

# Microsoft 70-684

## OEM Reseller

Version: 5.0

**QUESTION NO: 1**

A customer purchased a Full Packaged Product (FPP) version of Windows 7 Home Premium at a retail store six months ago.

The customer requires technical support to restore the operating system to its default settings.

You need to tell the customer which party is responsible for providing technical support.

Who should you tell the customer to contact?

- A. Microsoft Support
- B. Microsoft Services
- C. The retail store where the client computer was purchased
- D. The hardware manufacturer of the client computer

**Answer: A**

**Explanation:** Customers who purchase full packaged products (consumer products, desktop applications, desktop operating systems) will receive 90 days of no-charge assistance via phone, starting from either the product activation or the first incident.

90 days support from product activation for Windows Vista and Windows 7

90 days support from first incident for the 2007 Microsoft Office system

90 days support from first incident for all other Consumer products

**QUESTION NO: 2**

A customer plans to buy eight new client computers.

The customer plans to purchase Windows 7 and to install the software on the new client computers.

You need to recommend which type of Windows 7 license the customer must purchase. The solution must minimize licensing costs.

Which type of license should you recommend?

- A. Full Packaged Product (FPP)
- B. OEM
- C. Open Business with Microsoft Software Assurance

D. Open Value

**Answer: B**

**Explanation:** OEM is Original Equipment Manufacturer, the application is bundled with specific computer and you can't use in different computer. FPP or retail product is the application that you can use in any computer.

### QUESTION NO: 3

A customer purchases a new client computer that has an OEM license of Windows 7 Ultimate.

Which version or versions of Windows is the customer permitted to install on the computer without requiring the purchase of additional licenses? (Choose all that apply.)

- A. Windows XP Tablet PC Edition
- B. Windows XP Media Center Edition
- C. Windows XP Professional
- D. Windows 2000 Professional
- E. Windows Vista Ultimate

**Answer: C,D,E**

**Explanation:**

### QUESTION NO: 4

You work for an OEM reseller named Contoso, Ltd. Contoso only has offices in the United States.

You have a customer that has offices in the United States and the United Kingdom.

The customer purchases 30 client computers from Contoso. The client computers have Windows 7 installed.

The customer also purchases 10 client computers from an OEM reseller named Litware, Inc. The client computers have Windows 7 installed. Litware only has offices in the United Kingdom.

The customer purchased all of the client computers during the past week.

The customer wants to purchase OEM licenses of Microsoft Office 2010 for all of the new client

computers.

What advice should you give the customer?

- A. Office 2010 is unavailable under OEM licensing.
- B. The customer can purchase Office 2010 OEM licenses for all of the 40 client computers from Contoso.
- C. The customer can purchase 30 OEM licenses of Office 2010 from Contoso and 10 OEM licenses of Office 2010 from Litware.
- D. If an OEM license of Office 2010 was not preinstalled on the client computers, it is illegal to install it.

**Answer: C**

**Explanation:**

#### QUESTION NO: 5

Your company sells a customer two desktops computers. Both of the computers have Windows 7 Professional preinstalled. One of the computers also has Microsoft Office Home and Business 2010 preinstalled.

The customer contacts you 60 days after the sale requesting to install Office Home and Business 2010 on the computer that was shipped without Office 2010 installed.

You need to provide a solution to license Office 2010 on the computer. The solution must minimize costs.

What should you do?

- A. Instruct the customer to contact Microsoft for an additional Office Home and Business 2010 product key.
- B. Sell the customer a Full Packaged Product (FPP) license of Office Home and Business 2010.
- C. Sell the customer an OEM license of Office Home and Business 2010.
- D. Instruct the customer to use the product key that came with the other computer.

**Answer: C**

**Explanation:**

#### QUESTION NO: 6

What are the advantages of genuine Windows? (Choose all that apply.)

- A. access to all updates from Microsoft
- B. access to Windows Live products
- C. free access to Microsoft Forefront Endpoint Protection 2010
- D. free access to Microsoft Security Essentials
- E. improved protection against viruses and malware

**Answer: A,D,E**

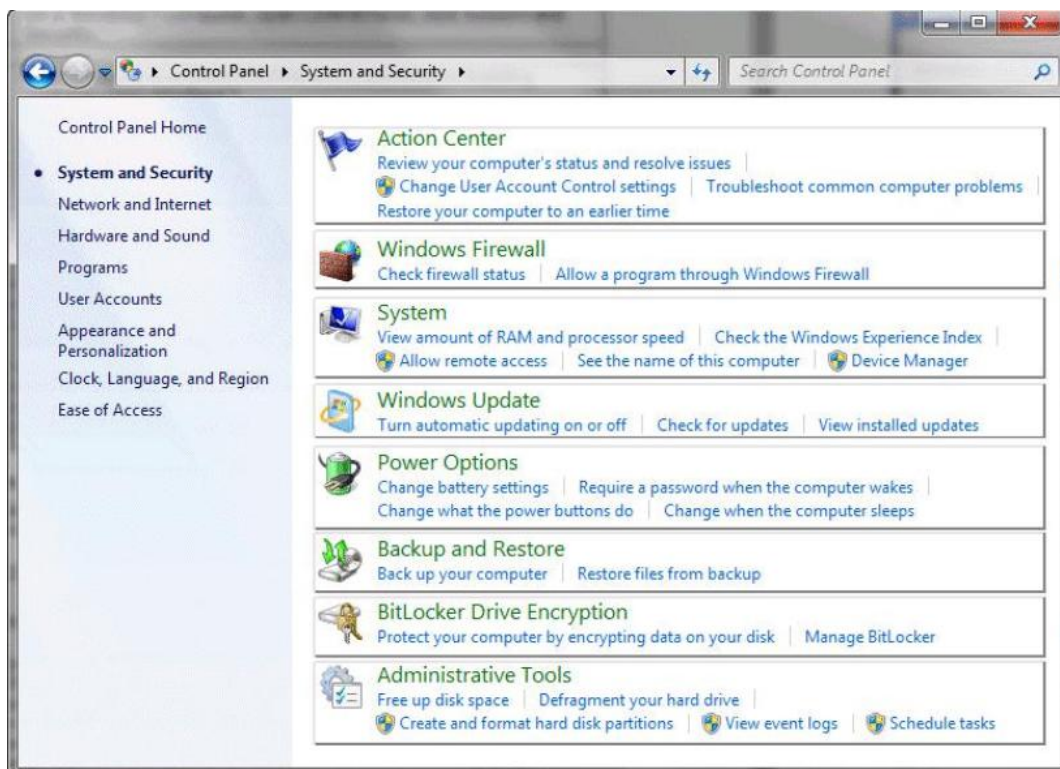
**Explanation:**

### QUESTION NO: 7 HOTSPOT

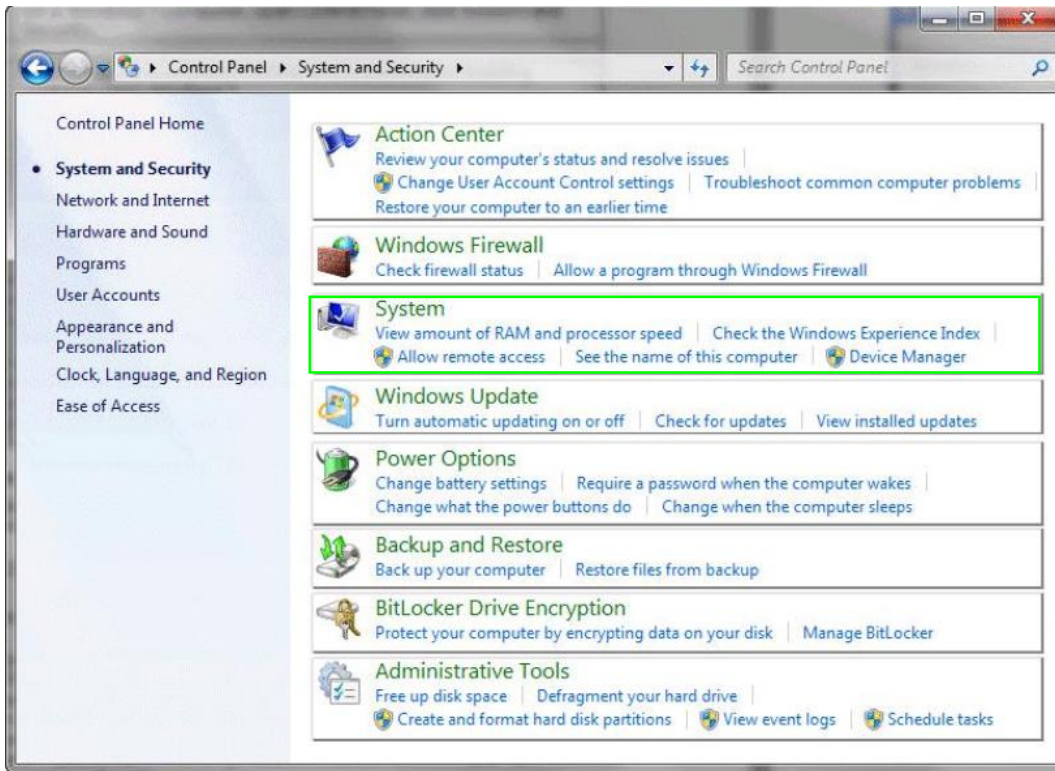
You need to verify whether the OEM who built a system configured Windows 7 to include the appropriate technical support contact information for end users.

Which Control Panel item should you open?

To answer, select the appropriate Control Panel item in the answer area.



**Answer:**



**Explanation:**  
SYSTEM

### QUESTION NO: 8

A customer purchases a Volume license of Microsoft Office 2010.

The customer loses the Volume License Key.

You need to recommend which method or methods the customer can use to retrieve the key.

Which method or methods should you recommend? (Choose all that apply.)

- A. Call the Microsoft Regional Service Center.
- B. Access the MSDN Subscriber Downloads site.
- C. Access the TechNet Subscriber Downloads site.
- D. Access the Volume Licensing Service Center (VLSC) portal.
- E. Call the Microsoft Activation Center.

**Answer: D,E**

**Explanation:** Keys can be obtained from VLSC or by calling the Activation Call Center.

Reference: Volume licensing, Product Activation. How to Get Product Keys

### QUESTION NO: 9

A customer purchases a new server that has an OEM license of Windows Server 2008 R2 Standard preinstalled. The customer plans to exercise the downgrade rights to install Windows Server 2003.

You need to recommend which task the customer must perform before the downgrade to ensure that the customer is in compliance with Microsoft licensing policies.

What should you recommend that the customer do first?

- A. Back up the existing Windows Server 2008 R2 installation.
- B. Start the server from the Windows Server 2003 installation media.
- C. Reformat the hard disk drive.
- D. Start the server and accept the Windows Server 2008 End User Software License Terms.

**Answer: D**

**Explanation:** Original Equipment Manufacturers (OEM) Customers

Customers who obtained their license and software with new server hardware from a server manufacturer or installer (OEM) have the same rights to run earlier versions as Volume License and Retail customers: Customers may run an instance of an earlier version of Windows Server in place of Windows Server 2008. However, customers may need to use different methods to obtain media and product keys for earlier versions. In addition, the server manufacturer or installer are not obligated to supply and may not support earlier versions of the software.

Obtaining Product Keys and Media for Previous Versions

OEM customers will need media and a product key to run a previous version. There are several options to obtain them.

Customers who do not have media or a product key from a previous license and are unable to obtain one from their OEM, may order a downgrade media kit of Windows Server 2003 R2 from the Windows Server Fulfillment website. The downgrade media kit will contain a copy of Windows Server 2003 R2 and a corresponding product key that the end user may run under a valid Windows Server 2008 license. The downgrade media kit is not a new license for Windows Server. The media kit is a retail version of the software and may not be supported by your server manufacturer. Contact your OEM for its support policy when installing this downgrade version of the software on server hardware.

Note: How can you downgrade a computer running Windows Server 2008 to Windows Server 2003 R2?

How can you downgrade a computer running Windows Server 2008 to Windows Server 2003 R2?

- 1: What you will receive: One copy of the applicable Windows Server downgrade software and associated product key.
- 2: The Downgrade Media Kit is not a new license for Windows Server. It may only be run under a valid license per the terms of those license terms. For example, a copy of Windows Server 2003 R2 Enterprise Edition may be run under a Windows Server 2008 license as permitted by the Downgrade rights described in that license. Check the applicable license terms for specific information regarding the rights for the license.
- 3: Transfer rights apply to the original license you purchased.
- 4: Only 1 downgrade media kit per license.
- 5: The terms of this offer may be changed at any time without notice including, without limitation, the expiration date.
- 6: There is a fee for this upgrade to cover materials, shipping, handling, and fulfillment overhead. The fee will vary depending on your location. The amount will be presented to you prior to final submission of your order. At that time, you will have the opportunity to opt out before final order submission. The fee is non-refundable.
- 7: OEM Customers: If you acquired your license with a new server from a server manufacturer, the downgrade software acquired through this program may not be supported by your OEM. Contact your server manufacturer for its support policy for running downgrade software on their server hardware.

Reference: Windows Server 2008 Downgrade Rights

#### **QUESTION NO: 10**

A customer enrolls in the Open Value Company-wide licensing program.

The customer loses the product key for Windows 7.

You need to tell the customer where to obtain the product key.

Where should the customer obtain the key?



- A. the Microsoft Licensing webpage
- B. the Volume Licensing Service Center (VLSC)
- C. the Certificate of Authority (COA) label on the client computer
- D. the proof of license label affixed to the installation disc case inside the Windows package

**Answer: B**

**Explanation:** Licensing Manageability. Manage licenses easily and conveniently through online tracking tools. With the Microsoft Volume Licensing Service Center (VLSC), you can electronically manage your license orders, review purchase history, download volume license keys for software product installation, track compliance, and receive order confirmation information.

Reference: Microsoft Open Value, FREQUENTLY ASKED QUESTIONS

### QUESTION NO: 11

A customer plans to purchase five Full Packaged Product (FPP) copies of Windows 7 Home Premium.

You need to tell the customer how to ensure that the copies are genuine.

What should tell the customer to look for? (Choose all that apply.)

- A. an edge-to-edge hologram
- B. a proof of license label
- C. a trial key for Windows 7 Ultimate
- D. a product support voucher
- E. a Certificate of Authenticity (**COA**) label

**Answer: A,B,C**

**Explanation:**

### QUESTION NO: 12

You work for an OEM reseller.

A customer enrolls in the Open Value Company-wide licensing program.

The customer requires access to the Windows 7 installation media.

You need to tell the customer which party is responsible for providing a physical copy of the installation media.

Who should you tell the customer to contact?

- A. the OEM manufacturer
- B. the Volume Licensing Service Center (VLSC)
- C. the OEM reseller
- D. Microsoft Support

**Answer: B**

**Explanation: Q:** How do we get product media?

**A:** You can download media at no charge through the Microsoft Volume Licensing Service Center (VLSC). You can also request that Microsoft send you media, such as CDs/DVDs and manuals, for the licensed products in your initial order. This media may be used for multiple installations of the same licensed product. Media is not provided for subsequent orders, unless paid for up-front at the time that the subsequent order is placed.

Reference: Microsoft Open Value, FREQUENTLY ASKED QUESTIONS

### QUESTION NO: 13

A customer has 30 client computers. All of the client computers have an OEM version of Windows 7 installed.

On one of the client computer's, the customer upgrades the motherboard to a new motherboard that has a faster chipset.

You need to recommend a solution to ensure that the client computer is legally licensed. The solution must minimize licensing costs.

What should you recommend?

- A. Purchase a Full Packaged Product (FPP) version of Windows 7.
- B. Purchase an Upgrade license of Windows 7 from a retail store.
- C. Request a new product key from the Microsoft Activation Center.
- D. Obtain a new OEM license of Windows 7 from the hardware vendor.

**Answer: A**