

# Windows 7 Enterprise Desktop Support Technician (2010)

Microsoft Certified IT Professional (MCITP) Exam: 70-865 + {Already Passed Exam 70-860}

## Session 1

### Section A: Introduction

- The 70-685 Exam
- Problem Resolution
- The Troubleshooting Process
- New Windows 7 Tools

### Section B: Planning Deployment

- Software Licensing
- Reviewing an Office License
- Reviewing a GNU Public License
- Digital Signing
- Certificate Verification Tools
- Application Digital Signatures
- signtool.exe

### Section C: Application Compatibility

- ACT
- Installing ACT
- Launching ACT
- Configuring ACT
- Viewing the ACT Database
- Log File Location/Processing
- Using ACT
- Standard User Analyzer
- Downloading Application Verifier
- Launching Application Verifier
- Compatibility Manager
- Creating Fixes (Shims)

### Section D: Troubleshooting

#### Deployment

- Installation Permissions
- Permission Levels/Credentials
- GUI Permissions Management
- Command Line Permissions Management
- Local Administrator
- Managing Local Administrators

### Section E: Software Configuration

#### Settings

- Enabling Programs and Features
- Microsoft Office Diagnostics
- Add/Remove Office Features
- Advanced Application Settings
- Mapping Network Drives
- Network Shares in Local Libraries

### Section F: Application Imaging

- Application Image Process
- Custom Application Installs
- Pre-Scan Before Snapshot
- Turbo Navigator Setup Wizard
- Post-Scan After Snapshot
- Scan Comparison/Creating the MSI Package
- Verifying the MSI Package
- Installing with the MSI package

## Session 2

### Section A: Troubleshooting

#### Application Problems

- Application Troubleshooting
- Problem Steps Recorder
- Event Logs

### Section B: Repairing Network

#### Applications

- Reliability Monitor
- Programs and Features Tool
- Repair Options
- System Restore Feature
- Configuring System Restore
- Verification of Snapshot

## Session 2 (continued)

### Section C: Basic Network

#### Troubleshooting

- A Basic Network Diagram
- Testing Network Hardware
- Verifying IP Settings
- IP Verification via Command Line
- Link Lights
- Proxy Settings

### Section D: Advanced Network

#### Troubleshooting

- Problem Scope
- Computer vs. Network Problems
- Traceroute
- Pathping
- netsh
- Network and Sharing Center

### Section E: Logon Problems

- Authentication Components
- Kerberos Message Exchanges
- Switching Users/Domains
- Local Account Properties
- Domain Account Properties
- Logon Group Policies

### Section F: Device Name Resolution

- Name Resolution
- Nslookup
- Primary DNS Suffix
- DNS Cache
- DNS Registration

### Section G: Network Printer

- Windows 7 Printers
- Printer Problems
- Installing a Network Printer
- Gathering Device Information
- Print Spooler Service
- Group Policy Preferences

## Session 3

### Section A: System Performance

- Performance Principles
- First Principle
- Second Principle
- Third Principle
- Tuning Process
- Tuning Tools
- Performance Gains
- Performance Tips

### Section B: Performance Analysis

#### Tools

- Log Analysis
- Creating a Custom View
- Disabling Unnecessary Services
- Disk Cleanup
- Virtual Memory
- Visual Effects Tab
- Windows Experience Index
- Power Management

### Section C: Data Collector Sets

- Performance Monitor
- System Data Collector Sets
- View DCS Report
- Creating a DCS
- Configuring a DCS
- Event Traces
- DCS Storage Location

## Session 3 (continued)

### Section D: Hardware Troubleshooting Tools

- chkdsk
- chkfsnt
- chkdsk via GUI
- Viewing Reports
- Device Manager
- Disk Defragmenter

### Section E: Memory and BIOS Errors

- Memory Failures
- Memory Diagnostics
- BIOS Issues
- Determining the BIOS Version
- BIOS Downloads

### Section F: Wireless Fundamentals

- Wireless Standards
- Wireless Security
- Wireless Infrastructure
- Configuring Wi-Fi Clients
- Public Hotspots

## Session 4

### Section A: Troubleshooting Wireless

#### Connections

- Wireless Connections
- Creating Wireless Profiles
- Managing Wireless Profiles

### Section B: Troubleshooting Remote

#### Access

- DirectAccess
- Virtual Private Connections
- Dial-Up Connections
- Remote Access Settings

### Section C: Supporting Remote Users

- Configuring a VPN Connection
- Enabling Remote Desktop
- Connection to a Remote Desktop
- Dial-In User Settings

### Section D: Windows 7 Security

- User Account Control
- BitLocker
- Configuring User Account Controls
- UAC Group Policies
- Detecting Malicious Programs
- Checking Services for Malware
- Viewing the Tasklist
- Process Explorer

### Section E: IE Security Settings

- Certificates
- Adding Trusted Sites
- InPrivate Filtering
- InPrivate Browsing
- SmartScreen Filter
- Add-Ons/Plug-Ins
- IE Security via Group Policies

### Section F: Encryption Solutions

- Encryption
- Key Encryption Factors
- BitLocker To Go
- Encrypting File System
- Exporting EFS Certificates

### Section G: Windows Updates

- Automatic Updates
- Manually Check/Install Updates
- Update History
- Removing Updates
- Hiding/Unhiding Updates