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Q: 1 You are employed as an IT support of a hi-tech company. The company's network consists of a single Active Directory domain. The network is divided into several departments of which the Sales department is one. The Sales department has several computers that you want to upgrade to Windows Vista Ultimate. Prior to performing the upgrade, you want to run the Windows Vista Upgrade Advisor. Which of the following operating systems can you evaluate using this tool? (Choose two that apply.)

- A. Windows 2000 Professional
- B. Windows XP Professional
- C. Windows Vista Home Basic
- D. Windows Me

Answer: B, C

Q: 2 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. One of the users you support uses a wireless laptop in the office and also takes it with her on business trips. She reports that when she uses the laptop in the lounge area of a hotel in which she frequently stays she experiences delays and connection problems. She has no problems when using the laptop in her hotel room or when she returns to the office. What should you do to help solve the problem?

- A. Change the SSID of your office network.
- B. Advise the user to change the order in which her laptop attempts to access preferred networks.
- C. Disable network switching on one or both of the preferred networks that the user connects to in order to access the Internet from her hotel.

D. Update the device driver for the user's wireless LAN adapter.

Answer: C

Q: 3 You work as the Help Desk technician at a hi-tech company. The company's network consists of a single Active Directory domain. The company also operates a Customer Care Help Desk for the benefit of its customers. A 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

Q: 4 You are employed as a network administrator at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. The company's network is divided into several departments of which the Finance department is one. The Finance department contains a client computer which is uses Microsoft Windows Mail to download e-mail messages to the Inbox. The manager of the Finance department named Maxwell requested the Microsoft Windows Mail 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 clients and users. You need to take the appropriate action to comply with Maxwell'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

Q: 5 You are employed as a network administrator at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. The company's network is divided into several departments of which the Sales department is one. The 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

Q: 6 You work as the Help Desk technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Windows Vista. The company contains 50 client computers that are running Microsoft Windows Vista. Employees make 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 of the 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

Q: 7 You work as the desktop support technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Windows Vista. An employee named Mark recently had Windows Sidebar configured on his workstation. At present Windows Sidebar allows him to easily make notes of things to do, as well as view the current local weather. When the 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. Mark contacted the 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 Mark'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

Q: 8 You were employed as a Help Desk technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Windows Vista. 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 the gadget file and copy the file to C:\Windows\System32.
- B. Instruct Kara Lang to send the gadget file via e-mail. Drag and drop the gadget file to the Windows Sidebar feature.
- C. You need to download and install the gadget file.
- D. Instruct Kara Lang to send the gadget file via e-mail and copy the file to C:\Program Files.

Answer: C

Q: 9 You are employed as an administrator at a hi-tech company. The company's network consists of a single Active Directory domain that is divided into several departments. The company Sales department operates on a 24/7 basis. A computer 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 the computer 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

Q: 10 You work as the Help Desk technician at a hi-tech company. The company's network consists of a single Active Directory domain. You company also operates a Customer Care Help Desk for the benefit of its customers. A 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

Q: 11 The company has employed you as a network administrator. The company's network consists of a single Active Directory domain. All client computers on the network run Windows Vista.

You have received instructions to run Windows Defender on a system. 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

Q: 12 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista.

The company's network is divided into several departments of which the Marketing department is one. A user named Rory Allen is a member of the Marketing department. Rory Allen was assigned a client computer named PC-412. He makes use of PC-412 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 his computer 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

Q: 13 Messages from a particular poster in your favorite role-playing game newsgroup put your teeth on edge. You never want to see any of his messages again but still want to be able to view on the basis of flagged or watched conversations. Which of the following strategies should you use?

- A. Create a rule that deletes this poster's messages.
- B. Create a rule that marks this poster's messages as read.
- C. Create a view that deletes this poster's messages.
- D. Create a view that marks this poster's messages as read.

Answer: A

Q: 14 You are employed as a desktop technician at a hi-tech company. The company's network consists of a single Active Directory domain. The company's network is divided into several departments of which the Development department is one. A company manager named Andy Reid is a member of the Development department. The Development department has been assigned a computer run windows vista. One morning Andy Reid deleted some of the content from a file named Message.doc that is stored in the C:\user folder, which resides on his computer. 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 Message.doc file. You need to restore the Message.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

Q: 15 You are employed as a desktop technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. The company's 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

Q: 16 You are employed as a network administrator at a hi-tech company. The company's network consists of a single Active Directory domain which is further divided into several departments.

The company Finance department contains a computer system that records and holds all the transactions of the company. Because these records are mission critical, the company 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

Q: 17 A company has employed you as a desktop technician. The company's network consists of a single Active Directory domain. All client computers on the company's network run Microsoft Windows Vista. A user named Mia Hamm works as a sales representative in the 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

Q: 18 You work as a technical support in your company. There's a colleague named Tom who works in the sales department. As Tom always goes on business, your company assigns a laptop to him. During his business trip, he has to connect to the Internet by using his laptop. In order to ensure his computer is connected to the Internet in the most secure manner, how should you help him configure the network category of network connection on his computer?

- A. You configure the network category of your network connection to Public.
- B. You configure the network category of your network connection to Private.
- C. You disable the Remote Desktop in Microsoft Windows Firewall.
- D. You disable the Remote Assistant in Microsoft Windows Firewall.

Answer: A

Q: 19 You are employed as an IT support of a hi-tech company. The company's network consists of a single Active Directory domain. The network is divided into several departments of which the Sales department is one. The Sales department has several computers that you want to upgrade to Windows Vista. You want to configure a Windows XP Professional computer to dual boot with Windows Vista. Currently the computer has a single disk. The volume that Windows XP is installed on uses all but 3 GB of the disk's total capacity. What step should you take to achieve your goal?

- A. Purchase a second hard disk drive.
- B. Use disk partitioning software to create a new partition.
- C. Upgrade Windows XP to Windows Vista.
- D. Delete the partition containing Windows XP, and install Windows Vista.

Answer: A

Q: 20 You work as the Help Desk technician at a hi-tech company. The company's network consists of a single Active Directory domain. You company also operates a Customer Care Help Desk for the benefit of its customers. A customer named Andy Reid has contacted you at the Customer Care Help Desk. Andy Reid recently purchased a laptop that has Windows XP installed as its operating system. The laptop is marked with the Windows Vista Capable logo. Andy Reid attempted to upgrade the laptop to Windows Vista but could not do it. Which of the following should you check in an attempt to resolve this problem?

- A. Verify that the laptop has enough RAM to run Windows Vista.
- B. Verify that there is enough free hard disk space to upgrade to Windows Vista.
- C. Verify that a Windows Display Driver Model (WDDM) driver exists for the laptop's graphics adapter.
- D. Verify that the customer has activated his copy of Windows XP.

Answer: B

Q: 21 You are employed as an IT support of a hi-tech company. The company's network consists of a single Active Directory domain. All client computers of the domain run Windows vista. A company employee has come to you for help with a device that he purchased from the Tailspin Toys website. The device is a non-plug and play PCI card that interfaces with a remote controlled helicopter. The device comes with drivers that are designed to work with Windows Vista, but although the customer has installed the device, he was never prompted to install the drivers. You check Device Manager for the device and see that it is not there. Which of the following courses of action should you pursue?

- A. Install the drivers manually.

- B. In Device Manager, manually configure the resources the device uses.
- C. In Device Manager, execute Scan For Hardware Changes.
- D. In Device Manager, execute Add Legacy Hardware.

Answer: D

Q: 22 You are employed as an IT support of a hi-tech company. The company's network consists of a single Active Directory domain. The network is divided into several departments of which the Sales department is one. A Sales department employee named Tom shares a computer with several other users. Tom logged on to the computer this morning and found that the Aero interface is no longer functioning. Tom asks you for help. Which of the following will you do to restore Aero with a minimum of effort?

- A. Update to a WDDM graphics adapter driver.
- B. Change the theme to Windows Aero.
- C. Change the monitor refresh rate.
- D. Change the number of displayed colors

Answer: D

Q: 23 You work as the desktop support technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista Ultimate. You have been assigned to the help desk to aid all the network users who experience trouble with their workstations. A user named Amy Wilson has been assigned a laptop workstation. She have subscribed to a news feed. Amy Wilson wants the information provided by the news feed to be refreshed automatically in the background whenever she is offline. You should not have to navigate to the news feed site in order to refresh the feed information. You want to be able to read the news feed contents whether you are connected to the Internet or not. What is the easiest way of meeting these requirements?

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- A. Download and install a third-party news aggregator.
 - B. You do not need to take any action. IE7+ does all this automatically.
 - C. Download and install a third-party search aggregator.
 - D. Register your IE7+ browser with Clouds.

Answer: B

Q: 24 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. You are troubleshooting reliability problems on a computer running Windows Vista. Your friend has an Xbox 360 configured as a Media Center Extender for a desktop computer running Windows Vista Ultimate. The Xbox 360 is located on the ground floor of the house, and the Windows Vista computer is located on the house's third floor. Your friend wants to be able to view television shows recorded digitally on the Windows Vista computer automatically when he activates the Xbox 360. At present, he has to climb two flights of stairs to turn on the computer before he can return to the living room to view content through the extender. Which of the following configuration changes would you make to ensure that he does not need to manually activate the Windows Vista computer in this situation?

- A. Disable Away Mode.
- B. Enable Away Mode.
- C. Disable the screen saver.
- D. Configure the High Performance Power Plan.

Answer: B

Q: 25 You work as the desktop support technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista Ultimate. You have been assigned to the help desk to aid all the network users who experience trouble with their workstations. A user named Amy Wilson has been assigned a laptop workstation. Amy Wilson goes to the help desk and wants to ensure that legacy applications that attempt to write to protected parts of the registry or file system cannot run in Windows Vista. You need to help her achieve that goal. What UAC setting do you configure?

- A. User Account Control: Only Elevate Executables That Are Signed And Validated is Enabled
- B. User Account Control: Only Elevate Executables That Are Signed And Validated is Disabled
- C. User Account Control: Virtualize File And Registry Write Failures To Per-User Locations is Enabled
- D. User Account Control: Virtualize File And Registry Write Failures To Per-User Locations is Disabled

Answer: D

Q: 26 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. A user you support has identified a website that he says gives him useful information. However, you have doubts about some of the utilities and ActiveX controls that the site offers. You do not think it is a good idea for the user to be able to download anything, either accidentally or on purpose, from that site. What do you advise the user to do?

- A. Add the site to the Internet security zone.
- B. Set the security level of the Internet security zone to High.
- C. Add the site to the Trusted Sites zone.
- D. Add the site to the Restricted Sites zone.

Answer: D

Q: 27 You work as the desktop support technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista Ultimate. You have been assigned to the help desk to aid all the network users who experience trouble with their workstations. A user named Amy Wilson has been assigned a laptop workstation. One day Amy Wilson goes to the help desk and asks you to help her to disable UAC on her laptop. What should you do on Amy Wilson's laptop?

- A. User Account Control: Run All Administrators In Admin Approval Mode is Disabled
- B. User Account Control: Run All Administrators In Admin Approval Mode is Enabled
- C. User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode is set to Elevate without prompting
- D. User Account Control: Behavior Of The Elevation Prompt For Administrators In Admin Approval Mode is set to Prompt For Credentials

Answer: A

Q: 28 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. The company's network is divided into several departments of which the Marketing department is one. A user named Rory Allen is a member of the Marketing department. Rory Allen was assigned a client computer named PC-412. Rory Allen has configured Windows Defender to remove any items with a severe or high alert level. However, he is concerned that an item might be removed that he wants to keep. You need to help Rory Allen to troubleshoot this. What advanced option should you set so you can restore any items that should not have been deleted?

Answer: Pending

Q: 29 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. One of the users you support uses a wireless laptop in the office and also takes it with her on business trips. She reports that when she uses the laptop in the lounge area of a hotel in which she frequently stays she experiences delays and connection problems. She has no problems when using the laptop in her hotel room or when she returns to the office. What should you do to help solve the problem?

- A. Change the SSID of your office network.
- B. Advise the user to change the order in which her laptop attempts to access preferred networks.
- C. Disable network switching on one or both of the preferred networks that the user connects to in order to access the Internet from her hotel.
- D. Update the device driver for the user's wireless LAN adapter.

Answer: C

Q: 30 You are employed as a network technician at a hi-tech company. The company's network consists of a single Active Directory domain. All client computers on the network run Microsoft Windows Vista. You have an administrator account on a computer in your organization's workgroup. You want to set a default so that every other user who has an account on the computer automatically checks for solutions when a problem occurs. You do not want to give users the option of changing this default behavior. How do you do this?

- A. Open Problem Reports And Solutions. Click Change Settings. Select Check For Solutions Automatically.
- B. Open Problem Reports And Solutions. Click See Problems To Check. Select the problems you want to check. Click Check For Solutions.

C. Open Problem Reports And Solutions. Click Change Settings. Select Advanced Settings. Under Allow Each User To Choose Settings, click Change Setting. Select For All Users Turn Windows Problem Reporting On.

D. Open Problem Reports And Solutions. Click Change Settings. Select Advanced Settings. Under Allow Each User To Choose Reporting Settings, click Change Setting. Select Automatically Check For Solutions (Recommended).

Answer: C

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