

M5118 - Maintaining and Troubleshooting Windows Vista Computers

This three-day instructor-led course provides students with the knowledge and skills to successfully maintain and troubleshoot Windows Vista computers. It will provide them with the knowledge and skills necessary to identify technical problems that can occur in an organization's client computers. The course will focus on five main troubleshooting areas: operating system, hardware, networking, security, and applications. It will also provide the knowledge and skills necessary to monitor and maintain Windows Vista client computers.

3 dias, 18 horas
 6h/dia
 das 09:30 às 12:30 e
 das 14:00 às 17:00

Objetivos

- Plan and apply a troubleshooting methodology for an organization.
- Describe how the Windows Vista platform helps address troubleshooting requirements for important technical areas.
- Identify the most appropriate method to troubleshoot Windows Vista computers.
- Identify Windows Vista tools that can be used to help in the troubleshooting process.
- Identify important maintenance tools that will be used as part of IT operations for their organizations.
- Describe how monitoring and optimization tools in Windows Vista can be used to assist in troubleshooting and keeping computers performing optimally.

Resumo do conteúdo programático

Troubleshooting Methodology

Preparing for Remote Troubleshooting

Troubleshooting the Operating System

Troubleshooting Hardware

Troubleshooting Networks

Troubleshooting Security Related Issues

Troubleshooting Applications

Maintaining and Optimizing Windows Vista

Requisitos Prévios

- Experience supporting previous versions of the Windows operating system.
 - Familiarity with an IT helpdesk ticketing system.
 - Experience researching online and local knowledge bases.
 - Experience running commands from a command window, such as the DOS command prompt.
 - Familiarity with computer hardware and devices, such as the ability to use Windows device manager and look for unsupported devices.
 - Basic TCP/IP knowledge, such as knowing why you need to have a valid IP address.
 - Basic Windows and Active Directory knowledge, such as knowledge about domain user accounts, domain vs. local user accounts, user profiles, and group membership.
 - Fundamentals of applications, such as how a client communicates with the server in client/server applications.
 - Experience reviewing logs, such as understanding chronology, sequential order, severity, etc.
- In addition, it is recommended, but not required, that students have completed the following courses:
- 5115A: Installing and Configuring the Windows Vista Operating System
 - 5116A: Configuring Windows Vista Mobile Computing and Applications

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