

Microsoft 5119

Supporting Windows Vista Computers with Desktop Images and Application Packages

Class Length: 3 Days

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

After completing 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..

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.
- 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.

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- 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 Applications and Tools.
- 5117A: Configuring Windows Vista Mobile Computing.

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: 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

- Identifying the Support Scenarios
- 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:

- Describe the role of desktop images and application packages in desktop support
- Describe the Support Scenarios
- Prepare the Target Computer
- Backup the User State.

Module 2: 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
- Apply a desktop image
- Verify the desktop image application..

Module 3: 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
- Identifying Areas That Require Additional Restoration

After completing this module, students will be able to:

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- Restore User State
- Verify User State.

Module 4: Preparing to Install an Application Package

This module explains the steps required to prepare a Windows Vista computer for application installation.

Lessons

- Preparation Steps for Installing an Application Package
- Testing Application Packages

Lab : Preparing to Install an Application Package

- Predicting the Support Impacts of a New Application
- Determining User Requirements

After completing this module, students will be able to:

- Restore User State
- Verify User State.

Module 5: Creating and Deploying an Application Installation Package

This module explains how to create and deploy application installation packages to Windows Vista computers.

Lessons

- Application Package Deployment Methods
- Creating the Application Packages

Lab : Creating and Deploying an Application Installation Package

- Creating a Custom Deployment Package
- Performing a Pilot Deployment
- Evaluating the Results of a Pilot Deployment

After completing this module, students will be able to:

- Identify application deployment methods.
- Create application packages.

Module 6: Troubleshooting Application Installations

This module explains how to troubleshoot issues that affect application package installation.

Lessons

- Application Installation Troubleshooting Techniques

Lab : Troubleshooting Application Installation

- Troubleshooting Deployed Application Settings
- Troubleshooting File Type Associations

After completing this module, students will be able to:

- Use application installation troubleshooting techniques.
- Identify application installation errors.