You Will Learn To:

- Identify and troubleshoot issues that affect the operating system's ability to boot and the services that it is running.
- Troubleshoot hardware-related problems and how to use Windows Vista tools to troubleshoot device problems.
- Identify the most likely cause of network problems in a number of given network scenarios.
- Troubleshoot issues that are caused by security-related configurations, such as User Account Control (UAC) and Windows Firewall.
- Troubleshoot problems that are caused by some applications which are not compatible with Windows Vista.
- Identify tools that can be used to maintain a healthy operating system and optimize its performance.

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.

COURSE DETAILS:

Module 1: A Troubleshooting Methodology
- This module explains what a troubleshooting methodology is, its role in an enterprise, and how it can be used to improve the support function within an organization.

Lessons
- Overview of Troubleshooting Methodology
- Overview of Troubleshooting Stages
- Troubleshooting Component Areas

Lab: Preparing for Remote Troubleshooting
- Obtaining Information Remotely from Windows Vista
- Using the System Information Tool Remotely

Module 2: Troubleshooting Operating Systems
- This module explains how to identify and troubleshoot issues that affect the operating system's ability to boot and the services that it is running.

Lessons
- Overview of the Windows Vista Startup Process
- Troubleshooting the Windows Vista Startup Process with Windows RE
- Troubleshooting Operating System Services

Module 3: Troubleshooting Hardware
- This module explains how to troubleshoot hardware-related problems and how to use Windows Vista tools to troubleshoot device problems.

Lessons
- Overview of Troubleshooting Hardware
- Dealing with Physical Failures
- Dealing with Device Driver Failures
- Troubleshooting Printing in Windows Vista
- Troubleshooting Microsoft BitLocker Protected Computers

Lab: Troubleshooting Hardware
- Gathering Customer Information and Developing a Plan of Action
- Resolving Printing Problems
- Checking for Signed Device Drivers

Instructor-Led Training Includes:

Microsoft Official Course (MOC) courseware, including:
- A workbook with all the lecture and lab materials
- A CD containing additional reading, answers to labs, and lab setup files

Visit www.Dell.ca/Training for more information.
**Course Details:**

**Module 4: Troubleshooting Networks**
This module explains how to identify the most likely cause of network problems in a number of given network scenarios.

**Lessons**
- Determining Network Settings
- Troubleshooting Network Connections

**Lab: Troubleshooting Networks**
- Gathering Customer Information
- Gathering Relevant Computer Information
- Resolving the Problem

**Module 5: Troubleshooting Security Issues**
After completing this module, students will be able to troubleshoot issues that are caused by security-related configurations, such as User Account Control (UAC) and Windows Firewall.

**Lessons**
- Overview of User Account Control
- Troubleshooting User Account Control
- Implementing Windows Firewall
- Implementing Windows Defender

**Lab: Troubleshooting Security Related Issues**
- Gathering Customer and System Information and Developing a Plan of Action
- Implementing a Plan of Action
- Additional Security Checks

**Module 6: Troubleshooting Applications**
After completing this module, students will be able to troubleshoot problems that are caused by some applications which are not compatible with Windows Vista.

**Lessons**
- Windows Application Troubleshooting
- Web Application Troubleshooting

**Lab: Troubleshooting Applications**
- Analyzing Collected Information and Identifying Probable Causes of a Web Application Problem
- Implementing a Plan of Action

**Module 7: Maintaining and Optimizing Windows Vista**
After completing this module, students will be able to identify tools that can be used to maintain a healthy operating system and optimize its performance.

**Lessons**
- Maintaining Windows Vista
- Optimizing Windows Vista Performance
- Monitoring Windows Vista

**Lab: Maintaining and Optimizing 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

**Technical Specifications:**
Minimum hardware requirements for the computers used in this course are as follows:
- Pentium 4 2.4 GHz or better (Dual Core or Core 2 Duo of 2.0 GHz or better also acceptable)
- 2GB RAM
- 40GB 7200rpm Hard disk drive
- DVD-ROM drive
- 32MB video card memory
- PCI 100Mbs Ethernet card (PCI-X, or PCI-e also acceptable)

**Pricing:**

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