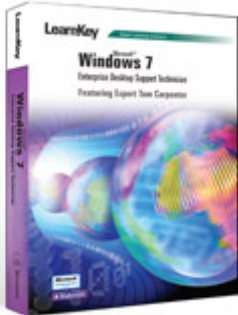


# Windows 7 Enterprise Desktop Support Technician Course



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## Windows 7 Enterprise Desktop Support Technician Course

**4 Sessions -**  
10 Hours of Interactive  
Training

The Windows 7 Enterprise Desktop Support Technician training course from LearnKey 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

## 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

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.

### **Benefits**

- Identify cause and resolve desktop application, networking and security issues
- Manage and maintain systems that run Windows 7
- Support mobile users

- 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**

### **About The Author**

Tom Carpenter has delivered training programs to more than 27,000 professionals since 1997. He has written, developed and delivered courses on: Windows NT, 2000, XP and Server 2003. With experience as a Fortune 1000 system administrator and security officer, Carpenter brings a wealth of real world experience and knowledge to his courses. Tom is Microsoft certified and is one of the founding managers of the Certified Technology Services Professional certification.

### **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
- 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
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