70-623

Microsoft

Pro - Microsoft Desktop Support Consumer

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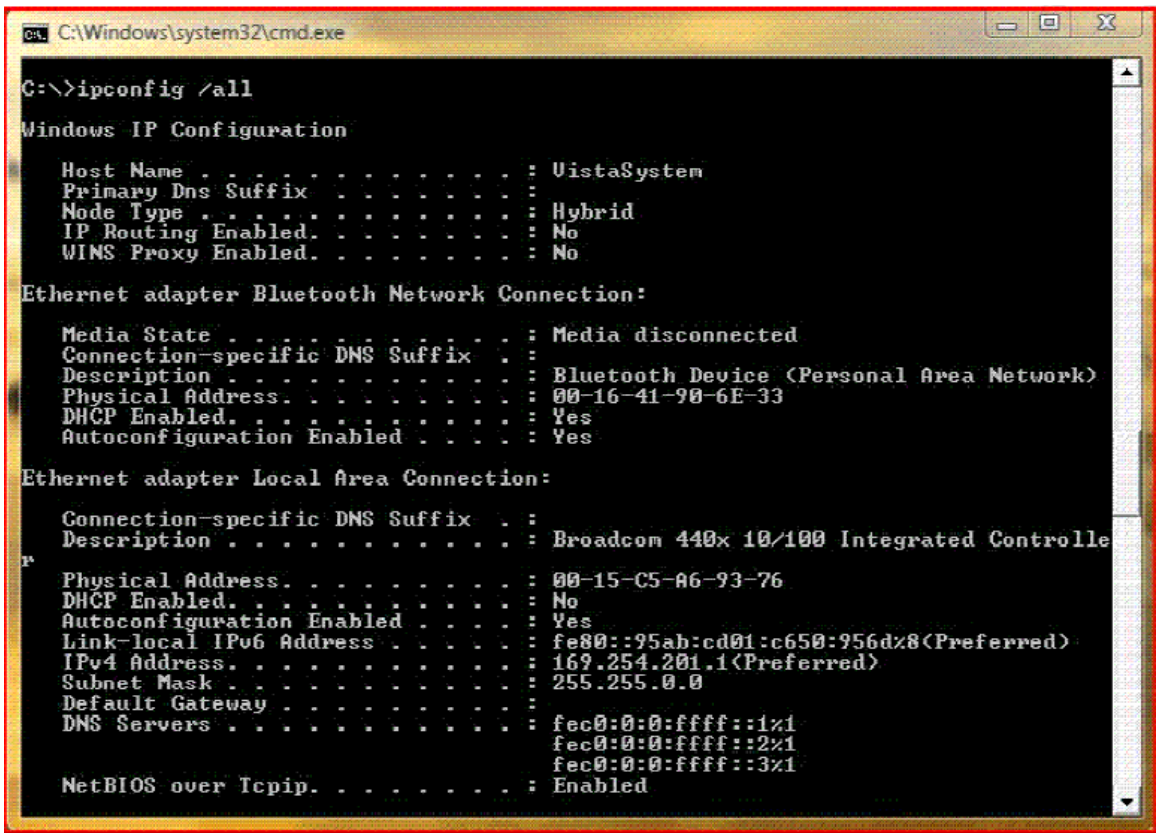
Question: 1
You are a consumer support technician. The local router is configured to assign dynamic IPv4 addresses. A user reports that a computer is unable to access computers outside the local network. The computers TCP/IP settings are configured as shown in the exhibit. (Click the Exhibit button.)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

What should you do?

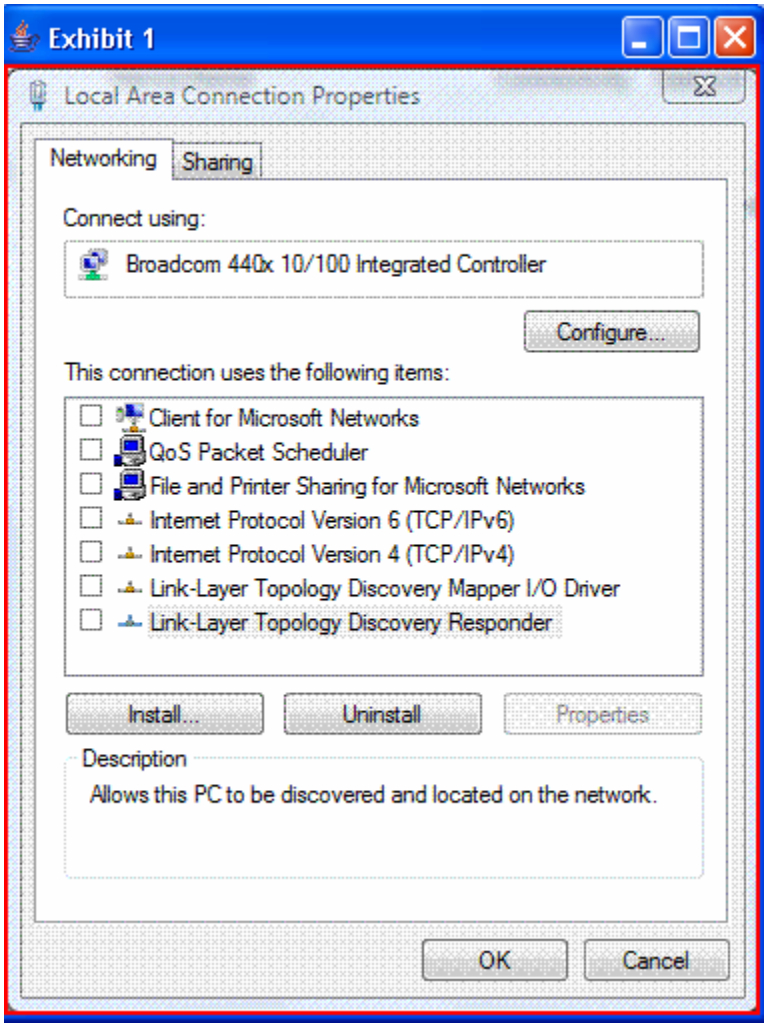


A. Configure two IPv4 DNS server addresses.
B. Run the ipconfig.exe /renew command from the command prompt.
C. Download and run the RootkitRevealer utility from the Microsoft Web site.
D. Configure the computer to obtain an IPv4 address and a DNS server address automatically.

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. (Click the Exhibit button.) You need to configure the computer to allow it to connect to the Internet.

What should you do first?

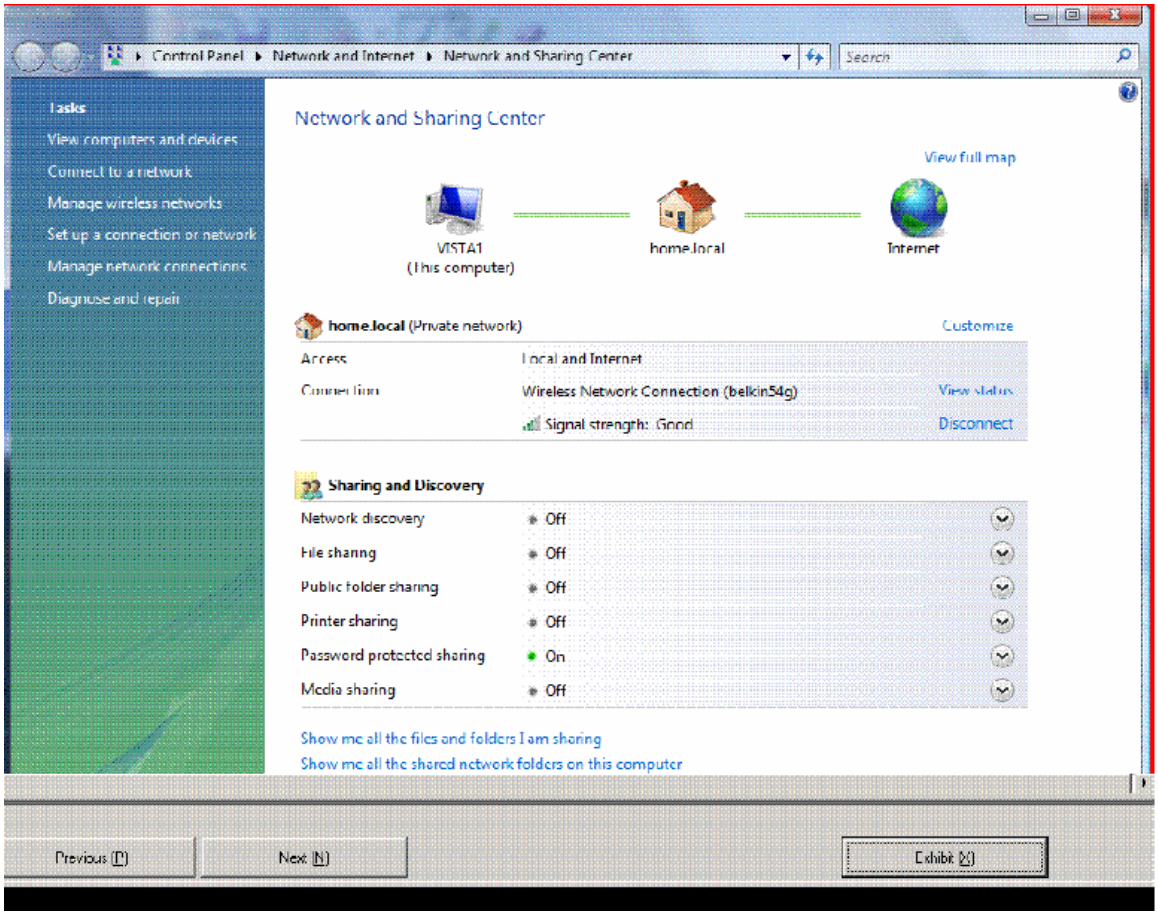


A. Select the Client for Microsoft Networks service and the Internet Protocol Version 6 (TCP/IPv6) protocol.
B. Select the File and Printer Sharing for Microsoft Networks service and the Internet Protocol Version 6 (TCP/IPv6) protocol.
C. Select the Client for Microsoft Networks service, the Internet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

Answer: A

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. (Click the Exhibit button.) You need to configure the computer so that it detects the resources that are available on the local network.

What should you do?



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

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.

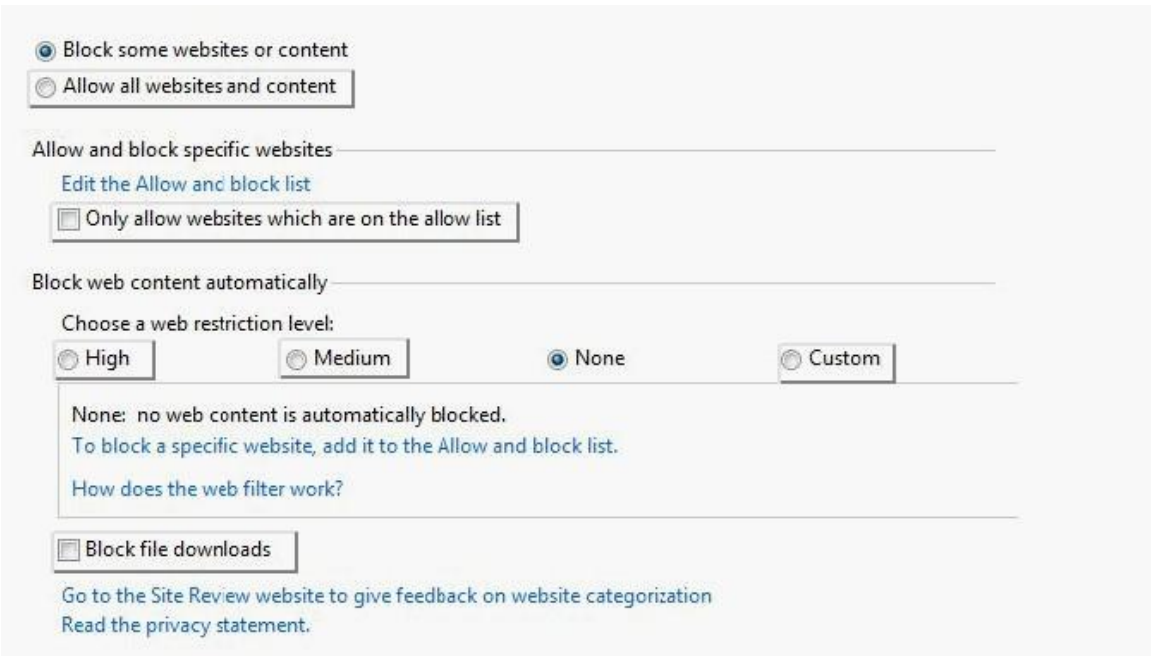
What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

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 childrens user account.

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



Answer:

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