70-685

Windows 7, Enterprise Desktop Support
Technician

DEMO

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Exam A

Topic 1, Consolidated Messenger

Scenario:

You are an enterprise desktop support technician for Consolidated Messenger.

Network Configuration

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

Active Directory Configuration

The network contains one Active Directory domain named consolidatedmessenger.com. The relevant organizational unit structure is shown in the following diagram.

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

Group Policy name	Linked to OU
Desktops	Desktops
Laptops	Laptop
ServerComputers	Servers
AllComputers	CorpComputers
AllUsers	UserAccounts

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Applications

The relevant applications on the network are shown in the following table.

Application name	Type	Description
FinanceApp1	Windows Application	A financial analysis application that is used by the finance users.
ERPApp1	Windows Application	A new ERP application that is deployed in a pilot project.

Server Configuration

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

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

Client Configuration

Each office has 500 desktop computers that run Windows 7 Enterprise.

There are 250 mobile users that travel regularly between all three offices. The mobile users have laptop computers that run Windows 7 Enterprise.

To prevent the spread of malware, the company restricts the use of USB devices and only allows the use of approved USB storage devices.

Printers

The marketing group has several printers that are shared on File01. A shared printer name Printer1 is a

high-performance, black-and-white printer. A shared printer named Printer2 is a high- definition, photo-quality, color printer. Printer2 should only be used to print marketing brochures.

QUESTION 1

The chief financial officer (CFO) releases new guidelines that specify that only users from finance are allowed to run FinanceApp1.

Users in the Marketing OU report that they can run FinanceApp1.

You need to ensure that only users in the Finance OU can run FinanceApp1.

What should you do?

A. In the AllComputers GPO, create a new AppLocker executable rule.
B. In the Desktops GPO and the Laptops GPO, create a new Windows Installer rule.
C. In the AllComputers GPO, create a software restriction policy and define a new hash rule.
D. In the Desktops GPO and the Laptops GPO, create a software restriction policy and define a new path rule.

Answer: A

QUESTION 2

Users in the ERPApp1 pilot project report intermittent application issues.

You need to consolidate all application events for the users in a central location.

What should you do?

A. Configure event subscriptions.
B. Configure the Advanced Audit Policy Configuration settings.
C. Create a custom view in Event Viewer.
D. Create a user-defined Data Collector Set.

Answer: A

QUESTION 3

The help desk reports that users in the Marketing OU print draft documents, e-mails, and other miscellaneous documents on Printer2.

You need to recommend a solution so that marketing users print documents to Printer1 by default.