

## Supporting the Windows Vista Operating System and Applications

Course 5119: Two days; Instructor-Led

### Introduction

Elements of this syllabus are subject to change.

This two-day instructor-led course provides students with the knowledge and skills to use a Windows Vista operating system image and application package deployment infrastructure to minimize the downtime at the Windows Vista client. The desktop support technicians can use this infrastructure to improve the support experience in the following scenarios:

- New installations
- Single computer migrations
- Single computer reinstalls

The course also provides guidance on how to install application packages on Windows Vista computers for support scenarios that require application updates or reinstalls.

### Audience

The audience of this course is experienced enterprise level IT Professionals who focus on a broad range of desktop operating system, desktop application, mobile device, networking, and hardware support issues. As working professionals, students must combine technical expertise with problem solving and decision making skills and a deep understanding of their business and technical environments to quickly resolve support issues. They consider all variables, justify resolutions with a logical troubleshooting approach, and relate tradeoffs to business and technical requirements and constraints.

Students will have used Windows XP-SP2 and may have experience with Windows server operating systems. Their job requires them to stay knowledgeable and skilled on new versions and updates of technology as defined by the business environment.

**At Course Completion**, 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..

### Prerequisites

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.
- Familiarity with the 2007 Microsoft Office System; specifically Microsoft Word 2007 and Microsoft Excel® 2007.
- 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..

In addition, it is recommended, but not required, that students have completed:

- 5115A: Installing and Configuring the Windows Vista Operating System.
- 5116A: Configuring Windows Vista Mobile Computing and Applications.

Important: This learning product will be most useful to people who intend to use their new skills and knowledge on the job immediately after training.

### Course Outline

#### Module 1: Windows Vista Desktop Deployment Infrastructure

This module explains the components of a Windows Vista deployment infrastructure that uses the Business desktop Deployment (BDD) 2007 Solutions Accelerator.

##### Lessons

- Windows Vista Desktop Deployment Infrastructure
- The Components of BDD 2007
- Identifying the Support Scenarios

##### Lab: Accessing The BDD Tools

- Installing BDD 2007

After completing this module, students will be able to:

- Describe the standard deployment processes supported by BDD 2007.
- Describe the tools available as part of BDD 2007.
- Identify the support scenarios that can be supported using BDD 2007.

#### Module 2: Preparing to Apply Desktop Images

This module explains how to describe the necessary steps required to prepare a computer for Windows Vista image deployment.

##### Lessons

- Preparing the Target Computer
- Backing up the User State

##### Lab: Preparing to Apply Desktop Images

- Reviewing the User State profile and Completing the User State Checklist
- Running USMT to Back up a User State
- Verifying Successful User State Backup

After completing this module, students will be able to:

- Prepare the Target Computer
- Backup the User State.

Module 3: Supporting Computers with Desktop Images  
This module explains how to apply a Windows Vista operating system image to a target computer.

##### Lessons

- Obtaining the Desktop Image
- Verifying the Desktop Image Application

##### Lab: Applying Desktop Images

- Booting to the Windows Pre-Installation Environment
- Applying an Image from the Network
- Verifying Desktop Image Deployment

After completing this module, students will be able to:

- Determine the best method to obtain the desktop image and apply a desktop image
- Verify the desktop image application.

#### Module 4: Installing Applications

After completing this module, the students will be able to describe the steps required to prepare a Windows Vista computer for applications and application installation packages.

##### Lessons

- Preparation Steps for Installing an Application Package
- Application Package Deployment Methods

##### Lab : Preparing to Install an Application Package

- Determining User Requirements
- Configuring Group Policy to Install Microsoft Office Professional 2007

After completing this module, students will be able to:

- Identify application deployment methods.
- Create application packages.

#### Module 5: Restoring and Validating User State

This module explains how to restore and validate user state on a newly deployed Windows Vista desktop image.

##### Lessons

- Restoring User State
- Verifying User State

##### Lab : Restoring and Verifying User State

- Running USMT to Restore a User State
- Verifying Successful User State Restore
- Discussion: Helping Users Adjust to the New Environment

After completing this module, students will be able to:

- Restore user state on a newly deployed Windows Vista desktop image.
- Validate user state on a newly deployed Windows Vista desktop image.

#### Module 6: Troubleshooting Desktop and Application Installations

This module explains how to troubleshoot issues that affect the operating system deployment and application package installation.

##### Lessons

- Desktop Installation Troubleshooting
- Application Installation Troubleshooting

##### Lab : Troubleshooting Application Installation

- Troubleshooting Disk Configurations
- Troubleshooting Deployed Application Settings
- Troubleshooting Application File Type Associations

After completing this module, students will be able to:

- Identify and use desktop installation troubleshooting techniques.
- Identify and use application installation troubleshooting techniques