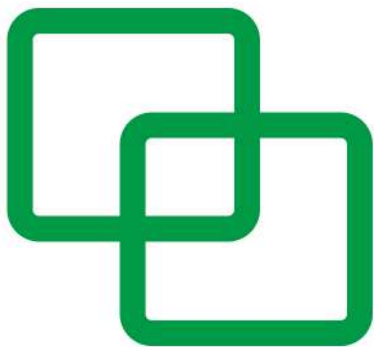
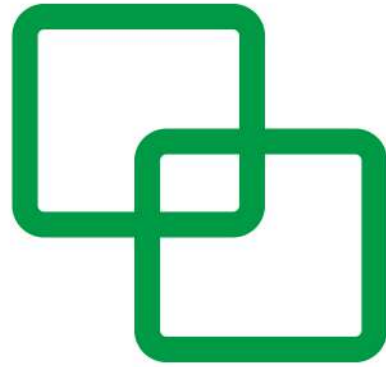


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7. Install and upgrade Various Components in a Desktop

- Identifying the processor and motherboard
- Installg, & upgrdg RAM, peripherals , & internal storage devices
- Interfaces and expansion card compatibility
- Using Device Manager to manage drivers
- E-waste best practices for disposing of components



8. Investigate commonly encountered hardware issues.

- Basic troubleshooting: plug in, connected to power, powered on
- App compatibility requiremts: processor architecture, RAM etc
- Using Device Manager to identify issues with hardware
- Device status indicators
- Awareness of firmware updates (benefits and dangers)

9. Assist users wth estblshg access to network-based resources.

- Common directory services: Actv Directory, Cloud-based ,etcM)
- Multifactor Authentication (authenticator apps & other methods)
- Mapping a shared drive, including SMB and cloud drive
- Using Gpupdate/adgpupdate to force a group policy update
- Resetting passwords
- Checking membership in security and distribution groups
- Verifying permissions



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10. Troubleshoot commonly encountered connectivity issues

- Printers: connectivity to printer, assisting a user , loadg paper,etc
- Fax
- Headphones
- Microphones
- External drives
- Scanners
- Webcams
- Keyboard, mouse, pointing devices (wired and wireless)
- Tactile/interactive input devices (flat panels)
- Teleconferencing devices (Webex Desk Pro screens)



11. Assist users in resolving Windows operating system issues.

- Display settings, multiple displays, brightness
- BitLocker codes
- Windows and application updates
- Clearing the browser cache
- Terminating processes with Task Manager
- Assisting the customer in backing up & restoring personal data..
- Boot sequence, booting to safe mode
- Power management
- Accessibility features



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17. Security threats to the end user, perform basic investigation

- Threats: phishing, malware, spam, unauthorized access attempts
- Helping the user run a malware scan
- Strong passwords and good password practices

18. Avoid becoming a victim of social engineering attacks.

- Awareness that a help desk technician is a prime target for SEA
- Phishing, impersonation, etc.
- Identifying confidential, proprietary, and (PII) data

19. Remote access software to connect to end user devices

- Remote Desktop
- Remote Assistance
- Cisco Webex
- Remote Management
- TeamViewer
- Virtual Network Computing (VNC)
- PC Anywhere



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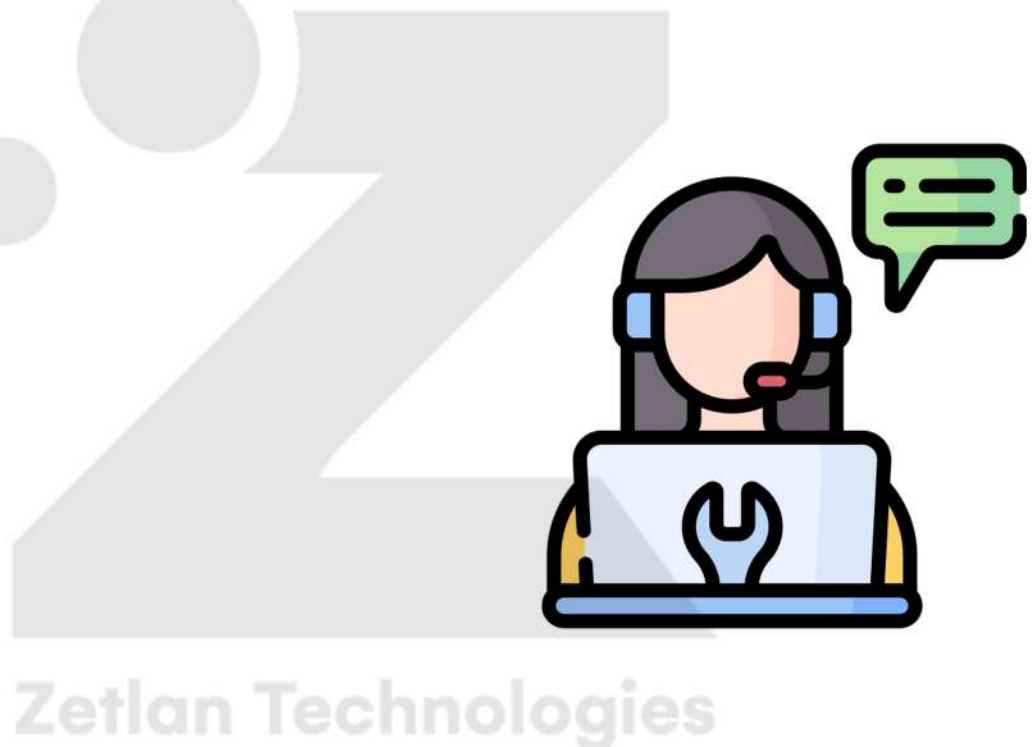
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20. Use appropriate troubleshooting tools to resrch an issue

- AI: query AI to research an issue, limitations of AI, etc
- Using search engine results
- Technical forums
- Knowledge base articles (industry and internal)



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