

Windows 7 Enterprise Desktop Support Technician Edst7 70 685 Study Guide Windows Exam Certification Series

Windows 7 Desktop Support and Administration Real World Skills for MCITP Certification and Beyond (Exams 70-685 and 70-686) John Wiley & Sons

Candidates for CompTIA A+ need to pass the A+ 801 exam and also the A+ 802 exam. The 801 exam tests for technical understanding of computer technology, networking and security. It also tests for communication skills and professionalism required of entry-level IT professionals. Virtualization and mobile devices are also heavily covered. There is significant overlap between the two exams. It therefore makes sense to study for both exams together. After passing the A+ exams, the next logical move would be to earn an OS specific certification. By passing the MS Exam 70-685 Windows 7 Enterprise Desktop Support Technician exam, you complete part of the requirement for earning the Microsoft Certified IT Professional (MCITP): Enterprise Desktop Support Technician 7 certification, which covers these topics: - Identifying Cause of and Resolving Desktop Application Issues - Identifying Cause of and Resolving Networking Issues - Managing and Maintaining Systems That Run Windows 7 Client - Supporting Mobile Users - Identifying Cause of and Resolving Security Issues We give you knowledge information relevant to the exam specifications. To be able to succeed in the real exams, you'll need to apply your earned knowledge to the question scenarios. Many of the exam questions are written to be less straight forward. They tend to be framed within the context of short scenarios. The exams are not too difficult. However, coverage is very comprehensive - a wide range of topics are presented in the official topic lists. The exams do not ask you to answer hundreds of questions. In other words, only a small fraction of the official topics will be presented. This ExamFOCUS book focuses on the more difficult topics that will likely make a difference in exam results. The book is NOT intended to guide you through every single official topic. You should therefore use this book together with other reference books for the best possible preparation outcome.

Windows® 7 Portable Command Guide MCTS 70-680, and MCITP 70-685 and 70-686 Darril Gibson All the MCTS 70-680, and MCITP 70-685 and 70-686 Commands in One Compact, Portable Resource Maximize your efficiency as a Windows 7 administrator, and master all the commands, keywords, command arguments, options, and prompts covered on Microsoft's MCTS 70-680, MCITP 70-685, and MCITP 70-686 exams! This easy, handy reference brings together all the techniques, tips, tools, and examples you'll need. It's your perfect take-anywhere guide to running Windows 7 environments—and passing Microsoft's three key Windows 7 administration exams. Covers all the commands you need to score higher on your MCTS 70-680 and MCITP 70-685/70-686 exams! Use Windows 7's maintenance and monitoring

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tools Troubleshoot Windows 7 reliability and network connectivity Manage security in Windows 7 Manipulate files, folders, and disks Create and schedule batch files Configure Windows 7 with netsh Recover damaged Windows 7 systems Administer Windows 7 remotely Work from the WMI command line Plan, create, and manage images for automated installation Use Imagex and DISM Work with WinPE and Setup Migrate user data to Windows 7 systems with USMT Master PowerShell and the Integrated Scripting Environment (ISE) Manage group policy from the command line Your Perfect Take-Anywhere Windows 7 Command Resource! Covers all commands on the MCTS 70-680, MCITP 70-685, and MCITP 70-686 exams Includes important administration commands that aren't on the exams Packed with realistic scenarios, high-efficiency examples, and expert tips Category: Microsoft Certification Covers: Microsoft Windows 7 Exams (MCTS 70-680, and MCITP 70-685 and 70-686) pearsonITcertification.com

Portable and precise, this pocket-sized guide delivers immediate answers for the day-to-day administration of Windows 7—from desktop configuration and management to networking and security issues. Zero in on core support and maintenance tasks by using quick-reference tables, instructions, and lists. You'll get the precise information you need to solve problems and get the job done—whether at your desk or in the field!

A manual for Windows 7 desktop technicians and administrators It is estimated that 90 percent of the world's computers run Windows. Desktop technicians and administrators need this comprehensive manual to guide them through their daily work with Windows 7. While this Sybex guide is packed with information you'll need to know for the MCITP certification exam, it is equally valuable in real-world situations you will encounter on the job. Covers troubleshooting, hardware and software applications, large-scale desktop environment management, and planning and configuring the desktop infrastructure using Windows 7 Provides plenty of relevant information for those seeking MCITP certification, including full coverage of the exam objectives for both Desktop Support Technician and Desktop Administrator exams Includes a CD with valuable study tools for the MCITP exams including video walkthroughs, flashcards, and two practice exams. Windows 7 Desktop Support and Administration provides knowledge that will be needed on certification exams and remains a valuable reference for support and administrative personnel on the job. Note: CD-ROM/DVD and other supplementary materials are not included as part of eBook file.

Practical SharePoint 2013 Governance is the first book to offer practical and action-focused SharePoint governance guidance based on consulting experiences with real organizations in the field. It provides the quintessential governance reference guide for SharePoint consultants, administrators, architects, and anyone else looking for actual hands-on governance guidance. This book goes beyond filling in a governance document template and focuses entirely on actions to take and behaviors to adopt for addressing real-world governance challenges. Walks you through how to define what

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SharePoint offers and who is involved Offers key governance strategies for you to adopt or advise to your customers Provides real-world examples that apply each governance concept to an actual scenario In-depth and comprehensive, this official Microsoft RESOURCE KIT delivers the information you need to plan, deploy, and administer Remote Desktop Services in Windows Server 2008 R2. You get authoritative technical guidance from those who know the technology best-leading industry experts and members of the Microsoft Desktop Virtualization Team. Coverage includes scenarios for Remote Desktop Services (formerly known as Terminal Services), virtualizing roles, setting up Remote Desktop Virtualization Host (RDVS), managing application compatibility, customizing and locking down the user experience, using Windows PowerShell for configuration and management, administering security features, deploying a farm, publishing resources, managing sessions, and other life cycle issues. In addition, the RESOURCE KIT CD features a fully searchable electronic version of the book, along with sample scripts, white papers, links to tools and videocasts, and other essential resources. For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

This is the eBook version of the print title. Access to the PDFs on the CD and the practice test engine is available through product registration at Pearson IT Certification - or see instructions in back pages of your eBook. Start-to-finish MCTS 70-680 preparation from top Microsoft technology consultant, trainer, and author Don Poulton! Windows 7 installation, upgrades, and deployment User and application migration Windows 7 deployment Physical and virtual hard disk configuration and management Windows Update Device and application configuration Internet Explorer configuration Networking, including TCP/IP configuration Firewall settings Mobile and remote computing Secure access control for local and shared resources System performance management and monitoring Backups, system recovery, and file recovery Test your knowledge, build your confidence, and succeed! Packed with visuals to help you learn fast Dozens of troubleshooting scenarios Real-world MCTS 70-680 prep advice from experts Easy-to-use exam preparation task lists From Don Poulton, professional Microsoft technology consultant, IT training expert, and best-selling exam guide author This Microsoft Official Academic Course (MOAC) 70-685 Windows 7 Enterprise Desktop Support Technician, Revised First Edition fully prepares your students as they master the necessary skills for their MOAC Windows Server MCTS certification exam. This new edition contains a large number of new labs with an even greater emphasis on the troubleshooting tasks that students will encounter as they learn the skills of a desktop support technician. The labs will continue to support their corresponding textbook lessons and will provide students the opportunity to explore Windows 7 troubleshooting issues in great detail.

You're beyond the basics, so dive right into troubleshooting Windows 7 -- and really put your PC to work! This supremely

organized reference describes hundreds of prevention tips, troubleshooting techniques, and recovery tools in one essential guide. It's all muscle and no fluff. Discover how the experts keep their Windows 7-based systems running smoothly -- and challenge yourself to new levels of mastery. Take control of essential Windows 7 maintenance and security features, such as the Action Center and User Account Control Master quick fixes to the most common problems using expert tips and step-by-step repair guides Implement best practices to help prevent and combat viruses, malware, and identity theft Apply advanced troubleshooting techniques by understanding how Windows 7 works Diagnose hardware problems and work safely with your PC Develop a recovery plan to restore your system and data in the event of a disaster Know when to use power utilities for advanced performance, maintenance, and diagnostics Your book -- online! Get your fully searchable online edition -- with unlimited access on the Web.

This textbook guides students through crucial concerns such as identifying the cause and resolution of desktop application issues. Your students will also master the skills of identifying the origins and solutions of networking issues. They will gain confidence with managing and maintaining systems that run Windows 7 Client. In addition they will learn about the support of mobile users while identifying the various sources and resolution of critical security issues.

This step-by-step, highly visual text provides a comprehensive introduction to managing and maintaining computer hardware and software. Written by best-selling author and educator Jean Andrews, A+ Guide to IT Technical Support, 9th Edition closely integrates the CompTIA+ Exam objectives to prepare you for the 220-901 and 220-902 certification exams. The new Ninth Edition also features extensive updates to reflect current technology, techniques, and industry standards in the dynamic, fast-paced field of PC repair and information technology. Each chapter covers both core concepts and advanced topics, organizing material to facilitate practical application and encourage you to learn by doing. The new edition features more coverage of updated hardware, security, virtualization, new coverage of cloud computing, Linux and Mac OS, and increased emphasis on mobile devices. Supported by a wide range of supplemental resources to enhance learning with Lab Manuals, CourseNotes online labs and the optional MindTap that includes online labs, certification test prep and interactive exercises and activities, this proven text offers students an ideal way to prepare for success as a professional IT support technician and administrator. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

PART OF THE NEW JONES & BARTLETT LEARNING INFORMATION SYSTEMS SECURITY & ASSURANCE SERIES

More than 90 percent of individuals, students, educators, businesses, organizations, and governments use Microsoft Windows, which has experienced frequent attacks against its well-publicized vulnerabilities. Revised and updated to keep pace with this ever changing field, Security Strategies in Windows Platforms and Applications, Second Edition focuses on

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new risks, threats, and vulnerabilities associated with the Microsoft Windows operating system. Particular emphasis is placed on Windows XP, Vista, and 7 on the desktop, and Windows Server 2003 and 2008 versions. It highlights how to use tools and techniques to decrease risks arising from vulnerabilities in Microsoft Windows operating systems and applications. The book also includes a resource for readers desiring more information on Microsoft Windows OS hardening, application security, and incident management. With its accessible writing style, and step-by-step examples, this must-have resource will ensure readers are educated on the latest Windows security. Key Features: -Discusses the Microsoft Windows Threat Landscape -Highlights Microsoft Windows security features -Covers managing security in Microsoft Windows -Explains hardening Microsoft Windows operating systems and applications -Reviews security trends for Microsoft Windows computers Instructor Materials for Security Strategies in Windows Platforms and Applications include: PowerPoint Lecture Slides Exam Questions Case Scenarios/Handouts

This MCITP Windows 7 Exam Study Guide has excellent coverage of all the exam objectives in a systematic approach. So you can be confident that you're getting the instruction you need to take Microsoft's new MCITP exam (70-685) called the Windows 7 Enterprise Desktop Support Technician (EDST7). This book is packed with practical guidance and step-by-step exercises to reinforce critical skills. Over 350 screenshots and figures, as well as outstanding authors who brings real-world scenarios, comprehensive self assessments tests, and step-by-step instructions to put what you've learned in the context of actual job roles. Also includes a challenging Self Assessment tests at the end of the book to prepare you for exam day.

This is the lab manual designed to accompany Exam 70-685 Windows 7 Enterprise Desktop Support Technician Revised and Expanded Version

This course in the Microsoft Official Academic Course program prepares students for exam 70-685, Windows 7 Enterprise Desktop Support Technician.

By passing the MS Exam 70-685 Windows 7 Enterprise Desktop Support Technician exam, you complete part of the requirement for earning the Microsoft Certified IT Professional (MCITP): Enterprise Desktop Support Technician 7 certification, which covers these topics: - Identifying Cause of and Resolving Desktop Application Issues - Identifying Cause of and Resolving Networking Issues - Managing and Maintaining Systems That Run Windows 7 Client - Supporting Mobile Users- Identifying Cause of and Resolving Security Issues We give you knowledge information relevant to the exam specifications. To be able to succeed in the real exam, you'll need to apply your earned knowledge to the question scenarios. Many of the exam questions are written to be less straight forward. They tend to be framed within the context of short scenarios. The exam is not too difficult. However, coverage is very comprehensive - a wide range of topics are presented in the official topic lists. The exam does not ask you to answer hundreds of questions. In other words, only a small fraction of the official topics will be presented. This ExamFOCUS book

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focuses on the more difficult topics that will likely make a difference in exam results. The book is NOT intended to guide you through every single official topic. You should therefore use this book together with other reference books for the best possible preparation outcome.

Get a head start evaluating Windows 10--with technical insights from award-winning journalist and Windows expert Ed Bott. This guide introduces new features and capabilities, providing a practical, high-level overview for IT professionals ready to begin deployment planning now. This edition was written after the release of Windows 10 version 1511 in November 2015 and includes all of its enterprise-focused features. The goal of this book is to help you sort out what's new in Windows 10, with a special emphasis on features that are different from the Windows versions you and your organization are using today, starting with an overview of the operating system, describing the many changes to the user experience, and diving deep into deployment and management tools where it's necessary.

Announcing an all-new SELF-PACED TRAINING KIT designed to help maximize your performance on 70-685, the required exam for the new MCITP certification: WINDOWS 7, ENTERPRISE DESKTOP SUPPORT TECHNICIAN. This 2-in-1 kit includes the official Microsoft study guide, plus practice tests on CD to help you assess your skills. It comes packed with the tools and features exam candidates want most-including in-depth, self-paced training based on final exam content; rigorous, objective-by-objective review; exam tips from expert, exam-certified authors; and customizable testing options. It also provides real-world scenarios, case study examples, and troubleshooting labs to give you the skills and expertise you can use on the job. Work at your own pace through the lessons and lab exercises. The official study guide covers identifying and resolving desktop application, networking, security, and performance issues; supporting mobile users; and providing support for hardware failures. Then assess yourself using the 200 practice questions on CD, featuring multiple customizable testing options to meet your specific needs. Choose timed or untimed testing mode, generate random tests, or focus on discrete objectives. You get detailed explanations for right and wrong answers-including pointers back to the book for further study. -making this kit an exceptional value and a great career investment. Assess your skills with practice tests. You can work through hundreds of questions using multiple testing modes to meet your specific learning needs. You get detailed explanations for right and wrong answers-including a customized learning path that describes how and where to focus your studies. For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

"This 2-in-1 training kit delivers in-depth preparation plus practice for MCITP Exam 70-685: Windows 7, Enterprise Desktop Support Technician. Ace your exam prep-and build real-world job skills-with lessons, labs, and practice tests"--Resource description p.

Candidates for CompTIA A+ need to pass the A+ Essentials exam and also the A+ Practical Application exam. The Essentials exam tests for technical understanding of computer technology, networking and security. It also tests for communication skills and professionalism required of entry-level IT professionals. The Practical Application exam carries highly similar topics. In fact we

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think it is better off to study both together due to the difficulties in separating them. There is significant overlap between A+ Essentials and A+ Practical Application. It therefore makes sense to study for both exams together. After passing the A+ exams, the next logical move would be to earn an OS specific certification. By passing the MS Exam 70-685 Windows 7 Enterprise Desktop Support Technician exam, you complete part of the requirement for earning the Microsoft Certified IT Professional (MCITP): Enterprise Desktop Support Technician 7 certification, which covers these topics: - Identifying Cause of and Resolving Desktop Application Issues - Identifying Cause of and Resolving Networking Issues - Managing and Maintaining Systems That Run Windows 7 Client - Supporting Mobile Users - Identifying Cause of and Resolving Security Issues We give you knowledge information relevant to the exam specifications. To be able to succeed in the real exams, you'll need to apply your earned knowledge to the question scenarios. Many of the exam questions are written to be less straight forward. They tend to be framed within the context of short scenarios. The exams are not too difficult. However, coverage is very comprehensive - a wide range of topics are presented in the official topic lists. The exams do not ask you to answer hundreds of questions. In other words, only a small fraction of the official topics will be presented. This Exam FOCUS book focuses on the more difficult topics that will likely make a difference in exam results. The book is NOT intended to guide you through every single official topic. You should therefore use this book together with other reference books for the best possible preparation outcome.

The quick way to learn Windows 10 This is learning made easy. Get more done quickly with Windows 10. Jump in wherever you need answers--brisk lessons and colorful screenshots show you exactly what to do, step by step. Discover fun and functional Windows 10 features! Work with the new, improved Start menu and Start screen Learn about different sign-in methods Put the Cortana personal assistant to work for you Manage your online reading list and annotate articles with the new browser, Microsoft Edge Help safeguard your computer, your information, and your privacy Manage connections to networks, devices, and storage resources

"The 70-685: Enterprise Desktop Support Technician training course is ideal for the IT support staff responsible for day-to-day troubleshooting of the end-user devices running on Microsoft Windows. The course enhances the students' knowledge of Windows XP and Windows Vista so that they are able to work on Windows 7 as Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. The ultimate goal of this training is to enable the candidates to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 environment. The course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista and want to work as Windows 7 Enterprise Desktop Support Technicians (EDSTs). The course is based on the official exam contents of the 70-685 exam and prepares the candidates for the same. The certification exam is the final requirement for the Enterprise Desktop Support Technician (EDST) professional credential."--Resource description page.

Pass the Microsoft 70-682 exam with help from a Study Blast!! This book covers the 70-682: Pro: Upgrading to Windows 7 MCITP Enterprise Desktop Support Technician exam. So what is a Study Blast? A "Study Blast" is a book of facts and items listed out for

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you to read, learn and memorize before taking a test. What can you do with the book? Try making flashcards from the items that give you difficulty. Read through before taking a practice test. Review after your practice tests. Read this book the night before the exam.. Make your own quizzes and tests.. Use this book for group studies.. All that and more... We review all the latest data and present it here. And by all means we are not a replacement for the "Official Study Guide" but we are an add on for every test taker to benefit from in helping them pass an exam.Please check out all of our Study Blast books!

Microsoft Windows 7 Administrators Reference covers various aspects of Windows 7 systems, including its general information as well as installation and upgrades. This reference explains how to deploy, use, and manage the operating system. The book is divided into 10 chapters. Chapter 1 introduces the Windows 7 and the rationale of releasing this operating system. The next chapter discusses how an administrator can install and upgrade the old operating system from Windows Vista to Windows 7. The deployment of Windows 7 in an organization or other environment is then explained. It also provides the information needed to deploy Windows 7 easily and quickly for both the administrator and end users. Furthermore, the book provides the features of Windows 7 and the ways to manage it properly. The remaining chapters discuss how to secure Windows 7, as well as how to troubleshoot it. This book will serve as a reference and guide for those who want to utilize Windows 7. Covers Powershell V2, Bitlocker, and mobility issues Includes comprehensive details for configuration, deployment, and troubleshooting Consists of content written for system administrators by system administrators

PART OF THE NEW JONES & BARTLETT LEARNING INFORMATION SYSTEMS SECURITY & ASSURANCE SERIES! More than 90 percent of individuals, students, educators, businesses, organizations, and governments use Microsoft Windows, which has experienced frequent attacks against its well-publicized vulnerabilities. Written by an industry expert, Security Strategies in Windows Platforms and Applications focuses on new risks, threats, and vulnerabilities associated with the Microsoft Windows operating system. Particular emphasis is placed on Windows XP, Vista, and 7 on the desktop, and Windows Server 2003 and 2008 versions. It highlights how to use tools and techniques to decrease risks arising from vulnerabilities in Microsoft Windows operating systems and applications. The book also includes a resource for readers desiring more information on Microsoft Windows OS hardening, application security, and incident management. With its accessible writing style, and step-by-step examples, this must-have resource will ensure readers are educated on the latest Windows security strategies and techniques. Secure Microsoft Windows desktops with least privilege security for regulatory compliance and business agility with this book and eBook.

"Announcing an all-new SELF-PACED TRAINING KIT designed to help maximize performance on 70-685, the required exam for the new MCITP certification: WINDOWS 7, ENTERPRISE DESKTOP SUPPORT TECHNICIAN. This 2-in-1 kit includes the official Microsoft® study guide, plus practice tests on CD to help readers assess their skills. It comes packed with the tools and features exam candidates want most-including in-depth, self-paced training based on final exam content; rigorous, objective-by-objective review; exam tips from expert, exam-certified authors; and customizable testing options. It also provides real-world scenarios, case

study examples, and troubleshooting labs to give readers the skills and expertise they can use on the job."

Discover a comprehensive introduction to IT technical support as Andrews/Dark/West's COMPTIA A+ GUIDE TO IT TECHNICAL SUPPORT, 10E explains how to work with users as well as install, maintain, troubleshoot and network computer hardware and software. This step-by-step, highly visual best-selling approach uses CompTIA A+ Exam objectives as a framework to prepare you for 220-1001 and 220-1002 certification exams. Each chapter covers core and advanced topics while emphasizing practical application of the most current technology, techniques and industry standards. You study the latest hardware, security, Active Directory, operational procedures, basics of scripting, virtualization, cloud computing, mobile devices and Windows 10 as you prepare for success as an IT support technician or administrator. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Practical SharePoint 2013 Enterprise Content Management is the first book to guide you through planning and designing each phase of your information life cycle with SharePoint 2013. Author and SharePoint expert Steve Goodyear walks you through how to analyze and plan enterprise content management (ECM) solutions for an effective and end-to-end information design based on your organization's needs and business requirements. Inside, you will develop a full understanding of how SharePoint 2013 manages content including identifying and understanding your organization's information within SharePoint, collaborating on transitory content, and capturing and controlling your records. You'll get practical advice and best practice instruction for each phase of the information life cycle to guide you on designing your ECM strategy and implementing your own ECM solution. You learn how to: Apply a content life cycle model to analyze and understand your organization's information Design your file plan with content routing rules for your SharePoint records repository Plan and configure your eDiscovery portal and manage discovery cases Design solutions to interface and integrate with external records management systems Identify your organization's information security requirements Design content types and implement an enterprise content type hub to organize your information Practical SharePoint 2013 Enterprise Content Management is for you if you are a SharePoint architect, administrator, consultant, or project manager, and you implement SharePoint solutions that relate to one or more aspects of the information life cycle involved with ECM.

In-depth and comprehensive, this official RESOURCE KIT delivers the information you need to administer Windows 7 in the enterprise. You get authoritative technical guidance from those who know the technology best—Microsoft Most Valuable Professionals (MVPs) and the Windows 7 Team—along with hundreds of scripts and other essential resources on CD. Get expert guidance on how to: Apply best practices for using Microsoft Deployment Toolk Plan user-state

migration; test application compatibility; manage update Manage Group Policy Objects using Windows PowerShell Administer Windows Firewall and Windows BitLocker Implement Ipsec, IPv6, wireless, and VPN connectivity Install and configure printers, devices, and services Manage disks, file systems, storage, and data security Administer search and indexing with Group Policy Diagnose and resolve startup, hardware, and networking issue CD FEATURES: Nearly 200 Windows PowerShell scripts created specifically for this book—customize to administer your environment Windows 7 Resource Kit PowerShell Pack—700 cmdlets and functions to extend Windows in-box functionality Links to author Web sites Sample chapters from Microsoft Press books Fully searchable eBook For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

Market_Desc: Primary Audience--IT professionals who provide support for Windows 7 clients. They are primarily interested in learning about Windows 7 from a desktop administrator or desktop support technician perspective.Secondary Audience--Certification candidates looking to pass the two IT Professional-level exams for Windows 7. Special Features: " Established audience--Windows is the #1 desktop operating system, with an estimated 90% marketshare of desktop OSes worldwide. " High anticipation and praise for Windows 7--There have been more than a million downloads of Windows 7 Release Candidate. The pre-release version of Windows 7 is receiving positive reviews from the Windows community and IT industry." The MUST HAVE for Desktop Technicians and Administrators--While other books target the end user, this book delivers exactly the information those in the field will need to install, deploy, support, and administer Windows 7." Ideal for MCTIP Candidates--Book covers the exam objectives for the MCITP: Enterprise Desktop Support Technician for Windows 7 as well as the MCITP: Enterprise Administrator for Windows 7, making it the perfect companion for all certification candidates. There are currently over 800,000 certified in Windows XP or Vista (the two previous versions of Windows). About The Book: This book is the ideal guide for those for desktop support technicians and administrators who are in the trenches. Designed to give the reader the insight of a support technician and administrator, this book focuses on the skills, topics, technologies, and potential pitfalls they can expect to face in the real world. They will learn to successfully troubleshoot desktop environments that run on Microsoft Windows 7, as well as educate users to help them solve hardware and software application issues. They will also learn how to manage an organization's desktop environment on a large scale, including planning and configuring the desktop infrastructure.In addition, this is an ideal supplement for those looking to earn their MCITP: Enterprise Desktop Support Technician for Windows 7 or MCITP: Enterprise Administrator for Windows 7 certification. Candidates will be able to use this book to learn relevant information about the different testable concepts, as well as full coverage of the exam objectives.

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Dive deeper into Windows 7—with new content and new resources on CD! The Deluxe Edition of the ultimate, in-depth reference to Windows 7 has been fully updated for SP1 and Internet Explorer 9, and features 300+ pages of additional coverage and advanced topics. It's now packed with even more timesaving solutions, troubleshooting tips, and workarounds from the experts—and includes a fully searchable eBook and other online resources. Topics include installation, configuration, and setup; network connections and troubleshooting; remote access; managing programs; controlling user access and accounts; advanced file management; working with Internet Explorer 9; managing security features and issues; using Windows Live Essentials 2011; performance monitoring and tuning; backups and maintenance; sharing networked resources; hardware and device drivers. For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

"This course covers the following topics in order to prepare students for the Microsoft 70-685 Pro: Windows 7, Enterprise Desktop Support Technician exam: Identifying cause of and resolving desktop application issues, identifying cause of and resolving networking issues, managing and maintaining systems that run Windows 7 client, supporting mobile users. and identifying cause of and resolving security issues."--Resource description page.

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