

Troubleshooting and Supporting Windows 7 in the Enterprise

Length: 3 Days

Summary: This course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista who work as Windows 7 Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments.

Course Content

IMPLEMENTING A TROUBLESHOOTING METHODOLOGY

- Introduction to the EDST Job Role
- Overview of Troubleshooting Steps

TROUBLESHOOTING STARTUP ISSUES

- Overview of the Windows 7 Recovery Environment
- Configuring and Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Lab : Troubleshooting Startup Issues

USING GROUP POLICY TO CENTRALIZE CONFIGURATION

- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues
- Lab : Using Group Policy to Centralize Configuration

TROUBLESHOOTING HARDWARE DEVICE, DEVICE DRIVER, AND PERFORMANCE ISSUES

- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Monitoring Reliability and Performance
- Configuring Performance Options in Windows 7
- Troubleshooting Device Driver Failures
- Lab A: Resolving Hardware Device and Device Driver Issues
- Lab B: Troubleshooting Performance-Related Issues

TROUBLESHOOTING NETWORK CONNECTIVITY ISSUES

- Determining Network Settings
- Troubleshooting Network Connectivity Issues
- Lab : Troubleshooting Network Connectivity Issues

TROUBLESHOOTING REMOTE CONNECTIVITY ISSUES

- Troubleshooting VPN Connectivity Issues
- Using Remote Desktop
- Troubleshooting User Issues by Using Remote Assistance
- Troubleshooting NAP Issues
- Lab : Resolving Remote Connectivity Issues

TROUBLESHOOTING LOGON AND RESOURCE ACCESS ISSUES

- Troubleshooting User Logon Issues
- Troubleshooting User Profile Issues
- Troubleshooting File Access Issues
- Troubleshooting File Permissions Issues
- Troubleshooting Printer Access Issues
- Lab : Troubleshooting Logon and Resource Access Issues

Troubleshooting Security Issues

- Recovering Files Encrypted by EFS
- Troubleshooting Internet Explorer and Content Access Issues
- Lab : Troubleshooting Security Issues

Troubleshooting Operating System and Application Issues

- Troubleshooting Application Installation Issues

- Troubleshooting Application Operations Issues
- Applying Application and Windows Updates
- Lab : Troubleshooting Operating System and Application Issues

