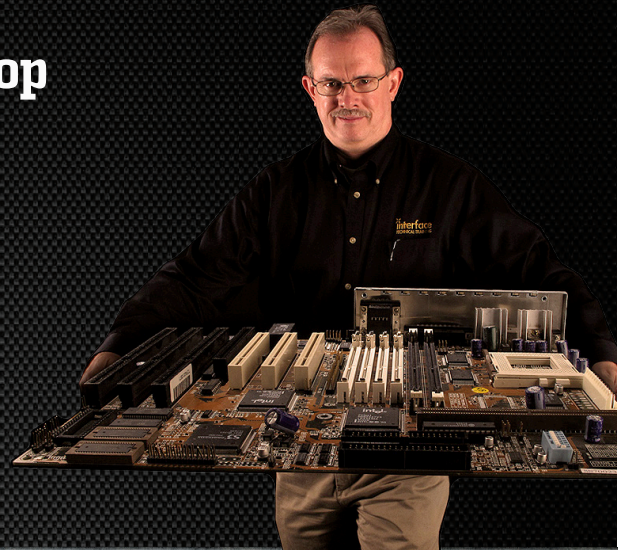


50331: Windows 7 Enterprise Desktop Support Technician

This 5-day instructor-led course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows 7 desktop or laptop computer. MOC 50331 will also help test takers prepare for the 70-685 exam. Interface is the only Microsoft Partner in Arizona with the Gold Learning Competency, therefore at Interface Technical Training, you will get hands-on instructor-led training with real-world scenarios to help you become more proficient with Windows 7 Enterprise Desktop Support.



AUDIENCE

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.

PREREQUISITES

This course requires experience working in a domain environment using desktop and command-line troubleshooting tools, installing and troubleshooting desktop application problems, configuring registry and group policy settings and TCP/IP Troubleshooting skills. Students should have successfully completed:

- » 6292: Installing and Configuring Windows 7 Client

WHAT YOU WILL LEARN

- » Identify and Resolve Desktop Application Issues
- » Identify the Cause of and Resolve Networking Issues
- » How to use network services and local computer files to resolve computer names
- » How to improve the performance of a system by monitoring and controlling the use of resources by applications
- » How to configure reliable and secure wireless connectivity for client computers.
- » How to diagnose hardware problems on a computer
- » Manage and Maintain Systems that run Windows 7
- » Support Mobile Users
- » Identify the Cause of and Resolve Security Issues
- » How to restore a computer system after an attack by viruses or other malicious software.
- » How to enable and use the software update features available in Windows 7

"The Instructor has a great sense of humor and was able to relate the course material to real life..."

Windows 7 Student
Phoenix, AZ

\$2495.00

- 5-day course
- Promo & package discounts may apply
- SA Voucher Eligible

QUESTIONS?
Call 602-266-8585



CAN'T MAKE IT TO CLASS IN PERSON?

Attend many classes online with RemoteLive.™

Call 602-266-8585 today for a live demo.

©2016 Interface Technical Training All rights reserved

(course outline
on back side)



COURSE OUTLINE

50331: Windows 7 Enterprise Desktop Support Technician

1. Identify and Resolve New Software Installation Issues

- » Understand the different installation options for Windows 7 applications
- » Resolve Windows 7 installation problems
- » Prevent users from running unapproved applications

2. Resolve Software Configuration Issues

- » Fix application install problems caused by older programs or new features and options
- » Create a Windows 7 VHD disk
- » Configure operating system features
- » Understand the impact of Driver Updates
- » Fix software configuration problems
- » Use the Problem Steps Recorder tool

3. Resolve Software Failure

- » Configure Event Forwarding
- » Use System Restore to fix desktop problems
- » Create a Windows 7 Troubleshooter

4. Identify and Resolve Logon Issues

- » Create Roaming and Mandatory User Profiles
- » Configure Machine Accounts in Active Directory
- » Configure User Account Properties in Active Directory

5. Identify and Resolve Network Connectivity Issues

- » Use command-line tools to troubleshoot connectivity problems
- » Use the Windows Troubleshooters to fix configuration issues
- » Configure Advanced TCP/IP options on a client computer

6. Identify and Resolve Name Resolution Issues

- » Configure records on a DNS Server
- » Configure HOSTS records
- » Using command-line and scripting tools to configure TCP/IP settings

7. Identify and Resolve Network Printer Issues

- » Optimize the performance of the Print Spooler
- » Redirect Print Jobs from non-functioning Printers
- » Manage Active Directory registration of Printers
- » Manage Printer Permissions

8. Identify and Resolve Performance Issues

- » Configure automatic responses to Service failure
- » Manage the use of Processing resources by applications
- » View and control active connections to a computer
- » Optimize Hard-Disk performance

9. Identify and Resolve Hardware Failure Issues

- » Understand how to be proactive in dealing with hardware problems
- » Use Windows 7 hardware diagnostic tools

10. Identify and Resolve Wireless Connectivity Issues

- » Understand the encryption options available for wireless networks
- » Use Windows 7 Wireless security options
- » Fix client connectivity problems

11. Identify and Resolve Remote Access Issues

- » Understand the security options available when creating remote access connections
- » Understand the new capabilities of VPN connections that use DirectAccess
- » Resolve connectivity problems for VPN and Dial-Up connections

12. Manage File Synchronization

- » Configure Transparent Caching
- » Restore deleted network files

13. Identify and Resolve Internet Explorer Security Issues

- » How to use new security features like Smart Screen Filtering
- » Manage Internet Explorer Add-ons
- » Use IE features to warn the user about potential security problems

14. Identify and Resolve Firewall Issues

- » Block applications from communicating over the network
- » Record and setup notifications of unapproved network communication
- » Fix problems caused by improper configuration of Windows Firewall

15. Identify and Resolve Issues Due To Malicious Software

- » Identify problems caused by viruses and other malware
- » How to protect Internet Explorer and E-mail applications from malware attack
- » How to prevent data loss and fix a computer after a malware attack

16. Identify and Resolve Encryption Issues

- » Recover from lost encryption keys
- » How to encrypt individual files using EFS
- » Use BitLocker to protect laptops and insecure computers

17. Identify and Resolve Software Update Issues

- » Configure client computers to get updates from the local network instead of the Internet
- » Understand the different options available when updating the operating system
- » Understand how to configure automatic updates for Microsoft applicationst

Register by phone at 602-266-8585, or online at www.InterfaceTT.com.

©2016 Interface Technical Training All rights reserved. v042516