

Windows 7 Enterprise Desktop Support Technician 70-685 Training Course Outline

The **Windows 7 Enterprise Desktop Support Technician** training course will teach you everything you need to know about supporting Windows 7 clients once the machines have been deployed and configured in an enterprise environment. This course is specifically designed to teach you how to analyze the environment and select the best means possible of deploying Windows 7. After taking this course you will be able to answer questions like “What happens when the system fails?” “What steps do I need to take to resolve security issues?” and “How do I enable remote assistance in Windows 7?”. **This course will prepare you to pass MCTS exam 70-685.**

Session 1

Section A: Introduction

- The 70-685 Exam
- Problem Resolution
- The Troubleshooting Process
- New Windows 7 Tools

Section B: Planning Deployment

- Software Licensing
- Reviewing an Office License
- Reviewing a GNU Public License
- Digital Signing
- Certificate Verification Tools
- Application Digital Signatures
- signtool.exe

Section C: Application Compatibility

- ACT
- Installing ACT
- Launching ACT
- Configuring ACT
- Viewing the ACT Database
- Log File Location/Processing
- Using ACT
- Standard User Analyzer
- Downloading Application Verifier
- Launching Application Verifier
- Compatibility Manager
- Creating Fixes (Shims)

Section D: Troubleshooting Deployment

- Installation Permissions
- Permission Levels/Credentials
- GUI Permissions Management
- Command Line Permissions Management
- Local Administrator
- Managing Local Administrators

Section E: Software Configuration Settings

- Enabling Programs and Features
- Microsoft Office Diagnostics
- Add/Remove Office Features
- Advanced Application Settings
- Mapping Network Drives
- Network Shares in Local Libraries

Section F: Application Imaging

- Application Image Process
- Custom Application Installs
- Pre-Scan Before Snapshot
- Turbo Navigator Setup Wizard
- Post-Scan After Snapshot
- Scan Comparison/Creating the MSI Package
- Verifying the MSI Package
- Installing with the MSI package

Session 2

Section A: Troubleshooting Application Problems

- Application Troubleshooting
- Problem Steps Recorder
- Event Logs

Section B: Repairing Network Applications

- Reliability Monitor
- Programs and Features Tool
- Repair Options
- System Restore Feature
- Configuring System Restore
- Verification of Snapshot

Section C: Basic Network Troubleshooting

- A Basic Network Diagram
- Testing Network Hardware
- Verifying IP Settings
- IP Verification via Command Line
- Link Lights
- Proxy Settings

Section D: Advanced Network Troubleshooting

- Problem Scope
- Computer vs. Network Problems
- Traceroute
- Pathping
- netsh
- Network and Sharing Center

Section E: Logon Problems

- Authentication Components
- Kerberos Message Exchanges
- Switching Users/Domains
- Local Account Properties
- Domain Account Properties
- Logon Group Policies

Section F: Device Name Resolution

- Name Resolution
- Nslookup
- Primary DNS Suffix
- DNS Cache
- DNS Registration

Section G: Network Printer

- Windows 7 Printers
- Printer Problems
- Installing a Network Printer
- Gathering Device Information
- Print Spooler Service
- Group Policy Preferences

Session 3

Section A: System Performance

- Performance Principles
- First Principle
- Second Principle
- Third Principle
- Tuning Process
- Tuning Tools
- Performance Gains
- Performance Tips

Section B: Performance Analysis Tools

- Log Analysis
- Creating a Custom View
- Disabling Unnecessary Services
- Disk Cleanup
- Virtual Memory
- Visual Effects Tab
- Windows Experience Index
- Power Management

Section C: Data Collector Sets

- Performance Monitor
- System Data Collector Sets
- View DCS Report
- Creating a DCS
- Configuring a DCS
- Event Traces

- DCS Storage Location

Section D: Hardware Troubleshooting Tools

- chkdsk
- chkdsk /f
- chkdsk via GUI
- Viewing Reports
- Device Manager
- Disk Defragmenter

Section E: Memory and BIOS Errors

- Memory Failures
- Memory Diagnostics
- BIOS Issues
- Determining the BIOS Version
- BIOS Downloads

Section F: Wireless Fundamentals

- Wireless Standards
- Wireless Security
- Wireless Infrastructure
- Configuring Wi-Fi Clients
- Public Hotspots

Session 4

Section A: Troubleshooting Wireless Connections

- Wireless Connections
- Creating Wireless Profiles
- Managing Wireless Profiles

Section B: Troubleshooting Remote Access

- DirectAccess
- Virtual Private Connections
- Dial-Up Connections
- Remote Access Settings

Section C: Supporting Remote Users

- Configuring a VPN Connection
- Enabling Remote Desktop
- Connection to a Remote Desktop
- Dial-In User Settings

Section D: Windows 7 Security

- User Account Control
- BitLocker
- Configuring User Account Controls
- UAC Group Policies
- Detecting Malicious Programs

- Checking Services for Malware
- Viewing the Tasklist
- Process Explorer

Section E: IE Security Settings

- Certificates
- Adding Trusted Sites
- InPrivate Filtering
- InPrivate Browsing
- SmartScreen Filter
- Add-Ons/Plug-Ins
- IE Security via Group Policies

Section F: Encryption Solutions

- Encryption
- Key Encryption Factors
- BitLocker To Go
- Encrypting File System
- Exporting EFS Certificates

Section G: Windows Updates

- Automatic Updates
- Manually Check/Install Updates
- Update History
- Removing Updates
- Hiding/Unhiding Updates