

6515 – Microsoft Certified IT Professional: Enterprise Support Technician Boot Camp

1. Installing and Upgrading Windows Vista

- Identify hardware requirements
- Perform a clean installation
- Upgrade to Windows Vista from previous versions of Windows
- Upgrade from one edition of Windows Vista to another edition
- Troubleshoot Windows Vista installation issues
- Install and configure Windows Vista drivers

2. Configuring and Troubleshooting Post-Installation System Settings

- Troubleshoot post-installation configuration issues
- Configure and troubleshoot Windows Aero
- Configure and troubleshoot parental controls
- Configure Windows Internet Explorer

3. Configuring Windows Security Features

- Configure and troubleshoot User Account Control
- Configure Windows Defender
- Configure Dynamic Security for Internet Explorer 7
- Configure security settings in Windows Firewall

4. Configuring Network Connectivity

- Configuring networking by using the Network and Sharing Center
- Troubleshoot connectivity issues
- Configure Remote Access

5. Configuring Applications Included with Windows Vista

- Configure and troubleshoot media applications
- Configure Windows Mail
- Configure Windows Meeting Space
- Configure Windows Calendar
- Configure Windows Fax and Scan
- Configure Windows Sidebar

6. Maintaining and Optimizing Systems that Run Windows Vista

- Troubleshoot performance issues
- Troubleshoot reliability issues by using built-in diagnostic tools
- Configure Windows Update
- Configure Data Protection

7. Configuring and Troubleshooting Mobile Computing

- Configure Mobile Display Settings
- Configure Mobile Devices
- Configure Tablet PC software
- Configure Power Options

8. Deploying Windows Vista

- Analyze the business environment and select an appropriate deployment method
- Prepare a system for clean installation or upgrade
- Deploy Windows Vista from a custom image
- Perform post-installation tasks
- Troubleshoot deployment issues

9. Managing Windows Vista Security

- Configure and troubleshoot security for Windows Internet Explorer 7+
- Troubleshoot security configuration issues
- Troubleshoot Windows Firewall issues
- Troubleshoot Windows Defender issues
- Apply security patches and updates
- Configure and troubleshoot access to resources
- Troubleshoot authentication issues
- Configure and troubleshoot User Account Control

10. Managing and Maintaining Systems that Run Windows Vista

- Troubleshoot policy settings
- Configure and manage the Task Scheduler
- Configure and troubleshoot Event Forwarding
- Apply and troubleshoot updates
- Troubleshoot performance and reliability issues

11. Configuring and Troubleshooting Networking

- Configure and troubleshoot network protocols
- Configure and troubleshoot network services at the client level
- Configure and troubleshoot remote access
- Troubleshoot connectivity issues
- Configure and troubleshoot wireless networking
- Configure network security
- Troubleshoot access to network resources