

Supporting Windows Vista Computers with Desktop Images and Application Packages

Course Summary

Description

This 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 and 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.

Objectives

At the end of this course, 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

Topics

- Windows Vista Desktop Deployment Infrastructure
- Preparing to Apply Desktop Images
- Supporting Computers with Desktop Images
- Installing Applications
- Restoring and Validating User State
- Troubleshooting Desktop and Application Installations

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.

Prerequisites

Students should be familiar with PC hardware and devices, have basic Windows and Active Directory knowledge. Be able to map network file shares, have experience installing applications from media (CD/DVD), have experience working from a command window, be able to burn or create boot media and be familiar with reviewing support logs and, have experience configuring BIOS options. Know that there is a chronology, sequential order, severity, etc.

Duration

Two days

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Course Outline

- I. Windows Vista Desktop Deployment Infrastructure**
 - A. Windows Vista Desktop Deployment Infrastructure
 - B. The Components of BDD 2007
 - C. Identifying the Support Scenarios

- II. Preparing to Apply Desktop Images**
 - A. Preparing the Target Computer
 - B. Backing up the User State

- III. Supporting Computers with Desktop Images**
 - A. Obtaining the Desktop Image
 - B. Verifying the Desktop Image Application

- IV. Installing Applications**
 - A. Preparation Steps for Installing an Application Package
 - B. Application Package Deployment Methods

- V. Restoring and Validating User State**
 - A. Restoring User State
 - B. Verifying User State

- VI. Troubleshooting Desktop and Application Installations**
 - A. Desktop Installation Troubleshooting
 - B. Application Installation Troubleshooting