



## **Desktop Support Training in Bangalore: Hardware & Networking Course in Bangalore Syllabus**

### **Chapter - 01 Networking Basics:**

- Basics of Networking
- ISO/OSI Model
- Network Media and Topology
- Connecting Networks
- Network Protocols (IP, IPX, Netbui)
- Introduction to TCP/IP
- Internetworking and Transport Layer Protocols
- An Introduction IPv6 Addressing
- Desktop Maintenance (Windows 7)
- Installing the operating system
- Unattended installations
- Troubleshooting system startup and user logons
- The Windows 7 Boot Process
- User and group management
- User profile management
- Introduction to different browsers
- Configuring and troubleshooting security policy
- Configuring and troubleshooting devices
- Input/output devices
- Plug and play devices
- Configuring and troubleshooting printing
- Troubleshooting TCP/IP
- Windows 7 desktop application support Remote Assistance
- Office installation and configuration
- Installing Microsoft Office
- MS Office templates and add-ins
- MS Office configuration (Excel ,Word, Power Point, Access)

**Theory (01:00 to 01:15 Hrs)|Practical (01:00 to 01:15 Hrs)**  
**Total (02:00 to 02:30 Hrs)**

### **Chapter - 02 Computer Hardware:**

- PC Anatomy
- Motherboards, Processors and Adapter Cards
- BIOS
- Storage Devices
- RAM
- I/O and Multimedia Ports and Devices
- Video Displays & Graphic Cards



- Printer and Scanner
- Laptops and Portable Devices

**Theory (01:00 to 01:15 Hrs)|Practical (01:00 to 01:15 Hrs)**  
**Total (02:00 to 02:30 Hrs)**

### **Chapter - 03 Microsoft Outlook configuration:**

- Setting up Microsoft Outlook:
- Managing E-mail
- MS Outlook data protection
- Installation and configuration of standard applications

**Theory (00:45 to 01:00 Hrs)|Practical (00:45 to 01:00 Hrs)**  
**Total (01:30 to 02:00 Hrs)**

### **Chapter - 04 Windows Server 2012 Admin:**

- Introduction to networking its Components:
- Introduction to Active Directory
- Active Directory Installation
- Active Directory Administration Tasks Tool

**Theory (00:30 to 00:45 Hrs)|Practical (00:30 to 00:45 Hrs)**  
**Total (01:00 to 01:30 Hrs)**

### **Chapter - 05 User Account Administrations in Windows Server:**

- Creating User Profiles:
- Group Account Administration
- Creating & deleting different Groups
- Organization units Concepts
- Adding & deletion of computer accounts
- Sharing & securing file system
- Managing NTFS Permissions
- Configuring & Deploying a Name Server
- Creating a DHCP Infrastructure
- Types of Server backup & restore Windows Server 2012 Admin
- Introduction to Windows Server 2012 Edition
- Upgrading Windows 2008 to 2012
- Configuring Read-Only Domain Controllers
- Configuring Operations Masters
- Identifying Operations Masters
- Configuring Group Policy Objects
- Managing Software Updates



- Understanding and Installing Active Directory Rights Management Services
- Installing & Configuring the Web Server (IIS) Role
- Active Directory Certificate Services and Public Key Infrastructures
  
- Windows Server 2008 Backup Recovery Modes
- Windows 2008 server terminal services for application
- Publishing Applications with TS RemoteApp
- Configuring Server Storage

**Theory (00:45 to 01:00 Hrs)|Practical (00:45 to 01:00 Hrs)**  
**Total (01:30 to 02:00 Hrs)**

### **Chapter - 06 Get to Know Cisco Routers & Switches**

- Introduction to Cisco Routers & Switch:
- Cisco Router Boot Process
- Routing Protocol Configuration
- Backup and Restore
- Cisco Router Boot Process
- Understanding Configuration Registers
- Routed and Routing Protocols
- Introduction to RIP, IGRP & OSPF
- Introduction to EIGRP
- Introduction to VLAN & Switching & Basic Switching Commands

**Theory (01:30 to 01:15 Hrs)|Practical (01:30 to 01:15 Hrs)**  
**Total (03:00 to 02:30 Hrs)**

### **Chapter - 07 Linux System Administrations**

- Introduction to Open Source Software
- Installation of LINUX OS
- Linux File System
- Redirectors
- Introduction to Linux Process Chaining,
- Bash Shell Scripting
- Disk Management
- User management
- Process Management
- Linux Networking
- Unix Backup Tools
- Linux Job Scheduling

**Theory (02:00 to 04:10 Hrs)|Practical (02:00 to 04:10 Hrs)**



**Total (04:00 to 08:20 Hrs)**

### **Chapter - 08 Microsoft Exchange Server 2010 Admin**

- Introduction to Messaging and Exchange 2010
- Installation of Microsoft Exchange 2010
- User and Group Administration
- Introduction to Client Applications of Exchange
- Exchange Recipient Management
- Outlook Configuration

**Theory (01:00 to 01:15 Hrs)|Practical (01:00 to 01:15 Hrs)**

**Total (02:00 to 02:30 Hrs)**

### **Chapter - 09 Hottest Topic: Virtualization & Cloud Computing**

- Introduction to Virtualization
- Introduction to Virtualization with VMware
- Architecture of ESX and ESXi
- Introduction Virtualization with Citrix
- Introduction of Cloud Computing

**Theory (00:30 to 00:45 Hrs)|Practical (00:30 to 00:45 Hrs)**

**Total (01:00 to 01:30 Hrs)**

### **Chapter - 10 Desktop Security and Data Recovery**

- Introduction to Firewall, VPN, IPS
- Desktop and Perimeter Security
- Anti Virus
- Email Recovery - Outlook Express , Outlook Mail
- File & Data Recovery using standard Tools
- PC optimization tools - Temp files, Cache
- Remote Infrastructure Management Overview & ITIL Awareness
- Mentoring Sessions & Final Assessment

**Theory (01:00 to 01:15 Hrs)|Practical (01:00 to 01:15 Hrs)**

**Total (02:00 to 02:30 Hrs)**