

# 70-685 – Enterprise Desktop Support Technician for Windows 7 Series!

**Overview:** Candidates for this training series support end users who run Microsoft Windows 7 in a corporate environment. They should have experience using applications that are included with the operating system, such as productivity applications used in a corporate environment and Microsoft Office applications. Candidates should be able to resolve operating system issues by telephone, email, connecting to an end user's system remotely, or by visiting an end user's desktop. They should have a working knowledge of operating in an Active Directory domain environment.

## Course Modules:

### Module 01 -Identifying Cause and Resolving Desktop

(Duration: 2h 23m)

1. Workbook (Pdf)
2. Application Issues
3. Identifying Cause and Resolving Desktop Application Issues
4. Role of Enterprise Technician
5. Troubleshooting Windows 7
6. Programs Troubleshooting
7. Using a Troubleshooter
8. Demo – Troubleshooter
9. Problem Steps Recorder

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10. Problem Steps Recorder Output
11. Demo – Problem Steps Recorder
12. Software Installation Methods
13. Installing Applications
14. Using Group Policy to Install Software
15. Demo – GPO Driver Installation
16. Other Group Policy Settings
17. Group Policy and Software Restrictions
18. Order of Software Restriction Policies Processing
19. Enforcement Rules
20. AppLocker
21. AppLocker Requirements
22. Creating AppLocker Rules Procedure Reference
23. Demo – AppLocker Rules
24. AppLocker Advantages
25. AppLocker Disadvantages
26. Installation Permissions and Compatibility
27. Mitigation of Compatibility Issues
28. Application Compatibility Options
29. Digital Signing Software
30. Program Compatibility – Control Panel
31. Application Compatibility Toolkit Features
32. Application Compatibility Toolkit (ACT)
33. Running Applications in Compatibility Mode
34. Demo – Compatibility Toolkit
35. Other Tools to Know About
36. User Account Control (UAC)
37. Demo – User Account Control
38. Windows Installer
39. Identifying Cause of and Resolving Desktop Application Issues
40. Running Legacy Applications
41. How to Update Applications
42. Application Updates
43. Windows Update
44. Demo – Windows Update
45. WSUS
46. GPO Options – WSUS
47. WSUS Server Administrator
48. WSUS Options

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49. Troubleshooting Windows Update
50. Windows Management Instrumentation (WMI)
51. WMI Tasks
52. Sample VB Script Using WMI
53. Internet Explorer
54. Internet Explorer Privacy Settings
55. Internet Explorer Add-Ons
56. Demo – Internet Explorer Add-Ons
57. Smart Screen Filter
58. Demo – Smart Screen Filter
59. Browsing History
60. Web Site Certificates
61. Group Policy Restrictions
62. Demo – Group Policy Restrictions
63. Restore Default Settings
64. Chapter 01 Review
65. Review Quiz (Number of attempts allowed: Unlimited)

## Module 02 -Operating System Troubleshooting and Support

**(Duration: 2h 34m)**

1. Workbook (Pdf)Operating System Troubleshooting and Support
2. Startup Architecture
3. Windows Startup Recovery: Two Options
4. Windows Startup Recovery: Advanced Boot Options
5. Demo – Windows Advanced Startup Options F8
6. Recovery Tools in Windows RE
7. Demo – Windows RE
8. Windows System Restore
9. Demo – System Restore
10. BCD

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11. MSConfig.exe
12. Demo – MSCONFIG
13. BCDEdit.exe
14. Demo – BCDEdit
15. Demo – Editing BCD
16. Safe Mode Options
17. Identifying Software Update Level
18. Demo – Identifying Software Update Level
19. Working with Services
20. Configuring Services
21. Demo – Configuring Services
22. Finding Problems with Services
23. Ways to Disable Services
24. Demo – SC Query
25. OS Troubleshooters
26. Troubleshooting Pack Components
27. Event Viewer
28. Demo – Event Viewer
29. Event Log Configuration
30. Properties in Event Viewer
31. Event Viewer and Task Scheduler
32. Demo – Attach a Task in Event Viewer
33. Event Forwarding
34. Creating Event Subscriptions
35. Enabling Subscriptions for Event Forwarding
36. System Restore
37. Windows Experience Index
38. How Scores Work Together
39. Demo – Windows Experience Index
40. Windows 7 and Language Packs
41. New Features of Language Packs
42. Language Pack Deployment Options
43. Multilingual Deployments
44. Language Deployment
45. Test Environments
46. Imaging
47. Windows Deployment Services
48. Unattended Setup – WDS
49. Microsoft Deployment Toolkit

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50. ImageX Commands
51. ImageX Commands (Cont.)
52. Internet Explorer Compatibility
53. Enabling Compatibility
54. Demo – Internet Explorer Compatibility
55. Chapter 02 Review
56. Review Quiz (Number of attempts allowed: Unlimited)

## Module 03 -Networking with Windows 7

(Duration: 3h 17m)

1. Workbook (Pdf)
2. Networking with Windows 7
3. Windows 7 Network Access
4. Demo – Network and Sharing Center
5. Demo – Connect/Disconnect VPN
6. Link Layer Topology Discover (LLTD)
7. Troubleshooting: Wired Networks
8. Troubleshooting: Wireless
9. Wireless Signal Strength
10. Network Protocols
11. Wireless Security
12. Encryption Methods
13. Wireless Profiles – Manual Configuration
14. Demo – Wireless GPO
15. Automatic Configuration
16. Network Hardware
17. Network Architecture
18. Network Scope
19. TCP/IP Configuration
20. Demo – IPCONFIG
21. TCP/IP Utilities
22. Demo – TCP/IP Utilities
23. Demo – Telnet

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24. Testing Connectivity with IPv4
25. Demo – Testing Connectivity
26. IPv6
27. Name Resolution
28. Domain Name System (DNS)
29. Hosts File
30. Windows Internet Name Service (WINS)
31. LMHOSTS
32. Order of Name Resolution Methods
33. Link-local Multicast Name Resolution (LLMNR)
34. Troubleshooting: Name Resolution
35. IPSec
36. Authentication of Connections
37. Network Profiles
38. Network Diagnostics
39. Remote Access Methods
40. VPN and Dial-up Authentication
41. Direct Access Configuration
42. Direct Access Authentication Methods
43. Connection Manager Administration Kit
44. Troubleshooting Remote Access
45. Branch Cache
46. Branch Cache – Configuration Options
47. Chapter 03 Review
48. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 04 -Configuring Security and Troubleshooting Issues

**(Duration: 1h 56m)**

1. Workbook (Pdf)
2. Configuring Security and Troubleshooting Issues

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3. Certificates
4. Certificate Types
5. Encrypting Files System
6. EFS Encryption Keys
7. Process of EFS
8. Recovery Agents
9. EFS Configuration
10. Best Practices for EFS
11. BitLocker Drive Encryption
12. BitLocker Recovery
13. How to Determine If Your Computer Has TPM
14. Group Policy Settings – BitLocker
15. BitLocker Best Practices
16. BitLocker to Go
17. Internet Explorer
18. Demo – Configuring Internet Explorer
19. User Account Control
20. Firewalls
21. Demo – Windows Advanced Firewall
22. Windows Firewall with Advanced Security
23. Create a New Rule
24. Exceptions
25. Conflicting Firewall Rules
26. Logging
27. Network Security Tools
28. Windows Defender
29. Demo
30. – Netsh
31. Protecting the OS from Attacks
32. Types of Issues as a Result of Infection
33. Windows 7 Tools and Features
34. Demo
35. – Registry Editor
36. Demo
37. – Action Center
38. Demo
39. – Windows 7 Action Center
40. Protecting the PC Proactively
41. Programs to Assist

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42. Most Effective
43. Anti
44. -Virus Software
45. Microsoft Security Essentials Spyware and Preventative Measures
46. Internet Explorer Protection
47. How to Know If Your Infected
48. How to Respond to Infected PC
49. Chapter 04 Review
50. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 05 -Supporting Mobile Users

**(Duration: 1h)**

1. Workbook (Pdf)
2. Supporting Mobile Users
3. VPN Networking
4. VPN Protocols
5. VPN Authentication Methods
6. Network Policies
7. Network Policies Flow
8. Remote Desktop
9. Demo
10. – Remote Desktop
11. Configure Remote Desktop through GPO
12. Demo
13. – GPO
14. – RDP
15. Remote Assistance
16. Configuring Remote Assistance with GPO
17. Network Access Protection
18. Troubleshooting NAP
19. Direct Access
20. DirectAccess Configuration Notes
21. Branch Cache

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22. Setting Power Management
23. Demo
24. – Power Management
25. Chapter 05 Review
26. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 06 -Maintaining Hardware on Windows 7

**(Duration: 1h 52m)**

1. Workbook (Pdf)
2. Maintaining Hardware on Windows 7
3. Types of Failures
4. Identifying Hardware Issues
5. Demo – Hardware Information
6. Troubleshooting Hardware
7. Devices Most Likely to Fail
8. Memory Failures
9. Hard Drive Failure
10. Demo – Hard Drives
11. Working with Hard Drive Issues
12. Network Card Issues
13. Power Supply Issues
14. Hardware Diagnostic Tools Summary
15. Resource Monitor
16. Demo – Resource Monitor
17. Performance Monitor
18. Demo – Performance Monitor
19. What Are Data Collector Sets?
20. Demo – Data Collector Sets
21. What Is Reliability Monitor?
22. Demo – Reliability Monitor
23. Performance Issues
24. Demo – Process Affinity
25. Common Components

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26. Device Drivers
27. Removing Unsigned Drivers
28. PNPUtil.exe
29. Driver Verifier
30. Updating Drivers
31. Safe Mode
32. Safe Mode Notes
33. Legacy Programs with Driver Install
34. Configuring Page File
35. Demo – Virtual Memory
36. Power Management
37. Managing USB Devices
38. Windows 7 Clients and Printer Installation
39. Mobile Users and Printing
40. XPS Based Printing
41. Printer Driver Issues
42. Print Spooler
43. Spooler Options
44. Configuration Options
45. Printer Pools
46. Installing Printers on the Network
47. Printers and Group Policy
48. How to Connect to Network Printers
49. Internet Printers
50. Printer Permissions
51. Location Aware Printing
52. Chapter 06 Review
53. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 07 -Centralizing Configurations

**(Duration: 39m)**

1. Workbook (Pdf)
2. Centralizing Configurations

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3. What is Group Policy
4. Group Policy Settings
5. Demo – Local GPO
6. Tools to Determine Group Policy Issues
7. Demo – GPO Server
8. Administrative Templates
9. Group Policy Application and Processing Order
10. Settings That Can Affect Group Policy
11. GPO Examples
12. Synchronous GPO Processing
13. Asynchronous GPO Processing
14. Loopback Processing
15. GPO Troubleshooting
16. GPO Tools
17. Event Viewer
18. Event Forwarding
19. Chapter 07 Review
20. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 08 -User Login, Profiles and Access to Resources

**(Duration: 1h 33m)**

1. Workbook (Pdf)
2. User Login, Profiles and Access to Resources
3. Login Process
4. Types of Authentication
5. Demo – User Accounts
6. Multi-factor Authentication
7. Network Infrastructure
8. Active Directory
9. Active Directory Infrastructure

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10. Active Directory Topology
11. Network Based Services
12. DNS
13. Types of DNS Zones
14. Demo – DNS
15. DHCP
16. Time Servers
17. Trust Relationships
18. Trust Examples
19. Machine Accounts
20. Benefits of Pre-staging Computer Accounts
21. User Accounts
22. Cached Credentials
23. User Profiles
24. Local Profiles
25. Roaming User Profiles
26. Mandatory User Profiles
27. Troubleshooting: Login Settings
28. Troubleshooting: Logon Errors
29. Drive Mappings
30. Demo – Drive Mappings
31. Shared Folders
32. Offline Files
33. Offline File Settings – Server Side
34. Demo – Offline Files
35. Configuring Offline Files – Client Side
36. Sync Center
37. Offline Files Options
38. Troubleshooting: Offline Files
39. Transparent Caching
40. NTFS Security
41. Combining Shared Permissions with NTFS Permissions
42. Inheritance
43. NTFS DENY Permission
44. Using DFS for Access to File Resources
45. How DFS Works
46. Notes About DFS
47. Restoring Files – Local and Network
48. Backups

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49. Chapter 08 Review

50. Course Closure

51. **Review Quiz (Number of attempts allowed: Unlimited)**

**This course includes**

- about 15.25 hours on-demand video
- 8 downloadable Pdf Workbooks
- Unlimited time access (During Membership)
- Access on mobile and Desktop
- Certificate of Completion

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