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## Microsoft Desktop Support - Enterprise

**Duration: 5 Days**    **Course Code: GK7008**

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### Overview:

This Five-day instructor-led event provides delegates with the knowledge and skills to successfully maintain, troubleshoot and Deploy Windows Vista computers in an enterprise environment. It will provide them with the knowledge and skills necessary to identify technical problems that can occur in an organization's client computers. The delegate will also be prepared to attempt the 70-622 IT Professional Exam. Days 1 to 3 Course M5118 – Maintaining and Troubleshooting Windows Vista Computers – this event gives the delegates the skills to Maintain and Troubleshoot Windows Vista Computers Days 4 & 5 Course M5119 - Supporting Windows Vista Computers with Desktop Images and Application Packages – this events gives the delegates the skills to use a Windows Vista operating system image and application package deployment infrastructure

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### Target Audience:

The audience for this course is experienced enterprise-level IT Professionals who focus on a broad range of desktop operating system, desktop application, mobile device, networking, and hardware support issues. As working professionals, delegates must quickly resolve support issues by combining technical expertise with problem solving and decision making skills and a deep understanding of their business and technical environments. This course uses Microsoft Official Courseware

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### Objectives:

- Plan and apply a troubleshooting methodology for an organization.
  - Describe how the Windows Vista platform helps address troubleshooting requirements for important technical areas.
  - Identify the most appropriate method to troubleshoot Windows Vista computers.
  - Identify Windows Vista tools that can be used to help in the troubleshooting process.
  - Identify important maintenance tools that will be used as part of IT operations for their organizations.
  - Describe how monitoring and optimization tools in Windows Vista can be used to assist in troubleshooting and keeping computers performing optimally.
  - Describe how the Windows Vista deployment options can be used to improve the support experience at the desktop.
  - Identify the most appropriate method to support Windows Vista recovery on site.
  - Identify the components of the Windows Vista user state and safely backup and restore that data
  - Utilize Windows Vista application packages to improve the process of application installation and maintenance at the Windows Vista client computer.
  - Explain how to troubleshoot Windows Vista application package installations.
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### Prerequisites:

Before attending this course, delegates must have:

- Experience supporting previous versions of the Windows operating system.
- Experience running commands from a command window, such as the DOS command prompt.
- Familiarity with computer hardware and devices, such as the ability to use Windows device manager and look for unsupported devices.
- Basic TCP/IP knowledge, such as knowing why you need to have a valid IP address.

### Testing and Certification

This event prepares the delegates for the 70-622 ITPRO – Microsoft Desktop Support – Enterprise Exam

■ Basic Windows and Active Directory knowledge, such as knowledge about domain user accounts, domain vs. local user accounts, user profiles, and group membership.  
In addition, it is recommended, but not required, that students have completed the following courses:

- M5115: Installing and Configuring the Windows Vista Operating System and
- M5116A: Configuring Windows Vista Mobile Computing and Applications Alternatively delegates can attend the GK7007 event – Configuring Microsoft Windows Vista

## Content:

### Troubleshooting Methodology

- Overview of a Troubleshooting Methodology
- Overview of Troubleshooting Stages
- Troubleshooting Component Areas

### Troubleshooting Operating Systems

- Overview of the Windows Vista Startup Process
- Troubleshooting the Windows Vista Startup Process with Windows RE
- Troubleshooting O/S Services

### Troubleshooting Hardware

- Overview of Troubleshooting Hardware
- Dealing with Physical Failures
- Dealing with Device Driver Failures
- Troubleshooting Printing in Vista
- Troubleshooting Microsoft BitLocker Protected Computers

### Troubleshooting Networks

- Determining Network Settings
- Troubleshooting Network Connections

### Troubleshooting Security Issues

- Overview of User Account Control
- Troubleshooting User Account Control
- Implementing Windows Firewall
- Implementing Windows Defender

### Troubleshooting Applications

- Windows Application Troubleshooting
- Web Application Troubleshooting

### Maintaining and Optimizing Windows Vista

- Maintaining Windows Vista
- Optimizing Windows Vista Performance
- Monitoring Windows Vista

### Preparing to Apply Desktop Images

- Identifying the Support Scenarios
- Preparing the Target Computer
- Backing up the User State

### Supporting Computers with Desktop Image

- Obtaining the Desktop Image
- Verifying the Desktop Image Application

### Restoring and Validating User State

- Restoring User State
- Verifying User State

### Preparing to Install an Application Package

- Preparation Steps for Installing an Application Package
- Testing Application Packages

### Creating and Deploying an Application Installation Package

- Application Package Deployment Methods
- Creating the Application Packages

### Troubleshooting Application Installations

- Application Installation Troubleshooting Techniques

## Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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