry out these orders for your department.

What should you do?

- A. Configure the passkey and ensure that the device is discoverable.
- B. Configure the appropriate wireless security method and ensure that the device is discoverable.
- C. Turn on the Network Discovery and configure the passkey.
- D. Configure the passkey and ensure that the mobile device is Wi-Fi enabled.

Answer: A

Explanation: To add a device that has Bluetooth capability, you need to ensure that the device is discoverable. You also need to set up the passkey to associate the device with the Bluetooth signal. This ensures that each device is connected to the device to which it is intended to connect.

Incorrect answers:

B: You should not configure wireless security. This would be used to connect to a local area network (LAN) not a PAN.

C: You should not turn on Network Discovery because it is used to allow a computer to browse and be viewed on a network when browsing for resources, not to make a Bluetooth device available.

D: You should not enable Wi-Fi because it is used to connect to a local area network and not to a personal area network.

QUESTION 82:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com which operates as an online retailer.

You have been instructed to deploy tablet PCs to all the Certkiller .com departmental managers. One of the managers named Amy Wilson made a special request which is as follows: she wants the ability to have several common tasks such as copy, paste and navigation to be quicker to perform. You need to provide a quick method to perform these routine common tasks on Amy Wilson's tablet PC.

What should you do?

- A. You need to configure Pen options in Pen and Input Devices on Amy Wilson's tablet PC.
- B. You need to configure flicks in Pen and Input Devices on Amy Wilson's tablet PC.

- C. You need to enable Automatic Learning on Amy Wilson's tablet PC.
- D. You need to configure gestures in the Input Panel Options on Amy Wilson's tablet PC.

Answer: B

Explanation: Flicks are motions made with your pen or finger on the screen that can be used to perform these common tasks. To allow for the ability to perform common tasks, such as cut, paste and navigate, you can configure flicks in Pen and Devices in Control Panel.

Incorrect answers:

A: Pen options are used to determine how you can use your pen to perform many tasks that would normally be done with a mouse, such as right or double-clicking on icons. This should not be configured on Amy Wilson's tablet PC.

C: Automatic Learning pertains to do helping the tablet PC's handwriting recognition to learn about the user's way of writing and use of vocabulary. This is not the common tasks that Amy Wilson wants to be done quicker.

D: Gestures are used in the input panel as shortcuts to make some tasks quicker such as using backspace and delete, but they cannot be used not for common routine tasks like copying, pasting or navigation.

QUESTION 83:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Ultimate. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

A Certkiller .com employee named Dean Austin has been assigned a workstation named Certkiller -WS621. Dean Austin has a cell phone that is capable of running a simplified version of Windows Media Player. It is this cell phone that he usually connects his cell phone to his workstation to synchronize his calendar as well as play music. Dean Austin can play music stored on Certkiller -WS621 through his cell phone while the computer is sleeping. The music files are not stored on the cell phone.

Dean Austin discovered that he can improve his cell phone's battery life by disabling the ability to play music through the Windows Media Player. To this end he contacted the Certkiller .com help desk to help him disable the cell phone's Windows Media Player.

What should you do?

- A. Open the Windows Sideshow and then turn off the Windows Media Player gadget.
- B. Open the Sync centre and remove the appropriate Sync partnership.
- C. Open the Windows Sidebar and turn off the Windows Media Player gadget.
- D. Open the Windows Media Player and then remove the appropriate plug-in.

Answer: A

Explanation: Windows SideShow allows you to run gadgets on SideShow-compatible devices, such as cell phones, personal digital assistants (PDAs), or auxiliary displays. To turn off the gadget, clear the option next to the device on which you want the gadget disabled. Thus you should open Windows SideShow and turn off the Windows Media Player gadget.

Incorrect answers:

B: Sync Center allows you to synchronize files between Windows and a mobile device. In this scenario, the music files are not synchronized with the cell phone. The cell phone simply uses Media Player to play music that is stored on the computer. It will thus not help if you open Sync centre to remove a partnership.

C: You should not open Windows SideBar. Windows SideBar allows you to run gadgets on the computer, not a mobile device.

D: You should not open Windows Media Player and remove a plug-in. Plug-ins are software components that are hosted by Windows Media Center.

QUESTION 84:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Enterprise. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com.

Recently you have deployed several tablet PCs for Certkiller .com. Your initial deployment has portrait orientation configured for the users. The manager of the Finance department named Clive Wilson contacted the Certkiller .com help desk with a request regarding his tablet PC. He wants the orientation on his tablet PC to be changed to landscape so that he can work on a large Microsoft Excel file in landscape mode. You thus need to change Clive Wilson's tablet PC's orientation. What should you do? (Each correct answer presents a complete solution. Choose two.)

- A. Change the resolution in Windows Display Settings.
- B. Configure landscape on the Display tab of the Tablet PC Settings.
- C. Configure Microsoft Excel Page Settings to Landscape.
- D. Select Rotate screen in Windows Mobility Center.
- E. Select Primary Landscape in the Calibration drop-down list in the General tab or the Tablet PC Settings.

Answer: B, D

Explanation: To change the display orientation on a tabled PC from portrait to landscape, you could either configure Landscape on the Display tab of the Tablet PC Settings, alternatively you could make use of the Windows Mobility Settings and

click Rotate screen.

Incorrect answers:

A: If you change the resolution in Windows Display Settings it will change the resolution of the display, not the orientation.

C: If you change Microsoft Excel to have landscape page settings it would not change the orientation of the tablet PC, only the output of the Excel worksheet.

E: You should not choose Primary Landscape on the Calibration drop-down list in the Tablet PC Settings. This is used to calibrate the pen to improve accuracy when using the tablet PC.

QUESTION 85:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Ultimate. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are desktop, laptop and tablet PC workstations in operation at Certkiller .com.

A Certkiller .com employee named Clive Wilson has been assigned a workstation named Certkiller -WS625. Certkiller -WS625 is a tablet PC. Clive Wilson contacted the Certkiller .com help desk to lodge a complaint. The complaint is as follows: whenever the pen is dragged in an upward-right direction, the last object that was placed on the clipboard is accidentally pasted into the active software application. Clive Wilson wants this problem to be sorted out. You have received instruction to address Clive Wilson's problem. You need to configure the Pen and Input Devices Control Panel applet to prevent the accidental pasting of objects on the clipboard into the active software application.

What should you do?

- A. You should select the Increase pointer precision option on the Pointer Options tab.
- B. You should customize how pen flicks are mapped to common actions on the Flicks tab.
- C. You should clear the Use the pen button as a right-click equivalent option on the Pen Options tab.
- D. You should change the equivalent mouse action for the Press and hold pen action on the Pen Options tab.

Answer: B

Explanation: To prevent the accidental pasting of clipboard objects into the active software application you should customize how pen flicks are mapped to common actions. This is done by clicking the Customize button on the Flicks tab to open the Customize Flicks dialog box. Then change the action for the top-right flick to (None). This prevents Windows Vista from accidentally pasting objects when the user drags the pen in an upward-right direction.

Incorrect answers:

A: The problem in this scenario is not due to pointer precision. It is caused by dragging the pen in an upward-right direction. Thus you should not select the Increase pointer precision option on the Pointer Options tab.

C: You should not clear the Use the pen button as a right-click equivalent option on the Pen Options tab because the problem is not caused by pressing the pen button. It is caused by dragging the pen in an upward-right direction.

D: The problem is not caused by simply pressing and holding the pen. It is caused by dragging the pen in an upward-right direction. Thus it will not solve the problem if you change the equivalent mouse action for the Press and hold pen action on the Pen Options tab.

QUESTION 86:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. There are desktop, laptop and tablet PC workstations in operation at Certkiller .com.

Certain Certkiller .com employees have been contacting the help desk on a regular basis with questions regarding the features that Microsoft Windows Vista can offer.

You are planning give a presentation. You will create the presentation on a tablet PC workstation named Certkiller -WS620. Now you are setting up the presentation using a network projector that is connected to Certkiller -WS620.

For this presentation to be successful you need to temporarily block notifications and disable you screen saver during the presentation.

What should you do?

- A. You should set the screen saver to none in the Display Settings.
- B. You should select Extended in the New Display Detected dialog box.
- C. You should turn on and configure Presentation Mode in the Windows Mobility Center.
- D. You should Click Connect External Display in the Windows Mobility Center.

Answer: C

Explanation:

To prevent a computer from switching on its screen saver or displaying notifications during a presentation, you should turn on Presentation Mode in Windows Mobility Center.

Incorrect answers:

A: Setting the screen saver to none in the Display Settings will prevent the screen saver from activating, but it would not prevent notifications from appearing during the presentation.

B: If you select extended in the New Display Detected dialog box then you actually extend the laptop's desktop to include the additional monitor to extend the entire desktop space over the two monitors. This does not impact the screen saver or notifications and will thus not help in this scenario.

D: If you choose

Connect External Display in the Windows Mobility Center, you will in essence detect externally connected monitors on a mobile device. This is not what is required.

QUESTION 87:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com which operates as an online retailer. The Certkiller .com management issued a new directive stating that all laptop workstations should be upgraded to Microsoft Windows Vista Business. You have been instructed to oversee the upgrading of these laptop workstations. There have been requests by Certkiller .com users for the following regarding the laptop workstations:

1. They want to be able to stop working and travel with their laptop and then resume work as quickly as possible when they get to their destination.
2. They want to be protected from data loss should there be a problem with the power source, such as battery failure, when traveling.

You now need to provide the users the ability to quickly resume work and protect them from data loss due to lack of power or battery removal.

What should you do?

- A. Ensure that the laptop workstations have Centrino hardware.
You should configure hybrid sleep on the laptop workstations.
- B. Ensure that the users are administrators.
You should configure hybrid sleep on the laptop workstations.
- C. Ensure that there is available disk space equivalent to the amount of RAM.
Configure sleep on the laptop workstations.
- D. Ensure that there is available disk space equivalent to the amount of RAM.
You should configure hybrid sleep on the laptop workstations.
- E. Ensure that there is available disk space equivalent to the amount of RAM.
Configure hibernation on the laptop workstations.

Answer: D

Explanation: To allow the user to quickly resume work but still protect from data loss should the battery fail or be removed, the Hybrid Sleep option will save all the data in memory to the hiberfil.sys file on the disk, but still preserve the data in memory with a minimal amount of power utilization. When the user is ready to work, the system already has the data in memory and the user is able to quickly resume work where he stopped. If the battery fails during the sleep state, the data from memory will already be in the hiberfil.sys. When the user is ready to resume work, the laptop will restore the hiberfil.sys file to RAM and the user can proceed to work from where he stopped. To allow for the storage of data in RAM to be saved in the hiberfil.sys, the laptop needs

to have available disk space equal to the amount of RAM in the laptop.

Incorrect answers:

A: One does not need Centrino hardware to make use of the Hybrid Sleep option or other mobility power options.

B: The user does not need to be an administrator on the laptop to use the Hybrid Sleep option or other power options on the mobile device.

C: There is no need to use the Sleep option because it will not protect the laptop from data loss should the battery fail or be removed. Sleep will use the hiberfil.sys file should the battery become low, but if the battery is unexpectedly not available; Sleep will not save the data in RAM to the disk.

E: There is no need to use the Hibernate option because it will not provide the quickest way to restore work because the data must be loaded from the hard drive to RAM prior to the desktop being made available to the user. This amount of time will vary on the amount of RAM and running applications on the laptop.

QUESTION 88:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Ultimate. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com which operates as an online retailer.

A Certkiller .com user named Amy Wilson has been assigned a laptop workstation named Certkiller -WS621. She works in the Marketing department and is compelled to travel extensively in the execution of her duties and thus the reason why she has been assigned Certkiller -WS621. Because she has to frequently make use of the battery to power Certkiller -WS621, she configured Certkiller -WS621 to use the Power saver power plan.

However, she discovered that when she clicks the Power button icon on the Start menu, Certkiller -WS621 does not completely turn off. And if she later presses the Power button on Certkiller -WS621, the same programs that were opened when she tried to shut down are still open. Amy Wilson then contacted the Certkiller .com help desk to address this problem she has regarding the power issues on Certkiller -WS621.

You now need to configure Certkiller -WS621 to have it turn off without saving Amy Wilson's desktop session when she clicks the Power button icon on the Start menu.

What should you do? (Each correct answer presents part of the solution. Choose two.)

A. Open Power Options and click the Choose what power buttons do link and choose the option to shut the computer down when the power button is pressed.

B. Open Power Options and click the Change when computer sleeps link and choose the option to never put the computer to sleep when it is running on battery.

- C. Open Advanced Settings for the current power plan in Power Options.
- D. Change the On battery setting in the Sleep after category to Never.
- E. Change the Start menu power button setting to Shut down.

Answer: C, E

Explanation: You should change the Start menu power button setting to Shut down in Advanced Settings. To open Advanced Settings, first open Power Options and click the Change plan settings link associated with the Power saver power plan. Then click the Change advanced power settings link to open the Advanced Settings dialog box. Expand Power buttons and lid, and then expand Start menu power button. Change the On battery setting to Shut down. This causes Windows to completely shut down when the Power button icon on the Start menu is clicked.

Incorrect answers:

- A: The option to shut the computer down when the power button is pressed determines what happens when you press the Power button on the computer, not the Power button icon on the Start menu. This is not what should be done in this case.
- B: The option to never put the computer to sleep when it is running on battery determines whether the computer is automatically put to sleep. In this scenario, you need to specify what happens when the Power button icon on the Start menu is manually clicked. Thus this option will not work.
- D: The On battery setting in the Sleep after category setting determines the amount of time that must elapse before the computer is automatically put to sleep when it is running on battery. In this scenario, you need to specify what happens when the Power button icon on the Start menu is manually clicked. Thus this setting should not be set to Never.

QUESTION 89:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista Business. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations. There are both desktop and laptop workstations in operation at Certkiller .com which operates as an online retailer.

A Certkiller .com user named Amy Wilson has been assigned a laptop workstation named Certkiller -WS621. She works in the Marketing department and is compelled to travel extensively in the execution of her duties and thus the reason why she has been assigned Certkiller -WS621.

Amy Wilson has the following requirements that should be met by Certkiller -WS621:

1. The ability to stop working, close the lid on Certkiller -WS621.
 2. When ready, to start working where she left off.
 3. No battery life to be used during periods of inactivity on Certkiller -WS621
- To this end she took her laptop workstation and requirement to the Certkiller .com help desk for assistance in meeting her requirements. You thus need to configure

Certkiller -WS621 for temporary work stoppages and resuming at the same state after a period of time, while not using any power.
What should you do?

- A. You should configure Certkiller -WS621 to hibernate when lid is closed.
- B. You should configure Certkiller -WS621 to sleep when lid is closed.
- C. You should configure Certkiller -WS621 to shut down when lid is closed.
- D. You should configure Certkiller -WS621 to go into standby when lid is closed.

Answer: A

Explanation: Hibernating saves all work in memory to the hiberfil.sys file on the hard drive and then powers the laptop off, using no power while it is off. Once the lid is opened, the laptop powers up and restores the contents of hiberfil.sys to memory. The user is able to start working with the same programs, windows, and documents open just as they were. Thus to allow Amy Wilson to close the Certkiller -WS621 lid and then be able to open the lid and start working from the same point while using no power while the lid was closed, you should configure the Power Plan to hibernate when the lid is closed in the Power Options Control Panel application.

Incorrect answers:

B: You should not choose Sleep because Certkiller -WS621 will act the same way as standby except, should the battery become low during the sleep state, the system will save the data in memory to the hiberfil.sys file on disk and then enter hibernate. When Amy Wilson is ready to proceed to work, she will be at the same point but will have less battery power than before.

C: You should not configure Certkiller -WS621 to shut down because it would power off the laptop without saving Amy Wilson's current work or saving the open programs, windows, and documents to enable her to resume from that same point.

D: You should not choose Standby because it does not prevent power from being used while the lid is closed. With Standby Certkiller -WS621 will use just enough power to preserve the data in RAM. Though Amy Wilson will be able to quickly start on work when the lid is opened because all the data is already in RAM, should the battery run out during sleep state, her data and current state will be lost.

QUESTION 90:

You work as the Desktop support technician at Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers. Certkiller .com is planning to deploy two sites: a primary and a secondary site.

You want to carry out your duty by using the System Management Server (SMS) 2003 operating system deployment (OSD) Feature Pack. Consequently you need to install the SMS 2003 OSD Feature Pack and thus you need to take your first action.
What should you do?

- A. SMS 2003 should be installed on the primary site server.

- B. SMS 2003 should be installed on the secondary site server.
- C. Windows Deployment Service (WDS) should be installed on the primary site server.
- D. Business Desktop Deployment (BDD) 2007 should be installed on the primary site server.

Answer: A

Explanation: Installing SMS 2003 on the primary site server will enable you to install SMS 2003 OSD Feature Pack. The System Management Server (SMS) 2003 operating system deployment (OSD) Feature Pack can be used to create a custom image to deploy Windows Vista operating system on the target computers.

Incorrect answers:

B: SMS 2003 must be installed on the Primary site server and not on the secondary site server. You are however able to install SMS 2003 on all the site servers to support SMS 2003 OSD Feature Pack.

C: WDS is used to deploy Windows Operation System on target computers using PXE network boot. It is in essence an enhanced version of Remote Installation Services (RIS) as it was used in previous versions of the Windows operating systems. You should not first install WDS on the primary site server.

D: BDD 2007 is installed on the deployment server after SMS 2003 OSD Feature Pack is installed.

QUESTION 91:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

You plan to make use of System Management Server (SMS) 2003 on a primary site server. You then use System Management Server (SMS) 2003 operating system deployment (OSD) Feature Pack to create a custom Windows Vista image. You need to deploy the Windows Vista image on the Certkiller .com client computers. The Certkiller .com client computers are currently using a mix of 32- and 64-bit processors. This means that you will need to take certain steps prior to deploying the image to the client computers.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Check the size of the deployment logs.
- B. Identify the differences in 32- and 64-bit deployment.
- C. Verify that SMS 2003 OSD Feature Pack is installed on the client computer.
- D. Verify that the Certkiller .com computers have the appropriate system resources.
- E. Verify that the Windows Deployment Service (WDS) is installed on the Certkiller .com client computer.

Answer: B, D

Explanation: The ZTIvalidate.wsf file is used to determine that the target computer has the available resources required to deploy Windows operating system. Prior to deploying an SMS 2003 OSD Feature Pack on a target computer, you should verify that the computer has the appropriate system resources.

You should also identify the differences in 64-bit and 32-bit deployment. BDD 2007 only supports only EM64T-enabled processors and the AMD 64 type processors.

Incorrect answers:

A: Deployment logs are used to store information regarding the image installation process on each client computer. You should determine the storage capacity required for storing the deployment logs during the image installation process. One does not first determine the size of the deployment logs.

C: The SMS 2003 OSD Feature Pack is installed on the primary site server and is used to create custom Windows image for Windows deployment on the target/client computers. You should thus not install it on the client computer.

E: WDS is used to deploy Windows Operation System on target computers using PXE network boot. It is in essence an enhanced version of Remote Installation Services (RIS) as it was used in previous versions of the Windows operating systems. WDS is not installed on the client computer.

QUESTION 92:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

You are required to automate the deployment of Windows Vista on the client computers. To this end you installed Windows Automated Installation Kit (WAIK) on your computer. You then created an answer file for a Windows Vista unattended installation on client computers. You now need to validate the answer file before deploying Windows Vista to the Certkiller .com client computers and thus need to make use of the appropriate tool.

What should you do?

- A. Use the Setup Manager
- B. Use the System Preparation tool.
- C. Use the Office Customization Tool (OCT).
- D. Use the Windows System Image Manager (SIM) tool.

Answer: D

Explanation: The SIM tool is used to create an answer file, as well as to validate the answer file to ensure that the file is working. This you should make use of the SIM tool in this scenario.

Incorrect answers:

A: The Setup Manager too is used to create an answer file in Windows 2000, Windows

XP and Windows Server 2003 operating systems. It is not used in Microsoft Windows Vista.

B: The SYSPREP.EXE tool is used to prepare a reference computer before capturing an image of the reference computer. It is not used to validate answer files prior to deployment.

C: OCT is used to customize an Office 2007 installation and to create a Setup Customization file and to automate an Office 2007 installation and modify user settings, NOT to validate an answer file prior to deployment.

QUESTION 93:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers. A client computer named Certkiller -WS621 has been assigned to you.

You are required to automate the deployment of Windows Vista on the client computers. To this end you need to prepare Certkiller -WS621 as a reference computer to create an answer file that will be used to deploy a custom image on all the Certkiller .com client computers. You need to decide on which action to take so as to complete the task with the least amount of administrative effort.

What should you do?

- A. Install Systems Management Server (SMS) operating system deployment (OSD) feature pack on Certkiller -WS621.
- B. Install the Windows Automated Installation Kit (WAIK) on Certkiller -WS621.
- C. Install Windows System Image Manager (SIM) on Certkiller -WS621.
- D. Install the ImageX command-line utility on Certkiller -WS621.

Answer: B

Explanation: WAIK is a set of tools that will aid you in deploying Windows Vista on target computers. You can create an answer file and capture an image of a reference computer by making use of WAIK. In this scenario Certkiller -WS621 is the reference computer.

Incorrect answers:

- A: Installing SMS OSD feature pack on Certkiller -WS621 will help to prepare the reference computer to capture an image to be deployed on all computers, but this approach will require more administrative time and effort than making use of WAIK.
 - C: Installing SIM on Certkiller -WS621 will not help in preparing Certkiller -WS621 to capture an image that is to be deployed to the client computers. SIM is used to create answer file to automate Windows Vista deployment and is included in WAIK.
 - D: Installing ImageX command-line utility is used to capture volume images to the Windows Imaging Format (WIM) file and not to prepare a reference computer.
-

QUESTION 94:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to install a new Microsoft Windows Vista operating system installation on the Certkiller .com client computers that are currently running Microsoft Windows XP Professional.

You need to migrate user data and settings to Windows Vista. The computers running Windows XP currently have a single partition of 40 GB with 30 GB of free disk space. You need use User State Migration Tool (USMT) to migrate user state data whilst keeping network traffic to a minimum.

What should you do?

A. Create a network share.

Store the user data in the shared folder.

B. The Windows XP computers' hard disks must be formatted.

Create a primary and a secondary partition.

C. Use third-party tools and resize the 40 GB partition.

Create a seconds partition to store the user data.

D. On the Windows XP computers store user data on the system partition using Windows Easy Transfer.

Answer: C

Explanation: Resizing the 40 GB partition with a third-party tool and creating a second partition to store the user state data will keep the network traffic to a minimum. If you want to store user state data on a network share and the computer does not have a secondary partition, you should resize the partition.

Incorrect answers:

A: Storing user state data on a shared folder will result in increased network traffic.

B: Formatting the hard disk and creating a primary and secondary partition will remove all the data and partitions from the hard disk and you will then not be able to capture user data from the local computer.

D: Use state data should not be stored on the system partition. You need to install a new Windows Vista operating system in this case and installing Windows Vista on computers running Windows XP will format the system partition and then the user state data will be lost.

QUESTION 95:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers. A client computer named Certkiller -WS622 has been assigned to you.

You are required to the deploy Windows Vista on the client computers in

unattended mode. To this end you need to prepare Certkiller -WS622 as a reference computer to build the master image. You then manually create the answer file that will be required for the unattended Windows Vista installation. You need to decide on which action to take next so as to complete the task.

What should you do?

- A. Prepare a Certkiller -WS612 image to capture using Sysprep.exe.
- B. Capture a Certkiller -WS612 image using ImageX.
- C. Validate the answer file using Windows System Image Manager (SIM).
- D. Validate the answer file using Setup Manager Tool.

Answer: C

Explanation: When manually creating an answer file, you should always validate the answer file using SIM. Validating will ensure that the values in the answer file are correct. If you neglect to validate after manually creating the answer file, you will encounter errors when deploying Windows Vista and will then have to validate the answer file.

Incorrect answers:

A: Sysprep.exe is used to prepare Certkiller -WS622 after validating the answer file.

B:

ImageX is used to capture the image after preparing Certkiller -WS622. It is not used after manually creating the answer file.

D: Setup Manager Tool or Setupmgr.exe is used in earlier versions of Windows operating systems.

QUESTION 96:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

A server named Certkiller -SR04 is used to assign IP addresses to client computers using the network boot Pre-Boot Execution Environment (PXE). Another server named Certkiller -SR05 is divided into two partitions namely C and D. Partition C is a system partition formatted with NTFS and Partition D is empty and formatted with File Allocation table (FAT32). You need to configure Windows Deployment Service (WDS) on Certkiller -SR05.

You must ensure that WDS is successfully installed and configured on Certkiller -SR05 with the least amount of administrative effort. Thus you need to decide on the next logical action to take.

What should you do?

- A. Partition D should be converted to D using the Convert command.
- B. A forward-lookup zone must be created for Certkiller .com on Certkiller -SR05
- C. Dynamic Host Configuration Protocol (DHCP) should be moved to Certkiller -SR05

D. Partition D should be deleted and then created with NTFS format using the Disk Management tool.

Answer: A

Explanation: You first need to ensure that partition D is converted to NTFS if you want to ensure that WDS can be installed and configured successfully on Certkiller -SR05. This approach would lead to the least amount of administrative effort since you do need a separate NTFS partition to store the Windows Images. All that would be required in this instance would be to run the Convert D: /fs:ntfs command.

Incorrect answers:

B: It is not necessary to create a forward-lookup zone for Certkiller .com on Certkiller -SR05 because the Domain Naming System is already configured on the network.

C: Installing DHCP on Certkiller -SR05 will not help since DHCP is already installed on the network. Although running DHCP on the same server as DHCP is allowed, you will then require taking additional administrative steps and the question states pertinently with the least amount of administrative effort.

D: Deleting Partition D and recreating it with NTFS using the Disk Management Tool will work, but will take more time and administrative effort than using the Convert command.

QUESTION 97:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Currently the Certkiller .com computers consists of 500 client computers of which 400 is running Microsoft Windows Vista and 100 is running Microsoft Windows XP Professional. You received instruction to upgrade the Windows XP client computers to Windows Vista.

To carry out the instruction you make decided to make use of System Management Server (SMS) 2003 operating system deployment (OSD) Feature Pack. You then create a custom script to determine the available hard disk space to install the Windows Vista image on the Certkiller .com Windows XP client computers. You thus need to configure this script to run in the appropriate phase so as to get the desired effect.

What should you do?

- A. Configure the script to run in the Preinstall Phase.
- B. Configure the script to run in the Postinstall Phase.
- C. Configure the script to run in the Validation Phase.
- D. Configure the script to run in the State Capture Phase.

Answer: C

Explanation: The Validation phase is used to verify that the target computer is suitable

for Windows image deployment. You should configure the Validation Phase to run the script. You can configure custom actions using the script under this phase.

Incorrect answers:

A: Configuring the Preinstall phase will enable one to make necessary adjustments during the image installation process to the current computer that you are unable to make when the computer is running its local operating system.

B: The Postinstall phase is configured when you are installing an image on a new computer or performing fresh install. Configuring the Postinstall phase will enable you to include device drivers into the target computer prior to running the Sysprep utility on the target computer. It is not the appropriate phase to configure in this case.

D: The State Capture Phase is used to capture the user data and settings to migrate to the new computer from the old computer. It captures the user state and data before installing the new Windows image on the computer.

QUESTION 98:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to migrate all the Certkiller .com computers to Microsoft Windows Vista operating system.

You now need to migrate the EFS files and certificates. In addition you also want to ensure that you are able to encrypt the store during the migration.

What should you do?

- A. On Windows XP make use of the User State Migration Tool (USMT) 3.0.
- B. On Windows XP make use of the User State Migration Tool (USMT) 2.6.
- C. On Windows Vista make use of the User State Migration Tool (USMT) 3.0.
- D. On Windows Vista make use of the User State Migration Tool (USMT) 2.6.

Answer: A

Explanation: USMT 3.0 should be used on Windows XP to migrate EFS files and certificates and also encrypt the store during migration. This version of USMT has more improvements on the 2.6 version of USMT. With USMT 3.0 you can specify the /efs:copyraw switch to automatically migrate the EFS files and certificates to the destination computer that is running Windows Vista. To encrypt the store, you should use the /encrypt switch.

Incorrect answers:

B: Using USMT 2.6 on Windows XP will not work under the circumstances since it does not support migrating the EFS files and certificates, and encrypting the store, nor does it store the information in the required .xml format.

C: You should not use USMT 3.0 on Windows Vista since you are using Windows XP as the source computer and need to migrate the EFS files and certificates from Windows XP to Windows Vista.

D: You should not use USMT 2.6 on Windows Vista since you are using Windows XP as

the source computer and need to migrate the EFS files and certificates from Windows XP to Windows Vista.

QUESTION 99:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers. Currently all the Certkiller .com computers are running Microsoft Windows XP Professional.

You plan to make use of Microsoft User State Migration Tool (USMT) to migrate user data and settings to Windows Vista target computers. You now need to know which files are used to migrate user data and settings to target computers. What are those files?

- A. The Migapp.xml and the Miguser.xml files.
- B. The Migsys.xml and the Config.xml files.
- C. The Migapp.xml and the Migsys.xml files.
- D. The Migapp.inf and the Miguser.xml files.

Answer: A

Explanation: Both the Migapp.xml and the Miguser.xml files are used to migrate user data and settings to target computers. The Migapp.xml file is used to control application settings migration to the target computer. The Miguser.xml file is used to identify the user data and settings being migrated to the target computer.

Incorrect answers:

B: Both the Migsys.xml and the Config.xml files are incorrect. The Migsys.xml file is used to control the operating system and browser settings migration. Also if the target computer is running Windows XP, then, in addition to Migapp.xml and Miguser.xml, you will also need Migsys.xml. The Config.xml file is used to identify the applications being migrated to the target computer.

C: This option is partially wrong. The Migsys.xml file is used to control the operating system and browser settings migration. Also if the target computer is running Windows XP, then, in addition to Migapp.xml and Miguser.xml, you will also need Migsys.xml.

D: This option is partially wrong. The Migapp.inf file is a default configuration file which includes the rules for migrating applications.

QUESTION 100:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers. A client computer named Certkiller -WS621 has been assigned to you.

To this end you start deploying the Windows Vista image on Certkiller -WS621

but the installation fails. Following is an outline of the course of action taken by you:

1. You investigate the issue.
2. You discover that Windows Vista installation is unable to load a boot-critical device driver on Certkiller -WS621.
3. You use the PKGMGR.EXE utility to add the boot critical device driver to an existing offline Windows Vista image.
4. You locate the device driver .INF files that you want to add to your Windows Vista image.

Now you need to take a decision on the next action that you should take to complete your instructions.

What should you do?

- A. Use Windows Automated Installation Kit (WAIK) to create an answer file. Specify the path to the device drivers that you want to install.
- B. Use Windows System Image Manager (SIM) to create an answer file. Specify the path to the device drivers that you want to install.
- C. Use the Setup Manager to create an answer file. Specify the path to the device drivers that you want to install.
- D. Use ImageX to create an answer file. Specify the path to the device drivers that you want to install.

Answer: B

Explanation: After locating the device driver

.INF files that you want to add to the Windows Vista image, you should create an answer file. SIM is used to create an unattended installation file that can be used while deploying Windows Vista image on target computers and you should specify the path to the device drivers that you want to install by adding a separate PathAndCredentials list item for each device driver location you want to access.

Incorrect answers:

A: WAIK is a set of tools that can include Windows SIM. And furthermore, WAIK should be installed on Certkiller -WS621 prior to creating a Windows Image.

C: Setup Manager is not used to create answer files and specifying the path to the desired device drivers in Windows Vista. This tool is used to create answer files on earlier versions of the Windows operating systems.

D: ImageX is a command-line utility used to capture images on a reference computer. It is not used to create answer files.

QUESTION 101:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

You need to complete this task using Zero Touch Installation (ZTI). To this end you install the System Management Server (SMS) 2003 operating system deployment

(OSD) Feature Pack on a primary site server named Certkiller -SR02. However you discovered that the target computers are not receiving the SMS 2003 OSD Feature Pack advertisements. You need the Certkiller .com client computers to receive the SMS 2003 OSD Feature Pack advertisements so as to complete the task. What should you do?

- A. The deployment process flowcharts should be reviewed.
- B. The distribution points should be updated with SMS 2003 Administrator.
- C. The Certkiller .com client computers hardware and software requirements should be verified.
- D. Verify that the Certkiller .com client computers are in the SMS collection used during the distribution of the SMS 2003 OSD Feature Pack.

Answer: D

Explanation: You need to verify that the target computers, i.e. the Certkiller .com client computers are in the SMS collection used for the distribution of the advertisement. The most probable cause of the problem in this case is that the target computers are not included in the SMS collection.

Incorrect answers:

- A: There is no need to review flowcharts for the deployment process. Reviewing flowcharts will assist in troubleshooting LTI and ZTI problems. It will identify where the problem has occurred during the deployment process. In this case you already know which stage of the deployment process is problematic.
- B: There is no need to update the distribution points using SMS 2003 Administrator. If updates programs does not appear in the distribution point during the deployment process, you should manually update the distribution points.
- C: You should not verify the hardware and the software requirements for the target computer. This is only done in a case where ZTI scripts do not run properly on the target computer.

QUESTION 102:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

You have just installed Windows Vista on a master computer named Certkiller -WS620 because you need to make use of this image to deploy on a number of computers. You also created an unattended installation file using the SMS OSD Feature Pack. To be able to carry out your task successfully you need to ensure that you will be able to install the image on multiple computers. To this end you need to decide on the next appropriate step that should be taken. What should you do?

- A. Create the image from Certkiller -WS620.

- B. Install the operating system on a target computer.
- C. Store the image on a removable USB flash drive.
- D. Install the operating system on Certkiller -WS620.

Answer: A

Explanation

: You logical next step would be to create the image from the master computer. In this case the master computer is Certkiller .WS620. The image would be created as follows: Use OSD, create an Image Capture CD, start it from within the existing operating system, and provide the location to save the resulting image.

Incorrect answers:

B: You need to install the operating system on the target computers using the image that you will generate from Certkiller -WS620.

C: There is no need to store the image on a USB flash drive. Since you will be making use of ZTI, the image file will be stored on the distribution point.

D: The operating system has already been installed on Certkiller -WS620.

QUESTION 103:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A client computer named Certkiller -WS621 has been assigned to you. Troubleshooting the Windows Vista installations is your responsibility at Certkiller .com. You make use of Certkiller -WS621 as a reference computer. Following is a description of the procedure that you follow:

1. You create an Image Capture CD using the System Management Server (SMS) Operating System Deployment (OSD) Feature Pack.
2. You restart Certkiller -WS621 to capture an image.
3. You launch the Image Capture CD from within Certkiller -WS621 while it is running.

Now you need to perform certain validation checks after launching the Image Capture CD from within Certkiller -WS621. You thus need to take a decision on which validation checks to perform.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Verify that Certkiller -WS621 is not joined to a domain.
- B. Verify that Certkiller -WS621 is located on the correct subnet.
- C. Verify that Certkiller -WS621 has the SYSPREP tool installed.
- D. Verify that Certkiller -WS621 is suitable for an image deployment.
- E. Verify that autounattend.xml file is located on the Certkiller -WS621 C:\ drive.

Answer: A, C

Explanation: Launching the Capture CD from within Certkiller -WS621 will execute the Osdcw.exe on Certkiller -WS621 and will verify that the computer is

not joined to a domain as well as verify that the SYSPREP tool is installed. Only after performing these validation checks will the Image Capture Wizard prompt you to enter the name of the image and the network location where the Windows Imaging (WIM) image will be created.

Incorrect answers:

B: Verification whether Certkiller -WS621 is located on the correct subnet is performed in the validation phase during Image Installation.

D: The Suitability to Image Deployment verification is checked in the validation phase is forms part of the Image Installation phase.

E: The location of the autounattend.xml file is not checked while launching the Image Capture CD from within the reference computer. The autounattend.xml file is an answer file used to perform unattended installation using the Windows Vista Installation CD.

QUESTION 104:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

You want to make use of System Management Server (SMS) 2003 to deploy Windows Vista operating system. Following is the procedure that you followed:

1. You enable detailed logging.
2. You install SMS 2003 on the primary site server.
3. You install System Management Server (SMS) 2003 operating system deployment (OSD) Feature Pack on the primary site server.

However, the SMS 2003 OSD Feature Pack installation fails to complete due to an error. To this end you need to determine the cause of the failure. Now you need to review the log files so that you can resolve the error.

What should you do?

- A. Review the OSD.DEBUG file.
- B. Review the SMSOSD.LOG file.
- C. Review the SMSCAPTURE.LOG file.
- D. Review the ARCHIVE_OSD.SMS file.

Answer: A

Explanation: The OSD.DEBUG file is created in the C:\drive for more detailed logging. By default the log files are stored in the C:\Minint\Smsosd\Osdlogs folder.

Incorrect answers:

B: The SMSOSD.LOG file does not exist. SMSOSD is the name of the folder which exists in the C:\Minint\ folder.

C: The SMSCAPTURE.LOG file should not be reviewed because when the Image Capture Wizard fails to capture an image, then the errors are logged in this file.

D: The ARCHIVE_OSD.SMS file is created in the C:\MININT folder to protect the OS

Deployment Feature Pack folders from deletion after the OS Deployment installation is complete. This is not the file to review in this case.

QUESTION 105:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers.

You want to make use of System Management Server (SMS) 2003 to deploy Windows Vista operating system. Following is the procedure that you followed:

1. You install SMS 2003 on the primary site server.
2. You install System Management Server (SMS) 2003 operating system deployment (OSD) Feature Pack on the primary site server.

However, the SMS 2003 OSD Feature Pack installation fails to complete. To this end you need to determine the cause of the failure.

What should you do?

- A. Examine the Smscapture.log and the OSDeploymentmsi.log files for error messages.
- B. Examine the OSDeploymentsetup.log and the OSNewPackageWizard.log files for error messages.
- C. Examine the OSDNewProgramWizard.log and the OSDeploymentmsi.log files for error messages.
- D. Examine the OSDeploymentsetup.log and the OSDeploymentmsi.log files for error messages.

Answer: D

Explanation: You need to examine the OSDeploymentsetup.log and the OSDeploymentmsi.log files for error messages. These log files contain detailed information regarding the installation process. These files are located in the Logs folder in the SMS 2003 OSD Feature Pack installation folder.

Incorrect answers:

- A: This option is only partly correct except for the Smscapture.log file. This file is used if a problem occurs while running the Image Capture Wizard.
- B: This option is only partly correct except for the OSNewPackageWizard.log file. This file is created by SMS.
- C: This option is only partly correct except for the OSDNewProgramWizard.log file. This file is created by SMS and SMS stored the file in the Logs folder in the SMS 2003 OSD Feature Pack installation folder.

QUESTION 106:

You are employed as an administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com that is divided into several departments

The Certkiller .com Sales department operates on a 24/7 basis. A Certkiller .com computer named Certkiller -WS620 is shared between the managers of the dayshift and the nightshift. You have received instructions to ensure that all application and device driver failure reports of Certkiller -WS620 are submitted to Microsoft Problem Reports and Solutions.
What should you do?

- A. You need to create a standard user account.
Instruct the managers to log on by using this standard user account.
Configure auditing for this user account.
- B. You need to after each error occurs, perform a Microsoft Windows Update scan.
- C. You need to configure the computer to take part in the Microsoft Windows Customer Experience Improvement Program.
- D. You need to turn on the Windows Problem Reporting feature for all users.

Answer: D

QUESTION 107:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Amy Walsh has contacted you at the Customer Care Help Desk. Amy Walsh has installed Microsoft Windows Vista on a new computer that is not connected to the Internet. After she logged on, she received a warning message about an unknown device. She wants to know what she should do to prevent the display of the warning message until she download an available hardware driver.

What should you tell her? (Each correct answer presents a complete solution. Choose TWO.)

- A. Select the Ask me again later option from the warning message details.
- B. Select the Don't show this message again for this device option from the warning message details.
- C. Uninstall the device.
- D. Disable the device.

Answer: B, D

QUESTION 108:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been instructed to deploy Microsoft Windows Vista operating system on all the Certkiller .com client computers. A client computer named Certkiller -WS621 has been assigned to you.

You are required to create a custom image of Windows Vista. There is an existing offline Windows Vista image on Certkiller -WS621. You need to add device drivers to this image. You then create an answer file and apply it to a mounted Windows Vista image using the PKGMGR.EXE utility. All that is required now is that you unmount the Windows Vista image and apply the changes. You need to decide on which action to take so as to complete the task with the least amount of administrative effort.

What should you do?

- A. Unmount the image using ImageX.
- B. Unmount the image using SYSPREP.EXE.
- C. Unmount the image using Windows System Image Manager (SIM).
- D. Unmount the image using Windows Pre-installation Environment (PE).

Answer: A

Explanation: The ImageX utility is used to unmount a Windows Vista image. You make use of the /unmount and /commit switches to unmount and apply changes to the Windows Vista image.

Incorrect answers:

B: SYSPREP.EXE is used to prepare a system prior to capturing an image on a reference computer and not to unmount a Windows Vista image.

C: SIM is used to create an unattended installation file that can be used while deploying Windows Vista image on target computers and not to unmount a Windows Vista image.

D: PE cannot be used unmount a Windows Vista image. Instead it is used to provide an environment which allows for the easy deployment, troubleshooting and recovering of Windows Vista operating system.

QUESTION 109:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. There are 300 client computers on the Certkiller .com network. You have been instructed to deploy Microsoft Windows Vista operating system on thirty percent of these client computers.

This thirty percent of the Certkiller .com client computers are recently purchased and as such have different hardware specifications that the remaining seventy percent of the client computers. To be able to comply with the instructions you will need to add device drivers to the existing Windows Vista image. You thus need to make a decision as to which utility to use.

What should you do?

- A. Make use of ImageX
- B. Make use of INTLCFG.EXE
- C. Make use of OFFSCAN.EXE
- D. Make use of PKGMGR.EXE

Answer: D

Explanation: The

PKGMR.EXE command-line utility will allow you to add the necessary device drivers prior to installing Windows Vista on the thirty percent of the Certkiller .com client computers. It is done by applying a file path to the device driver location in the answer file. The drivers should be placed in the out-of-box drivers folder in the distribution share. A single out-of-box folder can server multiple images by using unique answer files for each image that all contain a reference to its location.

Incorrect answers:

A: ImageX is used to capture volume images to Windows Imaging (WIM) Format file and not to add device drivers to an existing Windows Vista image.

B: The INTLCFG.EXE tool is used to recreate the Lang.ini file after adding a language pack. This option is thus incorrect.

C: The OFFSCAN.EXE command-line utility is used to check a file for conversion issues and not to add device drivers to an existing Windows Vista image.

QUESTION 110:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is expanding into Italy and is currently planning to set up an office in Milan. The Milan office will be populated with Italians.

It is your responsibility to provide support for all languages that the Certkiller .com users may need. To this end you created a Windows Vista image. However, when creating the image you neglected to install a language pack. You thus need to add the language pack to this image which is currently running on your computer. You need to carry out this task with the least amount of administrative effort.

What should you do?

- A. Use the ImageX command-line tool to mount the image and make the appropriate changes using an answer file.
- B. Use a script to commit changes to the image and then unmount the image.
- C. Make the appropriate changes to the image by running the International Settings and Configuration (INTLCFG.EXE) tool.
- D. Use the Package Manager (PKGMR.EXE) command-line tool to create an answer file and apply it to the image.

Answer: D

Explanation: The PKGMR.EXE command-line tool allows one to add or remove packages to or from an offline image or an image that is currently running on a computer. You can also add or remove Windows features, apply unattended installation answer file settings, and perform offline installation of language packs and out-of-box driver packages specified in an answer file. Thus you should create an answer file and

apply it to the image using the PKGMGR.EXE command-line tool.

Incorrect answers:

A: Mounting the image using the ImageX

command-line tool and making the appropriate changes using an answer file is incorrect since you can only use this tool to mount the image when the image is offline. In the question it is mentioned that the image is currently running on your computer.

B: You do not need to commit changes to the image using a script and unmount the image. It is mentioned in the question that the image is currently running on your computer and not offline, thus this option is superfluous.

C: The INTLCFG.EXE tool is used to recreate the Lang.ini file after adding a language pack. This option is thus incorrect.

QUESTION 111:

You work as the Desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been requested to remove certain components from a custom Windows Vista image after it has already been created.

You need to decide on the appropriate utility to use to comply with this request.

What should you do?

A. Use the SYSOCMGR.EXE utility.

B. Use the PEIMG.EXE utility.

C. Use the PKGMGR.EXE utility.

D. Use the BCDEDIT.EXE utility.

Answer: C

Explanation: The PKGMGR.EXE utility is used to add or remove Windows Vista components from an existing Windows Vista image.

Incorrect answers:

A: The SYSOCMGR.EXE utility is used to add or remove Windows components such as Windows Games from a running computer.

B: The

PEIMG.EXE utility is used to customize the Windows Pre-installation Environment (PE) images and to add new device drivers to Windows PE 2.0.

D: The BCDEDIT.EXE utility is used to manage the Boot Configuration Data (BCD) store which contains the boot applications and boot application settings similar to BOOTCFG.EXE of earlier versions of Windows operating systems.

QUESTION 112:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is divided into several departments. All client computers on the Certkiller .com network are running Microsoft Windows Vista.

A Certkiller .com user named Clive Wilson works in the Marketing department. Clive Wilson is a standard user. One morning you received a report from Clive Wilson complaining that he is unable to install an application. You need to take the appropriate action to allow Clive Wilson to install the application. What should you do?

- A. Copy the contents of the CD-ROM to the local hard disk. Run the application installation from the local hard disk.
- B. While Clive Wilson is logged on, at the consent prompt, click Continue and install the application.
- C. While Clive Wilson is logged on, at the credential prompt, provide administrative credentials.
- D. Create a .pwl file that stores administrative credentials. Double-click the installation file.

Answer: C

QUESTION 113:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Andy Reid has contacted you at the Customer Care Help Desk. He complains that he is unable to support some display features of Microsoft Windows Aero. You tell Andy Reid to check the graphics component rating of the computer.

Which control panel should Andy Reid use?

- A. Performance Information and Tools in System and Maintenance.
- B. Programs and Features in Programs.
- C. Problem Reports and Solutions in System and Maintenance.
- D. Ease of Access Center in Appearance and Personalization.

Answer: A

QUESTION 114:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Ally Wagner has contacted you at the Customer Care Help Desk. Ally Wagner has implemented Parental Controls game restrictions for her children on her computer and selected the TEEN rating game restriction. Her problem is that her children are still running the restricted games.

What should you tell her to do to prevent her child from accessing the games?

- A. Instruct Ally Wagner to configure Windows Defender on her computer to remove high alert items.
- B. Instruct Ally Wagner to configure the Game Restrictions parental control to disallow games that are not rated.
- C. Instruct Ally Wagner to configure the Game Restrictions parental control to block games that have intense violence.
- D. Instruct Ally Wagner to configure Microsoft Internet Explorer in Protected Mode.

Answer: B

QUESTION 115:

You are employed as an administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com contains a computer named Certkiller -WS621 that is running Microsoft Windows Vista. You have received instructions to remove any Microsoft Windows Internet Explorer 7 add-ons on Certkiller -WS621 that do not have prior approval from Microsoft, System manufacturer and Service provider. What should you do?

- A. You need to remove any add-ons that are not found in the list of add-ons that are at present loaded in Windows Internet Explorer 7.
- B. You need to remove any add-ons that are not found in the list of add-ons that run without requiring permission.
- C. You need to remove any add-ons that are not found in the list of downloaded ActiveX controls.
- D. You need to remove any add-ons that are not found in the list of add-ons used by Windows Internet Explorer 7.

Answer: B

QUESTION 116:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Mia Hamm who works in the Marketing department of Certkiller .com, has been assigned a computer names Certkiller -WS623.

Certkiller -WS623 has the pop-up blocker enabled. To do her daily work she visits a certain Web site which makes use of pop-ups.

Mia Hamm wants to view the pop-ups from this Web site while maintaining the highest level of security for all other Web sites.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You need to disable the pop-up blocker.
- B. You need to enable the Automatic Website Checking option on the Phishing filter.

- C. You need to add the URL of the Web site to the list of allowed sites.
- D. You need to add the URL of the Web site to the list of trusted sites.
- E. You need to visit the Web site and select the Always allow pop-ups from this site option.

Answer: C, E

QUESTION 117:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of a Research department. A new Certkiller .com employee named Mia Hamm works in the Research department. Mia Hamm has access to the user accounts in the department. A Certkiller .com security policy prohibits the employees to access unsuitable Web sites. You must ensure that Mia Hamm will not be able to access unsuitable Web sites and thus have to take the appropriate action. What should you do?

- A. You need to use password protection for all user accounts.
- B. You need to disable the Microsoft Windows Internet Explorer
- C. You should disable the User Account Control feature.
- D. You should disable the default administrator account.

Answer: A

QUESTION 118:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Until recently all Certkiller .com users have changed the settings of the computers in their respective departments. This resulted in a very haphazardly security policy application. A new Certkiller .com directive states that all computers on the network must request any user to enter a user name and password whenever any changes are made to any of the Certkiller .com computers. You need to ensure that this directive is adhered to and thus need to configure the local security policy setting to request a user name and password when changes are made to the computer system. What should you do?

- A. You need to configure the Interactive logon: Prompt user to change password before expiration setting to a value between 1 and 999.
- B. You need to enable the User Account Control: Detect application installations and prompt for elevation setting.
- C. You need to configure the User Account Control: Behavior of the elevation prompt for administrators in Admin Approval mode setting to the Prompt for credentials option.
- D. You need to enable the Password must meet complexity requirements setting.

Answer: C

QUESTION 119:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A computer named Certkiller -WS621 has been assigned to you.

Certkiller -WS621 uses two user accounts namely a standard user account and an administrator user's account. Sometimes you log unto Certkiller -WS621 with the standard users account, but you are then unable to do advanced configuration changes.

You need to be able to make advanced configuration changes while you are logged on as a standard user.

What should you do?

A. You need to configure the User Account Control as follows:

Behavior of the elevation prompt for administrators in Admin Approval Mode setting to the Prompt for consent option.

B. You need to configure the User Account Control as follows:

Behavior of the elevation prompt for standard users setting to the Prompt for credentials option.

C. You need to enable the User Account Control as follows:

Only elevate executables that are signed and validated option.

D. You need to disable the User Account Control as follows:

Only elevate executables that are signed and validated option.

Answer: B

QUESTION 120:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Andy Reid has contacted you at the Customer Care Help Desk. He wants to run the Windows Defender scan on his computer, but the program is listed in Quarantined Items. Andy Reid needs to run this program.

You need to provide Andy Reid with the appropriate information that will enable him to run the Windows Defender scan on his computer.

What should you do?

A. Instruct Andy Reid to remove the program from the Quarantined Items list.

B. Instruct Andy Reid to repair the program from the Programs option in Control Panel.

C. Instruct Andy Reid to restore the program from the Quarantined Items list.

D. Instruct Andy Reid to reinstall the application to another location.

Answer: C

QUESTION 121:

Certkiller .com has employed as a desktop technician. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You are busy running a Windows Defender scan on a computer named Certkiller -WS622. Certkiller -WS622 is used by a Certkiller .com employee named Andy Reid. One morning Andy Reid complains that he cannot use a specific application.

You then scan Certkiller -WS622 and the result shows that one of the applications is having potentially unwanted behavior. Andy Reid needs to use the application for his work and you need to enable him to do so.

Which Windows Defender option should you use to stop Windows Defender from alerting you about this application?

- A. Remove
- B. Ignore
- C. Quarantine
- D. Always Allow

Answer: D

QUESTION 122:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instructions to run Windows Defender on a system named Certkiller -WS624. However when you start the process you encounter a warning message that states the following:

"Windows Defender Definitions haven't been updated." You need to ensure that the Windows Defender definition files are updated.

What should you do?

- A. You need to repair the Microsoft Location Finder program.
- B. From the Microsoft Windows Update you need to download and install the appropriate files.
- C. From the Microsoft Web site you need to download and install the latest Windows Defender application.
- D. You need to restart the Windows Defender service.

Answer: B

QUESTION 123:

You work as the network technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is further divided into several departments.

You received a report from a Certkiller .com user named Clive Wilson of the Marketing department. He complains that he is unable to connect to the external names or IP addresses. You need to address this issue.

What is your first troubleshooting step in this particular incident?

- A. Configure the DNS server by using an IP address provided by your Internet Service Provider (ISP).
- B. Click the View Full Map link, which resides in the Network and Sharing Center window.
- C. Click the Diagnose and repair link, which resides in the Network and Sharing Center window.
- D. In the command prompt, run the ipconfig /displaydns command.

Answer: C

QUESTION 124:

You work as the network technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has a Finance department.

A Certkiller .com user named Kara Lang is a member of the Finance department.

Kara Lang's client computer named Certkiller -WS620 connects to the Internet via a router that performs Network Address Translation (NAT). One morning Kara Lang complains that she cannot connect to the Internet. During the investigation you learnt that the connection to the router has failed.

You must enable Kara Lang to connect to the Internet. To this end you connect Certkiller -WS620 directly to the internet. Now you need to take the appropriate action to ensure that Kara Lang is safely connected to the Internet using Certkiller -WS620.

What should you do?

- A. You need to configure the network category of your network connection to Private.
- B. Set the network adapter location type to Private.
- C. On Certkiller -WS620, uninstall the Windows Internet Explorer add-on.
- D. Configure the network category of your network connection to Public.

Answer: D

QUESTION 125:

You are employed as a network technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instructions to install a new hardware router that provides

wireless network connectivity between the manager's computer and the Internet. To this end you then connect to the router by using a wireless network adapter. After you have completed the job, you were received reports from some of the managers. They complain that they are not able to discover other computers in the local wireless network, but they are able to access the Internet. You need to address this situation and must thus configure the wireless connection to allow the computer to discover other computers. What should you do?

- A. You need to configure the wired and wireless network adapters as a network bridge.
- B. You need to change the Network Category setting of the wireless connection to Public.
- C. You need to turn off the Windows Firewall feature.
- D. You need to configure the network category of your wireless network connection to Private.

Answer: D

QUESTION 126:

Certkiller .com has employed as a network technician. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is divided into several departments.

A Certkiller .com user named Kara Lang is a member of the Marketing department. Kara Lang has been assigned a computer named Certkiller -WS620. One morning you received a report from Kara Lang complaining that Certkiller -WS620 has a connectivity problem. You then give her the following to configure Certkiller -WS620. 2001::e45d:691a:f:4ac2

What should she do to configure Certkiller -WS620?

- A. Kara Lang needs to use the given value as a manually assigned MAC address.
- B. Kara Lang needs to use the given value as a DNS suffix search item.
- C. Kara Lang needs to use the given value as a WEP key for a wireless network.
- D. Kara Lang needs to use the given value as an IPv6 address.

Answer: D

QUESTION 127:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is further divided into several departments.

The Certkiller .com sales representatives use their laptops to connect to a server named Certkiller -SR10 where a shared folder resides. You have received a complaint that the representatives cannot access the shared folder on Certkiller -SR10. You must enable them to access the shared folder.

What should you do? (Each correct answer presents a complete solution. Choose TWO)

- A. On Certkiller -SR10 you need to enable the File and Printer Sharing exception in Windows Firewall.
- B. You need to restore the Microsoft Windows Firewall defaults.
- C. On the server you need to validate the permissions on the shared folder by using Microsoft Windows Explorer.
- D. You need to enable the Internet Connection Sharing exception in Windows Firewall.

Answer: A, C

QUESTION 128:

You are employed as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is further divided into several departments.

A Certkiller .com user named Dean Austin is a member of the Sales department. He operates as the sales representative of the department and has been assigned a desktop computer named Certkiller -WS621 as well as a laptop computer named Certkiller -WS622 to facilitate him working out of the office.

Both Certkiller -WS621 and Certkiller -WS622 is configured to allow remote desktop connections. He connects to Certkiller -WS621 from Certkiller -WS622.

Dean Austin wants to save files from within a remote session to the C: drive of Certkiller -WS622. You need to enable him to save his files within such a remote session.

What should you do?

- A. On Certkiller -WS622, select the C: drive as a local resource for the remote session, which is in the properties of the Remote Desktop Connection application.
- B. On Certkiller -WS622, map a drive to the C: drive of the remote computer.
- C. Enable the Remote Assistance feature.
- D. On Certkiller -WS622 click the Automatically detect TS Gateway server settings option, which is in the properties of the Remote Desktop Connection application.

Answer: A

QUESTION 129:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Rory Allen has contacted you at the Customer Care Help Desk. You have received a remote assistance request from Rory Allen. Before you could accept the assistance the time has expired.

What should you do to increase the amount of time you have to accept remote

assistance requests?

- A. You need to temporarily enable the Remote Administration exception in Microsoft Windows Firewall.
- B. You need to decrease the account lockout duration in the local security policy.
- C. You need to enable the Remote Desktop (less secure) option and add yourself to the Remote Desktop Users group.
- D. You need to set the maximum amount of time an invitation can remain open to 12 hours.

Answer: D

QUESTION 130:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instructions to start preparing the network for the addition of a new branch. This new branch is to operate as a totally separate entity in the company. The new branch has been assigned a Windows Vista computer and thus need remote assistance. You then send a remote assistance for help. You need to open a personal document without allowing the help desk to view the document. What should you do to ensure that the remote assistance session remains connected?

- A. You need to press the ESC key.
- B. You need to minimize the remote assistance session window.
- C. You need to click the Pause option.
- D. You need to click the Stop Sharing option.

Answer: C

QUESTION 131:

You work as the desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is further divided into several departments.

A Certkiller .com user named Kara Lang is a member of the Graphics department. Her job description includes doing presentations. Currently Kara Lang needs to do a presentation. To this end she connected her computer named Certkiller -WS620 to a multimedia projector. During the representation she contacts you to for advice. She said that when she plays the video there is no sound.

You need to enable Kara Lang to do her presentation with audio and video playback.

What should you do?

- A. Clear the Allow applications to take exclusive control of this device check box, which is in the Line In Properties dialog box.

- B. Select I always give a presentation when I use this display configuration check box, which resides in the Presentation settings dialog box.
- C. Kara Lang needs to configure the computer to use the default sound scheme.
- D. Enable the Presentation Settings option. Adjust the volume settings as appropriate.

Answer: D

QUESTION 132:

You work as the desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is further divided into several departments.

A Certkiller .com user named Andy Reid works as the Sales manager of the Certkiller .com Sales department. Andy Reid has been assigned a digital media which will be used in the advertising field. However when Andy Reid attempted to use the Microsoft Windows Media Player to listen to the music file, he received the following error message: "You do not have the rights to play this file."

You need to take the appropriate action to configure Windows Media Player to playback the protected digital media.

What should you do?

- A. You need to enable the Automatically check if protected files need to be refreshed option.
- B. You need to enable the Download usage rights automatically when I play or sync a file option.
- C. You need to enable the Update music files by retrieving media info from the Internet option.
- D. You need to disable the Set clock on devices automatically option.

Answer: A

QUESTION 133:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Amy Wilson has contacted you at the Customer Care Help Desk. Amy Wilson has a computer that is running Microsoft Windows Vista Home Basic edition with a TV tuner that is compatible with Microsoft Windows Media Center. Amy Wilson wants to record a television programs by using Microsoft Windows Media Center. You need to enable her to do so.

What should you do?

- A. Instruct Amy Wilson to upgrade to Microsoft Windows Vista Home Premium edition first.
- B. Instruct Amy Wilson to run a Microsoft Windows Update scan against the Microsoft

Update servers first.

C. Instruct Amy Wilson to install Windows Media Center.

D. Instruct Amy Wilson to configure Windows Media Center to recognize the tuner.

Answer: A

QUESTION 134:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You are busy attending a meeting on Microsoft Windows Meeting Space, but you also need to attend to another meeting that is also hosted on Windows Meeting space. However the dialog box that allows you to join the other meeting has failed to open.

What should you do to join the other meeting?

A. You need to open Windows Meeting Space, create a new meeting, and specify a password for others to use when they join the meeting.

B. Click the Leave meeting option in the first meeting, and then join the second meeting.

C. You need to enable the Windows Media Player Network Sharing Service Windows Firewall exception.

D. You need to join the second meeting by using Microsoft Office Live Meeting.

Answer: B

QUESTION 135:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com that is divided into several departments.

Certkiller .com contains 50 client computers that are running Microsoft Windows Vista. Certkiller .com Makes use of Microsoft Windows Calendar to publish a calendar to a shared network location. The Microsoft Windows Calendar is updated often. You have been instructed to allow all Certkiller .com users to automatically view the most recent calendar updates.

What should you do?

A. You need to instruct all users to perform calendar synchronization for all shared calendar subscriptions.

B. You need to instruct all users to configure a calendar subscription that has an update interval of 15 minutes.

C. You should use e-mail messages to deploy the .ics file for the shared calendar to each user. Instruct each user to import the .ics file that is attached to the e-mail message.

D. You should instruct all users to map a network drive to the folder that holds the shared calendar. Import the .ics file for the shared calendar.

Answer: B

QUESTION 136:

You work as the desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is divided into several departments.

The Certkiller .com Research department has just been assigned a new computer named Certkiller -WS625. Certkiller -WS625 is configured with Microsoft Windows Vista. You received instructions to configure Certkiller -WS625 with Microsoft Windows Fax and Scan to send and receive faxes. What should you do?

- A. You need to create a new fax account.
- B. You need to configure the fax security settings to permit Send and Receive.
- C. You need to configure the fax settings to require manual receipt of faxes.
- D. You need to configure the Transmitting Subscriber ID (TSID) of the fax with the correct phone number.

Answer: A

QUESTION 137:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is divided into several departments. The Certkiller .com budget is the responsibility of the Finance department.

You have received instructions to review all events in the Finance department. To this end you need to make use of the Event Viewer window to review the event logs for only critical and error events with the maximum amount of detail for each of these events.

What should you do?

- A. You need to create a custom view.
Select the Critical checkbox, Error checkbox, and Verbose checkbox. Select all logs.
- B. You need to create a custom view.
Enable the Critical, Error, and Information level events. Select all logs.
- C. You need to search for the Critical or Error string by using the Find option of the Administrative Events view.
- D. You need to edit the filter for the Administrative Events view.

Answer: A

QUESTION 138:

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is divided into several departments.

A Certkiller .com user Mia Hamm is a sales representative that work is the Sales Department. As part of her duties she needs to do a presentation. When she connects an external monitor to her laptop, the same image appears on both monitors.

What should Mia Hamm to drag a window from one monitor to the other?

- A. Mia Hamm needs to change the display setting to extend the desktop.
- B. In the Microsoft Windows Mobility Center window, configure the presentation settings
- C. Mia Hamm needs to configure the secondary display resolution settings to make them equal to or less than the primary display resolution settings.
- D. Mia Hamm needs to configure the external monitor as the primary display and the built-in monitor as the secondary display.

Answer: A

QUESTION 139:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Rory Allen has contacted you at the Customer Care Help Desk. He reported that whenever he taps certain areas on his Microsoft Windows Tablet PC it responds appropriately, but after the action the other areas also respond.

What should you tell Rory Allen to do?

- A. Instruct Rory Allen to change the Handedness settings of your Windows Tablet PC.
- B. Instruct Rory Allen to choose the order in which your screen rotates in the Orientation Sequence Settings dialog box.
- C. Instruct Rory Allen to calibrate the Windows Tablet PC.
- D. Instruct Rory Allen to select the Use the personalized recognizer (recommended) check box in the Windows Tablet PC settings.

Answer: C

QUESTION 140:

You are employed as an administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com policy states that all client computers should be configured to obtain all of the latest operating system updates. A new computer named

Certkiller -WS624 was recently purchased. You received instructions to verify whether Certkiller -WS624 can obtain all of the latest operating system updates. What should you do?

- A. You need to confirm that Certkiller -WS624 has a Microsoft Windows Experience Index base score above 3.0.
- B. You need to configure Windows Defender to detect updates before scanning.
- C. You need to validate your Windows installation from the Microsoft Windows Genuine Advantage Web page.
- D. You need to run Microsoft Windows Vista Upgrade Advisor.

Answer: C

QUESTION 141:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network is divided into several departments of which the Sales department is one. The Sales department was assigned a client computer named Certkiller -WS622. CertKiller-WS622 has the following hardware configuration:

1. 512 MB of RAM
2. 10-GB hard disk
3. 933-MHz processor
4. 64-MB video adapter.

You have received instructions from the manager to install Microsoft Windows Vista on Certkiller -WS622.

Which hardware component fails the minimum hardware requirements?

- A. memory
- B. hard disk
- C. processor
- D. video adapter

Answer: B

QUESTION 142:

Certkiller .com has employed you as a desktop technician. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network is divided into several departments of which the Marketing department is one. The Marketing department was assigned a client computer named Certkiller -WS625. Certkiller -WS625 is currently running Microsoft Windows XP Professional. All the applications that are used in the Marketing department are third- party applications which are used daily in the department.

You have received instructions from the CIO to upgrade Certkiller -WS625 to

Microsoft Windows Vista. The CIO wants all the applications in used to be operational after the upgrade. You must comply with the CIO's request and thus need to determine whether the hardware and software on Certkiller -WS625 will support the upgrade and still leave all the applications operational. What should you do?

- A. You need to run the winnt32.exe /checkupgradeonly command.
- B. You need to run the mbsacli.exe command.
- C. You need to run the Microsoft Windows Vista Upgrade Advisor application.
- D. You need to compare Certkiller -WS625 system's hardware against the Microsoft Windows Vista Hardware Compatibility List (HCL).

Answer: C

QUESTION 143:

You are employed as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com has acquired a computer named Certkiller -WS624. The operating system on the computer is Microsoft Windows XP Professional. Certkiller -WS624 also has the following hardware configuration specs:

- 1. 512 MB of RAM
- 2. GHz processor
- 3. 60-GB hard disk
- 4. 15 GB of free space
- 5. 64-MB video adapter.

You received instructions to perform a clean install of Microsoft Windows Vista on Certkiller -WS624 and to ensure that the Microsoft Windows Aero Experience is supported.

What should you do?

- A. You need to upgrade the hard disk to 120 GB with 40 GB of free space.
- B. You need to upgrade the memory to 1 GB of RAM.
- C. You need to install a video adapter that has 128 MB of RAM, support for Microsoft DirectX 9, and Microsoft Pixel Shader 2.0.
- D. You need to install a video adapter that has 128 MB of RAM, support for Microsoft Scalable Link Interface (SLI) and Microsoft Pixel Shader 2.0.

Answer: C

QUESTION 144:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Sales

department is one. A client computer named Certkiller -WS621 is currently used by three Certkiller .com employees named Andy Reid, Kara Lang and Rory Allen. However this situation led to many incidents where customers were inconvenienced and Certkiller .com employees were hampered the in carrying out their daily tasks. A decision was taken to purchase a new computer named Certkiller -WS622 to alleviate the situation. After the installation of the Windows Vista operating system you have received instructions to migrate the following from Certkiller -WS621 to Certkiller -WS622:

1. All system and program settings
2. All users settings
3. Only the content in the C:\Appdata folder

Now you need to make use of the appropriate tool to accomplish the task.
What should you do?

- A. You need to use the Windows Automated Installation toolkit.
- B. You need to use the Microsoft Windows Easy Transfer wizard.
- C. You need to use the Application Compatibility toolkit.
- D. You need to use the File and Settings Transfer wizard.

Answer: B

QUESTION 145:

You are employed as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com is a relatively new company and is growing rapidly. Due to company growth the CIO has decided to purchase a new computer named Certkiller -WS621. The CIO wants Certkiller -WS621 to dual-boot into two operating systems. These operating systems are Microsoft Windows XP Professional and Microsoft Windows Vista respectively. You need to comply with the CIO's request and ensure that Certkiller -WS621 is able to dual-boot as requested. Which should you do? (Each correct answer presents a complete solution. Choose TWO.)

- A. Create two partitions.
Install Windows XP Professional on the first partition.
From Windows XP Professional launch the Windows Vista setup utility.
Install Windows Vista on the second partition.
- B. Create one partition.
Install Windows XP Professional on the partition.
From Windows XP Professional launch the Windows Vista setup utility.
Install Windows Vista in the same partition.
- C. Create two partitions.
Install Windows Vista on the first partition.
Boot from the Windows XP Professional installation CD-ROM.
Install Windows XP Professional on the second partition.

D. Create two partitions.

Install Windows XP Professional on the first partition.

Boot the computer from the Windows Vista DVD-ROM.

Install Windows Vista on the second partition.

Answer: A, D

QUESTION 146:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A client computer named Certkiller -WS620 is running Microsoft Windows 2000 with Service Pack 3. Certkiller -WS620 also runs some legacy applications. The Certkiller .com management wants all computers to be running Microsoft Windows Vista. To this end you have received instructions from the CIO to upgrade Certkiller -WS620 to Microsoft Windows Vista. You now need to upgrade Certkiller -WS620 without reinstalling the applications.

What should you do?

A. Install Windows Vista into a separate partition.

Use the Windows Easy Transfer wizard to upgrade your settings to the Windows Vista operating system.

B. First upgrade Certkiller -WS620 to Microsoft Windows XP Professional.
Upgrade to Windows Vista.

C. Install Microsoft Windows 2000 Professional Service Pack 4 on Certkiller -WS620.
Start a Windows Vista upgrade from an installation DVD.

D. Copy your user profile to a removable media.
Perform a clean installation of Windows Vista.
Copy the user profile to the C:\Users directory.

Answer: B

QUESTION 147:

Certkiller .com has employed you as a desktop technician. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The Certkiller .com CIO has acquired a computer named Certkiller -WS624.

Certkiller -WS624 is currently running Microsoft Windows Vista Home Basic edition. You have received instructions from the CIO to upgrade

Certkiller -WS624 to Microsoft Windows Vista Ultimate edition. You then start the computer using the DVD-ROM of the Microsoft Windows Vista Ultimate edition, which produces the following message:

"The partition you selected might contain files from a previous Microsoft Windows installation. If it does, these files and folders will be moved to a folder named Microsoft Windows.old. You will be able to access the information in Microsoft Windows.old, but you will not be able to use your previous version of Microsoft

Windows." You must complete the upgrade.
What should you do?

- A. Start Certkiller -WS624 in safe mode and launch the setup.exe application from the Windows Vista Ultimate edition DVD-ROM.
- B. Log on to the Windows Vista Home Basic edition installation and launch the setup.exe application from the Windows Vista Ultimate edition DVD-ROM.
Click the Upgrade option.
- C. Log on to the Windows Vista Home Basic edition installation.
Launch the setup.exe application from the Windows Vista Ultimate edition DVD-ROM.
Click the Custom (Advanced) option.
- D. Boot from the Windows Vista Ultimate edition DVD-ROM and click the command prompt option.
Use the diskpart utility to create a new primary partition for the Windows Vista Ultimate edition installation.

Answer: B

QUESTION 148:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Currently all workstations on the Certkiller .com network runs Microsoft Windows 2000 Professional. A new Certkiller .com directive states that all workstations should be upgraded to Microsoft Windows Vista.
All the Certkiller .com employees have been instructed to follow the new management directive. A Certkiller .com user named Mia Hamm contacted the Help desk to lodge a complaint. She currently uses a client computer named Certkiller -WS622. Her complaint is that she is unable to use her workstation because she received a stop error and the machine stops responding when she start the computer in either normal mode or in safe mode.
You need to ensure that Mia Hamm will be able to use her workstation. To this end you need to ensure that Certkiller -WS622 can boot without receiving any error.
What should you do?

- A. You should uninstall Windows Vista, and revert back to the Windows 2000 Professional operating system.
- B. You should use the Windows Vista DVD to reboot the computer and run the Startup Repair utility.
- C. You should run Software Explorer.
- D. You should disable startup items by running Msconfig.exe.

Answer: B

Explanation

: When you receive stop errors at startup while rebooting a Windows Vista computer, you should boot the computer with the Windows Vista DVD and then select the repair

option when prompted. This process will start the Startup Repair Utility which is designed to fix startup problems that prevent Windows Vista from starting correctly.

Incorrect answers:

A: Windows Vista cannot be uninstalled to revert back to the previous operating system. First you would require the old operating system software to install the old operating system, and secondly you would be going against the Certkiller .com company directive.

C: The Software Explorer Utility is a tool in Windows Defender and it will not help you to install Windows Vista. Instead, it is used to view and manage the important security related areas using Software Explorer and thus help you to manage the programs that run your computer through Software Explorer.

D: The Msconfig.exe utility is not going to help you since the stop error is generated prior to the system loading Windows Vista.

QUESTION 149:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Currently all workstations on the Certkiller .com network run Microsoft Windows 2000 Professional. A new Certkiller .com directive states that all workstations should be upgraded to Microsoft Windows Vista.

All the Certkiller .com employees have been instructed to follow the new management directive. A Certkiller .com user named Mia Hamm contacted the Help desk to lodge a complaint. She currently uses a client computer named Certkiller -WS622. Her complaint is that she is unable to use her workstation because she received a stop error and the machine stops responding when she starts the computer in either normal mode or in safe mode.

You need to ensure that Mia Hamm will be able to use her workstation. To this end you need to ensure that Certkiller -WS622 can boot without receiving any error.

What should you do?

A. You should uninstall Windows Vista, and revert back to the Windows 2000 Professional operating system.

B. You should use the Windows Vista DVD to reboot the computer and run the Startup Repair utility.

C. You should run Software Explorer.

D. You should disable startup items by running Msconfig.exe.

Answer: B

Explanation: When you receive stop errors at startup while rebooting a Windows Vista computer, you should boot the computer with the Windows Vista DVD and then select the repair option when prompted. This process will start the Startup Repair Utility which is designed to fix startup problems that prevent Windows Vista from starting correctly.

Incorrect answers:

A: Windows Vista cannot be uninstalled to revert back to the previous operating system. First you would require the old operating system software to install the old operating

system, and secondly you would be going against the Certkiller .com company directive.

C: The Software Explorer Utility is a tool in Windows Defender and it will not help you to install Windows Vista. Instead, it is used to view and manage the important security related areas using Software Explorer and thus help you to manage the programs that run your computer through Software Explorer.

D: The Msconfig.exe utility is not going to help you since the stop error is generated prior to the system loading Windows Vista.

QUESTION 150:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Development department is one. The Development department has developed an in-house third party application for a computer named Certkiller -WS621. During the reboot of the computer the application will start automatically but with an effect on the computer. Certkiller -WS621 will run slower. You need to prevent the application from auto starting without uninstalling the application.

What should you do?

- A. Use the Software Explorer application to disable the application. Reboot the computer.
- B. Use the Control Panel application to uninstall the application. Reboot the computer.
- C. Use the Services application to disable the Application Experience service, and then launch the application.
- D. Use the Microsoft Windows Task Manager application to end the task for the application.

Answer: A

QUESTION 151:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All computers on the Certkiller .com network run Microsoft Windows Vista.

Certkiller .com contains a server named Certkiller -SR11. You received instructions to install an update on Certkiller -SR11. You complied with the request and after the update the noticed that some of the applications does not work. Now you need to remove this update.

What should you do?

- A. You need to use the Add or Remove Programs window.
- B. You need to restore hidden updates.
- C. You should use the Software Explorer window.
- D. You should use the Installed updates list on the Windows Update window.

Answer: D

QUESTION 152:

You work as the desktop support technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have been assigned to the Certkiller .com help desk to aid all the Certkiller .com users who experience trouble with their workstations.

There is a Certkiller .com company policy that states that all procedures should be tested in a lab setting before deployment to the production network. You have received instructions to install Microsoft Windows Vista Ultimate on all the Workstations at Certkiller .com. Thus, in keeping to the company policy, you first test Microsoft Windows Vista Ultimate on Certkiller -WS620 to ensure compatibility prior to deploying it to the production network. After a successful test Microsoft Windows Vista Ultimate has been deployed to the production network.

The Certkiller .com help desk received a call from one of the users named Clive Wilson, reporting that he has been using Flip 3D to allow him to work with several folders and applications for a large project. He further reports that he was helping a colleague to enter some data in the Certkiller .com CRM application when suddenly Flip 3D stopped working. You need to address the problem to enable Clive Wilson to carry out his duties.

What should you do?

- A. You should add more Random Access Memory (RAM) on the Clive Wilson's workstation.
- B. Instruct Clive Wilson to close out of the applications and retry Flip 3D.
- C. Instruct Clive Wilson to change to the Windows Vista theme in the Theme settings.
- D. You should upgrade Clive Wilson's DirectX 9 video card to support Windows Display Driver Model (WDDM).

Answer: B

Explanation:

The user should try closing some of the applications and retry the Flip 3D feature. If an application is incompatible with the Windows Aero color scheme, some of the visual elements will be automatically disabled and then re-enabled once the incompatible application is closed. As the user reported that he was using the CRM application, this may be the application causing the issue.

Incorrect answers:

A: There is no need to upgrade the RAM or video card on the Clive Wilson's workstation. Because Flip 3D was already working, you can conclude that the video card and RAM are adequate to run Aero.

C: The theme does not need to be set to Windows Vista for Aero to work properly. Thus there is no need to instruct Clive Wilson to change to the Windows Vista theme in the Theme settings.

D: There is no need to upgrade Clive Wilson's video card since it was tested successfully before the deployment of Windows Vista Ultimate to the production network.

QUESTION 153:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Dean Austin has contacted you at the Customer Care Help Desk. Dean Austin complains that his transparency feature does not appear to be enabled on his computer. Dean Austin has confirm with you that his computer' hardware supports Microsoft Windows Aero Experience. You need to address this issue by providing Dean Austin with the appropriate advice. What should you do? (Each correct answer presents a complete solution. Choose TWO.)

- A. Instruct Dean Austin to change the Visual effects option to Let Windows choose what's best for my computer.
- B. Instruct Dean Austin to configure theme settings to Windows Vista.
- C. Instruct Dean Austin to increase the screen resolution to 1024 x 768 pixels or higher.
- D. Instruct Dean Austin to change the Color scheme option to Windows Aero.

Answer: B, D

QUESTION 154:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Rory Allen has contacted you at the Customer Care Help Desk. Rory Allen has configured Microsoft Internet Explorer 7 with a Really Simple Syndication (RSS) subscription to MSN Entertainment on a computer. Rory Allen now has a problem that the RSS subscription Web page has failed and show the information that the RSS feed Web page displays from MSN Entertainment.

Rory Allen would like the Internet Explorer to display the current content from the RSS feed. You need to assist him.

What should you do?

- A. Instruct Rory Allen to configure the RSS feed properties to automatically download attached files.
- B. Instruct Rory Allen to enable the feed reading view in the RSS feed settings.
- C. Instruct Rory Allen to configure the RSS feed properties to use the minimum interval value.
- D. Instruct Rory Allen to configure the RSS feed properties to keep only the most recent 50 items.

Answer: C

QUESTION 155:

You are employed as a network technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Development department is one. A client computer named Certkiller -WS625 is assigned to the Development department. CertKiller-WS625 is configured with Microsoft Windows Internet Explorer 7. The manager of the Development department named Clive Wilson contacted you to request some assistance as he only wants to print the graphic on a Web page. You need to furnish Clive Wilson with the appropriate instructions to print only the graphics on the Web page.

What should you do?

- A. You need to use the Microsoft XML Paper Specification (XPS) Document image printer.
- B. You need to use the Print Preview feature and select only the graphic.
- C. You need to use the Print option from the File menu.
- D. You need to use the Page Setup option and select only the graphic.

Answer: B

QUESTION 156:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

Certkiller .com has a Marketing department which has its own internal advertising department. You have received instructions to configure a subscription to a Really Simple Syndication (RSS) feed that often includes large videos. The manager of the department wants to minimize the delay while watching the preliminary advertising videos. You need to minimize the delay that occurs while watching the preliminary advertising videos.

What should you do?

- A. Enable the Automatically mark feed as read when reading a feed option of the RSS feed.
- B. Configure the RSS feed to download attached files.
- C. Configure the RSS feed to retain the most recent items.
- D. Enable the Turn on feed reading view option of the RSS feed.

Answer: B

QUESTION 157:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Sales department is one. The Sales department works 24/7 and as such all Certkiller .com sales employees work shifts. This results in a situation where one sales department client computer is used by at least two different users on a daily basis.

A computer named Certkiller -WS620 is used by a Certkiller .com Sales department employee named Mia Hamm. Mia Hamm is responsible for the management of the sales. Mia Hamm does not want the other user to make changes on Certkiller -WS620. You must take the appropriate action to prevent the other user to make changes on the computer.

What should you do?

- A. You need to add the user to the Guests group.
- B. You need to add the user to the Remote Desktop Users group.
- C. You need to create a standard user account for the user.
- D. You need to create an administrator account for the user.

Answer: C

QUESTION 158:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A new Certkiller .com security policy states that no unanalyzed software should be installed on a computer. You must ensure compliance with the new security policy and to this end you were instructed to configure alerts when unanalyzed software is detected without sending information to Microsoft.

What should you do? (Each correct answer presents a complete solution. Choose TWO.)

- A. You need to configure Windows Defender with a basic membership to the Spynet online community.
- B. You need to configure the Software Explorer option in Windows Defender to display software for all users.
- C. You need to confirm that Windows Defender is not subscribed to the Microsoft Spynet online community.
- D. You need to configure Windows Defender with an advanced membership to the Spynet online community.
- E. Select the Use heuristics to detect potentially harmful or unwanted behavior by software that hasn't been analyzed for risks checkbox in Windows Defender.

Answer: C, E

QUESTION 159:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

Certkiller .com contains a client computer named Certkiller -WS621.

Certkiller -WS621 has been assigned to a Certkiller .com user named Andy Booth.

You received a report from Andy Booth complaining that Certkiller -WS621 is performing slower than it should. You have a suspicion that it could be malware that is causing the problem. You need to take the appropriate action to confirm your suspicion and should thus attempt to ascertain if malware is indeed causing performance issues on Certkiller -WS621.

What should you do?

- A. You need to run a Windows Defender scan.
- B. You need to view the System Stability Chart on the Reliability Monitor taskpad.
- C. You need to view the Microsoft Windows Experience Index of the system.
- D. You need to run chkdsk on each drive.

Answer: A

QUESTION 160:

You are employed as an administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A new Certkiller .com security policy states that all Microsoft Windows Internet Explorer 7 add-ons in Microsoft Windows Vista computers that do not have prior approval from Microsoft, System manufacturer and Service provider is to be removed. You thus received instructions to ensure that the policy is adhered to.

What should you do?

- A. You need to remove any add-ons that are not found in the list of add-ons that are at present loaded in Windows Internet Explorer 7.
- B. You need to remove any add-ons that are not found in the list of downloaded ActiveX controls.
- C. You need to remove any add-ons that are not found in the list of add-ons used by Windows Internet Explorer 7.
- D. You need to remove any add-ons that are not found in the list of add-ons that run without requiring permission.

Answer: D

QUESTION 161:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Andy Reid has contacted you at the Customer Care Help Desk. Andy Reid has a computer that is configured with Microsoft Windows Firewall enabled. Since port 5678 is usually used for inbound and outbound traffic, Andy Reid has a problem. He wants to play online games and does not want this port to be used for games. You need to enable Andy Reid to play his games online while still complying with his wishes.

What should you do?

- A. Instruct Andy Reid to create an outbound rule in Windows Firewall to block TCP port 5678.
- B. Instruct Andy Reid to configure the user account of your child as a standard user.
- C. Instruct Andy Reid to enable the User Account Control feature.
- D. Instruct Andy Reid to create an outbound rule in Windows Firewall to block UDP port 5678.

Answer: D

QUESTION 162:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Sales department is one. The Sales department contains a computer named Certkiller -WS621. As a security measure all incoming connections are disallowed in Microsoft Windows Firewall. Certkiller -WS621 is configured to use both wired and wireless network connections. The networks are not connected to each other.

You create a shared folder. However, now the Certkiller .com users on the wireless network cannot access the shared folder. You need to ensure that all Certkiller .com users are allowed access to the shared folder from the wireless network whilst maintaining the security of the wired network

What should you do?

- A. You need to turn off the Spyware and other malware protection option.
- B. You need to enable the File and Printer Sharing exception in the firewall settings of the wireless network adapter.
- C. You need to turn off the Windows Firewall feature.
- D. You need to disable the Block all incoming connections option.

Answer: B

QUESTION 163:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Sales department is one. The Marketing department contains a computer named Certkiller -WS620. Certkiller -WS620 is part of a workgroup. A Certkiller .com Marketing department employee named Rory Allen has been assigned Certkiller -WS620. He shares files with other users on the network. You have configured exceptions in Microsoft Windows Firewall to allow file sharing. You received reports from users that they are unable to connect to Certkiller -WS620. You must ensure that all other Certkiller .com users are able to access only the shared files. What should you do to?

- A. You need to clear the Block all incoming connections check box in Windows Firewall.
- B. You need to change all of your TCP port exceptions to UDP port exceptions.
- C. You need to ensure parental controls are not configured to block file sharing.
- D. Reboot the Workstation service on Certkiller -WS620.

Answer: A

QUESTION 164:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Research and Development department is one. The technicians in the Certkiller .com Research and Development department have installed a 32 bit third-party accounting application on a computer named Certkiller -WS620. The 32 bit third-party accounting application uses port 80 to negotiate a listening port. After establishing the listening port, the application uses dynamic ports above 6000. You need to configure Microsoft Windows Firewall to allow traffic for the application. What should you do?

- A. You need to restore the Windows Firewall defaults on Certkiller -WS620.
- B. You need to add a program exception for the new application.
- C. You need to add a port exception for port 80 on Certkiller -WS620.
- D. You need to disable the Core Networking exception on Certkiller -WS620.

Answer: B

QUESTION 165:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Finance department is one. The Finance department contains a client computer named Certkiller -WS621. Certkiller -WS621 contains valuable information of Certkiller .com. The Finance Department manager, Andy Booth has security concerns and asked you to reduce the level of access that a malicious Web site might have to Certkiller -WS621. You thus need to take the appropriate action to reduce risk levels on Certkiller -WS621. What should you do?

- A. You need to enable Microsoft Windows Internet Explorer Phishing Filter.
- B. You need to make sure that Microsoft Windows Internet Explorer Protected Mode is enabled on the Internet security zone.
- C. You need to start a Windows Defender scan.
- D. You need to enable Microsoft Windows Internet Explorer Pop-up Blocker.

Answer: B

QUESTION 166:

Certkiller .com has employed you as a desktop technician. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the network run Microsoft Windows Vista. A Certkiller .com user named Kara Lang has been assigned a laptop client computer named Certkiller -WS622. Certkiller -WS622 has a Virtual Private Network (VPN) connection configured. What should you do on Certkiller -WS622 to connect to the VPN?

- A. You need to use the Ease of Access program.
- B. You should use the System and Maintenance program.
- C. You should use the Network and Sharing Center program.
- D. You need to use the Mobile PC program.

Answer: C

QUESTION 167:

You are employed as a network administrator at Certkiller .com. Your workstation is located in the Research and Development department. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com Research and Development department runs a test lab where

they run all tests and new configurations prior to deployment on the production network. The Research and Development department has been assigned a computer named Certkiller -WS625. Certkiller -WS625 connects to both an ad hoc wireless network and a wired network. You need to allow wireless clients access to the wired network.

What should you do?

- A. You need to set the security type to the No authentication (Open) option.
- B. You need to modify the wireless network profile type to the Use all-user profiles only (recommended) option.
- C. On each wireless client, set the Service Set Identifier (SSID) for a new wireless network to the name of your wired network adapter.
- D. You need to configure the wired and wireless network adapters as a network bridge.

Answer: D

QUESTION 168:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com user named Dean Austin works as a sales representative at Certkiller .com in the Sales department. He has been assigned a client computer named Certkiller -WS625. Certkiller -WS625 is configured with both a wired network adapter and a wireless network adapter. Dean Austin uses the wireless network adapter only when he is traveling.

You received instruction to configure the network adapter profile settings to ensure that the computer discovers other network devices only when he is at home.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. When you configure access to the wired network at his home, set the wired network adapter location type to Private.
- B. When you configure access to the wired network at his home, set the wired network adapter location type to Public.
- C. When you configure access to the public wireless access points, set the wireless network adapter location type to Public.
- D. When you configure access to the public wireless access points, set the wireless network adapter location type to Private.

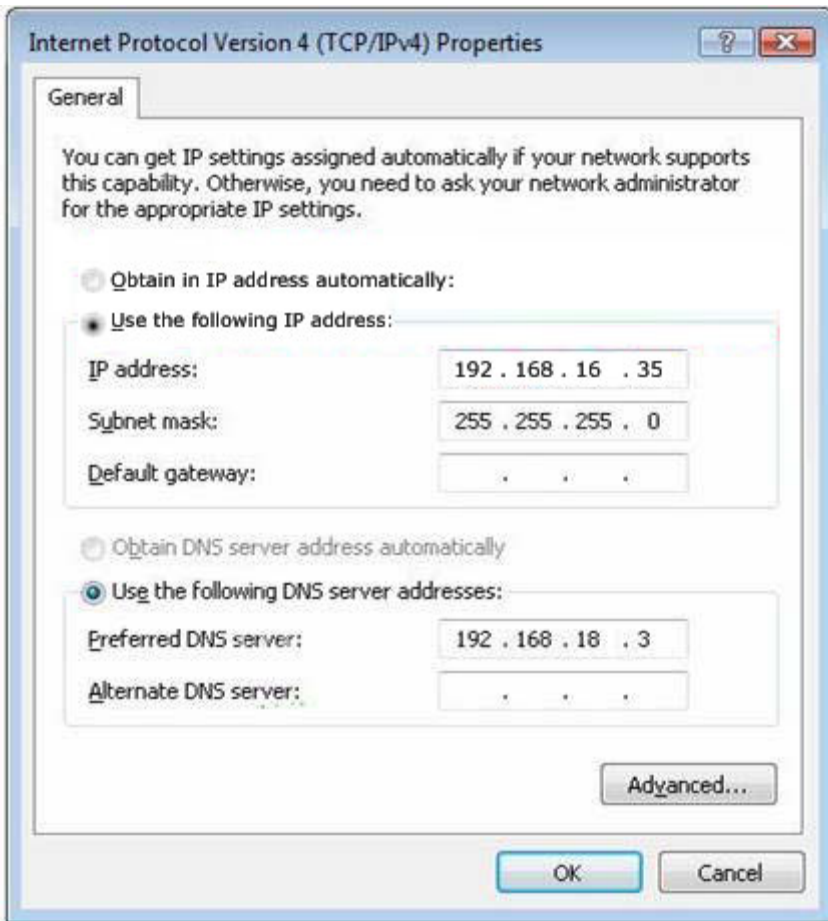
Answer: A, C

QUESTION 169:

You are employed as a network administrator at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com user named Dean Austin has been assigned a client computer named Certkiller -WS623. Certkiller -WS623 has been configured to use the 192.168.16.35 IP address, the 255.255.255.0 Subnet mask. Certkiller -WS623 has also been configured to use 192.168.18.3 as the DNS Server address. Following exhibit shows the Certkiller -WS623 IP configuration.



You received instructions to ensure that Dean Austin can make use of Certkiller -WS623 to connect to resources on other subnets. What should you do?

- A. You need to configure the default gateway as 192.168.16.1.
- B. You need to configure the default gateway as 192.168.16.35.
- C. You need to configure the default gateway as 192.168.18.1.
- D. You need to configure the preferred DNS server as 192.168.16.35.

Answer: A

QUESTION 170:

You are employed as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Finance department is one. A Certkiller .com employee named Ally Wagner works in the Finance department. One morning Ally Wagner reported to you that her wireless network is not listed in the Connect to a network window of your computer. Ally Wagner needs to connect to your wireless network. You must address the issue and ensure that Ally Wagner can connect to your wireless network. What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. You need to configure the correct IP address, subnet mask, and default gateway for the target network in the wireless network connection properties dialog box.
- B. You need to click the Manually connect to a wireless network option in the Set up a connection or network window.
- C. You need to right-click and click the Diagnose option in the Connect to a network window.
- D. You need to set the security type value to No authentication in the wireless network properties dialog box.
- E. You need to click the Connect even if the network is not broadcasting option which resides in the Wireless Network properties dialog box.

Answer: B, E

QUESTION 171:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. Certkiller .com contains a computer named TESTING-SR12 which was using the Service Set Identifier (SSID). You have received instructions to install a wireless router and to disable SSID. You thus need to configure Certkiller -SR12 to connect to the wireless network. What should you do?

- A. You need to click the Set up a connection or network link.
Click the Set up a wireless Ad hoc network option.
- B. You need to click the Connect to a network link.
Right-click the appropriate network.
Click the Connect option.
- C. You need to click the View computers and devices link
Right-click the wireless router
Click the Enable option.

D. You need to click the Set up a connection or network link
Click the Manually connect to a wireless network option.

Answer: D

QUESTION 172:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. Certkiller .com contains a computer named Certkiller -WS624 which has a wireless network adapter installed. After the installation of the wireless network adapter, you have received a complaint that Certkiller -WS624 cannot connect to the wireless network. You need to ensure that Certkiller -WS624 is able to connect to the wireless network.
What should you do?

- A. You need to change the Network Category setting of the wireless connection to Public.
- B. You need to configure the wireless network adapter to connect to the appropriate wireless network from the Connect to a network list.
- C. You need to rename the wireless network adapter to match the Service Set Identifier (SSID) of the wireless network.
- D. You need to enable the Internet Connection Sharing feature on the wireless network adapter.

Answer: B

QUESTION 173:

You are employed as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. A Certkiller .com user named Andy Reid works in the Research department of their company. Andy Reid is sharing a client computer with a colleague. For this setup they make use of separate user accounts to log on. After the colleague has made changes to the wireless network properties, it does not show when Andy Reid logs on. Andy Reid wants to be able to view all the changes made to the wireless network properties. You need to provide Andy Reid with the appropriate advice.
What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Instruct Andy Reid to set the default wireless profile type to the Use all-users and per-user profiles option.
- B. Instruct Andy Reid to recreate the wireless network with the Save this network for me only option.

- C. Instruct Andy Reid to set the default wireless profile type to the Use all-users only profile (recommended) option.
- D. Instruct Andy Reid to click the Diagnose and repair option in the Network and Sharing Center window.
- E. Instruct Andy Reid to recreate the wireless network.

Answer: C, E

QUESTION 174:

You are employed as a network technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Marketing department is one. A Certkiller .com user named Rory Allen is a member of the Marketing department. Rory Allen was assigned a client computer named Certkiller -WS620. He makes use of Certkiller -WS620 to access a Web server using the IP address of the Web server.

One morning you received a report from Rory Allen complaining that he cannot access the Web server by using the fully qualified domain name. You need to take the appropriate action to ensure that Rory Allen will be able to access the Web server from Certkiller -WS620 using the fully qualified domain name.

What should you do?

- A. You need to run the ipconfig /all command.
- B. You need to use the Diagnose and repair feature in the Network and Sharing Center.
- C. You need to disable the NetBIOS feature on your network adapter.
- D. You need to configure the correct default gateway on the Alternate Configuration tab of the network connection properties dialog box.

Answer: B

QUESTION 175:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Sales department is one. A Certkiller .com user named Kara Lang is a sales representative of the Sales department. A client computer named Certkiller -WS620 was assigned to Kara Lang. Certkiller -WS620 is configured to connect to a wireless network.

The next morning you received a report from Kara Lang complaining that the new connection is not in the Connect to a network window. You need to address the issue and enable her to view this connection in the Connect to a network window.

What should you do?

- A. You need to enable the Turn on notification of new networks option.
- B. You need to click the Diagnose and repair link.
- C. You need to disable the Connect automatically when this network is in range option, and then enable the Connect even if the network is not broadcasting option.
- D. You need to configure the Connect to a network window to show all networks.

Answer: C

QUESTION 176:

You are employed as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com user named Clive Wilson works in the Finance department of their company. Since Certkiller .com is a relatively new company with a restricted budget for hardware, Clive Wilson is sharing his computer with a colleague. For this setup they make use of separate user accounts to log on. After the colleague has made changes to the wireless network properties, it does not show when Clive Wilson logged on. To this end Clive Wilson then contacted you to enable him to view all the changes made to the wireless network properties.

What should you do?

- A. Instruct Clive Wilson to set the default wireless profile type to the Use all-users only profile (recommended) option.
Recreate the wireless network.
- B. Instruct Clive Wilson to set the default wireless profile type to the Use all-users and per-user profiles option.
Recreate the wireless network by using the Save this network for me only option.
- C. Instruct Clive Wilson to click the Diagnose and repair option which resides in the Network and Sharing Center window.
- D. Instruct Clive Wilson to disable the Connect even if the network is not broadcasting option.

Answer: B

QUESTION 177:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Rory Allen has contacted you at the Customer Care Help Desk. Rory Allen has two desktop computers, and establishes a remote desktop connection from one computer to the other. Rory Allen said that the remote session has failed and showed the desktop background of the remote computer and not the local computer. He wants to be able to view the desktop of the local computer when establishing a remote session.

You must ensure that Rory Allen can view the desktop background of the local computer when he establishes a remote session.
What should you do?

- A. Instruct Rory Allen to click the LAN (10Mbps or higher) option on the Experience tab of the Remote Desktop Connection properties.
- B. Instruct Rory Allen to configure the Remote Desktop Connection properties to display the remote desktop in full screen.
- C. Instruct Rory Allen to click the Broadband option on the Experience tab of the Remote Desktop Connection properties.
- D. Instruct Rory Allen to copy the desktop background image file from the remote computer to the local computer.

Answer: A

QUESTION 178:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Sales department is one. A Certkiller .com user named Rory Allen is the company's sales representative. Rory Allen has been assigned a laptop client computer named Certkiller -WS621 for those occasions when he has to work out of the office. When at the office at Certkiller .com he makes use of the desktop client computer named Certkiller -WS624 that was also assigned to him.

Both Certkiller -WS621 and Certkiller -WS624 are configured to allow remote desktop connections. When Rory Allen comes from his traveling he contacts you to save the files that he accumulated from Certkiller -WS621 on drive C to Certkiller -WS624.

What should you do to save files from within the remote session to the C: drive of the portable computer?

- A. In the properties of the Remote Desktop Connection application, on Certkiller -WS621, select the C: drive as a local resource for the remote session.
- B. On the laptop, map a drive to the C: drive of the remote computer.
- C. In the System Properties dialog box of the desktop computer, enable the Remote Assistance feature.
- D. In the properties of the Remote Desktop Connection application, on Certkiller -WS621, click the Automatically detect TS Gateway server settings option.

Answer: A

QUESTION 179:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Andy Reid has contacted you at the Customer Care Help Desk. Andy Reid wants you to remotely control his computer. To this end you need to provide Andy Reid with the appropriate advice to enable you to remotely control his computer. You need to instruct Andy Reid to enable the correct configuration settings in the Microsoft Windows Firewall.

What should you do?

- A. Instruct Andy Reid to enable Remote Registry Service.
- B. Instruct Andy Reid to enable Remote Service Management.
- C. Instruct Andy Reid to enable Remote Administration.
- D. Instruct Andy Reid to enable Remote Assistance.

Answer: D

QUESTION 180:

You are employed as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com user named Clive Wilson has contacted you at the Help Desk. Clive Wilson wants you to remotely control his computer by using the Remote Desktop Connection client. To this end you need to provide Clive Wilson with the appropriate advice to enable you to remotely control his computer using the Remote Desktop Connection client. You need to instruct Clive Wilson to enable the correct configuration settings.

What should you advise Clive Wilson do?

- A. Enable Remote Assistance in the System Properties dialog box.
- B. Enable the Remote Administration exception in Windows Firewall.
- C. Enable Remote Desktop in the System Properties dialog box.
- D. Enable the Remote Assistance exception in Microsoft Windows Firewall.

Answer: C

QUESTION 181:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Andy Booth has contacted you at the Customer Care Help Desk. Andy Booth has a computer that has a TV tuner card installed. Andy Booth also has a wireless router and a Microsoft Windows Media Center Extender device installed on his system. Now Andy Booth wants to access all the

digital media on his computer from a different room in his house. You need to furnish Andy Booth with the appropriate advice to do so.

What should you do? (Each correct answer presents part of the solution. Choose TWO.)

- A. Instruct Andy Booth to configure the Windows Media Center Extender device and his Microsoft Windows Vista computer to be on the same subnet.
- B. Instruct Andy Booth to configure the Windows Media Center Extender device and his Microsoft Windows Vista computer to be on different subnets.
- C. Instruct Andy Booth to enter the password for his Microsoft Windows Vista user account as the setup key for the Windows Media Center Extender device.
- D. Instruct Andy Booth to identify the setup key from the Windows Media Extender device, and input the key on his Microsoft Windows Vista computer.

Answer: A, D

QUESTION 182:

You are employed as an administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers run Microsoft Windows Vista.

Certkiller .com is divided into several departments. A Certkiller .com employee named Ally Wagner is working in the Marketing department. Ally Wagner has been assigned a client computer named Certkiller -WS623. Since the Marketing department does not have many users three users are assigned to a computer in that department. This means that Ally Wagner is sharing Certkiller -WS623 with two other users in their department. All marketing department users belong to the Users group.

You then install a new Microsoft Windows Internet Explorer add-on on Certkiller -WS623 to enable Ally Wagner to view the new development videos on Certkiller -WS623. You discover that this add-on conflicts with existing add-ons that the other users frequently require. You need to overcome this issue and ensure that Ally Wagner will be able to view videos without affecting other Certkiller -WS623 users.

What should you do?

- A. You need to uninstall the new Windows Internet Explorer add-on.
- B. You need to disable the new Windows Internet Explorer add-on.
- C. You need to select the Turn off Automatic Website Checking option for the Phishing filter.
- D. You need to direct other users to log on and disable the new Windows Internet Explorer add-on.

Answer: D

QUESTION 183:

You are employed as a network technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Development department is one. A Certkiller .com user named Andy Booth is a member of the Development department. A client computer named Certkiller -WS629 has been assigned to Andy Booth. One morning you received a report from Andy Booth complaining that Certkiller -WS629 does not produce any audio output. You must address Andy Booth's problem and to this end you open the Device Manager Management console which displays the following exhibit.



You need to make the appropriate configuration changes to enable Andy Booth to

receive audio output from Certkiller -WS629.
What should you do?

- A. You need to update the driver for the audio hardware.
- B. You need to enable the audio hardware.
- C. You need to initiate a Microsoft Windows Update scan.
- D. You need to download and run the latest installation program for the audio hardware from the manufacturer.

Answer: B

QUESTION 184:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Rory Allen has contacted you at the Customer Care Help Desk. Rory Allen has installed a TV tuner card on his computer at home. Rory Allen said that he would like to make a recording of two TV documentary programs that is running at the same time and asked for your advice. You need to provide Rory Allen with the appropriate advice to accomplish recoding two programs that are running simultaneously.

What should you do?

- A. Instruct Rory Allen to contact your TV cable or satellite provider to add support for concurrent recording.
- B. Instruct Rory Allen to install a TV tuner card that supports high-definition TV (HDTV).
- C. Instruct Rory Allen to install an additional TV tuner card.
- D. Instruct Rory Allen to remove the existing TV tuner card. Install a new TV tuner card that supports MPEG-2 video hardware or software video decoding.

Answer: C

QUESTION 185:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Development department is one. A Certkiller .com Development department employee named Mia Hamm is sometimes co-opted into the marketing department. As such she shares a computer named Certkiller -WS623 with other users in the marketing department on those occasions.

To accommodate Mia Hamm in the Marketing department you installed a new Microsoft Windows Internet Explorer add-on to view the new development videos

on Certkiller .WS623. You discover that this add-on conflicts with existing add-ons that the other users frequently require. You need to ensure that Mia Hamm is able to view videos on Certkiller -WS623 without affecting other users. What should you do?

- A. You need to uninstall the new Windows Internet Explorer add-on.
- B. You need to direct other users to log on and disable the new Windows Internet Explorer add-on.
- C. You need to select the Turn off Automatic Website Checking option for the Phishing filter.
- D. You need to log on as an administrator and disable the new Windows Internet Explorer add-on.

Answer: B

QUESTION 186:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Marketing department is one. The Marketing department contains a client computer named Certkiller -WS621. Certkiller -WS621 is currently used by a Certkiller .com user named Rory Allen. Rory Allen needs the Really Simple Syndication (RSS) subscription feed on Certkiller -WS621. He needs to view the RSS subscription feed in XML format. To this end you set up Really Simple Syndication (RSS) subscription feeds on Certkiller -WS621. Now you need to take the appropriate action to allow Rory Allen to view the RSS feed in XML format. What should you do?

- A. You need to configure the RSS feed to be sent to your e-mail client.
- B. You should disable the Turn on feed reading view option.
- C. You should enable the Always use Clear Type for HTML option.
- D. You should enable the Automatically download attached files option.

Answer: B

QUESTION 187:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. The Certkiller .com network is divided into several departments of which the Sales department is one. The Certkiller .com Sales department had a case where malicious e-mail was sent to them. You have been instructed to address the issue. To this end you then identified the e-mail address that was used to send the malicious e-mail.

You then added this e-mail address to the Blocked Senders list in the Microsoft Windows Mail application.

One morning you received a report from the Sales department complaining that they are still receiving messages from this e-mail address. You need to prevent the receipt of all e-mail messages from this e-mail address.

What should you do?

- A. You need to remove the sender's e-mail address from the Safe Senders list.
- B. You need to add the sender's e-mail domain name to the Blocked Senders list.
- C. You need to configure the Microsoft Windows Mail application to delete suspected junk e-mail permanently.
- D. You need to configure the junk e-mail filtering setting to High.

Answer: A

QUESTION 188:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Finance department is one. The Finance department contains a client computer named Certkiller -WS621 which is uses Microsoft Windows Mail to download e-mail messages to the Inbox. The manager of the Finance department named Clive Wilson requested that Certkiller -WS621 be configured in such a way so as to minimize the receipt of e-mail messages that attempt to acquire private financial information since it poses unnecessary risks for both Certkiller .com clients and users. You need to take the appropriate action to comply with Clive Wilson's request.

What should you do?

- A. You need to configure the phishing filter to move the e-mail messages to the Junk Mail folder.
- B. You need to create an Inbox rule that moves potentially malicious email to the Junk Mail folder.
- C. You need to configure Windows Defender to perform a custom scan of potentially malicious email.
- D. You need to configure the Parental Controls Web restriction setting to High.

Answer: A

QUESTION 189:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com management wants to conduct a meeting with all their users.

You need to facilitate this meeting. To this end you need to invite all Certkiller .com users to a Microsoft Windows Meeting Space meeting. However, you find that you are unable to invite all of them and their presence is required. You must ensure that all Certkiller .com employees receive the invitation to the meeting.

What should you do?

- A. Instruct all Certkiller .com users to create a custom Microsoft Windows Firewall exception to allow invitations from Windows Meeting Space.
- B. In the Microsoft Windows Mobility Center window, configure the presentation settings for all Certkiller .com users.
- C. Instruct all Certkiller .com users to sign in to the People Near Me feature.
- D. Instruct all Certkiller .com users to start the Distributed Transaction Coordinator service.

Answer: C

QUESTION 190:

You are employed as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network is divided into several departments of which the Marketing department is one. The computers in the marketing department run in a mixed environment, which is Microsoft Windows XP Professional and Microsoft Windows Vista. Ten employees in the Marketing department belong to a work group. Half of the employees have Microsoft Windows XP Professional and the other half has Microsoft Windows Vista.

The users in the work group of the computers that are running Microsoft Windows Vista is complaining that the other work group users that are running Microsoft Windows XP Professional does not appear in the Invite people list of a Microsoft Windows Meeting Space meeting.

What should you do to ensure that all employees are invited to Windows Meeting Space meetings? (Each correct answer presents part of the solution. Choose TWO.)

- A. You need to launch the Ease of Access Center window on the Microsoft Windows XP Professional and Microsoft Windows Vista computers in the workgroup.
- B. You need to upgrade the five users that are running Windows XP Professional to Windows Vista.
- C. You need to configure Microsoft NetMeeting on the computers that run Windows XP Professional to connect to the meeting.
- D. You need to instruct the ten users in the work group to sign in to the People Near Me feature.
- E. You need to install Service Pack 2 on the five computers that run Windows XP Professional.

Answer: B, D

QUESTION 191:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Finance department is one. The company also uses Microsoft Windows Calendar to publish a calendar to a shared network location which has the recent updates to the assigned tasks. The users in the Finance department report that they do not see the most recent updates to the assigned tasks. You need to ensure that the shared calendar displays the latest updates.

What should you do?

- A. You need to instruct all users to perform calendar synchronization for all shared calendar subscriptions.
- B. You need to instruct all users to configure a calendar subscription that has an update interval of 30 minutes.
- C. Publish your local calendar in Windows Calendar and then click the Automatically publish changes option.
- D. You should instruct all users to map a network drive to the folder that holds the shared calendar. Import the .ics file for the shared calendar.

Answer: C

QUESTION 192:

You are employed as an administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers are currently running Microsoft Windows Vista.

Certkiller .com is divided into several departments. One of these departments is the Marketing department who requested that they be enabled to send and receive faxes. You have received instructions to comply with the request. To this end you need to configure Microsoft Windows Fax and Scan to send and receive faxes.

What should you do?

- A. You need to configure the fax security settings to permit Send and Receive.
- B. You need to configure the Transmitting Subscriber ID (TSID) of the fax with the correct phone number.
- C. You need to create a new fax account.
- D. You need to configure the fax settings to require manual receipt of faxes.

Answer: C

QUESTION 193:

Certkiller .com has employed you as a desktop technician. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

Certkiller .com is in the beginning of the business exploration. There are two workers named Kara Lang and Amy Walsh that shares one computer. One of the workers, Kara Lang makes use of a gadget from the Windows Sidebar feature on their computer. When you are examining the computer you notice that the gadget is not on the list of available gadgets. You need to add this gadget to the Windows Sidebar feature on the computer.

What should you do?

- A. You need to download and install the gadget file.
- B. You need to download the gadget file and copy the file to C:\Windows\System32.
- C. Instruct Kara Lang to send the gadget file via e-mail. Drag and drop the gadget file to the Windows Sidebar feature.
- D. Instruct Kara Lang to send the gadget file via e-mail and copy the file to C:\Program Files.

Answer: A

QUESTION 194:

Certkiller .com has employed you as a network administrator. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Sales department is one. A sales representative named Andy Booth has a laptop named Certkiller -WS623 which has a built-in secondary display on the lid. Andy Booth prefers to have his e-mail messages, calendar, and contacts on the secondary display on Certkiller -WS623; however, he does not know how to accomplish this. To this end Andy Booth contacted you to enable him to see his e-mail messages, calendar, and contacts on his secondary display.

What should you do?

- A. You need to configure the e-mail, calendar, and contacts gadgets to be displayed on Microsoft Windows Sidebar.
- B. You need to configure Quick Launch shortcuts to Microsoft Windows Mail, Microsoft Windows Calendar, and Microsoft Windows Contacts.
- C. You need to configure desktop shortcuts to Microsoft Windows Mail, Microsoft Windows Calendar, and Microsoft Windows Contacts.
- D. You need to configure the e-mail, calendar, and contacts gadgets to be displayed on Microsoft Windows Sideshow.

Answer: D

QUESTION 195:

You are employed as a help desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com user named Amy Walsh working in the Certkiller .com Dispatch department. You received a report from Amy Walsh stating that when she came from her lunch break, the Windows Sidebar feature was enabled on her computer by the manager. Now she has a problem as she is unable to access the desktop icons that are under the Windows Sidebar feature. You need to address the problem and enable Amy Walsh to access the desktop icons.

What should you do?

- A. Configure the Windows Sidebar feature to bring all gadgets to the front.
- B. Remove all gadgets from the Windows Sidebar feature.
- C. Move the Windows Sidebar feature to the opposite side.
- D. Move all the Windows Sidebar gadgets to the desktop.

Answer: C

QUESTION 196:

You are employed as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

You received instructions to install Microsoft Windows Vista on a new computer named Certkiller -WS628. Certkiller -WS628 currently has the following hardware configuration:

1. 2.4-GHz processor
2. 2 GB of RAM
3. 512-MB video adapter
4. 250-GB hard disk.

After the installation you are unable to view the Thumbnails, Previews on folders, Transparent glass of Windows Vista. You need to ensure that the advanced visual features of Windows Vista are displayed so you can view it.

What should you do?

- A. You need to press the WINDOWS key and the TAB key simultaneously.
- B. You need to configure the system properties to optimize for best appearance.
- C. You need to configure the system properties to optimize for applications.
- D. You need to press the ALT key and the TAB key simultaneously.

Answer: B

QUESTION 197:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also

operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Dean Austin has contacted you at the Customer Care Help Desk. Dean Austin has a laptop that consists of two 512-MB memory modules which resides in the only two memory slots on his laptop computer. Dean Austin wants to better the speed of the laptop. HE needs you to help him improve the performance of the laptop.

What should you do?

- A. Instruct Dean Austin to adjust the processor scheduling to optimize for background services.
- B. Instruct Dean Austin to connect a USB flash drive to the laptop and enable the ReadyBoost feature.
- C. Instruct Dean Austin to configure the local security policy setting of the computer to clear the virtual page file upon shutdown.
- D. Instruct Dean Austin to configure the virtual memory file to exist on the same drive as the operating system.

Answer: B

QUESTION 198:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is divided into several departments. All client computers run Microsoft Windows Vista.

A Certkiller .com user named Mia Hamm works in the Marketing department. Since the Marketing department does not have many users three users are assigned to a computer in that department. This means that Mia Hamm is sharing her computer with two other users in their department. All marketing department users belong to the Users group.

Mia Hamm requested that all marketing department users are informed of new updates. You need to ensure that they are kept informed.

What should you do?

- A. You need to enable the Allow non-administrators to receive update notifications option.
- B. You need to disable the Do not display "Install Updates and Shut Down" option in Shut Down Windows Dialog box option.
- C. You need to enable the Turn on recommended updates via Automatic Updates option.
- D. You need to enable the Enable client-side targeting option and specify the target group.

Answer: A

QUESTION 199:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com which is further divided into several departments.

The Certkiller .com Finance department contains a computer system that records and holds all the transactions of the company. Because these records are mission critical, the Certkiller .com management wants the appropriate measures to be taken so as to protect these records. To this end you have received instructions to ensure that you can recover system configuration and data if the computer's hard disk fails.

What should you do?

- A. You need to create a Complete PC Backup and Restore image.
- B. You need to perform an Automated System Recovery (ASR) backup.
- C. You need to create a system restore point.
- D. You need to create a backup of all file categories.

Answer: A

QUESTION 200:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

Certkiller .com contains a computer named Certkiller -WS623.

Certkiller -WS623 currently holds all confidential information of the Certkiller .com employees. During routine monitor you discover audit log entries that report attempts to log on to the computer. You want to be notified of all logon attempts that occur on Certkiller -WS623.

What should you do?

- A. In the Event Viewer window, attach a task to a failed logon event. Configure this task to send an e-mail message to the e-mail account.
- B. You need to use the Computer Management console to connect Certkiller -WS623 from another computer and monitor the audit logs.
- C. You need to configure a custom view to monitor failed logon events on Certkiller -WS623.
- D. You need to enable the Problem Reporting feature for all users.

Answer: A

QUESTION 201:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista. Your duties at Certkiller .com include the backup and restoration of all data.

The Certkiller .com network is divided into several departments of which the Finance department is one. The Certkiller .com Finance department has been assigned a client computer named Certkiller -WS621. You have received instruction from the CIO to configure a data recovery strategy with the following in mind:

1. The Back up of all data files and folders in C:\Data.
2. The restoration of individual files and folders in C:\Data.
3. Ensure that data is backed up to and restored from external media.

What should you do?

- A. You should use the Backup and Restore Center to back up and restore files.
- B. You should use the System Restore feature to perform backup and restore operations.
- C. You should use the Previous Versions feature to restore the files and folders.
- D. You should use the NTBackup utility to back up and restore individual files and folders.

Answer: A

QUESTION 202:

You are employed as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Development department is one. A Certkiller .com manager named Andy Reid is a member of the Development department. The Development department has been assigned a computer named Certkiller -WS623. One morning Andy Reid deleted some of the content from a file named Speed.doc that is stored in the C:\Data folder, which resides on Certkiller -WS623. Files are always added to the computer on a daily basis.

After a week you have learnt of the deletion of some of the content from the Speed.doc file. You need to restore the Speed.doc file without affecting the other files that are added on a daily basis.

What should you do?

- A. You need to restore a version of the folder that contains the correct version of the file.
- B. You need to open a version of the folder that contains the correct version of the file.
- C. You need to restore the version of the file that contains the correct data from the Previous Versions tab.
- D. You need to copy a version of the folder that contains the correct version of the file. Replace the existing version of the folder with the older version.

Answer: D

QUESTION 203:

You are employed as a network administrator at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Finance department is one. The Finance department contains a computer named Certkiller -WS622. Certkiller -WS622 holds all the transaction data of Certkiller .com and as such is mission critical. Due to changes and advances in information technology, you need to install a new accounting application that was purchased by Certkiller .com management. For this you need to back up the data on Certkiller -WS622 before the installation. In your solution you need to ensure that you will be able to recover individual user files that are replaced or deleted during the installation.

What should you do?

- A. You need to click the Back up files button in the Backup and Restore Center window.
- B. You need to create a System Restore point.
- C. You need to perform an Automated System Recovery (ASR) backup and restore.
- D. You need to click the Back up computer button in the Backup and Restore Center window.

Answer: A

QUESTION 204:

You are employed as a desktop technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Marketing department is one. One of the Marketing department users named Amy Wilson is giving an on-site presentation. The on site menu for the display has a 42-inch flat panel monitor. You need to ensure that the presentation on the Amy Wilson computer monitor is duplicated on the external monitor for all the targeted viewers.

What should you do?

- A. Click the Show my desktop on the external display only option.
- B. You need to configure the Presentation settings to extend your desktop to the external display.
- C. You need to reduce the screen resolution of your primary display to a value equal to the maximum resolution of the external display.
- D. You need to configure the Presentation settings to mirror your desktop on the external display.

Answer: D

QUESTION 205:

Certkiller .com has employed you as a desktop technician. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

A Certkiller .com user named Mia Hamm works as a sales representative in the Certkiller .com Sales department. She has been assigned a mobile device that runs the latest version of the Microsoft Windows Mobile operating system. Her mobile device supports the use of Bluetooth and Infrared (IR) for data synchronization. You have been asked to configure data synchronization on her computer to only use Bluetooth.

What should you do? (Choose TWO.)

- A. Select the Allow USB connections check box.
- B. Select the Allow connections to one of the following check box and select the Bluetooth option from the drop down list.
- C. Clear the Allow connections to one of the following check box.
- D. Install the latest version of Microsoft ActiveSync on the computer and perform an initial sync.
- E. Clear the Allow USB connections check box.

Answer: B, E

QUESTION 206:

You work as the Help Desk technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com also operates a Customer Care Help Desk for the benefit of its customers.

A Certkiller .com customer named Andy Booth has contacted you at the Customer Care Help Desk. Andy Booth has a Microsoft Windows Tablet PC. The problem is that the Microsoft Windows Tablet PC does not recognize some characters correctly from your input device. Andy Booth would like the Windows Tablet PC recognizes all characters correctly. You need to provide Andy Booth with the appropriate advice to solve his problem.

What should you do?

- A. Instruct Andy Booth to use the Input Panel bar to insert the characters that are not recognized correctly.
- B. Instruct Andy Booth to use the Handwriting recognition personalization tool.
- C. Instruct Andy Booth to disable the Use the personalized recognizer (recommended) option.
- D. Instruct Andy Booth to select the Autocomplete check box in the Input Panel Options dialog box.

Answer: B

QUESTION 207:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

Certkiller .com consists of a Sales department. A Certkiller .com user named Clive Wilson is a member of the Sales department. He is the company's sales representative. When Clive Wilson is out in the field, he takes his laptop named Certkiller -WS620 with him. During one of his meetings his laptop went out of power. The next day he then approaches you to configure the power settings of the laptop so that the display turns off when it is inactive and running on battery power. He thus wants you to ensure that the power settings of the hard disk remain unaffected.

What should you do?

- A. You need to configure Certkiller -WS620 to use the Power saver power plan.
- B. You need to configure Certkiller -WS620 to use the High performance power plan.
- C. You need to restore the Power Saver power plan to the default settings.
- D. You need to change the advanced power settings of the Balanced power plan.

Answer: D

QUESTION 208:

You are employed as a network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All client computers on the Certkiller .com network run Microsoft Windows Vista.

The Certkiller .com network is divided into several departments of which the Sales department is one. A Certkiller .com sales representative named Mia Hamm contacted you to ask for help. Mia Hamm has been assigned a laptop client computer named Certkiller -WS623. Mia Hamm is complaining that when the laptop is in sleep mode and she resume her work, the laptop does not ask for a password. You need to ensure Mia Hamm is prompted for a password each time the laptop recovers from sleep mode

What should you do?

- A. You need to configure the screen saver settings to require a password on resumption of work.
- B. You need to configure the laptop to hibernate when not in use.
- C. In the current power plan settings, you need to configure the laptop to require a password when recovering from sleep mode.
- D. You need to configure the laptop to use the High Performance power plan.

Answer: C