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# **Q&A**

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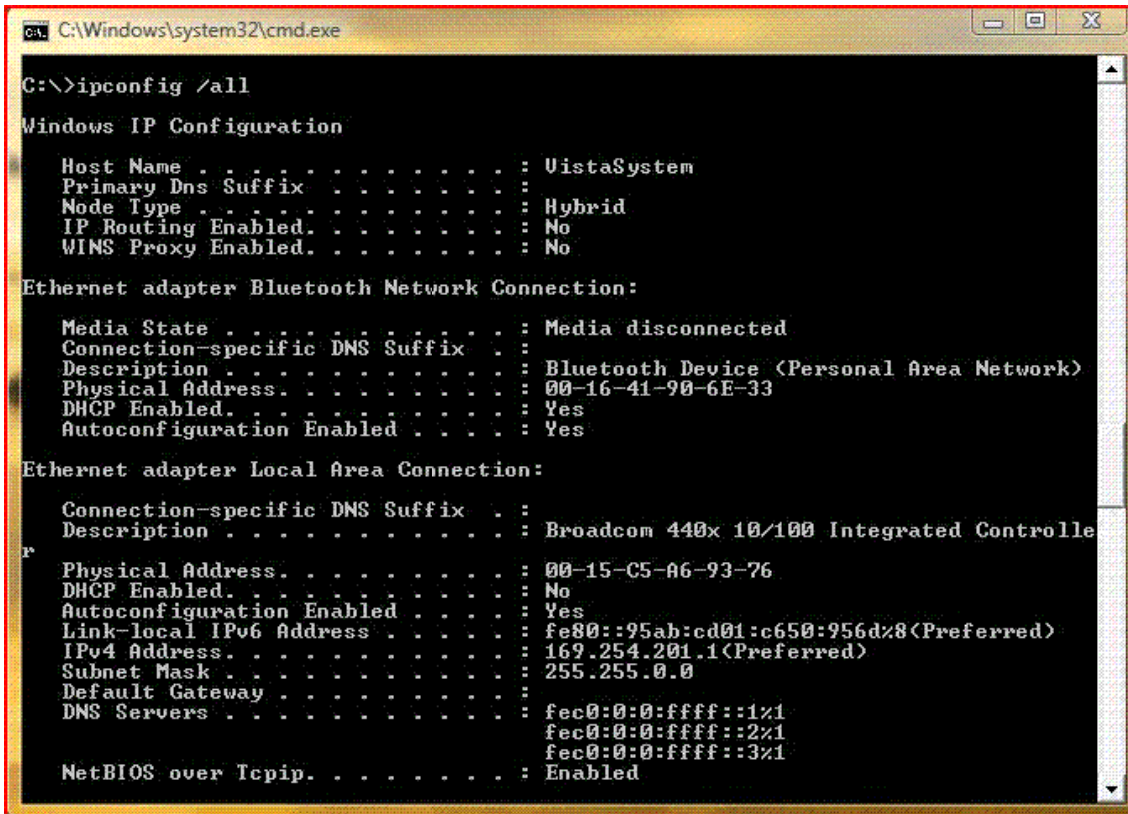
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**Exam** : 070-623

**Title** : Pro:Microsoft Desktop  
Support Consumer

**Version** : DEMO

1.You are a consumer support technician. The local router is configured to assign dynamic IPv4 addresses. A user reports that a computer is unable to access computers outside the local network. The computers TCP/IP settings are configured as shown in the exhibit. (Click the Exhibit button.) You need to ensure that the user is able to connect to computers outside the local network. What should you do?



```
C:\Windows\system32\cmd.exe
C:\>ipconfig /all

Windows IP Configuration

Host Name . . . . . : UistaSystem
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

Ethernet adapter Bluetooth Network Connection:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . . . . . :
Description . . . . . : Bluetooth Device (Personal Area Network)
Physical Address. . . . . : 00-16-41-90-6E-33
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . . : Yes

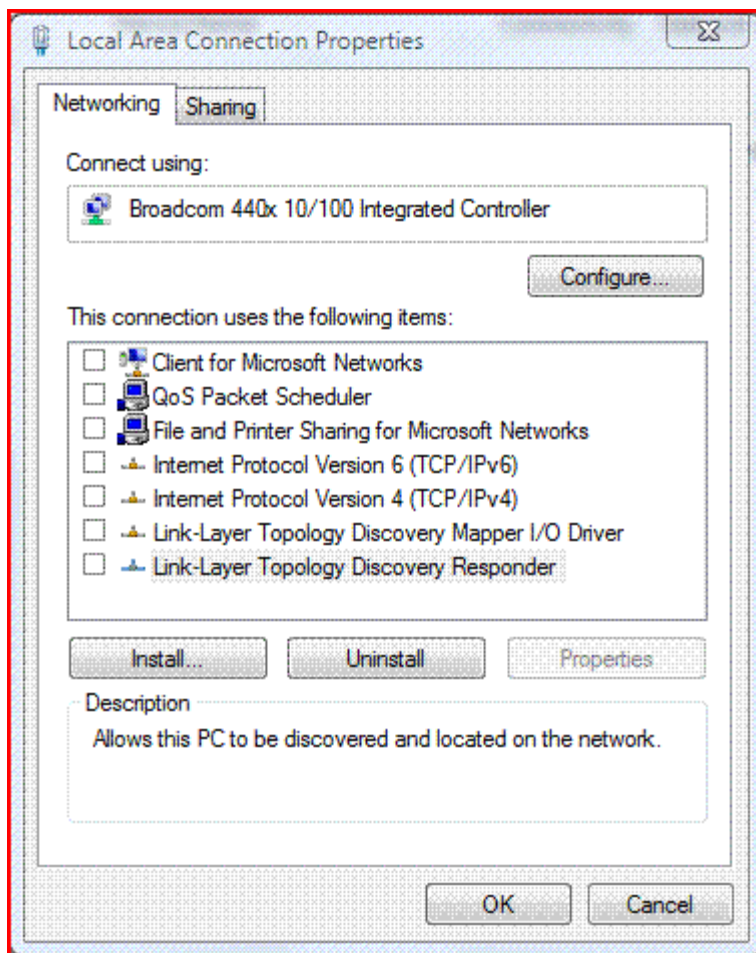
Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . . . . . :
Description . . . . . : Broadcom 440x 10/100 Integrated Controller
Physical Address. . . . . : 00-15-C5-A6-93-76
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::95ab:cd01:c650:956d%8(Preferred)
IPv4 Address. . . . . : 169.254.201.1(Preferred)
Subnet Mask . . . . . : 255.255.0.0
Default Gateway . . . . . :
DNS Servers . . . . . : fec0:0:0:ffff::1%1
                       fec0:0:0:ffff::2%1
                       fec0:0:0:ffff::3%1
NetBIOS over Tcpi. . . . . : Enabled
```

- A. Configure two IPv4 DNS server addresses.
- B. Run the ipconfig.exe /renew command from the command prompt.
- C. Download and run the RootkitRevealer utility from the Microsoft Web site.
- D. Configure the computer to obtain an IPv4 address and a DNS server address automatically.

**Correct: D**

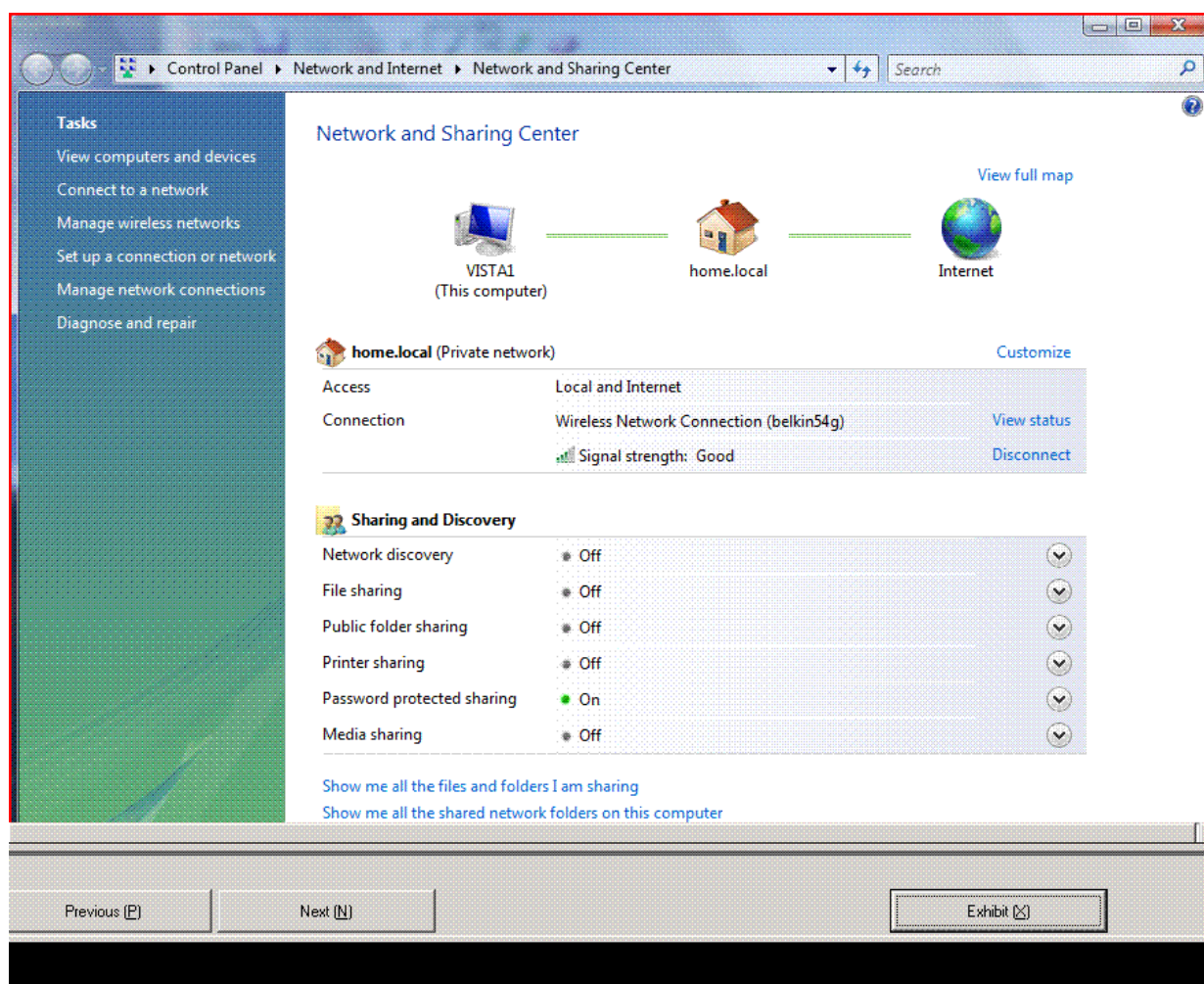
2.You are a consumer support technician. A user accesses the Internet by using a computer that runs Windows Vista. The Local Area Connection properties for the users computer are configured as shown in the following exhibit. (Click the Exhibit button.) You need to configure the computer to allow it to connect to the Internet. What should you do first?



- A. Select the Client for Microsoft Networks service and the Internet Protocol Version 6 (TCP/IPv6) protocol.
- B. Select the File and Printer Sharing for Microsoft Networks service and the Internet Protocol Version 6 (TCP/IPv6) protocol.
- C. Select the Client for Microsoft Networks service, the Internet Protocol Version 6 (TCP/IPv6) protocol, and the File and Printer Sharing for Microsoft Networks service.
- D. Select the Internet Protocol Version 4 (TCP/IPv4) protocol.

**Correct: D**

**3. You are a consumer support technician for your company. When a customer browses the Network and Sharing center, the computer does not detect any network resources. You confirm that other computers on the same subnet are able to detect network resources. The customer's computer is configured as shown in the following exhibit. (Click the Exhibit button.) You need to configure the computer so that it detects the resources that are available on the local network. What should you do?**



- A. Turn on the Network discovery feature.
- B. Turn on the File sharing feature.
- C. Install the File and Print sharing for Microsoft Networks.
- D. Configure Microsoft Windows Firewall to allow traffic on port 139.

**Correct: A**

**4. You are a consumer support technician. A customer has a portable computer that runs Windows Vista and has a built-in WiFi adapter. The user installs a wireless broadband router by using the default settings. The customer reports inconsistency in the wireless signal strength from the portable computer. The signal varies from poor to excellent. You verify that the customer does not have any consumer electronics that are causing interference with the router. You need to troubleshoot and resolve the inconsistency in the signal strength. Which two actions should you recommend? (Each correct answer presents part of the solution. Choose two.)**

- A. Configure the wireless network adapter to use the 802.11g wireless mode.
- B. Select the Connect even if the network is not broadcasting check box.
- C. Configure the wireless broadband router to use a unique Service Set Identifier (SSID).
- D. Configure the Transmit Power setting of the wireless network adapter to Medium.
- E. Configure the wireless network adapter to use a Service Set Identifier (SSID) that matches the name of the network.

**Correct: C E**

**5.You are a consumer support technician. After a user installs a pop-up blocker, the user is unable to download new software from the Microsoft Windows Update Web site. The user is also denied access to the Web sites of antivirus software vendors. The user is able to access other Web sites. You are able to access the Windows Update Web site and the Web sites of the antivirus vendors by using an IP address in the URL. After you uninstall the pop-up blocker that was installed by the user, the user still reports inability to access these Web sites. You need to ensure that the user can access all the Web sites. What should you do?**

- A.Remove all entries from the local hosts file.
- B.Remove all entries from the local lmhosts file.
- C.Configure the MAC address for the network adapter manually.
- D.Configure the TCP/IP properties of the user's computer by using an alternate DNS server IP address.

**Correct:A**

**6.You are a consumer support technician. A user has a portable computer that runs Windows Vista. The computer has a built-in wireless network adapter. A wireless broadband router is used to provide wireless network access to the portable computer. The Service Set Identifier (SSID) broadcast of the router is disabled. The portable computer fails to connect to the wireless network. You need to ensure that the portable computer can connect to the wireless network. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)**

- A.Configure the Dynamic Host Configuration Protocol (DHCP) client node type to the broadcast-node option.
- B.Enable the Ad Hoc Power Management option on the wireless network adapter.
- C.Configure the wireless network adapter to use an ad hoc network type.
- D.Configure the wireless network adapter by selecting the Connect even if the network is not broadcasting check box.
- E.Click the Manually connect to a wireless network button, and then enter the network name information for the wireless network.

**Correct:D E**

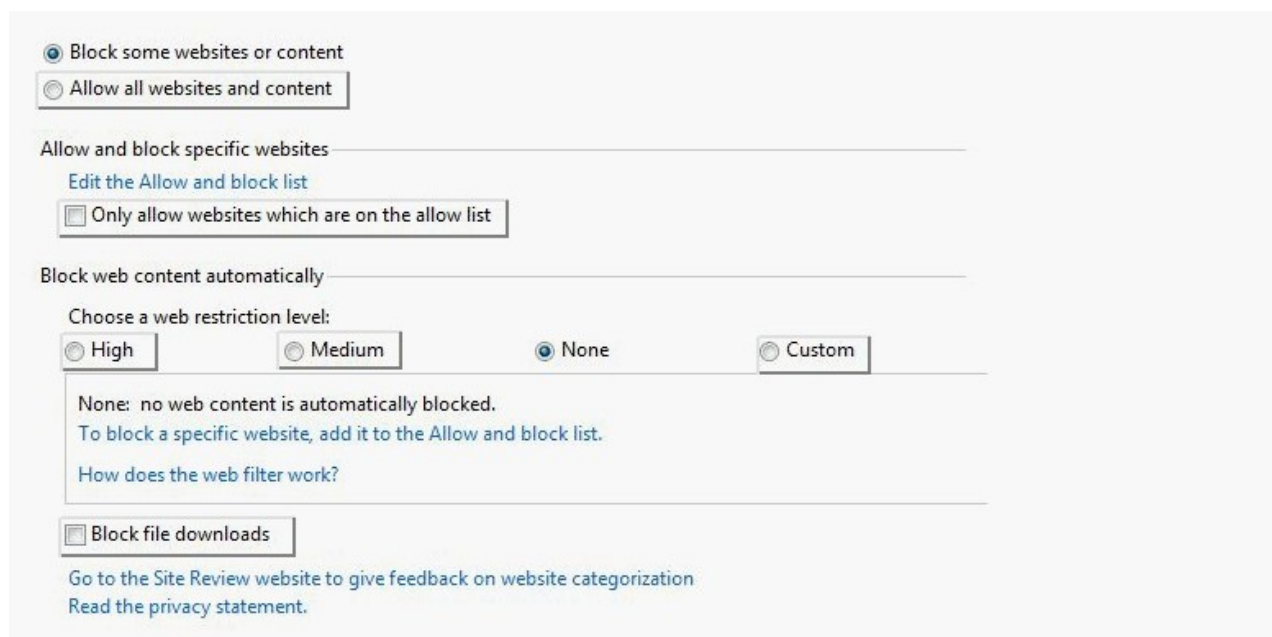
**7.You are a consumer support technician for your company. You install Windows Vista on your computer. You must share files in the C:\data folder with another user. You configure the share permissions for the user based on the following requirements: Create and update files in the folder. Do not assign more permissions than necessary. The user is unable to update any files in the C:\Data folder. You need to ensure that the user has permissions to meet the outlined requirements. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)**

- A.In the File Sharing window, add the user to the People to Share with list and assign the user the Contributor - Permissions Level.
- B.In the File Sharing window, add the user to the People to Share with list and assign the user the Co-owner - Permissions Level.
- C.In the Advanced Sharing window, assign the user the Full Control permission.
- D.In the Advanced Sharing window, assign the user the Change permission.

**Correct:A D**

**8.You are a consumer support technician. A user has children at home who use the computer to access educational Web sites. The user identifies 20 Web sites that are safe for their children to access. You need to configure the Web restrictions for the childrens user account. What should**

you do? (To answer, click the appropriate section of the Web restrictions window in the answer area.)



**Correct:**

**9.You are a consumer support technician. You have installed Windows Vista on a customers computer. You need to ensure that you can establish Remote Assistance connections to the customers computer. What should you do?**

- A.Modify the File Sharing setting.
- B.Modify the Parental Control settings.
- C.Modify the Windows Firewall settings.
- D.Modify the Windows Defender settings.

**Correct:C**

**10.You are a consumer support technician. You need to ensure that users with standard user accounts cannot change their computer settings. What should you do?**

- A.Configure the Impersonate a client after authentication right for all administrators.
- B.Change the password policy Passwords must meet complexity requirements setting to Enabled.
- C.Change the User Account Control: Admin Approval Mode for the Built-in Administrator account setting to Enabled.
- D.Change the User Account Control: Behavior of the elevation prompt for standard users setting to Automatically deny elevation requests.

**Correct:D**

**11.You are a consumer support technician. A customer runs a third-party application from a file share that is located on another computer. The customer reports that he receives a prompt for elevated privileges when he runs the application from the file share. You copy the application locally and notice that you are not prompted for elevated privileges when you run the application from the local hard disk. You need to ensure that the customer is not prompted for elevated privileges when he runs the application from the shared folder. The customer must only be prompted for elevated privileges when he modifies system settings. What should you do?**

- A.Disable the Certificate Propagation service.

- B.Disable the Windows Defender User Interface service.
- C.Use the User Accounts control panel applet to turn off User Account Control.
- D.In Internet Explorer, add the Universal Naming Convention (UNC) path of the application to the Trusted Sites zone.

**Correct:D**

**12.You are a consumer support technician. A user connects to a companys Microsoft Exchange Server site over the Internet by using Microsoft Office Outlook Web Access (OWA). The user reports that calendar reminders are not displayed in OWA. You need to ensure that calendar reminders are displayed in OWA. What should you do?**

- A.Turn off automatic Web site checking.
- B.Configure Microsoft Office Outlook as the default e-mail application.
- C.Add the Exchange Server site as a trusted site in Microsoft Internet Explorer.
- D.In the pop-up blocker, add the Exchange Server site to the list of allowed Web sites.

**Correct:D**

**13.You are a consumer support technician. A user named User1 shares a computer with a user named User2. User2 has limited access to a subset of applications that are installed on the computer. User1 wants to provide User2 with full access to all the applications, including applications that will be installed in the future. You need to design a solution that: Enables User2 to launch any application Does not grant any unnecessary permissions to the User2 user account. Which three actions should you perform? (Each correct answer presents part of the solution. Choose three.)**

- A.Turn on the Parental Controls service to enforce the current settings.
- B.Add User2's Standard user account to the Power Users group.
- C.Select the User2 can use all programs option.
- D.Open the Parental Controls service and select the Standard user account for User2.
- E.Select the User2 can only use the programs I allow option.

**Correct:A C D**

**14.You are a consumer support technician. You configure administrative access on a computer that runs Windows Vista. The computer is in a lab environment and is accessible to students. You need to configure the local security policies to ensure that the computer is as secure as possible. You also need to allow administrators to modify the computer settings without being prompted. What should you do?**

- A.Change the User Access Control: Run all administrators in Admin Approval Mode setting to Disabled.
- B.Change the User Account Control: Switch to the secure desktop when prompting setting to Disabled.
- C.Change the User Account Control: Admin Approval Mode for the Built-in Administrator Account setting to Enabled.
- D.Change the User Account Control: Behavior of the elevation prompt for Administrator in Admin Approval Mode setting to Elevate without prompting.

**Correct:D**

**15.You are a consumer support technician. The Microsoft Windows Security Center system tray icon on a users computer displays security-related notifications about the absence of antivirus software. The user installs third-party antivirus software. The Windows Security Center system tray icon continues to display notifications about the absence of antivirus software. You need to prevent the Windows Security Center security notifications from being displayed. What should**

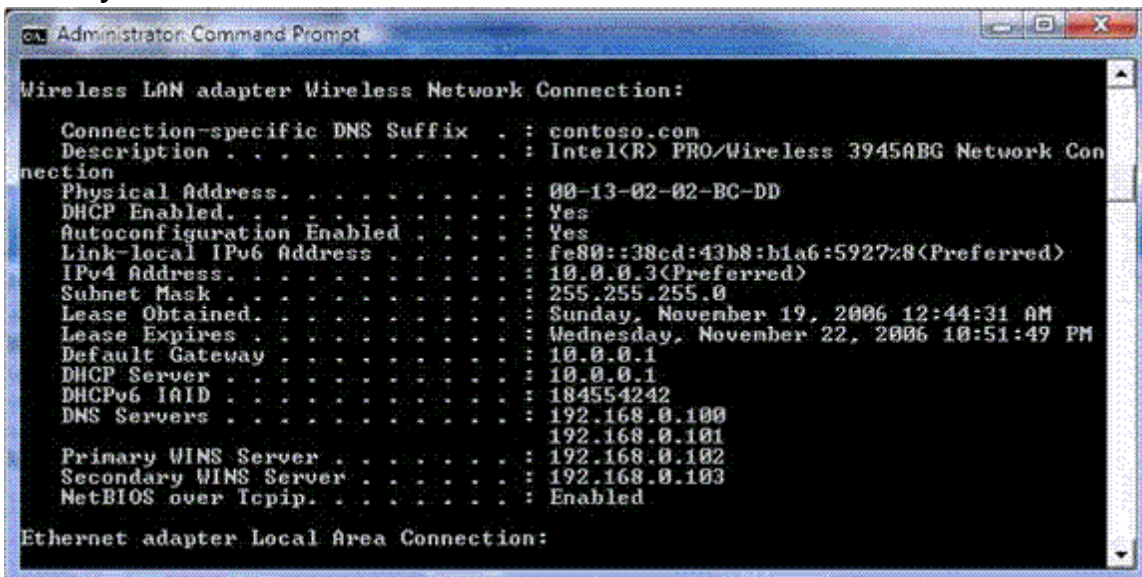


**you do?**

- A.Restart the Windows Security Center service.
- B.Reinstall the antivirus software by launching the Setup.exe file from the command prompt.
- C.Install new antivirus software that includes Microsoft Windows Management Instrumentation (WMI) capability.
- D.Configure the antivirus software to run under the context of a user account that is assigned membership in the local administrators group.

**Correct:C**

16.You are a consumer support technician. A user reconfigures a wireless broadband router and changes its internal IP address from 192.168.0.100 to 10.0.0.1. The user can access the IP address 131.107.4.72 by using the Ping utility. The TCP/IP properties of the users computer are as shown in the following exhibit. (Click the Exhibit button.) When the user launches the Microsoft Internet Explorer browser and attempts to connect to any Web site, the following error message appears: "Page not found". The user reports that they were able to access Web site prior to changing the IP address of the router. You need to ensure that the user is able to access Internet Web sites. What should you do?



```

Administrator: Command Prompt

Wireless LAN adapter Wireless Network Connection:

Connection-specific DNS Suffix . : contoso.com
Description . . . . . : Intel(R) PRO/Wireless 3945ABG Network Con
nection
Physical Address. . . . . : 00-13-02-02-BC-DD
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::38cd:43b8:b1a6:5927%8(Preferred)
IPv4 Address. . . . . : 10.0.0.3(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Sunday, November 19, 2006 12:44:31 AM
Lease Expires . . . . . : Wednesday, November 22, 2006 10:51:49 PM
Default Gateway . . . . . : 10.0.0.1
DHCP Server . . . . . : 10.0.0.1
DHCPv6 IAID . . . . . : 184554242
DNS Servers . . . . . : 192.168.0.100
                          192.168.0.101
                          192.168.0.102
Primary WINS Server . . . . . : 192.168.0.102
Secondary WINS Server . . . . . : 192.168.0.103
NetBIOS over Tcpip. . . . . : Enabled

Ethernet adapter Local Area Connection:

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- A.Configure the default gateway value to 192.168.0.1.
- B.Configure the subnet mask value to 255.255.0.0.
- C.Configure the user's Microsoft Windows Internet Names Service (WINS) server IP address as 10.0.0.1.
- D.Configure the user's Domain Name Service (DNS) server IP address as 10.0.0.1.

**Correct:D**

17.You are a consumer support technician. A user connects a digital camera to a computer. The user fails to receive a prompt to copy pictures to the hard disk. The user opens a third-party application and copies the pictures to the hard disk and then manually renames each file. You need to configure the computer to meet the following requirements: Prompt the user to import pictures when the camera is connected. Enable the user to name the copied files automatically by using a unique file name and meaningful label during import. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

- A.Enable the AutoPlay feature.
- B.Set the default application for JPG files to Windows Photo Gallery.

C.Configure Windows Photo Gallery to prompt for a tag.

D.Configure the camera to use a custom naming convention. Configure Windows Photo Gallery to use the original file name.

**Correct:A C**

**18.You are a consumer support technician. A customer submits a print job to an inkjet printer that is connected to the computer with a USB cable. When the customer prints color documents, the colors yellow and green do not appear. You need to ensure that the print device prints documents in full color. What should you do?**

A.Reinstall the printer driver.

B.Stop and restart the Print Spooler service.

C.Replace any empty ink cartridges.

D.Modify the print spooler path to a different drive.

**Correct:C**

**19.You are a consumer support technician. A user records two television (TV) programs on a computer that runs Windows Vista. The user connects a portable Windows Media Player mobile device to the computer by using an USB 2.0 cable. The user synchronizes the recorded TV programs with the portable Windows Media Player device. When the programs are viewed on the Windows Media Player device, the quality of the video is poor. You need to ensure that when the user synchronizes the recorded programs with the Windows Media Player device, there is minimal loss of quality. What should you recommend?**

A.Set the burn speed for audio and data discs to Slow.

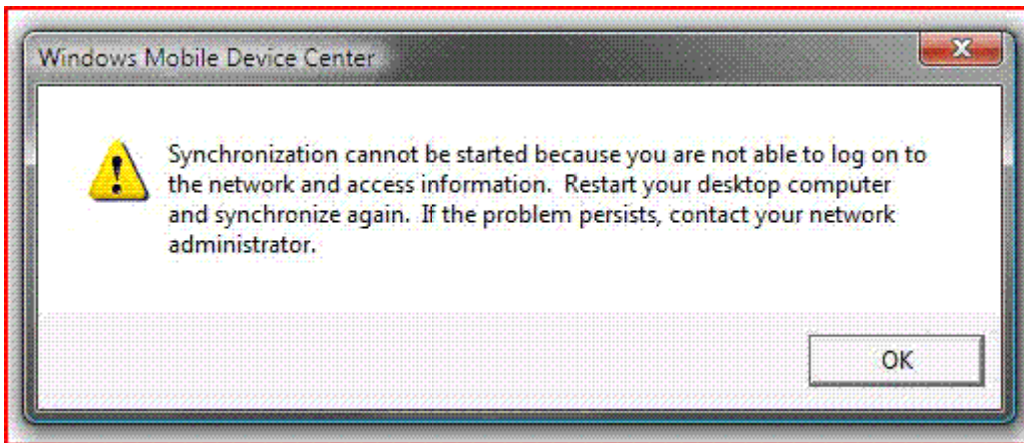
B.Set the format of the Rip settings to Windows Media Audio Lossless.

C.Set the Windows Media Player connection speed to LAN (10 Mbps or more).

D.Set the maximum quality level for videos and TV programs.

**Correct:D**

**20.You are a consumer support technician. A user runs Windows Vista on a portable computer. The user has a PocketPC mobile device that runs the most recent version of Microsoft Windows Mobile. Both the portable computer and the Windows Mobile device support USB, Bluetooth, and Infrared (IR) connection types. The user wants to transfer an e-mail attachment from the Windows Mobile device to the portable computer. You configure a new partnership between the Windows Mobile device and the portable computer. When you attempt to synchronize the two devices, you receive an error message as shown in the following exhibit. (Click the Exhibit button.) You need to ensure that the user is able to transfer the e-mail attachment from the Windows Mobile device to the portable computer. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)**



A. Connect the Windows Mobile device to the portable computer with a USB cable. Set up the Offline Files feature. Synchronize the mobile device and the portable computer.

B. Connect the Windows Mobile device to the portable computer with a USB cable. On the Windows Mobile device, select the e-mail attachment. Copy the e-mail attachment.

C. Open the e-mail attachment. Align IR ports on both the Windows Mobile device and the portable computer. Beam the attachment to the portable computer. Accept the beam request on the portable computer.

D. Open the e-mail attachment. Establish a Bluetooth connection between the Windows Mobile device and the portable computer. On the portable computer, open the Windows Mobile device in Sync Center. Select the attachment in the Change content sync settings window. Synchronize the Windows Mobile device and the portable computer.

**Correct: B C**