



# WINDOWS 7, ENTERPRISE DESKTOP SUPPORT

## TECHNICIAN - EXAM 70-685

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This hands-on course provides students with knowledge and develops their skills to get experience necessary to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment.

This course is part one of two courses leading to your MCSA Windows 7 certificate.

Students will gain knowledge and skills needed to isolate, document and resolve Windows 7 issues on a laptop or desktop computers. You will be able to identify the cause of desktop application and networking issues and to resolve those as well as maintain systems support for mobile users.

### COURSE OUTLINE:

#### **Implementing a Troubleshooting Methodology**

- Introduction to the EDST Job Role
- Overview of Troubleshooting Steps

#### **Troubleshooting Startup Issues**

- Overview of the Windows 7 Recovery Environment
- Configuring and Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues

#### **Using Group Policy to Centralize Configuration**

- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues

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

- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Monitoring Reliability and Performance
- Configuring Performance Options in Windows 7
- Troubleshooting Device Driver Failures



- Resolving Hardware Issues
- Configuring Group Policy to Control Device Installation (optional)
- Troubleshooting a Performance Problem

### **Troubleshooting Network Connectivity Issues**

- Determining Network Settings
- Troubleshooting Network Connectivity Issues

### **Troubleshooting Remote Connectivity Issues**

- Troubleshooting VPN Connectivity Issues
- Using Remote Desktop
- Troubleshooting User Issues by Using Remote Assistance
- Troubleshooting NAP Issues
- Troubleshooting DirectAccess Issues
- Resolving a Remote Connectivity Problem

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

- Troubleshooting User Logon Issues
- Troubleshooting User Profile Issues
- Troubleshooting File Access Issues
- Troubleshooting File Permissions Issues
- Troubleshooting Printer Access Issues
- Troubleshooting Logon and Resource Access Issues

### **Troubleshooting Security Issues**

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

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

- Troubleshooting Application Installation Issues
- Troubleshooting Application Operations Issues
- Applying Application and Windows Updates
- Troubleshooting Windows Updates
- Troubleshooting AppLocker Policy Application
- Troubleshooting Application Startup