

Course Details

Course 6293A

Troubleshooting and Supporting Windows 7 in the Enterprise

Length: 3 Days

Published: January 14, 2013

Language(s): English

Audience(s): IT Professionals

Level: 300

Technology: Windows 7

Type: Course

Delivery Method: Instructor-led (classroom)

Prerequisites

In addition to their professional experience, students who attend this training should already have the following technical knowledge:

- Networking fundamentals, including TCP/IP/User Datagram Protocol (UDP), Domain Name System (DNS)
 - Microsoft Active Directory principles and management
 - Microsoft Windows Server 2008 fundamentals
 - Microsoft Windows Client fundamentals
 - Fundamentals of using the 2010 Microsoft Office system or the 2007 Microsoft Office system

Course Outline

Module 1: Implementing a Troubleshooting Methodology

- Lesson 1: Introduction to the EDST Job Role
- Lesson 2: Overview of Troubleshooting Steps

Module 3: Using Group Policy to Centralize Configuration

- Lesson 1: Overview of Group Policy Application
- Lesson 2: Resolving Client Configuration Failures and GPO Application Issues

Module 2: Troubleshooting Startup Issues

- Lesson 1: Overview of the Windows 7 Recovery Environment
- Lesson 2: Configuring and Troubleshooting Startup Settings
- Lesson 3: Troubleshooting Operating System Services Issues

Module 4: 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

Module 5: Troubleshooting Network Connectivity Issues

- Determining Network Settings
- Troubleshooting Network Connectivity Issues

Module 6: Troubleshooting Remote Connectivity Issues

- Troubleshooting VPN Connectivity Issues
- Using Remote Desktop
- Troubleshooting User Issues by Using Remote Assistance
- Troubleshooting NAP Issues
- Troubleshooting DirectAccess Issues

Module 7: Troubleshooting Logon and Resource Access Issues

- Lesson 1: Troubleshooting User Logon Issues
- Lesson 2: Troubleshooting User Profile Issues
- Lesson 3: Troubleshooting File Access Issues
- Lesson 4: Troubleshooting File Permissions Issues
- Lesson 5: Troubleshooting Printer Access Issues

Module 8: Troubleshooting Security Issues

- Lesson 1: Recovering Files Encrypted by EFS
- Lesson 2: Recovering BitLocker-Protected Drives
- Lesson 3: Troubleshooting Internet Explorer and Content Access Issues

Module 9: Troubleshooting Operating System and Application Issues

- Lesson 1: Troubleshooting Application Installation Issues
- Lesson 2: Troubleshooting Application Operations Issues
- Lesson 3: Applying Application and Windows Updates