

Course 5119A: Supporting the Microsoft Windows Vista Operating System and Applications

Prerequisites

Before attending this course, students must have:

- 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.

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.

Be familiar with reviewing support logs. Know that there is a chronology, sequential order, severity, etc

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

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

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

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

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

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