

Windows 7/8: Enterprise Desktop Support Technician Ranger Program

Five (5) days, Instructor-Led

This five day training aims to disseminate know how to the audience in configuration, installation and troubleshooting in either Windows 7 or Windows 8 platform. It also would include a two hour guidelines on what common issues to expect in application migration. With the ranger program both images on Windows 7 and 8 will be provided so that participants may have hands on in one or both environments.

Detailed Outline

Module 1: Implementing a Troubleshooting Methodology

This module describes the steps involved in establishing and using a typical troubleshooting methodology. It also covers the job role and responsibilities of the EDST.

Lessons

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

After completing this module, students will be able to:

- Describe the job role of the EDST.
- Describe the steps of a typical troubleshooting methodology.

Module 2: Troubleshooting Startup Issues

This module describes how to use Windows 7 recovery tools to troubleshoot startup problems. Additionally, it provides the information to configure and troubleshoot startup settings, and to troubleshoot operating system services.

Lessons

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

After completing this module, students will be able to:

- Use Windows 7 recovery tools to troubleshoot startup problems.
- Configure and troubleshoot startup settings.
- Troubleshoot operating system services.

Module 3: Using Group Policy to Centralize Configuration

This module describes Group Policy application. It also covers steps to troubleshoot both client configuration failures and GPO application issues.

Lessons

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

After completing this module, students will be able to:

- Describe Group Policy application.
- Troubleshoot client configuration failures and GPO application issues.

Module 4: Troubleshooting Hardware Device, Device Driver, and Performance Issues

This module helps students troubleshoot issues related to hardware devices and device drivers by identifying basic hardware-related issues. Additionally, the module helps students determine hardware failure issues, and the problems that device drivers can cause. Finally, this module provides guidance on how to configure performance options in Windows 7, as well as monitor reliability and performance of Windows 7 computers.

Lessons

- Lesson 1: Overview of Hardware Troubleshooting
- Lesson 2: Troubleshooting Physical Failures
- Lesson 3: Monitoring Reliability and Performance
- Lesson 4: Configuring Performance Options in Windows 7
- Lesson 5: Troubleshooting Device Driver Failures

After completing this module, students will be able to:

- Identify basic hardware-related issues.
- Determine hardware failure issues.

- Monitor reliability and performance of Windows 7 computers.
- Configure performance options in Windows 7.
- Determine problems that device drivers cause.

Module 5: Troubleshooting Network Connectivity Issues

This module describes how to troubleshoot issues related to network connectivity by providing the steps to determine the network configuration of client computers, and then to troubleshoot network connections.

Lessons

- Lesson 1: Determining Network Settings
- Lesson 2: Troubleshooting Network Connectivity Issues

After completing this module, students will be able to:

- Determine the network configuration of client computers.
- Troubleshoot network connections.

Module 6: Troubleshooting Remote Connectivity Issues

This module describes how to troubleshoot remote connectivity issues. This module instructs students on how to configure and troubleshoot virtual private network (VPN) connections, as well as how to use Remote Desktop and Remote Assistance to assist users. This module also covers the troubleshooting steps for Network Access Protection (NAP) and DirectAccess issues.

Lessons

- Lesson 1: Troubleshooting VPN Connectivity Issues
- Lesson 2: Using Remote Desktop
- Lesson 3: Troubleshooting User Issues by Using Remote Assistance
- Lesson 4: Troubleshooting NAP Issues
- Lesson 5: Troubleshooting DirectAccess Issues

After completing this module, students will be able to:

- Configure and troubleshoot VPN connections.
- Use Remote Desktop.
- Use Remote Assistance.
- Troubleshoot NAP issues.
- Troubleshoot DirectAccess issues.

Module 7: Troubleshooting Logon and Resource Access Issues

This module describes how to use troubleshooting tools and methods to troubleshoot user profile and logon scripts issues, and issues with file and printer access.

Lessons

- 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

After completing this module, students will be able to:

- Troubleshoot user logon issues.
- Troubleshoot user profile issues.
- Troubleshoot file access issues.
- Troubleshoot file permissions issues.
- Troubleshoot printer access issues.

Module 8: Troubleshooting Security Issues

This module describes how to troubleshoot issues related to security systems such as EFS, BitLocker, and file permissions. The module instructs students how to troubleshoot and recover files encrypted with EFS and BitLocker-protected drives. In this module, students also troubleshoot file permissions, content access issues, and Windows Internet Explorer issues.

Lessons

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

Lab : Troubleshooting Security Issues

- Exercise 1: Recovering a BitLocker-Protected Drive
- Exercise 2: Troubleshooting an Internet Explorer Security Issue

After completing this module, students will be able to:

- Recover files encrypted by using EFS.
- Recover BitLocker-protected drives.
- Troubleshoot Internet Explorer and content access issues.

Module 9: Troubleshooting Operating System and Application Issues

This module describes how to troubleshoot issues related to operating system features and applications, including application installation and operation issues. This module also addresses applying application and Windows updates.

Lessons

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

After completing this module, students will be able to:

- Troubleshoot application installation issues.
- Troubleshoot application operation issues.
- Apply application and Microsoft Windows updates

Module 10: Installing Windows 8

This module explains how to plan and perform the installation of Windows 8.

Lessons

- Introducing Windows 8
- Preparing to Install Windows 8
- Installing Windows 8
- Activating Windows 8

After completing this module, students will be able to:

- Describe the different editions of Windows 8.
- Prepare a computer for the installation of Windows 8.
- Install Windows 8.
- Explain licensing and activation for Windows 8.

Module 11: Upgrading and Migrating to Windows 8

This module explains how to install Windows 8 on computers that are running earlier versions of Windows.

Lessons

- Upgrading to Windows 8
- Migrating to Windows 8
- Migrating User Data and Settings

After completing this module, students will be able to:

- Upgrade to Windows 8 from a previous version of Windows.
- Migrate to Windows 8 from a previous version of Windows.
- Migrate user data and settings.

Module 12: Administering Windows 8

This module explains how to administer Windows 8.

Lessons

- Performing the Local and the Remote Management of Windows 8
- Implementing Group Policies
- Administering Windows 8 with Windows Intune
- Introduction to Windows PowerShell 3.0
- Windows PowerShell Remoting

After completing this module, students will be able to:

- Explain how to perform the local and the remote management of Windows 8.
- Implement Group Policy to manage client computers running Windows 8.
- Explain how to administer Windows 8 by using Windows Intune.
- Administer Windows 8 by using Windows PowerShell 3.0.

Module 13: Implementing an Application Strategy for Windows 8

This module explains how to implement a strategy for deploying and managing applications on computers running Windows 8.

Lessons

- Application Deployment Options in Windows 8
- Mitigating Application Compatibility Issues

After completing this module, students will be able to:

- Describe the application deployment options for Windows 8.
- Mitigate application compatibility issues in Windows 8.

Module 14: Configuring Applications

This module explains how to install, configure, and control applications in Windows 8.

Lessons

- Install and Configure Applications
- Managing Apps from the Windows Store
- Configuring Settings in Internet Explorer
- Configuring Application Restrictions in the Enterprise

After completing this module, students will be able to:

- Install and configure applications.
- Install and manage apps from the Windows Store.
- Configure and secure Windows Internet Explorer.
- Configure application restrictions.

Module 15: Configuring Remote Access

This module explains how to enable remote access by configuring VPN and DirectAccess.

Lessons

- Configuring VPN Access
- Overview of DirectAccess

After completing this module, students will be able to:

- Configure VPN access.
- Configure DirectAccess to provide seamless remote access to intranet resources.

Module 16: Implementing Storage in Windows 8

This module explains the important storage concepts and technologies in Windows 8. It also describes how to implement BitLocker and how Microsoft SkyDrive provides cloud-based storage for Windows Live users.

Lessons

- Understanding Storage Concepts in Windows 8
- Implementing BitLocker
- File Caching
- Overview of SkyDrive

After completing this module, students will be able to:

- Explain the storage concepts in Windows 8.
- Implement BitLocker.
- Explain the file caching features that are available in Windows 8.
- Explain how Microsoft SkyDrive provides cloud-based storage for Windows Live users.

Module 17: Protecting and Recovering Windows 8

This module explains how to configure Windows Defender, back up and restore files in Windows 8, and recover a computer running Windows 8.

Lessons

- Configuring Host-Based Virus and Malware Protection
- Backing Up and Restoring Files in Windows 8
- Recovery Options in Windows 8

After completing this module, students will be able to:

- Configure Windows Defender.

- Describe how to back up and restore files in Windows 8.
- Recover a computer running Windows 8.

Module 18: Implementing Client Hyper-V

This module introduces you to Client Hyper-V in the Windows 8 operating system and explains the fundamentals of working with virtual machines in the Client Hyper-V environment.

Lessons

- Overview of Client Hyper-V
- Creating Virtual Machines
- Managing Virtual Hard Disks
- Managing Snapshots

After completing this module, students will be able to:

- Describe Client Hyper-V in Windows 8.
- Create and work with virtual machines.
- Manage virtual hard disks (VHDs).
- Manage snapshots in Client Hyper-V.

Module 19: Implementing the Online Features of Windows 8

This module is a stand-alone lab that explains how to implement the online features of Windows 8.

Lab : Implementing the Online Features of Windows 8

- Renaming Your Host Computer
- Using SkyDrive
- Installing an App from the Windows Store

After completing this module, students will be able to:

- Reconfigure your host computer to prepare for the lab.
- Enable and use Microsoft SkyDrive.
- Install an app from the Windows Store.

Course Inclusions:

- Microsoft Official Curriculum (MOC) and/or Wizards Learning Courseware (WLC)
- Microsoft Certified Trainer (MCT)

- Lunch, AM and PM Snacks
- Certificate of Achievement
- Course Notes