Maintaining and Troubleshooting Windows Vista

Length: 3 Days

COURSE CONTENT

A TROUBLESHOOTING METHODOLOGY

- Overview of a Troubleshooting Methodology
- Overview of Troubleshooting Stages
- Troubleshooting Component Areas

TROUBLESHOOTING OPERATING SYSTEMS

- Overview of the Windows Vista Startup Process
- Troubleshooting the Windows Vista Startup Process with Windows RE
- Troubleshooting Operating System Services

TROUBLESHOOTING HARDWARE

- Overview of Troubleshooting Hardware
- Dealing with Physical Failures
- Dealing with Device Driver Failures
- Troubleshooting Printing in Windows Vista
- Troubleshooting Microsoft Bit Locker Protected Computers

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TROUBLESHOOTING NETWORKS

- Gathering Customer Information
- Gathering Relevant Computer Information
- Resolving the Problem

TROUBLESHOOTING SECURITY ISSUES

- Overview of User Account Control
- Troubleshooting User Account Control
- Implementing Windows Firewall
- Implementing Windows Defender

TROUBLESHOOTING APPLICATIONS

- Windows Application Troubleshooting
- Web Application Troubleshooting
- Maintaining Windows Vista
- Optimizing Windows Vista Performance
- Monitoring Windows Vista