



To register or for more information call our office **(208) 898-9036** or email register@leapfoxlearning.com

Microsoft

MS— 5033 | Windows 7, Enterprise Desktop Support Technician

Duration:

Traditional Instructor Led Learning - 5.00 Day(s)

Software Assurance Vouchers Accepted



Overview:

This course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows 7 desktop or laptop computer.

Who Should Attend:

This course is intended for Windows 7 desktop support technicians who resolve Tier 1 and 2 problems on desktop computers. A minimum of three years of experience configuring and supporting desktop or laptop operating systems is recommended.

At Course Completion:

After completing this course, students will be able to: - Identify and Resolve Desktop Application Issues - Identify the Cause of and Resolve Networking Issues - Manage and Maintain Systems That Run Windows 7 - Support Mobile Users - Identify the Cause of and Resolve Security Issues

Outline:

Lesson 1: Identify and Resolve New Software Installation Issues

- Overview
- Planning New Software Deployment
- Multilingual Deployment
- Using Group Policy to install software
- Using Software Restriction Policies
- Digitally Signing Software
- Using WMI
- Using Applocker
- Using Virtualization for Testing
- Resolve Software Installation Issues
- Review
- Lab : Identify and Resolve New Software Installation Issues

Lesson 2: Resolve Software Configuration Issues

- Overview
- Change Default Settings on the Image
- Enable and Disable Features
- Pointing to a Network Resource
- Configuring Updates
- Resolve Configuration Issues with Group Policy
- Driver Updates

Problem Steps Recorder
Resolve Software Configuration Issues
Review
Lab : Resolve Software Configuration Issues

Lesson 3: Resolve Software Failure

Overview
Event Viewer
Event Forwarding
Application Compatibility Toolkit
Windows Troubleshooting Platform
Windows Experience Index
Testing Compatibility with Safe Mode
System Restore
Resolve Software Failure
Review
Lab : Resolve Software Failure

Lesson 4: Identify and Resolve Logon Issues

Overview
Authentication Process
Machine Accounts
Trust Relationships
Network Services
User Account Properties
User Profiles
Resolve Logon Issues
Review
Lab : Identify and Resolve Logon Issues

Lesson 5: Identify and Resolve Network Connectivity Issues

Overview
Scope of the Problem
Hardware Issues
TCP/IP Configuration
Network Routing
IPSec Configuration
Network Connectivity Tools
Branch Cache
Resolve Network Connectivity Issues
Review
Lab : Identify and Resolve Network Connectivity Issues

Lesson 6: Identify and Resolve Name Resolution Issues

Overview
DNS Name Resolution
Using a Hosts files
WINS Configuration
Using LMHOSTS files
Name Resolution Order
Manual vs DHCP Configuration
Resolve Name Resolution Issues
Review
Lab : Identify and Resolve Name Resolution Issues

Lesson 7: Identify and Resolve Network Printer Issues

Overview
Connecting to a Network Printer

- Managing the Print Spooler
- Setting Printer Priorities
- Creating Printer Pools
- Configuring Drivers
- Printer Schedules
- Printer Permissions
- Manage Printers with Group Policy Settings
- Resolve Network Printer Issues
- Review
- Lab : Identify and Resolve Network Printer Issues

Lesson 8: Identify and Resolve Performance Issues

- Overview
- Analyzing Event Logs
- Setting Power Management
- Optimize Processor Usage
- Optimizing Memory Usage
- Optimize Hard Drive Usage
- Optimize Network Usage
- Performance Tools
- Resolve Performance Issues
- Review
- Lab : Identify and Resolve Performance Issues

Lesson 9: Identify and Resolve Hardware Failure Issues

- Overview
- Diagnosing Memory Failure Issues
- Hard Drive Issues
- Network Card Issues
- Power Supply Issues
- Windows Hardware Diagnostic Tools
- Resolve Hardware Failure Issues
- Review
- Lab : Identify and Resolve Hardware Failure Issues

Lesson 10: Identify and Resolve Wireless Connectivity Issues

- Overview
- Signal Strength
- Wireless Security
- Wireless Profiles
- Management Options for Wireless Devices
- Resolve Wireless Connectivity Issues
- Review
- Lab : Identify and Resolve Wireless Connectivity Issues

Lesson 11: Identify and Resolve Remote Access Issues

- Overview
- Remote Access Methods
- Dial-up Configuration
- VPN Configuration
- DirectAccess Configuration
- Authentication Protocols
- Resolve Remote Access Issues
- Review
- Lab : Identify and Resolve Remote Access Issues

Lesson 12: Manage File Synchronization

- Overview

- Configuring Offline File Access
- Synchronization Settings
- Transparent Caching
- Roaming Profiles
- Restoring Network Files
- Resolve File Synchronization Problems
- Review
- Lab : Manage File Synchronization

Lesson 13: Identify and Resolve Internet Explorer Security Issues

- Overview
- Configure Security Zone
- Configure Security Levels
- Configure Privacy Settings
- Managing Add-ons
- Configure Smart Screen Filter
- Other Security Issues
- Resolve Internet Explorer Security Issues
- Review
- Lab : Identify and Resolve Internet Explorer Security Issues

Lesson 14: Identify and Resolve Firewall Issues

- Overview
- Securing Network Applications and Features
- Program and Port Exceptions
- Configuring Notifications and Logging
- Network Security Tools
- Resolve Firewall Issues
- Review
- Lab : Identify and Resolve Firewall Issues

Lesson 15: Identify and Resolve Issues Due To Malicious Software

- Overview
- Proactive Malware Protection
- Protecting Internet Explorer
- Windows and Anti-Virus Updates
- Recovering From Malware Infection
- Resolve Issues Due To Malicious Software
- Review
- Lab : Identify and Resolve Issues Due To Malicious Software

Lesson 16: Identify and Resolve Encryption Issues

- Overview
- Configuring a Recovery Agent
- Using EFS
- Using BitLocker
- Encryption Tools
- Resolve Encryption Issues
- Review
- Lab : Identify and Resolve Encryption Issues

Lesson 17: Identify and Resolve Software Update Issues

- Overview
- Types of Windows Updates
- Using Windows Update
- Using Microsoft Update
- Resolve Software Update Issues
- Review

Lab : Identify and Resolve Software Update Issues

To register or for more information call
our office **(208) 898-9036** or email
register@leapfoxlearning.com

