

70-685: Enterprise Desktop Support Technician

Course Introduction

4m

Course Introduction

Chapter 01 - Identifying Cause and Resolving Desktop

2hr 30m

Application Issues

Identifying Cause and Resolving Desktop Application Issues

Role of Enterprise Technician

Troubleshooting Windows 7

Programs Troubleshooting

Using a Troubleshooter

Demo - Troubleshooter

Problem Steps Recorder

Problem Steps Recorder Output

Demo - Problem Steps Recorder

Software Installation Methods

Installing Applications

Using Group Policy to Install Software

Demo - GPO Driver Installation

Other Group Policy Settings

Group Policy and Software Restrictions

Order of Software Restriction Policies Processing

Enforcement Rules

AppLocker

AppLocker Requirements

Creating AppLocker Rules Procedure Reference

Demo - AppLocker Rules

AppLocker Advantages

AppLocker Disadvantages

Installation Permissions and Compatibility

Mitigation of Compatibility Issues

Application Compatibility Options

Digital Signing Software

Program Compatibility - Control Panel

Application Compatibility Toolkit Features

Application Compatibility Toolkit (ACT)

Running Applications in Compatibility Mode

Demo - Compatibility Toolkit

Other Tools to Know About

User Account Control (UAC)

Demo - User Account Control

Windows Installer

Identifying Cause of and Resolving Desktop Application Issues

Running Legacy Applications

How to Update Applications

Application Updates

Windows Update

Demo - Windows Update

WSUS

GPO Options - WSUS

WSUS Server Administrator

WSUS Options
Troubleshooting Windows Update
Windows Management Instrumentation (WMI)
WMI Tasks
Sample VB Script Using WMI
Internet Explorer
Internet Explorer Privacy Settings
Internet Explorer Add-Ons
Demo - Internet Explorer Add-Ons
Smart Screen Filter
Demo - Smart Screen Filter
Browsing History
Web Site Certificates
Group Policy Restrictions
Demo - Group Policy Restrictions
Restore Default Settings
Chapter 01 Review

Chapter 02 - Operating System Troubleshooting and Support

2hr 34m

Operating System Troubleshooting and Support
Startup Architecture
Windows Startup Recovery: Two Options
Windows Startup Recovery: Advanced Boot Options
Demo - Windows Advanced Startup Options F8
Recovery Tools in Windows RE
Demo - Windows RE
Windows System Restore
Demo - System Restore
BCD
MSConfig.exe
Demo - MSCONFIG
BCDEdit.exe
Demo - BCDEdit
Demo - Editing BCD
Safe Mode Options
Identifying Software Update Level
Demo - Identifying Software Update Level
Working with Services
Configuring Services
Demo - Configuring Services
Finding Problems with Services
Ways to Disable Services
Demo - SC Query
OS Troubleshooters
Troubleshooting Pack Components
Event Viewer
Demo - Event Viewer
Event Log Configuration
Properties in Event Viewer
Event Viewer and Task Scheduler
Demo - Attach a Task in Event Viewer
Event Forwarding
Creating Event Subscriptions
Enabling Subscriptions for Event Forwarding
System Restore
Windows Experience Index

How Scores Work Together
Demo - Windows Experience Index
Windows 7 and Language Packs
New Features of Language Packs
Language Pack Deployment Options
Multilingual Deployments
Language Deployment
Test Environments
Imaging
Windows Deployment Services
Unattended Setup - WDS
Microsoft Deployment Toolkit
ImageX Commands
ImageX Commands (Cont.)
Internet Explorer Compatibility
Enabling Compatibility
Demo - Internet Explorer Compatibility
Chapter 02 Review

Chapter 03 - Networking with Windows 7

3hr 17m

Networking with Windows 7
Windows 7 Network Access
Demo - Network and Sharing Center
Demo - Connect/Disconnect VPN
Link Layer Topology Discover (LLTD)
Troubleshooting: Wired Networks
Troubleshooting: Wireless
Wireless Signal Strength
Network Protocols
Wireless Security
Encryption Methods
Wireless Profiles - Manual Configuration
Demo - Wireless GPO
Automatic Configuration
Network Hardware
Network Architecture
Network Scope
TCP/IP Configuration
Demo - IPCONFIG
TCP/IP Utilities
Demo - TCP/IP Utilities
Demo - Telnet
Testing Connectivity with IPv4
Demo - Testing Connectivity
IPv6
Name Resolution
Domain Name System (DNS)
Hosts File
Windows Internet Name Service (WINS)
LMHOSTS
Order of Name Resolution Methods
Link-local Multicast Name Resolution (LLMNR)
Troubleshooting: Name Resolution
IPSec
Authentication of Connections
Network Profiles

Network Diagnostics
Remote Access Methods
VPN and Dial-up Authentication
Direct Access Configuration
Direct Access Authentication Methods
Connection Manager Administration Kit
Troubleshooting Remote Access
Branch Cache
Branch Cache - Configuration Options
Chapter 03 Review

Chapter 04 - Configuring Security and Troubleshooting Issues

1hr 56m

Configuring Security and Troubleshooting Issues

Certificates

Certificate Types

Encrypting Files System

EFS Encryption Keys

Process of EFS

Recovery Agents

EFS Configuration

Best Practices for EFS

BitLocker Drive Encryption

BitLocker Recovery

How to Determine If Your Computer Has TPM

Group Policy Settings - BitLocker

BitLocker Best Practices

BitLocker to Go

Internet Explorer

Demo - Configuring Internet Explorer

User Account Control

Firewalls

Demo - Windows Advanced Firewall

Windows Firewall with Advanced Security

Create a New Rule

Exceptions

Conflicting Firewall Rules

Logging

Network Security Tools

Windows Defender

Demo - Netsh

Protecting the OS from Attacks

Types of Issues as a Result of Infection

Windows 7 Tools and Features

Demo - Registry Editor

Demo - Action Center

Demo - Windows 7 Action Center

Protecting the PC Proactively

Programs to Assist

Most Effective

Anti-Virus Software

Microsoft Security Essentials

Spyware and Preventative Measures

Internet Explorer Protection

How to Know If Your Infected

How to Respond to Infected PC

Chapter 04 Review

Chapter 05 - Supporting Mobile Users

1hr

Supporting Mobile Users
VPN Networking
VPN Protocols
VPN Authentication Methods
Network Policies
Network Policies Flow
Remote Desktop
Demo - Remote Desktop
Configure Remote Desktop through GPO
Demo - GPO - RDP
Remote Assistance
Configuring Remote Assistance with GPO
Network Access Protection
Troubleshooting NAP
Direct Access
DirectAccess Configuration Notes
Branch Cache
Setting Power Management
Demo - Power Management
Chapter 05 Review

Chapter 06 - Maintaining Hardware on Windows 7

1hr 52m

Maintaining Hardware on Windows 7
Types of Failures
Identifying Hardware Issues
Demo - Hardware Information
Troubleshooting Hardware
Devices Most Likely to Fail
Memory Failures
Hard Drive Failure
Demo - Hard Drives
Working with Hard Drive Issues
Network Card Issues
Power Supply Issues
Hardware Diagnostic Tools Summary
Resource Monitor
Demo - Resource Monitor
Performance Monitor
Demo - Performance Monitor
What Are Data Collector Sets?
Demo - Data Collector Sets
What Is Reliability Monitor?
Demo - Reliability Monitor
Performance Issues
Demo - Process Affinity
Common Components
Device Drivers
Removing Unsigned Drivers
PNPUtil.exe
Driver Verifier
Updating Drivers
Safe Mode
Safe Mode Notes
Legacy Programs with Driver Install
Configuring Page File

Demo - Virtual Memory
Power Management
Managing USB Devices
Windows 7 Clients and Printer Installation
Mobile Users and Printing
XPS Based Printing
Printer Driver Issues
Print Spooler
Spooler Options
Configuration Options
Printer Pools
Installing Printers on the Network
Printers and Group Policy
How to Connect to Network Printers
Internet Printers
Printer Permissions
Location Aware Printing
Chapter 06 Review

Chapter 07 - Centralizing Configurations

39m

Centralizing Configurations
What is Group Policy
Group Policy Settings
Demo - Local GPO
Tools to Determine Group Policy Issues
Demo - GPO Server
Administrative Templates
Group Policy Application and Processing Order
Settings That Can Affect Group Policy
GPO Examples
Synchronous GPO Processing
Asynchronous GPO Processing
Loopback Processing
GPO Troubleshooting
GPO Tools
Event Viewer
Event Forwarding
Chapter 07 Review

Chapter 08 - User Login, Profiles and Access to Resources

1h 33m

User Login, Profiles and Access to Resources
Login Process
Types of Authentication
Demo - User Accounts
Multi-factor Authentication
Network Infrastructure
Active Directory
Active Directory Infrastructure
Active Directory Topology
Network Based Services
DNS
Types of DNS Zones
Demo - DNS
DHCP
Time Servers
Trust Relationships

Trust Examples
Machine Accounts
Benefits of Pre-staging Computer Accounts
User Accounts
Cached Credentials
User Profiles
Local Profiles
Roaming User Profiles
Mandatory User Profiles
Troubleshooting: Login Settings
Troubleshooting: Logon Errors
Drive Mappings
Demo - Drive Mappings
Shared Folders
Offline Files
Offline File Settings – Server Side
Demo - Offline Files
Configuring Offline Files – Client Side
Sync Center
Offline Files Options
Troubleshooting: Offline Files
Transparent Caching
NTFS Security
Combining Shared Permissions with NTFS Permissions
Inheritance
NTFS DENY Permission
Using DFS for Access to File Resources
How DFS Works
Notes About DFS
Restoring Files – Local and Network
Backups
Chapter 08 Review
Course Closure

Total Duration: 15hrs 25m