



MS 5956 (MS 5119 us) – Assistance aux utilisateurs et dépannage des applications sous Microsoft Windows VISTA

Objectif After completing this course, students will be able to:

- Describe how the Windows Vista deployment options can be used to improve the support experience at the desktop.
- Identify the most appropriate method to support Windows Vista recovery on site.
- Identify the components of the Windows Vista user state and safely backup and restore that data.
- Utilize Windows Vista application packages to improve the process of application installation and maintenance at the Windows Vista client computer.
- Explain how to troubleshoot Windows Vista application package installations.

Pré requis Before attending this course, students must:

- Be familiar with PC hardware and devices. For example, ability to look into device manager and look for unsupported devices.
- Have basic Windows and Active Directory knowledge. For example, domain user accounts, domain vs. local user accounts, user profiles, and group membership.
- Be able to map network file shares. For example, familiar with UNC paths, mapping local resources to server/share.
- Have experience installing applications from media (CD/DVD)
- Have experience working from a command window. For example, authoring and editing batch files
- Be able to burn or creating boot media. For example, ISO.
- Have experience configuring BIOS options. For example, boot order.
- Be familiar with reviewing support logs. Know that there is a chronology, sequential order, severity, etc..

Durée 2 jours

Contenu

Module 1: Preparing to Apply Desktop Images

- Identifying the Support Scenarios
- Preparing the Target Computer
- Backing up the User State

Module 2: Supporting Computers with Desktop Images

- Obtaining the Desktop Image
- Verifying the Desktop Image Application

Module 3: Restoring and Validating User State

- Restoring User State
- Verifying User State

Module 4: Preparing to Install an Application Package

- Preparation Steps for Installing an Application Package
- Testing Application Packages
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Module 5: Creating and Deploying an Application Installation Package

- Application Package Deployment Methods
- Creating the Application Packages
- Module 6: Troubleshooting Application Installations
- Application Installation Troubleshooting Techniques