Cognixia

A Collabera LEARNING SOLUTIONS COMPANY

Windows 7, Enterprise Desktop Support Technician (685)

In association with : Silver Microsoft Partner

TOP Emerging 5 Technologies 2016 siliconindia TRAINING COMPANIES

Top 10 IoT Training Institutes – 2016 Analytics India MAGAZINE

TOP CLOUD 5 TRAINING INSTITUTIONS INDIA 2016 HIGHER EDUCATION Review

TOP Big Data 5 TRAINING INSTITUTES 2017 siliconindia

Asian Training & Leadership Award, Dubai

Top 10 IoT Training Companies for the Second consecutive year. 2017 IoT India MAGAZINE

TOP IoT TRAINING 10 INSTITUTES PROMISING IN INDIA 2017 HIGHER EDUCATION Review

Best Workplace Amongst Emerging Enterprises Awarded By Great Indian Workplace Awards – 2018 Mumbai, India

siliconindia BEST TRAINING PROVIDER BIG DATA HADOOP DEVELOPER OF THE YEAR 2016

Best Training Provider of the Year Awarded By The Golden Globe Tiger Awards – 2018 Kuala Lampur, Malaysia THE GOLDEN GLOBE TIGERS

World HRD Congress has awarded for Excellence in Training (Asia)

WORLD HRD CONGRESS Cognixia is awarded as Training Company of the Year, 2018

ISO 9001 2015 CERTIFIED ISO 9001:2015 Certified Quality Management System

ISO ISO/IEC 27001:2013 Certified Information Security Management System

Identifying cause of and resolving desktop application issues

Solve software installation escalations

- Installation permissions; local administrator requirement; licensing restrictions; digital signing

Solve software failure escalations

- Checking the logs; checking whether the application runs in Safe mode; running the application in a previous version of Windows; repairing the installation; checking recently added programs; restoring or reimaging the system

Identifying cause of and resolving networking issues

Solve enterprise logon issues

- Hardware vs. network; password expiry; trust relationships with machine accounts; determining logon context; logon hours compliance

Solve enterprise network connectivity issues

- Determining scope of issue; determining whether it's a PC or a network connectivity issue; TCP/IP; hardware and cabling; proxies; default gateway

Solve enterprise names resolution issues

- Checking which DNS is assigned; flushing the DNS cache; nslookup to DNS server; checking the DHCP scopes

Solve enterprise network printer issues

- Hardware failure; server issues; printer failure; network issues; driver issues

Managing and maintaining systems that run Windows 7 client

Identify and/or resolve performance issues

- Analysing system and application logs; analysing started services; setting power management; checking hard drive space; optimising virtual memory

Solve hardware failure issues

- Identifying bad sectors; diagnosing memory issues; recommending replacement hardware; updating the BIOS; determining which component is broken

Supporting mobile users

Solve enterprise wireless connectivity issues

- Signal strength; encryption types; encryption keys; wireless profiles; mobile devices

Solve enterprise remote access issues

- VPN client not connecting; IPv6 support; access and authentication to network resources

Identifying cause of and resolving security issues

Solve Windows Internet Explorer security issues

- Adding trusted sites; advanced settings; installing plug-ins; identifying group policy restrictions; certificates

Solve enterprise issues due to malicious software

- Analysing services; analysing programs; analysing processes; analysing browser helper add-ons; user account control

Solve enterprise storage security issues

- Requirements for installing; recovering encryption keys; key management

Solve enterprise software update issues

- Identifying software update level; checking whether client is receiving regularly scheduled updates; identifying incompatibility of update with other applications

Thank You

www.cognixia.com