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Question: 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

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

Windows IP Configuration

Host Name . . . . . : VistaSystem
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 Tcpip. . . . . : Enabled
```

You need to ensure that the user is able to connect to computers outside the local network.

What should you do?

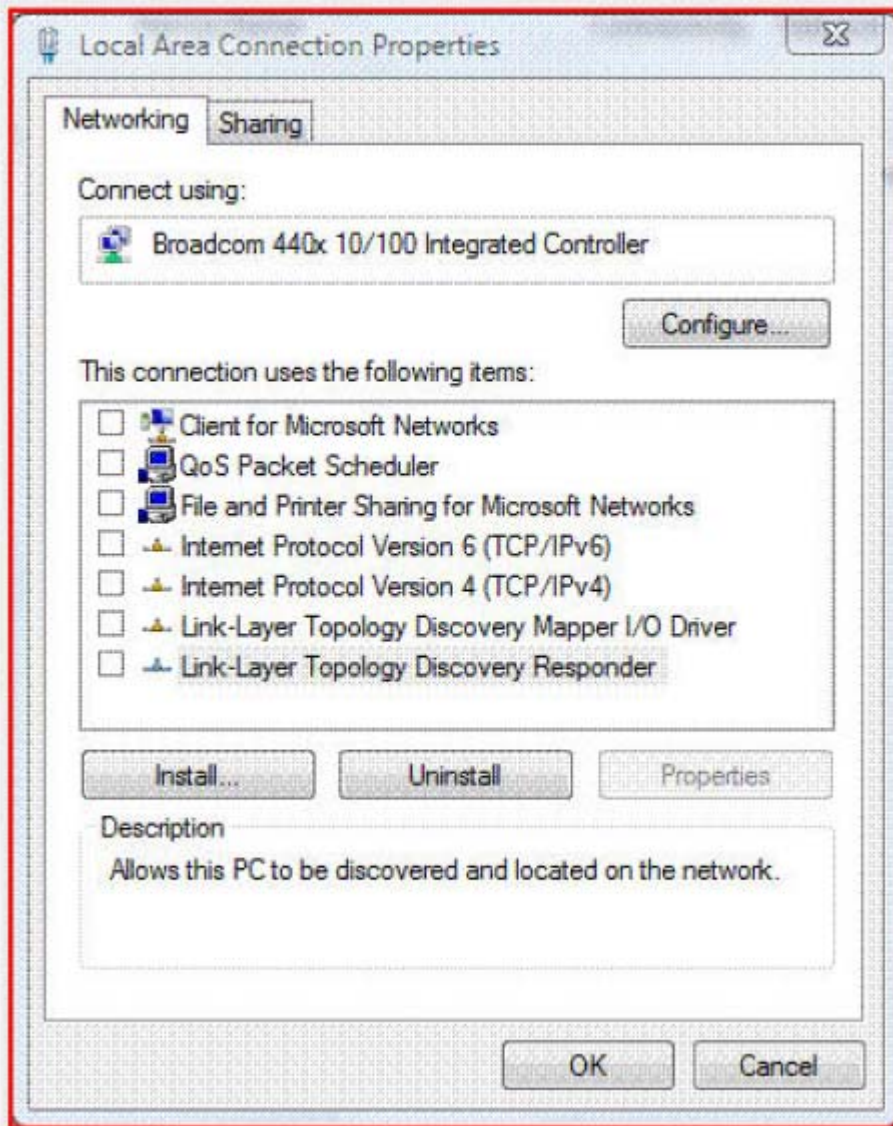
- A - Configure two IPv4 DNS server addresses.
- B - Run the ipconfig.exe /renew command from the command prompt.
- C - Download and run the RootkitRevealer utility from the Microsoft Web site.
- D - Configure the computer to obtain an IPv4 address and a DNS server address automatically.

Answer: D

Question: 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.



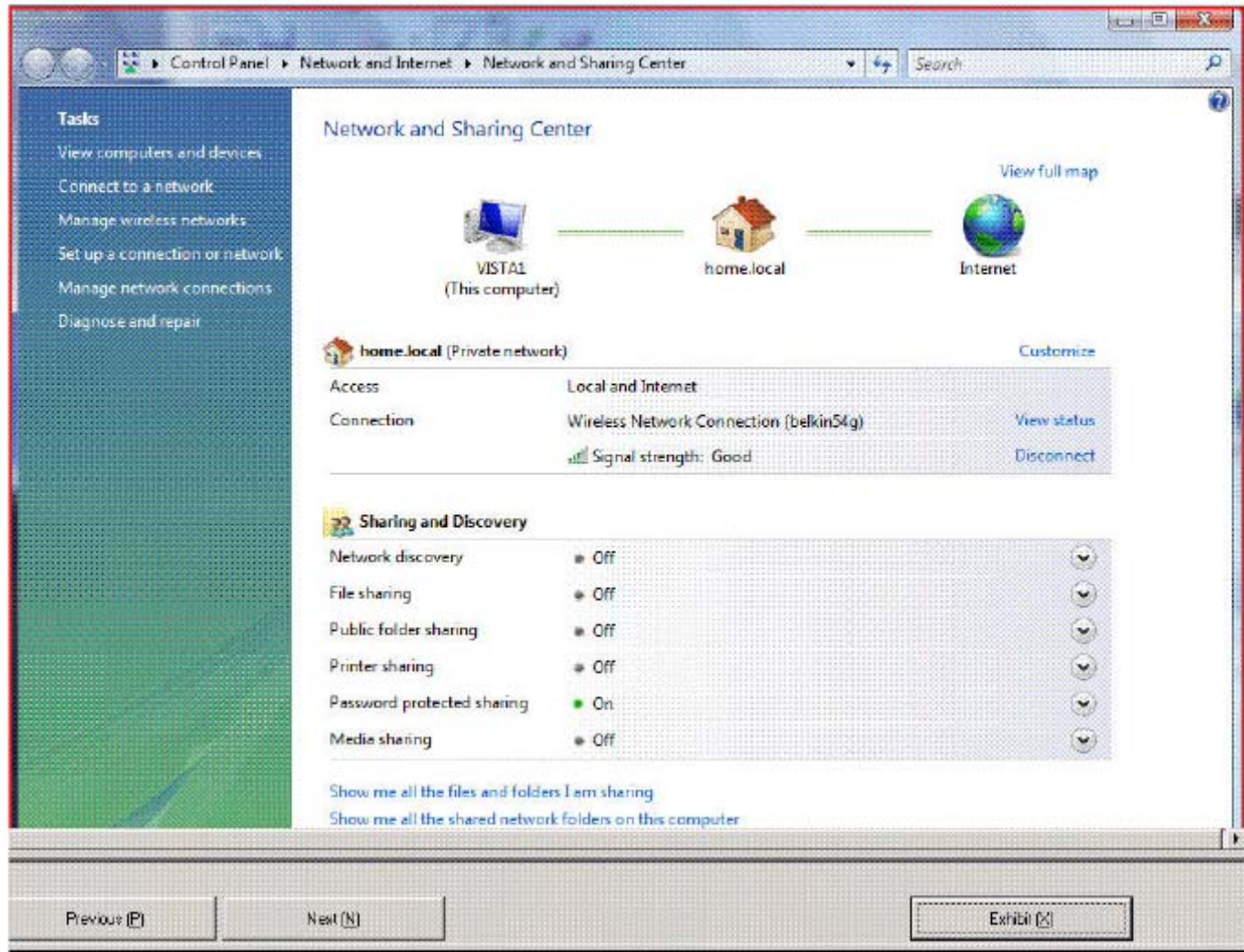
You need to configure the computer to allow it to connect to the Internet. What should you do first?

- 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.

Answer: D

Question: 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.



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.

Answer: A

Question: 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.

Answer: C, E

Question: 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.

Answer: A

Question: 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.

Answer: D, E

Question: 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.

Answer: A, D

Question: 8

You are a consumer support technician. A user has children at home who use the computer to access educational Web sites.

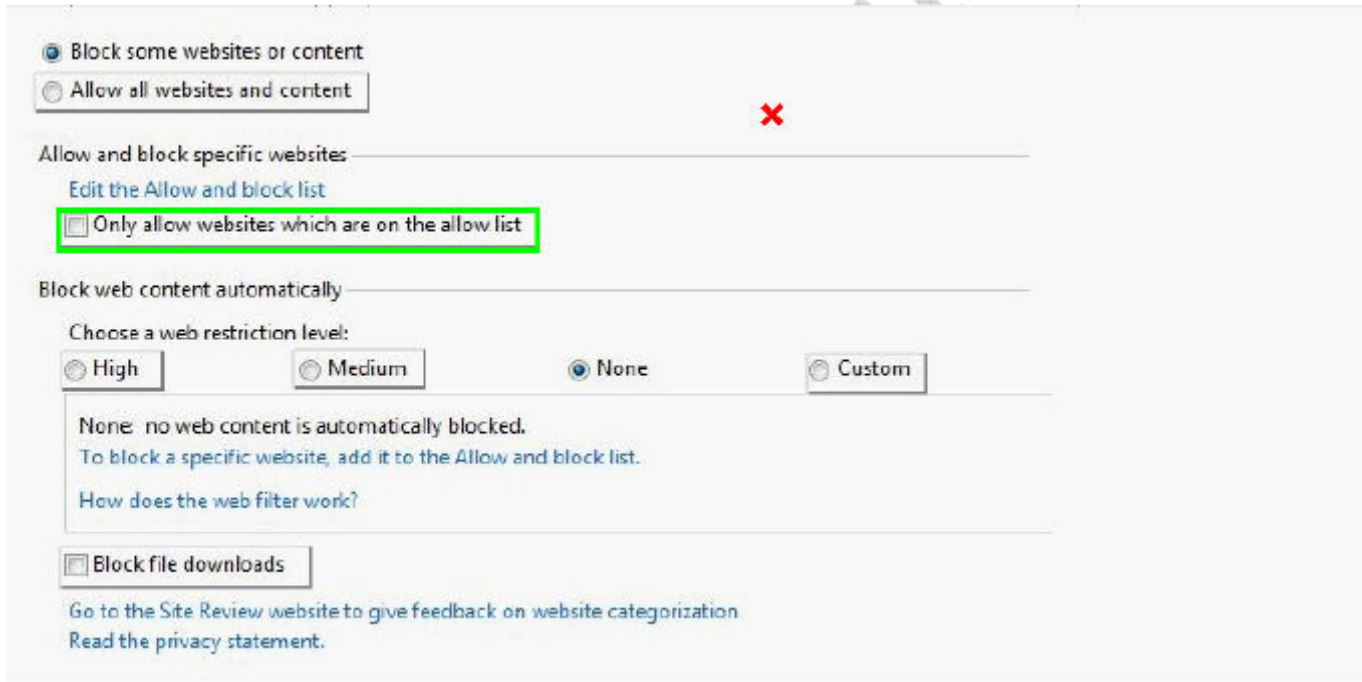
The user identifies 20 Web sites that are safe for their children to access.

You need to configure the Web restrictions for the children user account.

What should you do?

The screenshot shows the Windows Firewall with Internet Security settings for Web Restrictions. The 'Block some websites or content' radio button is selected. Below it, the 'Allow and block specific websites' section has a link to 'Edit the Allow and block list' and a checkbox for 'Only allow websites which are on the allow list' which is currently unchecked. The 'Block web content automatically' section has a 'Choose a web restriction level' section with four buttons: 'High', 'Medium', 'None' (which is selected), and 'Custom'. Below these buttons, there is a text box stating 'None: no web content is automatically blocked.' and two links: 'To block a specific website, add it to the Allow and block list.' and 'How does the web filter work?'. At the bottom, there is a checkbox for 'Block file downloads' which is unchecked, and two links: 'Go to the Site Review website to give feedback on website categorization' and 'Read the privacy statement.'

Answer:



Question: 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.

Answer: C

Question: 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.

Answer: D

Question: 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.

Answer: D

Question: 12

You are a consumer support technician. A user connects to a company's 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.

Answer: D

Question: 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.

Answer: A, C, D

Question: 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.

Answer: D

Question: 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.

Answer: C

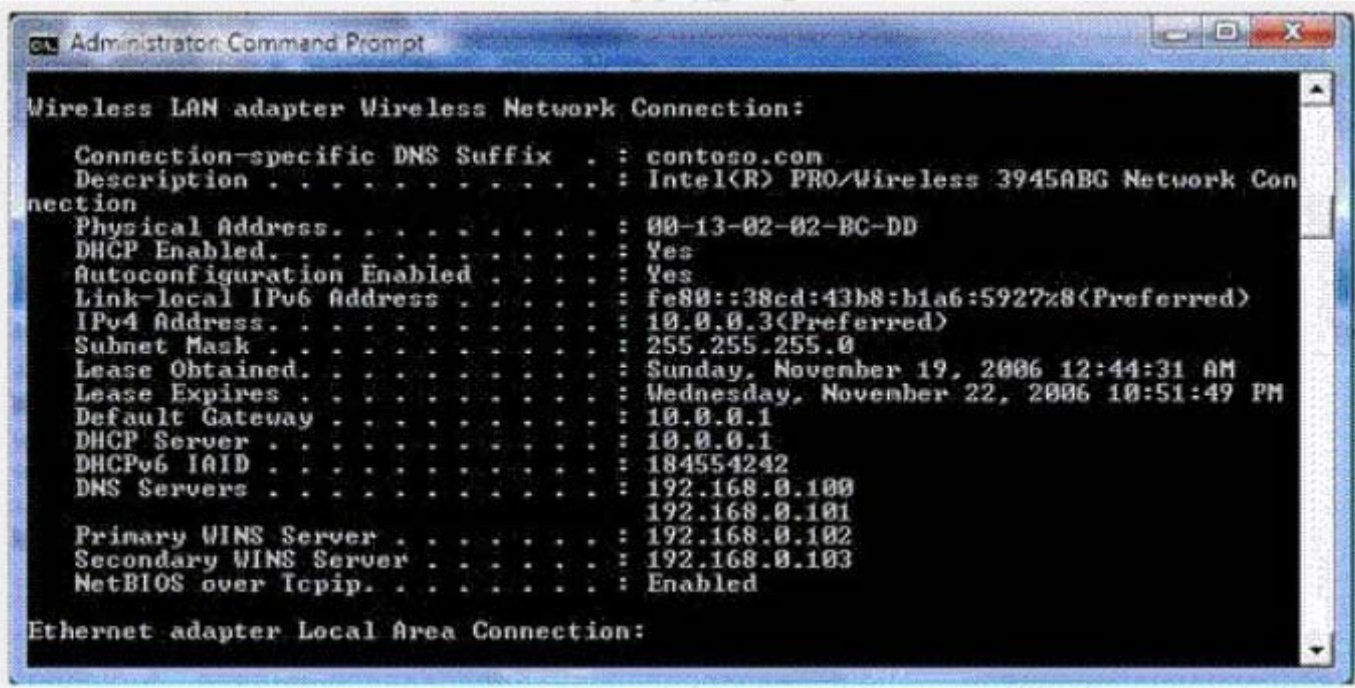
Question: 16

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 user's computer are as shown in the following exhibit.



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?

- 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.

Answer: D

Question: 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.

Answer: A, C

Question: 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.

Answer: C

Question: 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.

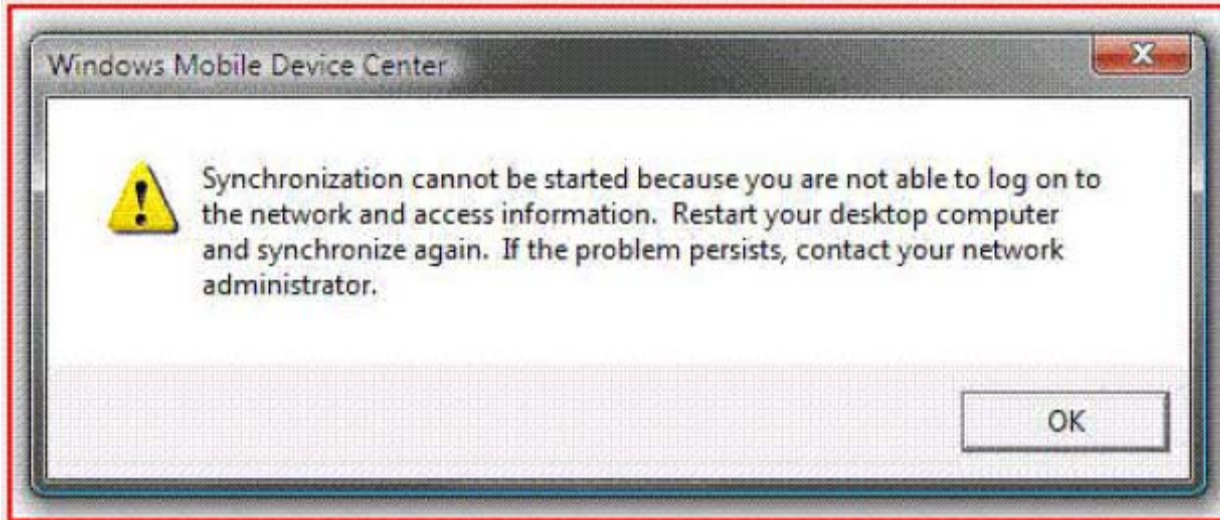
Answer: D

Question: 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 (KR) 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.



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. Seam 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.

Answer: B, C

Question: 21

You are a consumer support technician. A user initiates an infrared file transfer from a computer to a device that runs the most recent version of Microsoft Windows Mobile.

The file transfer fails to complete.

You need to ensure the completion of the infrared file transfer.

What should you do?

A - Accept the file transfer on the Windows Mobile device.

B - Enable Bluetooth discovery on the Windows Mobile device.

C - Start the Human Interface Device Access service on the Windows Vista computer.

D - Create a user account on the Windows Vista computer with a password that matches the PIN of the Windows Mobile device.

Answer: A

Question: 22

You are a consumer support technician.

A user wants to import a recorded digital video from a camcorder to a computer that runs Windows Vista by using the Import from Digital Video Camera option in Windows Movie Maker.

You need to ensure that the user is able to transfer the digital video to the computer.
What should you recommend?

- A - Eject and reinsert the tape into the camcorder.
- B - Disable and re-enable the IEEE 1394 adapter in Device Manager.
- C - Set the camcorder to playback mode and start the Import from Digital Video Camera option.
- D - Select the Live Video option, and save the digital video as a .wmv file.

Answer: C

Question: 23

You are a consumer support technician.
A customer named Paul has a computer that runs Windows Vista. Paul is unable to print documents on a shared printer from another computer that runs Windows Vista.
You need to provide Paul access to the shared printer. Paul must be able to submit and manage his own print job. You must not assign Paul any unnecessary permissions
What permissions should you assign to Paul's account?

- A - Allow-Print.
- B - Allow-Manage printers.
- C - Deny-Manage printers.
- D - Allow-Read and Allow-Change.

Answer: A

Question: 24

You are a consumer support technician. A computer that runs Windows Vista supports Bluetooth. However, the computer fails to detect a new Bluetooth-enabled mouse.
You need to connect the Bluetooth-enabled mouse to the computer.
What should you do?

- A - Configure the computer to show the Bluetooth icon in the system tray.
- B - In the Bluetooth Devices dialog box, add an incoming COM port to the computer.
- C - Click the Let other Bluetooth devices to discover this computer option.
- D - Restart the Bluetooth Support Service service.

Answer: C

Question: 25

You are a consumer support technician. A user has a computer that is connected to two low resolution monitors.
A custom driver that increases the resolution of the monitor is available on the Internet. You install the driver in the computer and restart the computer. After the restart, the computer performs poorly.
You need to restore the computer to a stable state.
What should you do?

- A - Use the Device Manager window to roll back the driver for the monitors.
- B - Use the Device Manager window to roll back the driver for the graphics card.
- C - Delete the vga.driv file from the \Windows\System32 folder and restart the computer.
- D - Delete any occurrences of Device=video.sys in the Autoexec.nt file in the \Windows\System32 folder.

Answer: A

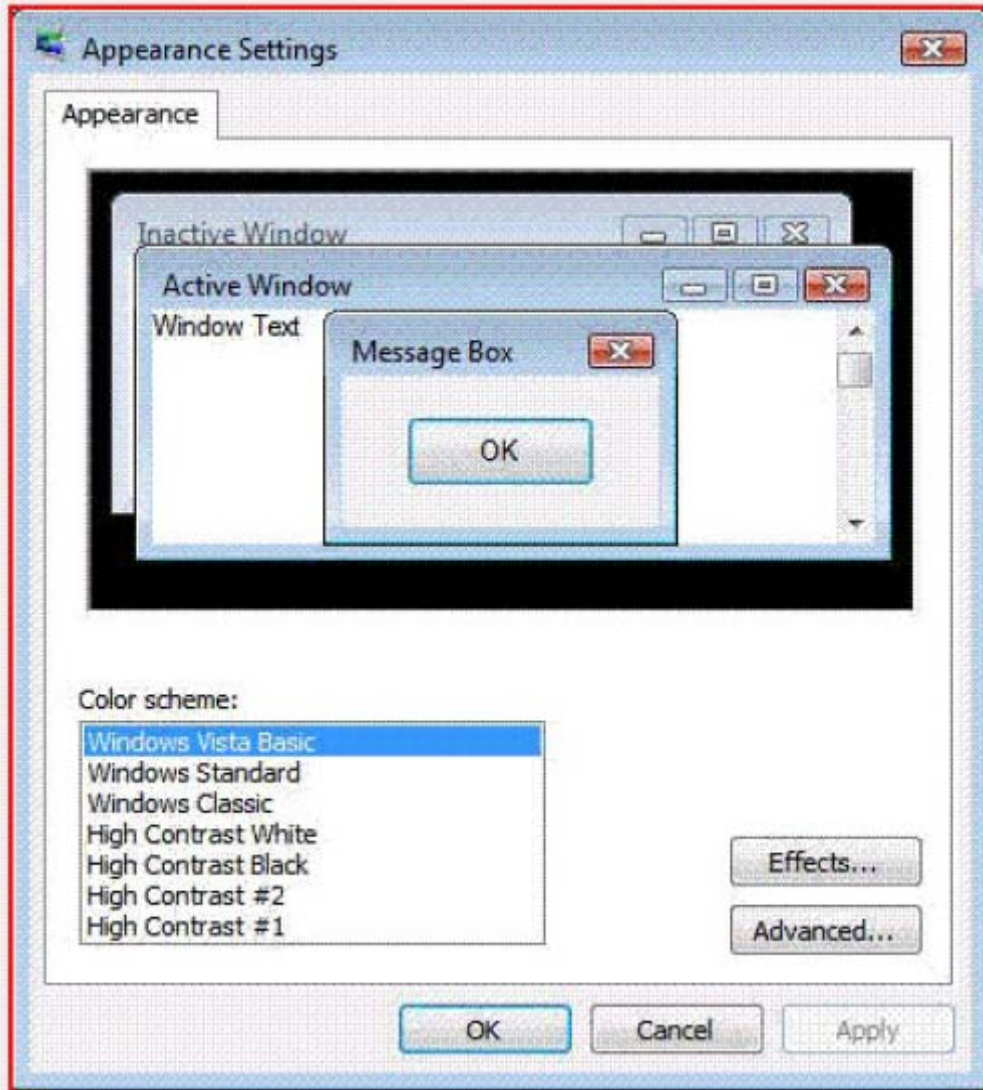
Question: 26

You are a consumer support technician. You install Windows Vista on a computer. You notice the following defects:

The window borders are not transparent.

A 3D application fails to install.

In Control Panel, you open the Appearance Settings dialog box. The Color scheme list box in Appearance Settings is set to Windows Vista Basic. The computer is configured as shown in the following exhibit.



You need to ensure that the computer can use the window transparency feature. What should you do?

- A - Restart the Windows Image Acquisition (WIA) service.
- B - Install a new video card that supports Windows Display Driver Model (WDDM) 1.0.
- C - In the Advanced Appearance dialog box, in the Item drop-down list box, click the 3D Objects option.
- D - Modify the Display Settings by changing the Colors drop-down list box from Medium (16 bit) to Highest (32 bit).

Answer: B

Question: 27

You are a consumer support technician. A user has a computer that runs the 32-bit version of Microsoft Windows XP Professional. The computer hardware supports 64-bit operating systems. The user wants to run a 64-bit application.

You need to configure the computer to run the 64-bit application without losing the user data on the computer.

Which two tasks should you perform? (Each correct answer presents part of the solution. Choose two.)

- A - Run the Windows Easy Transfer tool.
- B - Perform a clean installation of the Windows Vista 64-bit edition.
- C - Download and install the Application Compatibility Toolkit (ACT) 5.0.
- D - Download and install all the latest updates from the Windows Update site.

Answer: A, B

Question: 28

You are a consumer support technician. A customer wants to upgrade a computer to run Windows Vista.

You need to recommend a Windows Vista edition that supports:

Parental Controls.

Scheduled backups of user files.

Windows Media Center

Which Windows Vista editions should you recommend?

- A - Windows Vista Business and Windows Vista Home Premium.
- B - Windows Vista Home Basic and Windows Vista Home Premium.
- C - Windows Vista Business and Windows Vista Ultimate.
- D - Windows Vista Home Premium and Windows Vista Ultimate.

Answer: D

Question: 29

You are a consumer support technician. A user has three computers that run Microsoft Windows XP. Each computer has a different audio card.

The user plans to upgrade to Windows Vista.

You need to verify whether the audio cards on the other computers are compatible with Windows Vista.

What should you do?

- A - From the Windows Vista installation media, run setup /U.
- B - From the Windows XP installation media, run setup /checkupgradeonly.
- C - Download and install the latest version of Microsoft DirectX.
- D - Download and install the Windows Vista Upgrade Advisor.

Answer: D

Question: 30

You are a consumer support technician.

A customer upgrades a Microsoft Windows XP computer to Windows Vista. The customer reports that one of their productivity applications no longer works.

You verify that the application is compatible with Windows Vista.

You need to ensure that the customer can use the productivity application.

What should you do?

- A - Reinstall the application.
- B - From a command prompt, reg.exe load hku.
- C - Run the Registry Editor utility. Delete all keys that contain app.2600.
- D - Download and install the Windows Vista Upgrade Advisor.

Answer: A

Question: 31

You are a consumer support technician. You install and configure Windows Vista for a customer who wants to subscribe to ten newsgroups. You need to configure the computer so that the customer can subscribe to the newsgroups. What should you do?

- A - Type the addresses of the newsgroups in the Add a Favorite dialog box in Microsoft Internet Explorer and enable the Feed Headlines gadget on the Microsoft Windows side bar.
- B - Type the address of the newsgroup in the Subscribe dialog box in Microsoft Windows Calendar.
- C - Configure the NNTP account information in Microsoft Windows Mail and subscribe by using the Subscribe dialog box.
- D - Subscribe by using the Join a meeting near me dialog box in Microsoft Windows Meeting Space.

Answer: C

Question: 32

You are a consumer support technician. A user has a large library of music CDs. The user plans to store the CDs in a digital format on a computer that runs Windows Vista. The user has identified the following requirements:
The music stored on the computer must be of the highest possible quality.
The music must be transferable to another computer only when the appropriate digital rights are available.
You need to ensure that the outlined user requirements are met.
Which three actions should you perform? (Each correct answer presents part of the solution. Choose three.)

- A - Use the Microsoft Windows Media Center application.
- B - Use the Microsoft Windows Media Player application.
- C - Set the audio format drop-down list of the Rip settings to the Windows Media Audio Lossless option.
- D - Set the audio format drop-down list of the Rip settings to the Windows Media Audio Pro option. Slide the audio quality slider bar to the Best Quality setting.
- E - Select the Copy protect music check box.
- F - Select the Download usage rights automatically when I play or sync a file check box.

Answer: B, C, E

Question: 33

You are a consumer support technician. A user installs two applications from the same software vendor on a computer that runs Windows Vista. The two applications are designed to run on Microsoft Windows 2000. One application runs successfully in Windows 2000 compatibility mode. The other application fails. The failed application requires elevated privileges when it runs. You need to configure the Windows Vista computer to run the failed application. You want to achieve this goal by granting the least possible level of privilege. What should you do?

- A - Disable the Application Information service.
- B - From the properties of the executable of the failed application, select the Previous versions option.
- C - Right-click the executable of the failed application, and select the Run this program as administrator option.
- D - Set the application compatibility mode of the failed application to run in Windows XP (Service Pack 2) compatibility mode.

Answer: C

Question: 34

You are a consumer support technician.
You need to ensure that a computer is inaccessible if Windows Defender fails.
What should you do?

- A - Schedule the Quick Scan feature of Windows Defender to occur every hour.
- B - Configure the Windows Defender service to restart after the first and second failures. Configure the computer to shut down after each subsequent failure.
- C - Set the Windows Defender application priority to Real-time. Configure the computer to shut down if it is unable to audit security events.
- D - Configure the Security Center service to restart after the first and second failures. Configure the computer to shut down after each subsequent failure.

Answer: B

Question: 35

You are a consumer support technician.
A user has a computer that runs Windows Vista. The computer is located in a home office and stores 20GB of pictures, movies, and music.
The user plans to access the content from the other rooms in the house by using the Microsoft Windows Media Center application.
You need to recommend to the customer the devices that support streaming content from Windows Vista.
Which two devices should you recommend? (Each correct answer presents part of the solution. Choose two.)

- A - A Microsoft XBOX 360 game console
- B - A Windows Media Center Extender set-top box
- C - An MSNTV set-top box
- D - A computer that runs the Windows Vista Home Basic edition

Answer: A, B

Question: 36

You are a consumer support technician.
A user reports that after subscribing to an online media service, an unrecognized toolbar and pop-up messages appear in Internet Explorer.
You need to eliminate the unrecognized toolbar and pop-up messages.
Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

- A - Enable the Internet Explorer 7 Phishing Filter.
- B - Perform a scan by using Windows Defender.
- C - Use the Programs and Features applet to remove the unrecognized toolbar. Reset Internet Explorer 7 to the default settings.

D - Use the View menu of Internet Explorer 7 to remove the unrecognized toolbar. Reset Internet Explorer 7 to the default settings.

Answer: B, C

Question: 37

You are a consumer support technician. A user has a computer that runs Windows Vista. The user runs a video clip by using Microsoft Windows Media Player. The video clip skips in the middle of the playback and stops working. You suspect that lack of system resources may be the cause of the problem. You need to identify the system resource that is causing the video playback problem. What should you do?

- A - Review the problems that are identified in the Problem Reports and Solutions window.
- B - Review the Microsoft Windows Experience Index base score in the Performance and Information Tools window.
- C - Analyze the data that is displayed in the Performance and Reliability Monitor window.
- D - Analyze the Windows Media Center Receiver service in the Computer Management window.

Answer: C

Question: 38

You are a consumer support technician. A customer needs to use a custom application on her Windows Vista computer. The custom application saves data to the %programfiles%\app1 folder. You install the custom application on the customers computer. You need to ensure that the customer can run the custom application. What two configurations should you recommend? (Each correct answer presents a complete solution. Choose two.)

- A - Download and install the Windows Vista Upgrade Advisor.
- B - Run the application with elevated privileges.
- C - Download and install the Application Compatibility Toolkit (ACT) 5.0.
- D - Modify the NTFS permissions on the %programfiles%\app1 folder.

Answer: B, D

Question: 39

You are a consumer support technician. A customer recently upgraded a computer from Microsoft Windows XP to Windows Vista. The customer is unable to start the antivirus software, which was available in Windows XP. You need to ensure that the customer is able to start the antivirus software. What should you do?

- A - In the Windows Security Center. Select Change the way Security Center alerts me option.
- B - Install a Windows Vista compatible version of the antivirus software.
- C - Set the startup type for the Security Center service to automatic.
- D - Set the startup type for the Program Compatibility Assistant service to automatic.

Answer: B

Question: 40

You are a consumer support technician. Four users share a computer that runs Windows Vista. One of the users reports a problem. When the user logs on to the computer, a black window flashes open and then quickly closes. The user

also reports that the computer performs poorly. The other three users do not experience these problems. You suspect that the computer performs poorly because of malicious software. You need to identify the source of the malicious software. What should you do?

- A - Run the SFC.exe utility to identify modified system files.
- B - Look for *.cmd and *.bat files in the Startup folder of the All Users profile under Program Data.
- C - Run msconfig.exe and verify the startup application.
- D - Analyze the %systemroot%\system32\autoexec.nt file.

Answer: C

Question: 41

You are a consumer support technician.

A customer's Windows Vista computer has a 146-GB hard disk with two logical drives. The first logical drive is 100GB and contains the system and boot files. The second logical drive is 800MB and contains user data. Both logical drives are formatted with the NTFS file system.

You need to ensure that a system restore point can be created for all of the logical drives on the system. You also need to ensure that no data is lost during this process.

What should you do?

- A - Delete and re-create the second logical drive.
- B - Convert the hard disk to a dynamic disk.
- C - Extend the second logical drive.
- D - Mount the second logical drive to an empty folder on the first logical drive.

Answer: C

Question: 42

You are a consumer support technician. A user installs a new high-end graphics card that supports dual monitors. The graphics card has 512 MB of dedicated graphics memory.

The user plays a computer animation game. The user reports that the animation fails to run as expected.

You need to identify the cause of the poor performance of the game.

What should you do?

- A - Launch and review the DRWATSDN.EXE tool.
- B - Launch and review the DirectX Diagnostic Tool.
- C - Launch and review the Problem Reports and Solutions window.
- D - Launch and review the Performance Information and Tools window.

Answer: B

Question: 43

You are a consumer support technician.

A customer performs a complete PC backup of his Windows Vista computer before installing a custom application. After the application is installed, the computer fails to restart.

You need to provide the customer with the procedure to perform a complete restoration of the computer.

What should you instruct the customer to do first?

- A - Start the computer from a Windows PE disk.
- B - Start the computer from a DOS boot floppy disk.
- C - Start the computer from a PXE compliant network card.
- D - Start the computer from the Windows Vista installation media.

Answer: D

Question: 44

You are a consumer support technician. A user exchanges files by using a peer-to-peer file transfer application.

After a file exchange, the user's computer begins to perform poorly. The user restarts the computer and notices an additional entry on the boot menu.

You discover that the new entry on the boot menu is initializing a malicious software application.

You need to configure the computer to start without launching the malicious software.

What should you do?

A - Run the `bcdedit.exe` utility by using the `/delete` switch.

B - Restart the computer by using Recovery Console and run `bootctg.exe`.

C - Create a new file named `boot.ini`. Add the Advanced RISC Computing (ARC) path of the operating system in the file. Copy the file to the root of the system partition.

D - Run the `msconfig.exe` utility and select Diagnostic Startup. Restart the computer.

Answer: A

Question: 45

You are a consumer support technician. A user reports that the performance of the user's computer is degrading.

You suspect that some processes that run during startup are causing the performance issues.

You decide to run a comparative analysis on another computer that runs Windows Vista.

You need to compare the processes that are launched when each computer is started.

What are two ways to accomplish this goal? (Each correct answer presents a complete solution. Choose two.)

A - Run the Type `c:\windows\system.ini` command.

B - Run `msconfig.exe` utility. Select the Startup tab in the System Configuration dialog window.

C - Select the Applications tab in Windows Task Manager.

D - In Windows Defender, select the Startup Programs category in the Software Explorer window.

Answer: B, D

Question: 46

You are a consumer support technician. Three users share a computer that runs Windows Vista.

Each user has a separate media collection that consists of .WMA, .WMV, and .JPG files. Each

user's media collection is stored in a personal folder in the following directory: `Users\<username>`

You need to ensure that only the media collection for each user is backed up. You also need to compress the files.

What should you do?

A - Use the Back up files option in the Backup and Restore Center. Select only Pictures, Music, and Movies as options.

B - Use the Back up computer option in the Backup and Restore Center.

C - Add an additional hard drive to the computer. Configure RAID-0 on the computer.

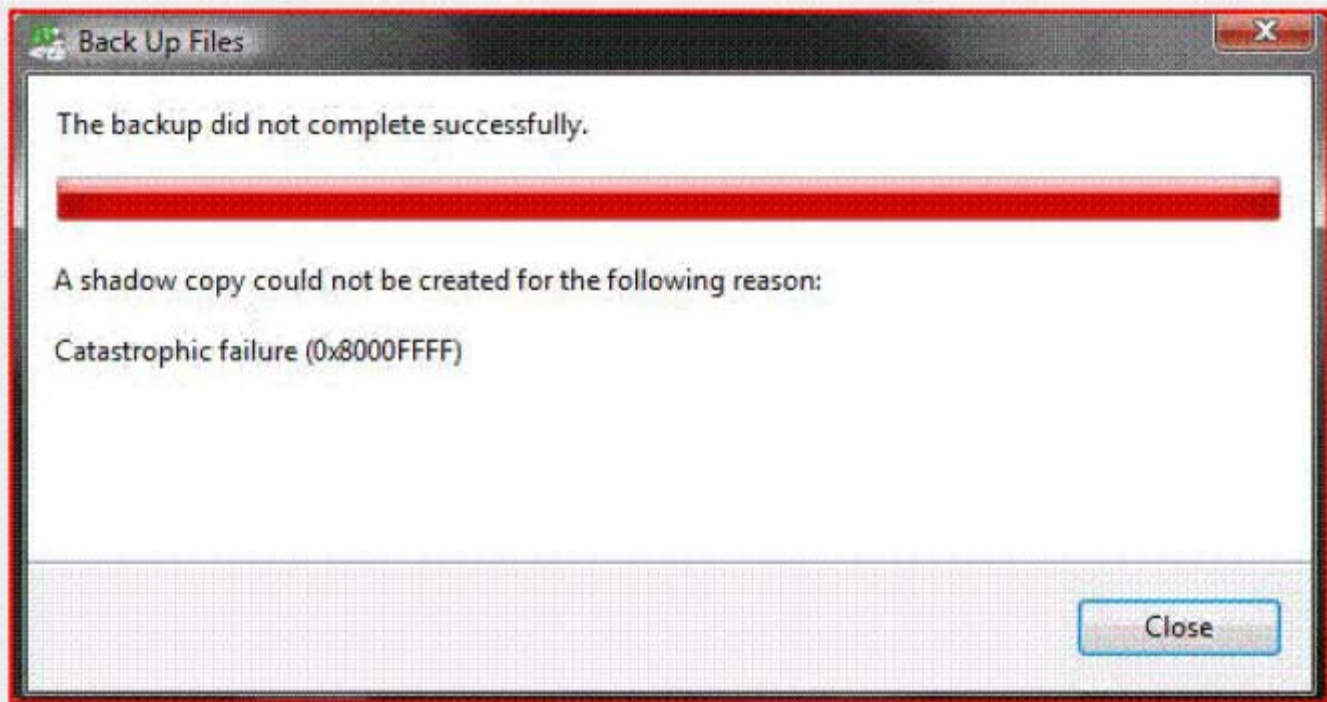
D - Create a system restore point each time a new media file is added to a user's collection.

Answer: A

Question: 47

You are a consumer support technician. A user attempts to back up all personal files on a computer by using the Backup and Restore Center.

The user receives an error message as shown in the following exhibit.



You need to ensure that the user can back up the personal files.
What should you do?

- A - Create a system restore point.
- B - Manually start the Volume Shadow Copy service.
- C - Close all open files before you start the backup.
- D - Assign the users account to the local administrators group.

Answer: B

Question: 48

You are a consumer support technician.
A customer downloads a gadget named app.gadget. The user reports that he is unable to add the new gadget to Windows Sidebar.
You need to ensure that app.gadget appears in the list of available Windows Sidebar gadgets.
What should you do?

- A - Open the app.gadget file.
- B - Add the user account to the Power Users group.
- C - Ensure the user account has Full Control to the %programfiles%\Windows Sidebar\gadgets folder.
- D - Copy the gadget to the %username%\AppData\Local\Microsoft\Windows Sidebar\Gadgets folder.

Answer: A

Question: 49

You are a consumer support technician. A user's computer has Windows Vista preinstalled with the FAT32 file system.
The user types the following command to convert the file system:
Convert C: /FS:NTFS.
The user receives a prompt to restart the computer and a message is displayed indicating that

the file will be converted after the restart. Prior to the next restart, the user discovers that one or the frequently used programs on the computer is incompatible with NTFS.
You need to ensure that the user is able to cancel the NTFS conversion process.
What should you recommend?

- A - At a command prompt, run DiskPart convert.
- B - At a command prompt, type Convert C: /FS:FAT32. Restart the computer and then restore all the data from the backup.
- C - Run the Regedit command. Open the HKEY_LOCAL_MACHINE\SYSTEM\Select key. Modify the Current key to the value of 1.
- D - Run the Regedit command. Open the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager key. Delete the autocheck autoconv\??\c: /FS:NTFS entry from the BootExecute entry.

Answer: D

Question: 50

You are a consumer support technician. One of your customers installs Windows Vista on a computer that meets the minimum hardware requirements to run Aero.
The customer is unable to start Aero.
You need to identify why Aero is not starting.
What could be causing this?

- A - The graphics driver is not compatible with WDDM.
- B - There are an excessive number of startup programs.
- C - The Windows Color System service (WcsPlugInService) is set to manual.
- D - The Desktop Window Manager Session Manager service (UxSms) is set to automatic.

Answer: A

Question: 51

You are a consumer support technician.
A customer has a home office network with several users. All computers run Windows Vista.
User1 wants to share the built-in Public folder with User2. User1 does not want other users on the network to access the Public folder.
You need to ensure that only User1 and User2 can access the Public folder.
What should you do?

- A - Enable file sharing and disable Public folder sharing.
- B - Enable Public folder sharing and Network Discovery.
- C - Enable Public folder sharing and password-protected sharing.
- D - In the Windows Firewall Advanced settings, ensure that Local Area Connection is not selected.

Answer: C

Question: 52

You are a consumer support technician. A user has an application that tracks financial information from the Internet.
The application stores data in a folder named Finance located on the C: drive. The C: drive has 20 GB of free space.
The application writes data to a single file until the file reaches a size of 100 MB.
The application then begins to write to a new file. A new file is created every two days.
After the application is installed, the user reports that there is a delay when opening files.
You need to reduce delays when opening files.

What should you do?

- A - Set the application priority' of the financial tracking application to Normal.
- B - Delete the Temporary Internet files from the computer.
- C - Defragment all volumes on the computer.
- D - Compress the Finance folder.

Answer: C

Question: 53

You are a consumer support technician.

A customer has upgraded a computer to Windows Vista. The computer does not contain a floppy disk drive.

The customer is concerned that they may forget their logon credentials.

You need to recommend a solution that enables the customer to reset their password if it is forgotten.

What should you recommend?

- A - Create a password reset disk.
- B - Copy %Username%\Ntuser.dat to a USB flash device.
- C - Copy %Username%\Ntuser.ini to a USB flash device.
- D - Set the maximum password age to zero days.

Answer: A

Question: 54

You are a consumer support technician. User1 wants to install Windows Vista on a computer.

User1 wants to configure the user accounts so that User2 is unable to access the account, files, or folders of User1.

You need to ensure that User1 is able to restrict the access.

What should you do?

- A - Create a password-protected account for User1. Create a standard user account for User2.
- B - Create a standard user account for User1 and User2. Use EFS (Encrypting File System) to encrypt the files of User1.
- C - Create a password-protected account for User1. Create an administrator account for User2. Use EFS (Encrypting File System) to encrypt the files of User1.
- D - Create a password-protected account for User1. Create an administrator account for User2. Use services.msc to ensure that the User Profile service is set to disabled.

Answer: A

Question: 55

You are a consumer desktop support technician.

A customer has purchased a Windows Vista laptop. The customer has a wireless network in a home office. The wireless network is configured not to broadcast the SSID.

The customer needs to enter the details of the wireless network every time the computer is started.

You need to ensure that the customer does not have to enter the wireless network details every time the computer is started. The computer must connect automatically whenever the wireless network is in range.

Which three configurations should you perform? (Each correct answer presents part of the solution. Choose three.)

- A - Enable Network Discovery.

- B - Create an ad hoc wireless network.
- C - Configure a manual connection to the wireless network.
- D - Configure the connection to connect automatically when the network is in range.
- E - Configure the connection to connect even if the network is not broadcasting.

Answer: C, D, E

Question: 56

You are a consumer support technician.

A standard user has a computer that runs Windows Vista. The computer is configured to obtain an IP address automatically.

The users report network connectivity errors.

You need instruct the user to re-initialize their network connection.

What should you instruct them to do?

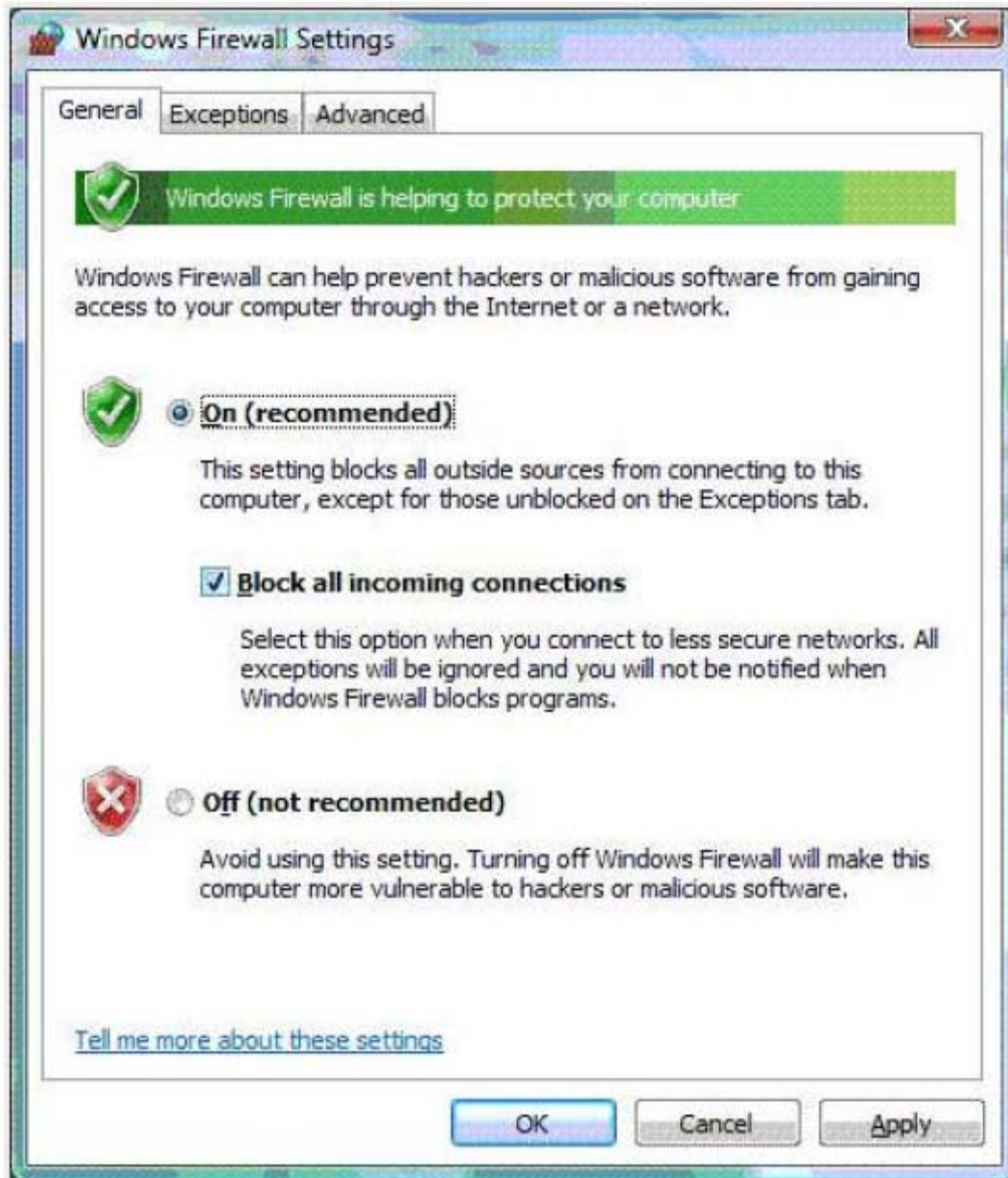
- A - Disable the network adapter, and then enable the network adapter.
- B - Right-click the network connection and select Diagnose.
- C - Log off of the computer, wait three minutes, and then log back on.
- D - On the Properties of the network connection, clear the TCP/IPv4 protocol option, and then click Apply. Select the TCP/IPv4 protocol option, and then click Apply.

Answer: B

Question: 57

You are a consumer support technician.

A home network has five computers that run Windows Vista. One of the computers, named Computer1, has Windows Firewall configured as shown in the following exhibit.



Users on the other four computers are unable to access shared content on Computer1. You need to ensure that users can access shared content on Computer1. You also need to prevent the Computer1 from being exposed to any additional vulnerability. What should you do?

- A - Restart the Server service.
- B - Turn off the Windows Firewall service.
- C - Deselect the Block all incoming connections check box.
- D - In the Network and Sharing Center window, click the Public Folder Sharing option.

Answer: C

Question: 58

You are a consumer support technician for your company.

A user creates a shared folder named Data on a computer that runs Windows Vista. The user

wants other users on the network to be able to save files in this folder.
You need to assign the share permissions to other users to view and save files in this shared folder.
What should you do?

- A - Configure the Everyone group with the Co-owner level share permission.
- B - Configure the Everyone group with the Contributor level share permission.
- C - Configure the Everyone group with the Reader level share permission.
- D - Turn on Public Folder Sharing in the Network and Sharing Center.

Answer: B

Question: 59

You are a consumer support technician. A user purchases a new Windows Vista computer for use in a home office. The computer will be used by multiple users and the customer is concerned about security.

The users and their job functions are listed in the following table:

Username Function

User1 Install applications.

User2 Modify display settings, run installed applications

User3 Connect and configure Bluetooth devices, run installed applications.

User4 Burn DVD5, copy files to a Web server.

User5 Add and remove user accounts.

You need to recommend which user accounts must be administrative accounts, based on the job functions of the users.

Which user accounts should you recommend as administrative accounts?

- A - User1.
- B - User1 and User5.
- C - User2, User3 and User5.
- D - User3 and User5.

Answer: B

Question: 60

You are a consumer support technician. A user opens a Web page by using Microsoft Internet Explorer 7. The Web page has a revoked certificate, but the computer fails to display any warning messages. Earlier, the computer displayed warning messages every time the user opened a Web page that had a revoked certificate.

The user configures the Internet Explorer 7 advanced settings to enable verification of the server certificate revocation. The user then refreshes the opened Web page.

The user is still able to view the Web page without any warning messages. The user opens the Web page on a new tab but still does not receive any warning messages.

You need to configure the computer to ensure that server certificates are verified for revocation. What should you do?

- A - Restart the Certificate Propagation service.
- B - Clear the Domain Name System (DNS) resolver cache.
- C - Enable the SSL 3.0 advanced option in Internet Explorer 7.
- D - Close all the Internet Explorer 7 windows that the user opened.

Answer: D

Question: 61

You are a consumer support technician.

A user opens Windows Internet Explorer 7 on a computer and a pop-up window displays the following warning message: "Internet Explorer has found a problem with this websites security certificate."

The user contacts the site administrator, who replaces the site certificate. The user accepts the new certificate.

The computer continues to display the warning message.

You need to prevent the warning message from being displayed.

What should you do?

A - Download and store the certificate in the users home directory.

B - Reset the Internet Explorer 7 settings to default. Close and restart Internet Explorer 7.

C - Use Internet Explorer 7 to add the Web site that displays the warning message to the Trusted sites zone. Clear the Require server verification (https:) check box for all sites in the zone.

D - Click the Content tab in the Internet Options dialog box. Click the Certificates button, and then click the Other People tab. Select the certificate that matches the Web site domain name from the list, and then click the Remove button.

Answer: D

Question: 62

You are a consumer support technician.

A parent has configured the Parental Controls service to prevent children from accessing specific games. The parent suspects that the children are accessing these games.

You need to verify whether the children are circumventing the Parental Controls service.

Which two actions should you perform? (Each correct answer presents part of the solution.

Choose two.)

A - Log on by using the user account of the parent.

B - Log on by using the user account of the children.

C - Use the Security log in the Event Viewer console.

D - Use the Application log in the Event Viewer console.

E - Analyze the Parental Controls activity reports.

Answer: A, E

Question: 63

You are a consumer support technician. A family of four users shares a computer.

The computer is configured so that the user accounts of the children have restricted access. The

parents suspect that the children are able to access restricted content.

You need to identify the inappropriate activities on the computer.

What should you do?

A - Analyze the Parental Controls activity reports.

B - Analyze the Windows Firewall logs.

C - Analyze the Event Viewer Application log.

D - Analyze the Problem Reports and Solutions reports.

Answer: A

Question: 64

You are a consumer support technician. A user sets up a Web site for a small business.

When the user opens the Web site, a Security Report window displays a warning that the Web site is a phishing Web site.

You need to recommend a solution that allows the Web site to be reevaluated as a non-phishing Web site.

What should you do?

- A - Disable the real-time monitoring feature of the Windows Defender application.
- B - Add the site to the Trusted sites list under the Security tab of the Windows Internet Explorer 7 tools menu.
- C - Instruct the site administrator to install a certificate on the server. Instruct the user to install the certificate on the computer.
- D - Select the Report This Website option and the I don't think this is a phishing Website option in Windows Internet Explorer 7.

Answer: D

Question: 65

You are a consumer support technician.

You install Windows Vista and Microsoft Office 2007 on a customer's computer.

You need to ensure that security updates are automatically applied for Windows Vista and Office 2007.

What should you do?

- A - Enable Windows Update.
- B - Install Microsoft Update.
- C - Enable Windows Defender.
- D - Subscribe to a third-party driver update service.

Answer: B

Question: 66

You are a consumer support technician.

A user transfers a series of high-definition video (HDV) clips from a camcorder to a computer.

The user adds audio, transitions, and credits to the video by using Windows Movie Maker.

You need to maintain the highest possible video quality when the video is published.

What should you do?

- A - Export the video by using the Publish to: This computer option. Click the Windows Media HD 1080p option.
- B - Export the video by using the Publish to: Digital video camera option.
- C - Export the video by using the Publish to: Recordable CD option.
- D - Export the video by using the Publish to: E-mail option.

Answer: A

Question: 67

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.

Answer: A, C

Question: 68

You are a consumer support technician. A customer uses a computer that has a 22-GB library of audio and video files. The customer connects a Windows Media Player mobile device with 30 GB of storage space to the computer.

You need to ensure the customer can automatically update the Windows Media Player device with the media library on the computer whenever the Windows Media Player device is connected to the computer.

What should you recommend?

- A - Create a playlist that includes all audio and video files in the Windows Media Player application. Synchronize the playlist with the library on the computer.
- B - Configure the computer to automatically synchronize the library with the Windows Media Player device.
- C - Use Windows Explorer to copy the music and video directories to the Windows Media player device.
- D - Configure the Media Sharing feature in the Windows Media Player application.

Answer: B

Question: 69

You are a consumer support technician.

A customer has purchased a computer with Windows Vista installed.

The customer reports that she is unable to synchronize e-mail and contacts between her computer and her Windows Mobile 2003 device.

You need to ensure that the customers computer and mobile device can synchronize.

What should you do?

- A - Modify the Sync Center settings.
- B - Purchase a Windows Mobile 5 device.
- C - Install and configure the latest version of ActiveSync.
- D - Install and configure the latest version of Windows Mobile Device Center.

Answer: D

Question: 70

You are a consumer support technician.

A customer uses a print device in her home office. The print device is shared on a Microsoft Windows XP computer.

The customer wants to use the shared printer from a Windows Vista computer.

You identify that the Windows XP print drivers are not compatible with Windows Vista print drivers. You download the Windows Vista drivers from the manufacturers web site.

You need to recommend a solution that allows the customer to print to the shared printer by using a Windows Vista computer.

What should you recommend?

- A - On the Windows Vista computer, install the manufacturer drivers and then connect to the shared printer.
- B - On the Windows Vista computer, copy the manufacturer drivers to the Admin\$ shared folder and then connect to the shared printer.

C - On the Windows XP computer, copy the manufacturer drivers to the Print\$ shared folder. On the Windows Vista computer, connect to the shared printer.
D - On the Windows XP computer, copy the manufacturer drivers to the Admin\$ shared folder. On the Windows Vista computer, connect to the shared printer.

Answer: A

Question: 71

You are a consumer support technician. A user uses Windows Live Messenger to communicate with a friend. The user also wants to have a video conference with the friend.

You need to configure the computer to enable the user to have a video conference with the friend.

What should you do?

A - Connect a webcam and phone line to the computer. Create a port to communicate over the Internet.

B - Connect a webcam and a headset to the computer. Instruct the user to use Windows Live Messenger to establish a video call.

C - Connect a webcam and a headset to the computer. Instruct the user to use Windows Live Messenger to establish a Remote Assistance connection.

D - Connect a webcam to the computer. Instruct the user to use Windows Meeting Space to start a new meeting, and invite the friend to join the meeting.

Answer: B

Question: 72

You are a consumer support technician.

A customer is unable to use a USB print device connected to a Windows Vista computer.

You open the Device Manager snap-in and view the configurations as shown in the exhibit.



You need to ensure that the customer can print to the USB print device.
What should you do?

- A - Update the driver.
- B - Scan for hardware changes.
- C - Turn the LPD Print Service feature on.
- D - Disconnect and reconnect the USB print device.

Answer: A

Question: 73

You are a consumer support technician. You must install Windows Vista on a customer's computer.
During installation, the Windows Vista installation wizard fails to detect any hard disks on the computer.
You need to ensure that Windows Vista detects the hard disks on the computer during installation.
What should you do?

- A - Reorder the boot sequence in the BIOS to start from the internal hard disk drive.
- B - Restart the computer using the Windows Vista DVD and select the Repair your computer option.
- C - During the installation process, select the Load driver option.
- D - During the installation process, select the Drive options (advanced) option.

Answer: C

Question: 74

You are a consumer support technician. You install a new video adapter on a computer that runs Windows Vista. The video adapter supports the Windows Aero interface.

You notice that the bitmap images displayed in different applications appear blurred on the screen.

You need to resolve the blurred images in these applications.

What should you do?

- A - Decrease the hardware acceleration level.
- B - Set the Colors drop-down list box to Medium (16 bit).
- C - Set the Screen resolution drop-down list box to 800 x 600.
- D - Set the Appearance setting to Windows Vista Basic.

Answer: A

Question: 75

You are a consumer support technician. A user has three computers that run Windows Vista. All three computers are connected to a home network.

One of the computers is unable to access shared resources on the network. The computer is also unable to share its own resources with other computers on the network. The computer is able to access the Internet.

The wireless network adapter for the computer is configured as shown in the following exhibit.

You need ensure that the computer is able to access shared resources on other computers on the network, and share its own resources.

You ensure that Windows Firewall is configured appropriately.

Which two tasks should you perform next? (Each correct answer presents part of the solution. Choose two.)

- A - Select the Client for Microsoft Networks check box.
- B - Select the QoS Packet Scheduler check box.
- C - Select the File and Printer Sharing for Microsoft Networks check box.
- D - Select the Link-Layer Topology Discovery Mapper I/O Driver check box.
- E - Select the Link-Layer Topology Discovery Responder check box.

Answer: A, C

Question: 76

You are a consumer support technician.

A customer has a Windows Vista computer that contains the following components:

1GB of memory.

80-GB hard disk.

DVD-ROM.

Windows Vista Display Driver Model (WDDM) -capable display adapter with 256-MB display memory.

Basic input/output devices, such as a mouse, keyboard, soundcard, and LCD monitor.

You need to recommend additional hardware that enables the customer to watch live broadcast television on the computer.

What should you recommend?

- A - TV tuner card.
- B - Additional 80-GB hard disk.
- C - Additional 1-GB system memory.
- D - A monitor that supports a resolution of 1920 by 1080 pixels.

Answer: A

Question: 77

You are a consumer support technician. A customer cannot start meetings in Windows Meeting Space. You recently installed Windows Vista Home Basic on the customers computer. You need to ensure that the customer is able to start Windows Meeting Space. What should you do?

- A - Configure the necessary exceptions on Windows Firewall.
- B - Configure the startup type for the CDM+ System Application service to Automatic.
- C - Configure the startup type for the Interactive Services Detection service to Automatic.
- D - Upgrade from Windows Vista Home Basic to Windows Vista Home Premium.

Answer: D

Question: 78

You are a consumer support technician. A user reports that their Windows Vista computer has been infected with malicious software. The user attempts to stop the malicious software process by using Task Manager, but the malicious software process restarts immediately. You need to remove the malicious software without losing any of the currently installed applications. What should you do?

- A - Enable Microsoft Internet Explorer 7 Phishing Filter.
- B - Restart the computer in Safe Mode, and then run Windows Defender.
- C - Enable Windows Firewall with no exceptions.
- D - Re-install Windows Vista.

Answer: B

Question: 79

You are a consumer support technician. A user has a computer that runs Windows Vista Business Edition. You perform a Full backup of all data every Friday night. On Monday, the user upgrades an application by using an .msi installer file. After the upgrade, the application stops working several times on Tuesday and Wednesday. On Thursday, the application fails to respond. You need to restore the application to its state prior to the upgrade. You also need to prevent any loss of application data. What should you do?

- A - Perform a Complete Restore by using the Full backup from the previous Friday night.
- B - Perform a System Restore by using the System Restore point that was created prior to the application upgrade.
- C - Perform a System Restore by using the System Restore point from the original operating system installation.
- D - Perform a Selective Restore of the Program Files directory that contains the application files by using the Full backup from the previous Friday night.

Answer: B

Question: 80

You are a consumer support technician. A user has a desktop computer and a portable computer. Both computers run Windows Vista. The user rips 40 CDs to digital format on the desktop computer. The Microsoft Windows Media Player application on the desktop computer is configured as shown in the Desktop computer configuration exhibit.



The user transfers 30 music files from the desktop computer to the portable computer. When the user attempts to play the music files, an error message is received. The Windows Media Player application on the portable computer is configured as shown in the Portable computer configuration exhibit.



You need to ensure that the user can listen to the music files on both the desktop computer and the portable computer.
What should you do?

- A - On the portable computer, set the bit rate value of the Windows Media Player application rip settings to 192 Kbps.
- B - On the portable computer, enable the Copy protect music option in the rip settings of the Windows Media player application.
- C - Delete the existing music files, disable digital rights management, and then rip all the CDs again. Then, copy the files to the portable computer.
- D - Change the target folder for the rip process to the Users\Public folder. Then, copy the music

files to the folder of the same name on the portable computer.

Answer: C

Question: 81

You are a consumer support technician. A user reports that the users computer takes more than five minutes to load the desktop after logon.

You suspect that a rogue application is configured to start automatically at startup.

You need to prevent unknown applications from loading at startup.

What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

A - Assign the Allow-Read permission to the Users group on the HKEY_LDCAL_MACHINE\SOFTWARE registry key.

B - Assign the Deny-Write permission to the Users group on the HKEY_LDCAL_MACHINE\SOFTWARE registry key.

C - Run the msconfig.exe utility.

D - Use the Microsoft Windows Defender Software Explorer tool.

Answer: C, D

Question: 82

You are a consumer support technician.

A customer reports that she cannot send e-mail to her mail server from a Windows Vista computer.

You identify that the customer connects to the mail server by using SMTP.

You need to identify if the ports used by the SMTP server are open.

What should you do first?

A - Turn on the Telnet Client feature.

B - Turn on the Telnet Server feature.

C - Turn on the TFTP Client feature.

D - Start the Application Layer Gateway Service service.

Answer: A

Question: 83

You are a consumer support technician for your company. A customer plays audio content for a social event by using Microsoft Windows Media Center. The customer wants the guests to be able to see the current media selections and browse through the additional content.

You need to ensure that guests are prevented from interrupting the audio playback by accidentally closing Windows Media Center.

What should you do?

A - Lock the desktop of the computer.

B - Install and configure a Windows Media Center extender.

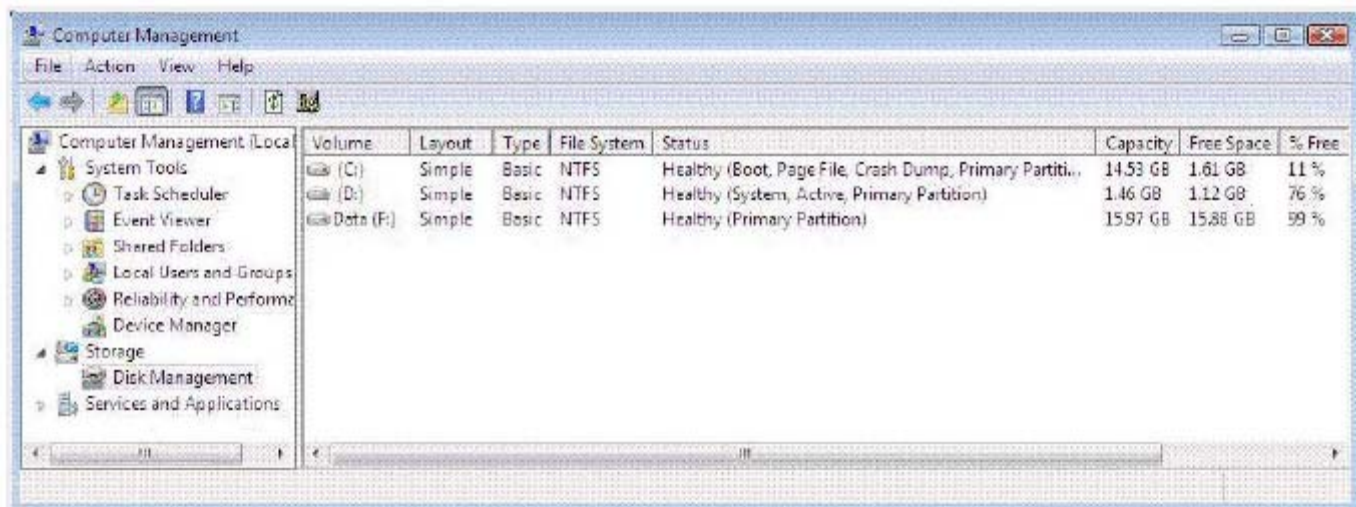
C - Configure Windows Media Center in the Media only mode.

D - Configure Windows Media Center to play all content in random order.

Answer: C

Question: 84

You are a consumer support technician. A users computer is configured as shown in the following Exhibit.



The customer wants to install a new custom application that has not been tested on Windows Vista.

You need to recommend a solution to allow the computer to be recovered in the event that the application modifies system files or settings.

What should you do?

- A - Convert the hard disk that contains the C: drive to a dynamic disk.
- B - Mount the F: drive to an empty folder on the C: drive.
- C - Create a system restore point on the C: drive before you install a new application.
- D - Enable shadow copies on the D: drive and create a shadow copy before you install a new application.

Answer: C

Question: 85

You are a consumer support technician. A user downloads and installs an application from the Internet on a computer that runs Windows Vista.

After the user reboots the computer, a blue screen Stop error is displayed and the user is not able to start Windows Vista.

You need to ensure that the user is able to start Windows Vista.

What should you do?

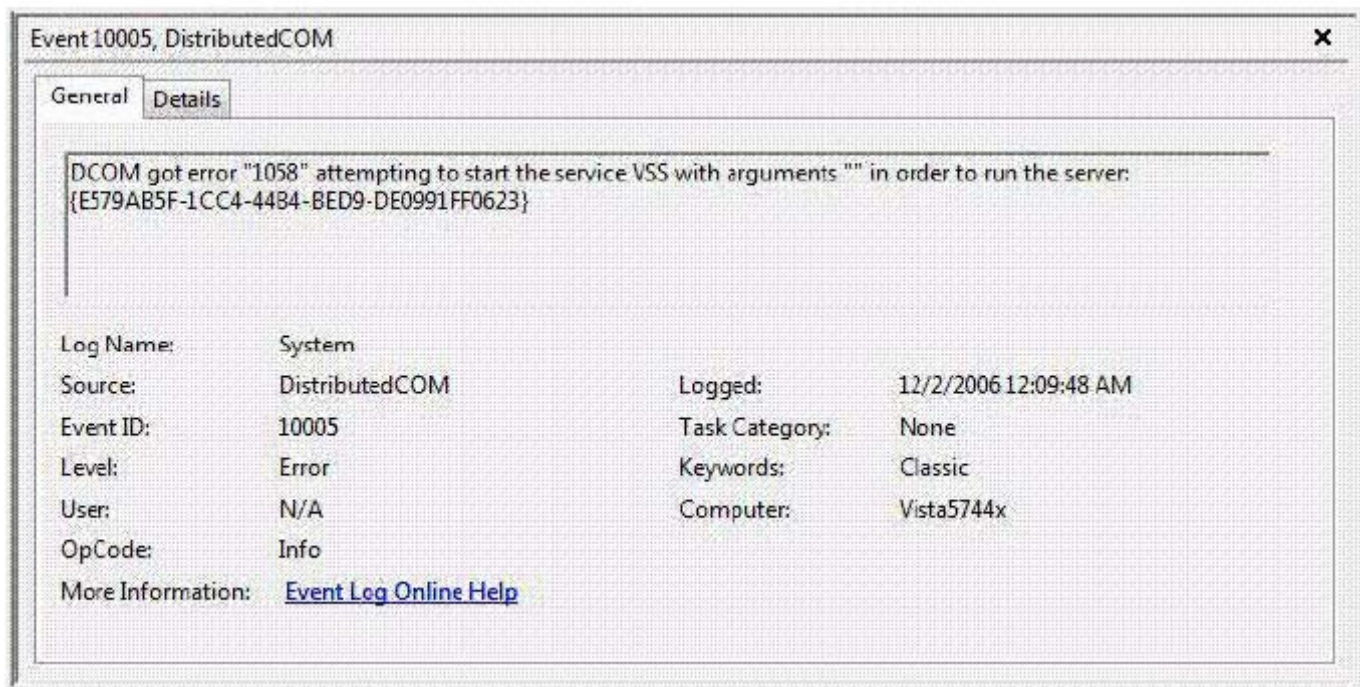
- A - Boot to the Windows Vista DVD and perform a Startup Repair.
- B - Boot into the Windows Recovery Console and type Fixmbr. Reboot Windows Vista.
- C - Boot into the Windows Recovery Console and type Fixboot. Reboot Windows Vista.
- D - Edit the Boot.ini file and add the Advanced RISC Computing (ARC) path that points to the Windows Vista location.

Answer: A

Question: 86

You are a consumer support technician. A user wants to install a new computer game on a computer.

When the user attempts to create a system restore point before installing the game, an error message is displayed in the event log as shown in the exhibit.



You need to ensure that the user is able to create the system restore point.
What should you do?

- A - Start the Volume Shadow Copy service.
- B - Close all open files and applications before creating the restore point.
- C - Log on as a user who has administrative credentials to create the restore point.
- D - Set the DCOM Server Process Launcher service to start automatically.

Answer: A

Question: 87

You are a consumer support technician. A user installs ten applications from the Internet. The user notices that the hard disk drive of the user's computer does not function properly, and it takes a long time to access the Internet.

An antivirus and spyware scan fails to detect the presence of malicious software.

You need to detect malicious software that is hidden from the antivirus and spyware scanning tools.

What should you do?

- A - Run the antivirus and spyware scans with the application priority set to the Real-time option.
- B - Download and run the RootkitRevealer utility from the Microsoft Web site.
- C - Run the antivirus and spyware scans with the application priority set to the High option.
- D - Download and run the MASA (Microsoft Baseline Security Analyzer) tool from the Microsoft Web site.

Answer: B

Question: 88

You are a consumer support technician.

A user accidentally changes hardware and service startup settings in the registry on a computer that runs Windows Vista. The user is unable to successfully restart the computer.

You need to ensure that the user can restart the computer and run all applications.

What should you do?

- A - Start the computer by using the Enable Low-Resolution Video (640x480) option.
- B - Start the computer by using the Debugging Mode option.
- C - Boot into the Windows Recovery Console and type Fixboot. Reboot Windows Vista
- D - Start the computer by using the Last Known Good Configuration (advanced) option.

Answer: D

Question: 89

You are a consumer support technician. A user reports that the users computer is performing poorly, and that restarting the computer has not solved the problem. The user also reports seeing an error message regarding a file in the \WINDDWS\SYSTEM32 folder, but the user cleared the message before reading the details of the error message. You suspect that malicious software has infected one of the system files. You need to repair the infected file. What should you do?

- A - Run the SFC.EXE utility by using the /SCANNOW switch.
- B - Run the SFC.EXE utility by using the /VERIFYFILE switch.
- C - Run the BOOTCFG.EXE utility by using the /REBUILD switch.
- D - Start the computer by using the Windows Vista installation DVD and enter the Recovery Console.

Answer: A

Question: 90

You are a consumer support technician. Five users share a computer that runs Windows Vista. The tasks or each user are as shown in the following table:

User name	Tasks
Paul	Configure remote desktop access, and enable or disable visual effects.
Mary	Edit the Internet Explorer security levels, and install desktop gadgets.
Susan	Check for available Windows Updates, and enable or disable Narrator.
Mark	Configure the bit rate for ripping music CDs to the hard drive, synchronize protected content with a media player, and subscribe to online media services.
Catherine	Enable media sharing, subscribe to online media services, and modify the DVD rating restriction.

You need to assign the correct user account types to each user based on the assigned tasks. The solution must minimize the rights assigned to each user. What should you do?

- A - Assign an Administrative user account to Paul, Susan, and Catherine. Assign a Standard user account to Mary and Mark.
- B - Assign an Administrative user account to Paul, and Catherine. Assign a Standard user account to Mary, Susan, and Mark.
- C - Assign Administrative user account to Paul, Mary, and Catherine. Assign a Standard user

account to Susan and Mark.

D - Assign an Administrative user account to Mary, Susan and Mark. Assign a Standard user account to Paul and Catherine.

Answer: B

Question: 91

You are a consumer support technician.

A customer has a Windows Vista computer that is shared between family members. One family member has closed Windows Sidebar.

You need to ensure that each family member can decide on the state of Sidebar without affecting the other family members.

What should you do?

A - Turn on file sharing.

B - Configure Parental Controls.

C - Create a standard user account for each user.

D - Assign the local Users group read permission to the %programfiles%\Windows Sidebar\gadgets folder.

Answer: C

Question: 92

You are a consumer support technician. A user has a computer with a single 250-GB hard disk drive. The user uses Windows Movie Maker to create slideshows and home movies.

The user reports that the import of new video files and the export of the finished projects take up to 12 hours for just one hour of video clip.

You need to reduce the amount of time needed to process video files.

What should you do?

A - Install a hardware RAID controller. Connect the existing hard drive to the RAID controller.

B - Install a hardware RAID controller and two new hard disks. Configure the hard disks in a RAID 0 volume.

C - Install two new hard disks and configure a spanned volume using the two new hard disks.

D - Install a network-attached storage device that has a 500-GB capacity.

Answer: B

Question: 93

You are a consumer support technician. A user has a computer with 512 MB of RAM installed.

The user installs a graphics-intensive gaming program. The game does not perform correctly.

You need to configure the computer to support optimal game performance.

What should you do?

A - Connect a 120-GB USB 2.0 portable drive to the computer.

B - Connect a USB 2.0 high-speed hub to the computer. Insert four 1-GB USB 2.0 high-speed flash drives into the hub.

C - Insert a 2-GB USB 2.0 high-speed flash drive. Configure the Ready Boost service to use this device, and then reserve 1.5 GB of space for system speed.

D - In the Performance Information and Tools applet, run the Windows System Assessment Tool (WinSAT).

Answer: C

Question: 94

You are a consumer support technician.

A user wants to share only music, video, and image files with other computers that run Windows Vista on a private home network.

You need to configure the user's computer to ensure that the user is able to share only music, video and image files on the home network.

What should you do?

A - Use Network and Sharing Center to enable media sharing.

B - Create an exception on Windows Firewall for Windows Media Player.

C - Use Network and Sharing Center to enable both Public folder sharing and passwordprotected sharing.

D - Create an exception on Windows Firewall for Windows Media Player Network Sharing Service.

Answer: A

Question: 95

You are consumer support technician.

A customer want to purchase a version of Windows Vista that supports Windows Aero and Bitlocker

You ensure that the customers computer meets the hardware requirements for both features.

You need to recommend a Windows Vista version that supports Aero and BitLocker. Your recommendation must be the most economical choice.

Which version of Windows Vista should you recommend?

A - Windows Vista Starter

B - Windows Vista Ultimate

C - Windows Vista Home Basic

D - Windows Vista Home Premium

Answer: B

Question: 96

You are a consumer support technician.

A user wants to install Windows Vista on a new portable computer that is secured by using the Bit Locker technology. The user also wants to implement native, multi-factor authentication on the computer.

You need to install Windows Vista and configure the indicated security.

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

A - Configure BitLocker to use a USB Flash Drive to store the Startup key.

B - Configure BitLocker to use a USB Flash Drive to store the Recovery password.

C - Create two partitions and enable the first partition with BitLocker. Then, install Windows Vista on the second partition.

D - Create two partitions and install Windows Vista on the second partition. Then, enable BitLocker on the second partition.

Answer: A, D

Question: 97

You are a consumer support technician.

A user downloads and installs the latest drivers for the audio devices from the manufacturer's Web site. Before the installation, all devices on the computer worked properly.

After installing the new drivers, the computer fails to produce any sound.

You need to ensure that the sound card functions properly.
What should you do?

- A - Uninstall the sound card driver and scan it for hardware changes.
- B - Click the Roll Back Driver button on the Driver tab of the Sound card dialog box.
- C - Click the Update Driver button on the Driver tab of the System speaker dialog box.
- D - Click the Roll Back Driver button on the Driver tab of the System speaker dialog box.

Answer: B

Question: 98

You are a consumer support technician. A customer wants to upgrade an existing Microsoft Windows XP Service Pack 2 computer to Windows Vista. You need to ensure that the computers hardware and software are compatible with Windows Vista.
What should you do?

- A - From the Windows Vista DVD, run setup /U.
- B - Download and install the Windows Vista Upgrade Advisor.
- C - From the Windows XP CD-ROM, run setup /checkupgradeonly.
- D - Boot the Windows XP computer using a Microsoft Windows Preinstallation Environment (WinPE) CD-ROM and run Chkdsk.

Answer: B

Question: 99

You are a consumer support technician. A user has a custom-built gaming computer that runs Microsoft Windows XP Professional. The computer is connected to a network.
The user upgrades the operating system of the computer to Windows Vista. After the upgrade, the computer displays low-quality graphics and is unable to access the network.
You need to improve the quality of the graphics display. You also need to establish network connectivity for the computer.
What should you do?

- A - Scan the computer by using Windows Vista Upgrade Advisor.
- B - Update the Windows Experience Index score in Performance Information and Tools.
- C - Obtain and install the latest drivers from the hardware vendors Web site.
- D - Use the Device Manager to scan for hardware changes.

Answer: C

Question: 100

You are a consumer support technician. Microsoft Windows Defender identifies 12 malicious software applications that are installed on a users computer.
Windows Defender displays an error message when it attempts to remove one of the malicious software applications.
You need to remove this malicious software from the system.
What should you do?

- A - Restart the computer in Safe mode and execute the chkdsk.exe utility.
- B - Use Microsoft Windows Task Manager to raise the priority of the Windows Defender application.
- C - Restart the computer in Safe mode and re-run a scan by using the Windows Defender application.
- D - Create a new read-only folder named Quarantine and move the executable file of the malicious software to the new folder.

Answer: C

Question: 101

You are a consumer support technician.

A user shares a computer with an accountant between 15:00 hours and 16:00 hours every Monday. The accountant uses a different user account to log on. The user might not be present when the accountant accesses the computer.

You need to ensure that the accountant can access only Microsoft Office Excel 2007 and Microsoft Money 2007. You also need to ensure that the accountants access to the computer is restricted to Mondays between 15:00 hours and 16:00 hours.

What should you do?

- A - Configure Parental Controls.
- B - Configure a security audit policy.
- C - Modify the NTFS permissions to the %programfiles% directory.
- D - Enable the Network Access Protection Status UI scheduled task.

Answer: A

Question: 102

You are a consumer support technician. A customer wants to buy Windows Vista.

You need to recommend the Windows Vista edition that supports the following features:

Windows Movie Maker

Windows Meeting Space

Windows Media Center

Which Windows Vista edition should you recommend?

- A - Home Basic
- B - Home Premium
- C - Business
- D - Starter

Answer: B

Question: 103

You are a consumer support technician. You upgrade the operating system on your computer from Microsoft Windows XP Service Pack 2 to Windows Vista Home Premium Edition.

An application that ran successfully prior to the upgrade fails to launch after the upgrade.

You need to launch the application successfully.

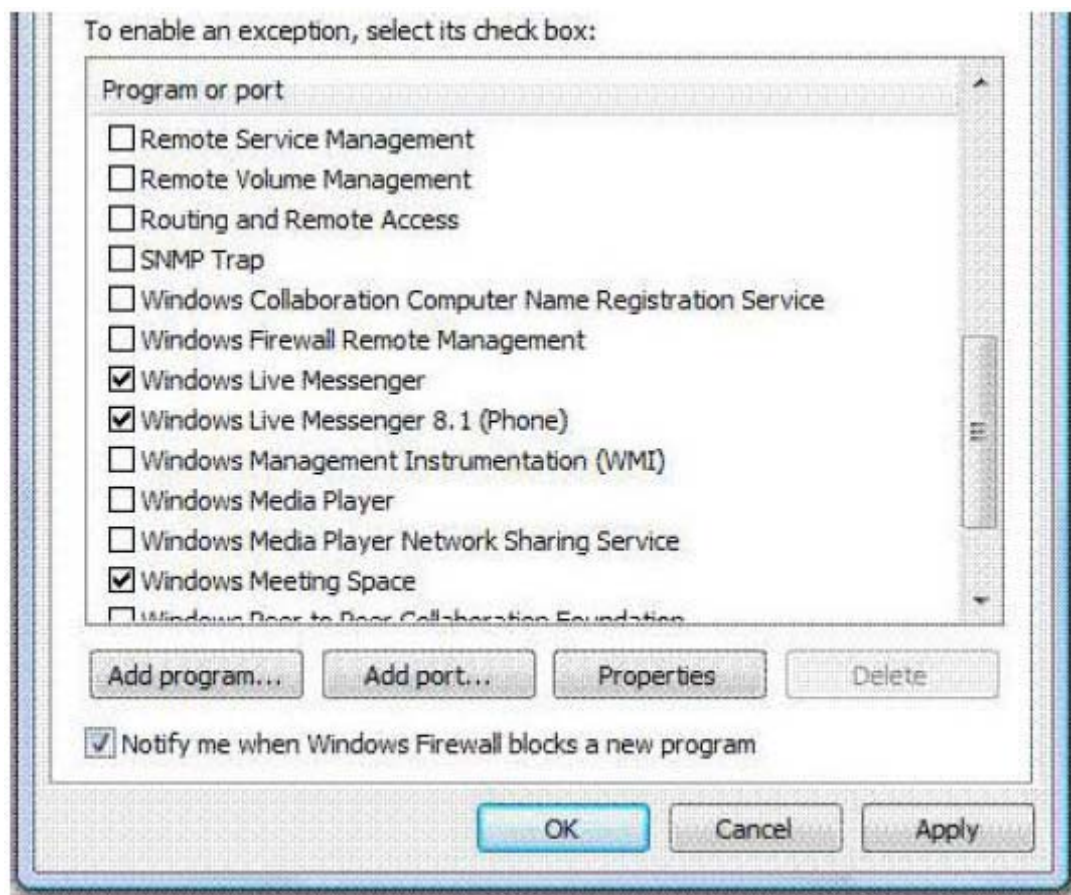
What should you do?

- A - Set the startup type of the Application Layer Gateway service to Automatic. Start the service.
- B - Set the compatibility level of the application to the Windows XP SP2 option.
- C - Launch the application by using the Run as Administrator option.
- D - Launch the application from a command line by using the runas /trustlevel:0x20000 command.

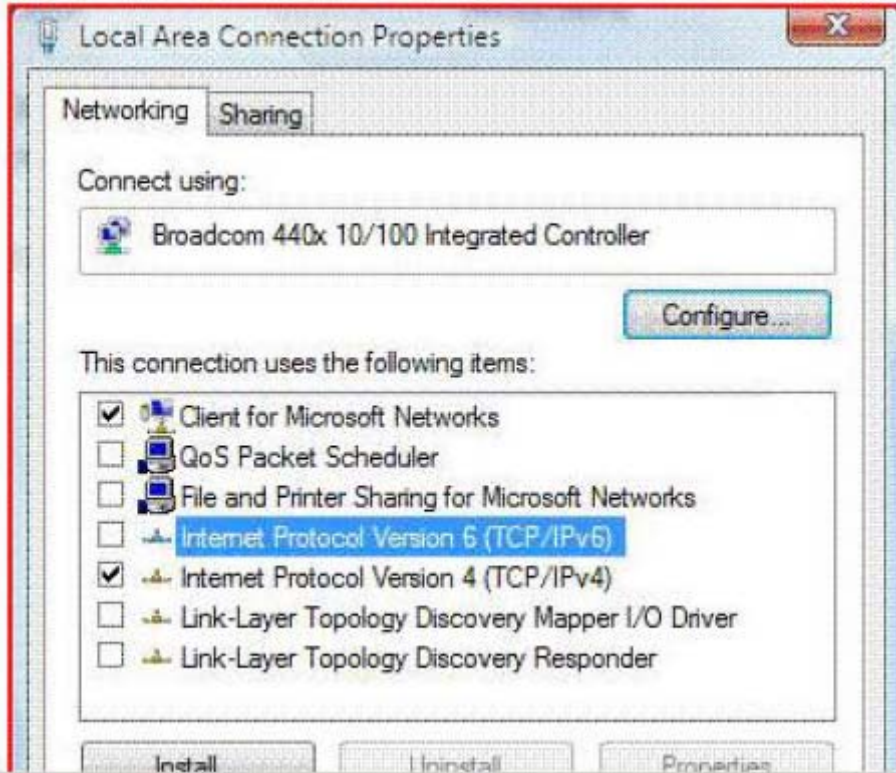
Answer: B

Question: 104

You are a consumer support technician. A user has a computer that runs Windows Vista. The user is unable to use the Microsoft Windows Meeting Space feature. Microsoft Windows Firewall is configured as shown in the Firewall configuration exhibit.



The user is able to use the ping utility to successfully connect to another computer on the network. The local area network connection is configured as shown in the Local Area Network configuration exhibit.



You need to ensure that the Windows Meeting Space feature functions correctly. What should you do?

- A - In the Windows Firewall Settings dialog box, select the Windows Collaboration Computer Name Registration Service check box.
- B - In the Windows Firewall Settings dialog box, select the Remote Service Management check box.
- C - In the Local Area Connection Properties dialog box, select the Internet Protocol Version 6 (TCP/IPv6) check box.
- D - In the Local Area Connection Properties dialog box, select the File and Printer Sharing for Microsoft Networks check box.

Answer: C

Question: 105

You are a consumer support technician.

A user has a Windows Vista computer that connects to a wireless broadband router. The computer stores a library of photos, music, and home movies. The user installs two third-party media extender set-top devices to view the existing content on all the televisions in the house. The media extender set-top devices are connected to the wireless network and use Dynamic Host Configuration Protocol (DHCP) to obtain an IP address. However, they are unable to display any of the remote media files.

You need to configure the computer to stream content to the media extender set-top devices. What should you do?

- A - Connect the media extender set-top devices to the network by using a wired network connection. Assign to the devices a static IP address. Use Microsoft Windows Media Player to enable sharing of media.
- B - Copy the content to an external hard disk. Connect the external hard disk to the media extender set-top devices. Copy the music to the devices.

C - Use Microsoft Windows Media Center to authenticate the media extender set-top devices by using the available setup key.
D - Use Microsoft Windows Media Player to enable sharing of media. Copy the content to an external hard disk.

Answer: C

Question: 106

You are a consumer support technician. You perform a Complete backup every Monday night. On Monday, you create a System Restore point and then install an application by using an .msi installer. On Tuesday, you create another System Restore point and install several additional applications.
The application that is installed on Monday fails on Wednesday. The error message states that a .dll file is corrupt or missing.
You need to repair the damaged application. You also need to ensure that user data and other applications remain unaffected by the repair process.
What should you do?

- A - Reinstall the failed application by using the original .msi installer.
- B - Perform a Complete Restore by using the backup created on Monday night.
- C - Perform a System Restore. Select the Restore point you created before you installed the failed application.
- D - Perform a System Restore. Select the Restore point you created before you installed the applications on Tuesday.

Answer: A

Question: 107

You are a consumer support technician. One of your customers installs Windows Vista on a computer that has 512 MB of RAM and a 128-MB video card.
The customer reports that Aero fails to start automatically. However, the customer can start Aero manually.
You need to identify why Aero fails to start automatically.
What could be causing this?

- A - Aero is automatically enabled only on computers that have more than 512 MB of RAM.
- B - Aero is automatically enabled only on computers that have video cards with more than 128 MB of graphics memory.
- C - The installed graphics driver is not WDDM-compatible.
- D - The Windows Color System service (WcsPlugInService) has been set to manual.

Answer: A

Question: 108

You are a consumer support technician. A customer wants to display a feed from Woodgrove Bank in Windows Sidebar.
This is not a default feed in Windows Vista Sidebar.
You need to configure Sidebar to display the Woodgrove Bank feed.
You add the Feed Headlines gadget to Sidebar.
What should you do next?

- A - Subscribe to the Woodgrove Bank feed by using Internet Explorer.
- B - Add the URL for the Woodgrove Bank feed to the Internet Explorer favorites.
- C - Create a desktop shortcut for the Woodgrove Bank feed. Drag the shortcut to Sidebar.
- D - Visit the Woodgrove Bank Web site and drag the Woodgrove Bank feed link to the Feed

Headlines gadget on Sidebar.

Answer: A

Question: 109

You are a consumer support technician. A user has a computer that runs Windows Vista Business Edition.

The user stores more than 100 MB of data files in the default shared directory. The directory is accessible to other computers on the network.

The user starts the computer and attempts to view a directory by using Microsoft Windows Explorer. The user reports that the computer responds slowly.

You discover that the hard disk drive of the computer is in continuous operation.

You need to improve the response time of the computer.

What should you do?

- A - Change the appearance settings to Windows Aero.
- B - Configure the computer to use the High Performance power plan.
- C - Configure the computer to perform indexing only for the users directory.
- D - Set the visual effects setting to the Adjust for best performance option.

Answer: C

Question: 110

You are a consumer support technician. A user has a portable computer that runs Windows Vista. The user also has a PocketPC mobile device that runs the most recent version of Microsoft Windows Mobile.

The mobile device includes an unlimited-use data subscription plan from a broadband service provider. Internet access can be purchased at an hourly rate from various hotspots at airports.

While waiting at a major metropolitan airport, the user wants to access the Internet on the portable computer.

You need to configure an Internet connection for the portable computer. You also need to avoid unnecessary costs.

What should you do?

- A - Configure the wireless network adapter of the portable computer to use the hotspot at the airport. Purchase a hotspot data plan at the airport kiosk.
- B - Configure the wireless network adapter on the portable computer to access any network from another computer in the area that is using the hotspot at the airport.
- C - Connect the mobile device to the portable computer by using the Infrared (IR) port. Configure the Modem Link program to use the IrCOMM connection, and then click the Activate button.
- D - Connect the mobile device to the portable computer by using an USB data cable. On the portable computer, configure a dial-up connection and then launch a wireless modem program to initialize Dial-Up Networking (DUN).

Answer: D

Question: 111

You are a consumer support technician. A user uses a USB hub to connect a USB 2.0 webcam and a digital camera to a computer.

The computer detects the digital camera but does not detect the webcam.

You need to ensure that the computer can detect the webcam.

What should you do first?

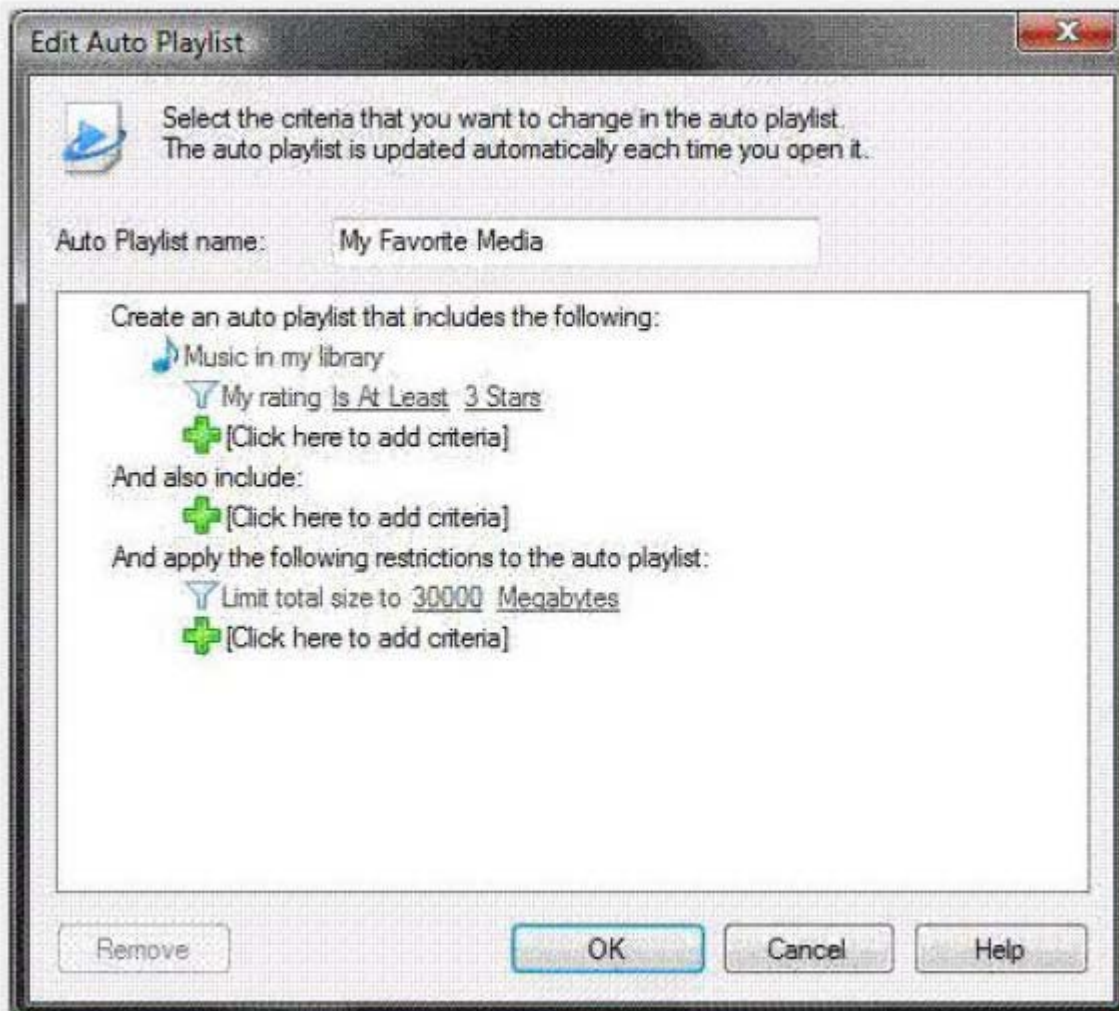
- A - Restart the computer.
- B - Connect the device to a USB 2.0 port on the computer.

- C - Restart the Human Interface Device Access service.
- D - Disable and then enable the USB Host Controller in Device Manager.

Answer: B

Question: 112

You are a consumer support technician. A user named Maw creates a custom playlist as shown in the following exhibit.



Maw assigns a rating of 5 Stars to her favorite media files by using Windows Media Player. The total size of her favorite media files is approximately 18 GB. When Mary synchronizes the playlist, Windows Media Player reaches its 30-GB capacity before it synchronizes all of the files in her favorite media files list. You need to configure the synchronization so that only Marys favorite media files are synchronized. What should you do?

- A - Limit the total size of the playlist to 20000 Megabytes.
- B - Replace the My rating filter with a filter that uses the Auto Rating value.
- C - Create an additional playlist filter and base it on the number of items to be synchronized.
- D - Modify the playlist configuration to include only the media files that are rated with at least five stars.

Answer: D

Question: 113

You are a consumer support technician.

A user creates a home movie by using Windows Movie Maker. The movie consists of video and still images that contain audio.

You need to ensure that the user can export the video in the smallest file size possible

What should you do?

A - Export the video by using the Publish to: This computer option. Click the Windows Media HD 1080p option.

B - Export the video by using the Publish to: Digital video camera option.

C - Export the video by using the Publish to: Recordable CD option.

D - Export the video by using the Publish to: E-mail option.

Answer: D

Question: 114

You are a consumer support technician.

A user has a computer that runs Windows Vista.

The current Network and Sharing Center configuration of the computer is as shown in the following exhibit.



You need to configure Network and Sharing Center to allow file sharing and set different access levels.

Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

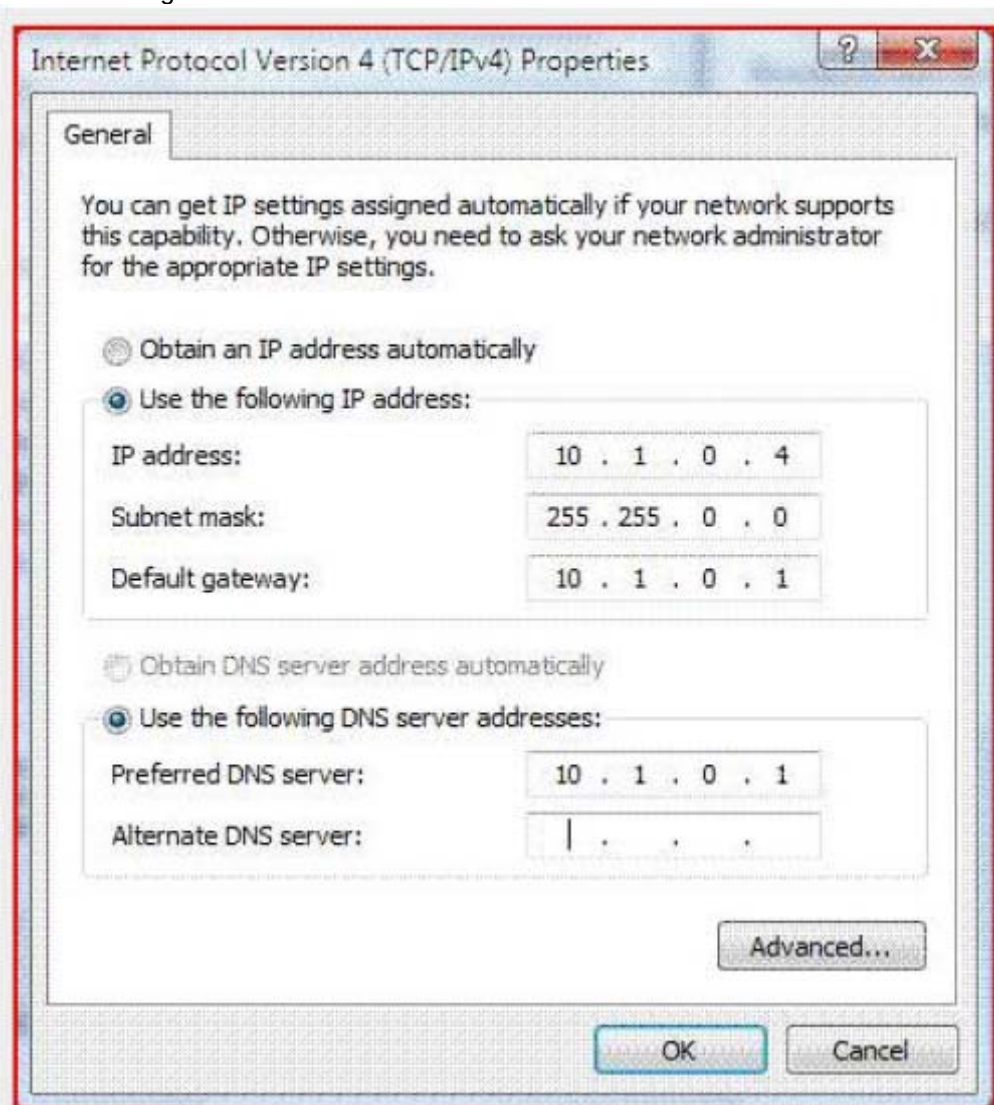
- A - Turn off the Network discover/ feature.
- B - Turn on the File sharing feature.
- C - Turn on the Public folder sharing feature.
- D - Turn on the Password protected sharing feature.
- E - Turn on the Media sharing feature.

Answer: B, D

Question: 115

You are a consumer support technician.

A computer that runs Windows Vista is connected to a local network. The computer is also connected to the Internet through the local network router. The computer is configured as shown in the following exhibit.



You plan to add a new computer that runs Windows Vista to the network. The computer must be

connected to the Internet.
You need to manually configure the TCP/IP properties for the new computer.

A - IP address: 10.1.0.4
Subnet mask: 255 .255.255.0
Default gateway:10.1.0.1
B - IP address: 10.1.0.1
Subnet mask: 255.255.255.0
Default gateway:10.1.0.1
C - IP address: 10.1.0.10
Subnet mask: 255.255.0.0
Default gateway:10.1.0.4
D - IP address: 10.1.0.10
Subnet mask: 255.255.0.0
Default gateway:10.1.0.1

Answer: D

Question: 116

You are a consumer support technician.
A user has a computer that runs Windows Vista. You install and share a new printer on the users computer.
You attempt to connect to the printer over the network without success. You are able to connect and print to other network printers.
You need to configure the users computer to allow access to the printer over the network.
What should you do?

A - On the Exceptions tab in the Microsoft Windows Firewall Settings window, select the Remote Administration check box.
B - On the Exceptions tab in the Microsoft Windows Firewall Settings window, clear the Network Discovery check box.
C - On the Exceptions tab in the Microsoft Windows Firewall Settings window, select the File and Print Sharing check box.
D - On the Networking tab in the Local Area Connection window, clear the File and Print Sharing for Microsoft Networks check box.

Answer: C

Question: 117

You are a consumer support technician.
A customer has two laptop computers that run Windows Vista. Both computers have an 802.11g wireless network card.
You need to configure the computers so that files can be transferred between the two computers using the wireless network cards.
You configure file sharing and Windows Firewall on both computers.
What should you do next?

A - On both computers, setup a wireless ad hoc network.
B - On both computers, connect to a wireless network.
C - On one computer, setup a wireless ad hoc network. On the other computer, connect to the wireless network.
D - On one computer, setup a wireless ad hoc network. On the other computer, connect to a Bluetooth personal area network.

Answer: C

Question: 118

You are a consumer support technician. The Microsoft Windows Security Center system tray on a user's computer displays notifications regarding exposed vulnerabilities due to the absence of an antivirus software application.

The user downloads an antivirus software application from the Internet and installs the application on the computer.

The application obtains the latest virus definition updates from the software vendor. An antivirus scan does not return any results for malicious files.

The system tray continues to display security notifications regarding the absence of an antivirus software application.

You need to prevent the computer from displaying the security notifications.

What should you do?

A - Configure the Windows Security Center service to run by using an account that has permissions on the antivirus software executable file.

B - Configure the Windows Security Center service to stop monitoring the antivirus software state.

C - Assign the Allow-Full Control permission to the System account on the directory where the antivirus software application executable file is stored.

D - Create a desktop shortcut for the antivirus software application and configure the shortcut to start the application by using an administrative user account.

Answer: B

Question: 119

You are a consumer support technician. A family shares a computer. Each family member has a separate user account.

You need to restrict access to the Internet for the user accounts of the children to prevent them from connecting to specific Web sites and all sites that are not approved for children.

Which three actions should you perform on the children's user accounts? (Each correct answer presents part of the solution. Choose three.)

A - Configure the time limits to control when the children can use the computer.

B - Configure automatic blocking of Web content by setting the Web restriction level to High.

C - On the Web Restrictions page, select the Block file downloads check box.

D - On the Web Restrictions page, click the Block some websites or content option.

E - On the Web Restrictions page, select the Only allow websites which are on the allow list check box.

F - On the Web Restrictions page, click the Edit the Allow and block list link. Specify the addresses of the Web sites that are to be allowed and blocked.

Answer: B, D, F

Question: 120

You are a consumer support technician.

A user configures Parental Controls on his home computer to manage access to the computer for the children. The children all have standard user accounts. The user then discovers that the children are still able to circumvent Parental Controls when they access the computer.

You need to ensure that Parental Controls are effective.

What should you do?

A - Create a password for all standard user accounts.

B - Enable the guest account.

C - Enable password complexity in the local security policy.

D - Create passwords for all the administrative user accounts.

E - Delete the user accounts of the children.

Answer: D

Question: 121

You are a consumer support technician.

A customer reports that a security warning appears when he installs applications or modifies system settings on his Windows Vista computer. The customer's user account is a member of the local Administrators group.

You need to configure the Windows Vista computer to ensure that the customer is no longer prompted for elevated privileges when installing applications or modifying system settings.

What should you do?

- A - Modify the Security Center settings.
- B - Modify the Windows Defender settings.
- C - Modify the local group policy settings.
- D - Perform a repair installation of Windows Vista.

Answer: C

Question: 122

You are a consumer support technician.

A user subscribes to an Internet site that permits secure sharing of photos and videos. The photos and videos are accessible at <https://www.fabrikam.com/<surname>>, where surname is the last name of the subscribing user.

Each time the user connects to the www.fabrikam.com, a warning message is displayed stating that the site has an untrusted certificate.

You need to stop this message from appearing when the user connects to the Web site.

What should you do?

- A - Use the Certificates snap-in to add the Web server certificate to the trusted publishers.
- B - Select the Enable Protected Mode check box for the Trusted sites zone.
- C - Set the privacy level of Windows Internet Explorer 7 to allow only first-party cookies.
- D - Create a Hosts file entry for www.fabrikam.com that points to the Internet-accessible IP address of the Web site.

Answer: A

Question: 123

You are a consumer support technician. A user upgrades a computer from Microsoft Windows XP Service Pack 2 to Windows Vista.

When the user opens Windows Internet Explorer 7, a Protected Mode alert pop-up window displays the following message: "A Web site wants to open Web content by using this program on your computer."

Internet Explorer 7 continues to display the alert pop-up window each time the user opens the program. You need to prevent the display of the alert pop-up window when the user opens Internet Explorer 7.

What should you do?

- A - Turn off the Phishing Filter.
- B - Change the User Account Control (UAC) settings to allow the form fill-in program to run under the account of the user.
- C - Select the Always allow websites to use this program to open web content option on the alert pop-up window.
- D - Add the Web site that attempts to load the form fill-in program to the Allowed sites list under the Privacy tab in Internet Explorer 7.

Answer: C

Question: 124

You are a consumer support technician. A user creates a user account that limits game playing to specific game ratings for the teenage user at home. The user sets the game restriction setting to the Everyone 10+ setting by using the Entertainment Software Rating Board (ESRB) games rating system.

The user reports that the teenage user is still able to play an inappropriate game.

You need to ensure that the teenage user's user account is only allowed to access games that have a rating of Everyone 10+ or below.

What should you do?

- A - Restart the computer before the teenage user attempts to launch the game.
- B - Set the game restriction setting for the teenage user to Teen.
- C - Set the game restriction setting for the teenage user to Mature.
- D - Click the Block all games with no rating button for the teenage users account.

Answer: D

Question: 125

You are a consumer support technician. A user reports that a computer runs normally in the morning but slows down significantly in the afternoon. You need to log the performance data on the computer.

What should you do?

- A - Create and configure a new User Defined Data Collector Set with the appropriate counters.
- B - Create and configure a new Event Trace Sessions Data Collector Set with the appropriate Event Trace Providers.
- C - Create and configure a new Startup Event Trace Sessions Data Collector Set with the appropriate Event Trace Providers.
- D - Create an event forwarding subscription.

Answer: A

Question: 126

You are a consumer support technician. A user receives an error message while backing up the files on a computer. The user belongs to the Users group, and the users account is configured to prevent the expiration of a password.

You need to ensure that the user is able to back up the files on the computer.

What should you do?

- A - Restart the Block Level Backup Engine service.
- B - Configure the expiration of the users password as required by the local password policy.
- C - Provide the user with membership in the local administrators group.
- D - Provide the users account with the Allow-Full Control permission to the C:\Users directory.

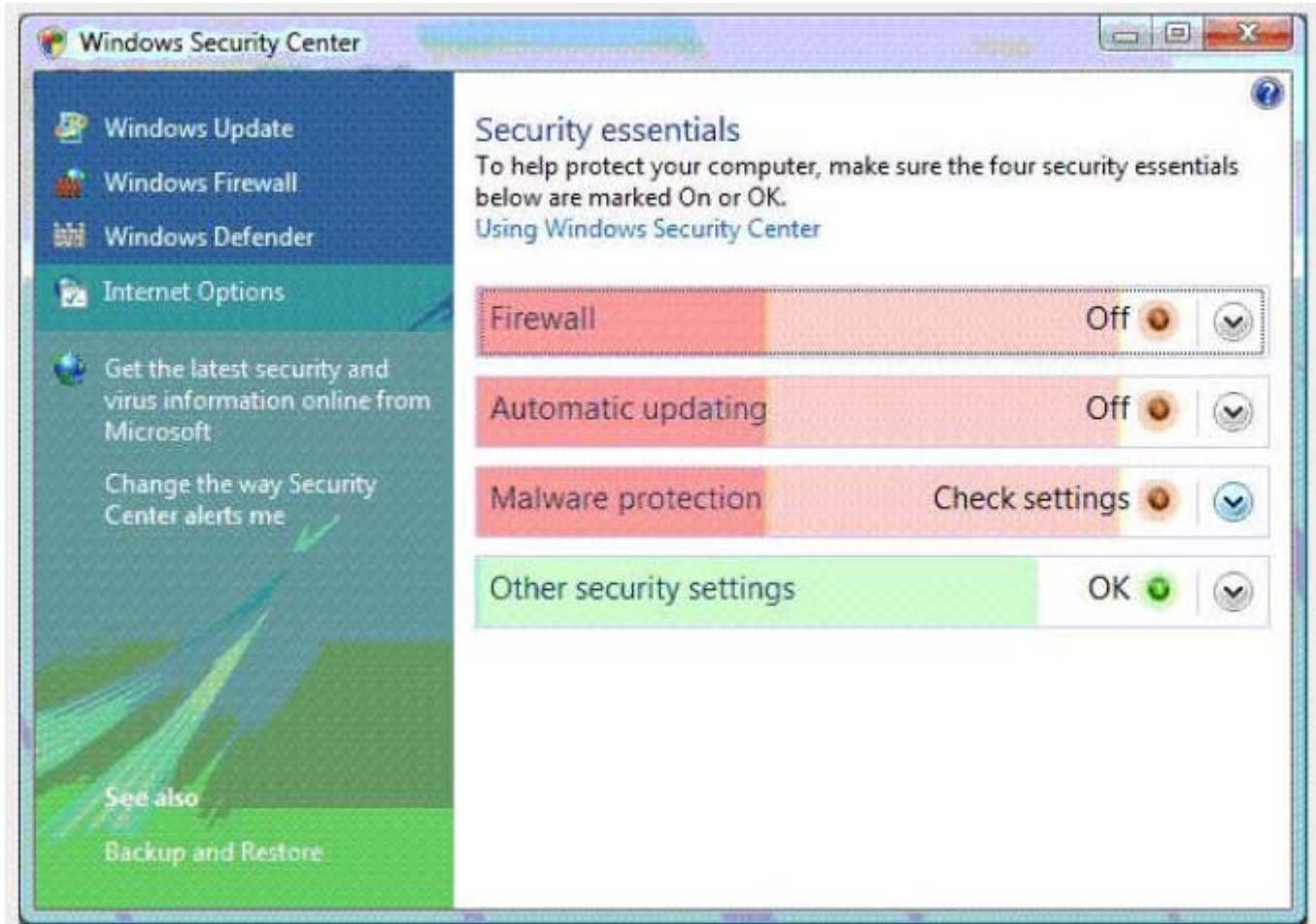
Answer: C

Question: 127

You are a consumer support technician.

A customer is concerned that their Windows Vista computer may become infected with malicious software.

You verify the customers Security Center settings as shown in the exhibit.



You need to ensure that the customer's computer is automatically scanned for malicious software. What should you do?

- A - Enable Windows Update.
- B - Enable Windows Firewall.
- C - Enable Windows Defender.
- D - Download and install Microsoft Update.

Answer: C

Question: 128

You are a consumer support technician.

A user modified a 20-GB data file on her computer. The user reports that now when she opens the data file the computer is considerably slower than it was before.

You need to improve the performance of the computer.

What should you do?

- A - Defragment the hard disk.
- B - Adjust the advanced indexing options by selecting the Index encrypted files check box.
- C - Run an error check on the local hard disk and remove the selections that provide a fix for errors.
- D - Adjust the advanced indexing options by selecting the Treat similar words with diacritics as different words check box.

Answer: A

