3 Days | Troubleshooting and Supporting Windows 7 in the Enterprise

This course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista who work as Windows 7 Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. The goal of this training is to enable these individuals 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 helps candidates prepare for Exam 70-685, the final requirement for the Enterprise Desktop Support Technician (EDST) professional credential.

By the course's end, applicants will have been exposed to the process of establishing and using a troubleshooting methodology, and the EDST job role and responsibilities. Additionally, applicants will be exposed to various troubleshooting tools and techniques that enable them to address the following Windows 7 issues in an enterprise network environment:

- Startup
- Group Policy
- Hardware and device driver
- Performance
- Network connectivity
- Remote connectivity
- User profile and logon
- Security
- Applications

Course Details

_____

Course Outline

Module 1: Implementing a Troubleshooting Methodology

- This module describes the steps involved in establishing and using a typical troubleshooting methodology. It also covers the job role and responsibilities of the EDST.

Module 2: Troubleshooting Startup Issues

- This module describes how to use Windows 7 recovery tools to troubleshoot startup problems. Additionally, it provides the information to configure and troubleshoot startup settings, and to troubleshoot operating system services.

Module 3: Using Group Policy to Centralize Configuration

- This module describes Group Policy application. It also covers steps to troubleshoot both client configuration failures and GPO application issues.

Module 4: Troubleshooting Hardware Device, Device Driver, and Performance Issues

- This module helps students troubleshoot issues related to hardware devices and device drivers by identifying basic hardware-related issues. Additionally, the module helps candidates determine hardware failure issues, and the problems that device drivers can cause. Finally, this module provides guidance on how to configure performance options in Windows 7, as well as monitor reliability and performance of Windows 7 computers.

Module 5: Troubleshooting Network Connectivity Issues

- This module describes how to troubleshoot issues related to network connectivity by providing the steps to determine the network configuration of client computers, and then to troubleshoot network connections.

Module 6: Troubleshooting Remote Connectivity Issues

- This module describes how to troubleshoot remote connectivity issues. This module instructs candidates on how to configure and troubleshoot virtual private network (VPN) connections, as well as how to use Remote Desktop and Remote Assistance to assist users. This module also covers the troubleshooting steps for Network Access Protection (NAP) and DirectAccess issues.

Module 7: Troubleshooting Logon and Resource Access Issues

- This module describes how to use troubleshooting tools and methods to troubleshoot user profile and logon scripts issues, and issues with file and printer access.

Module 8: Troubleshooting Security Issues

- This module describes how to troubleshoot issues related to security systems such as EFS, BitLocker, and file permissions. The module instructs applicants how to troubleshoot and recover files encrypted with EFS and BitLocker-protected drives. In this module, applicants also troubleshoot file permissions, content access issues, and Windows Internet Explorer issues.

Module 9: Troubleshooting Operating System and Application Issues

- This module describes how to troubleshoot issues related to operating system features and applications, including application installation and operation issues. This module also addresses applying application and Windows updates.

Who Should Attend

The primary audience for this course is the Enterprise Desktop Support Technician (EDST) providing Tier 2 support. The secondary audience for this course is the Desktop Support Technician (DST) in an Upper MORG Organization.

Pre Requisite

1. Networking fundamentals, including TCP/IP/User Datagram Protocol (UDP), Domain Name System (DNS)

2. Microsoft Active Directory principles and management

3. Microsoft Windows Server 2008 fundamentals

4. Microsoft Windows Client fundamentals

5. Fundamentals of using the 2010 Microsoft Office system or the 2007 Microsoft Office system

Exams

Microsoft Certified Professional (MCP) [70-685]

| 464, Udyog Vihar Phase V,Gurgaon (Delhi NCR)-122016,India | +91 8882 233 777 | training@mercury.co.in | www.mercurysolutions.co |

Date - Jun 13, 2025