



# 6293 Troubleshooting and Supporting Windows 7 in the Enterprise

Price: \$1,195

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**Length:** 21 Hours (3 days)

**Introduction:** 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. The goal of this training is to enable these individuals to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment.

**Target Audience:** The primary audience for this course is the Enterprise Desktop Support Technician (EDST) providing Tier 2 support. The secondary audience for this course is the Desktop Support Technician (DST) in an Upper MORG Organization.

**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

Students who attend this training can meet the prerequisites by attending the following courses, or obtaining equivalent knowledge and skills:

- Course 6292A: Installing and Configuring Windows 7 Client
- Course 6420B: Fundamentals of Windows Server 2008

**Objectives:** After completing this course, students will be able to:

- Describe the processes of establishing and using a troubleshooting methodology, and define the EDST job role and responsibilities.
- Troubleshoot startup issues on a Windows 7 computer.
- Troubleshoot client-configuration failures and Group Policy object (GPO) application issues.
- Troubleshoot hardware device, device driver, and performance issues.
- Troubleshoot network connectivity issues.
- Troubleshoot remote connectivity issues.
- Troubleshoot logon and resource access issues.
- Troubleshoot security system issues, such as Encrypting File Systems (EFS) BitLocker Drive Encryption, and file permissions.
- Troubleshoot operating system and applications issues.

## Course Outline

### I. Implementing a Troubleshooting Methodology

- A. Introduction to the EDST Job Role
- B. Overview of Troubleshooting Steps

### II. Troubleshooting Startup Issues

- A. Overview of the Windows 7 Recovery Environment
- B. Configuring and Troubleshooting Startup Settings
- C. Troubleshooting Operating Systems Services Issues

### III. Using Group Policy to Centralize Configuration

- A. Overview of Group Policy Application
- B. Resolving Client Configuration Failure and GPO Application Issues



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## **IV. Troubleshooting, Hardware Device, Device Driver, and Performance Issues**

- A. Overview of Hardware Troubleshooting
- B. Troubleshooting Physical Failures
- C. Monitoring Reliability and Performance
- D. Configuring Performance Options in Windows 7
- E. Troubleshooting Device Driver Failures

## **V. Troubleshooting Network Connectivity Issues**

- A. Determining Network Settings
- B. Troubleshooting Network Connectivity Issues

## **VI. Troubleshooting Remote Connectivity Issues**

- A. Troubleshooting VPN Connectivity Issues
- B. Using Remote Desktop
- C. Troubleshooting User Issues by Using Remote Assistance
- D. Troubleshooting NAP Issues
- E. Troubleshooting DirectAccess Issues

## **VII. Troubleshooting Logon and Resource Access Issues**

- A. Troubleshooting User Logon Issues
- B. Troubleshooting User Profile Issues
- C. Troubleshooting File Access Issues
- D. Troubleshooting File Permissions Issues
- E. Troubleshooting Printer Access Issues

## **VIII. Troubleshooting Security Issues**

- A. Recovering Files Encrypted by EFS
- B. Recovering BitLocker-Protected Drives
- C. Troubleshooting Internet Explorer and Content Access Issues

## **IX. Troubleshooting Operating System and Application Issues**

- A. Troubleshooting Application Installation Issues
- B. Troubleshooting AppLocker Policy Application
- C. Applying Application and Windows Updates