

Maintaining and Troubleshooting Windows Vista Computers Course Outline

1. A Troubleshooting Methodology

- Overview of a Troubleshooting Methodology
- Overview of Troubleshooting Stages
- Troubleshooting Component Areas
- Obtaining Information Remotely from Windows Vista
- Using the System Information Tool Remotely

2. Troubleshooting Operating Systems

- Overview of the Windows Vista Startup Process
- Troubleshooting the Windows Vista Startup Process with Windows RE
- Troubleshooting Operating System Services
- Gathering System Information and Developing a Plan of Action
- Implementing the Proposed Plan of Action
- Clean-Booting Windows Vista

3. Troubleshooting Hardware

- Overview of Troubleshooting Hardware
- Dealing with Physical Failures
- Dealing with Device Driver Failures
- Troubleshooting Printing in Windows Vista
- Troubleshooting Microsoft BitLocker Protected Computers
- Gathering Customer Information and Developing a Plan of Action
- Resolving Printing Problems
- Checking for Signed Device Drivers

4. Troubleshooting Networks

- Determining Network Settings
- Troubleshooting Network Connections
- Gathering Customer Information
- Gathering Relevant Computer Information
- Resolving the Problem

5. Troubleshooting Security Issues

- Overview of User Account Control
- Troubleshooting User Account Control
- Implementing Windows Firewall
- Implementing Windows Defender
- Gathering Customer and System Information and Developing a Plan of Action

- Implementing a Plan of Action
- Additional Security Checks

6. Troubleshooting Applications

- Windows Application Troubleshooting
- Web Application Troubleshooting
- Analyzing Collected Information and Identifying Probable Causes of a Web Application Problem
- Implementing a Plan of Action

7. Maintaining and Optimizing Windows Vista

- Maintaining Windows Vista
- Optimizing Windows Vista Performance
- Monitoring Windows Vista
- Analyzing Collected Information and Identifying Probable Causes of a Computer Performance Problem
- Implementing a Plan of Action
- View and Interpret Reports in Performance Monitor