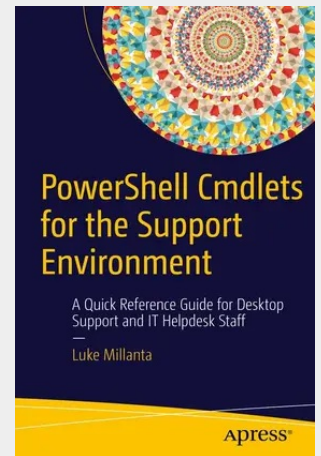


PowerShell Cmdlets for the Support Environment

A Quick Reference Guide for Desktop Support and IT Helpdesk Staff

This book is a handy PowerShell reference guide for those working in a Windows-based IT support role. When a customer calls with an IT support issue, you'll often be expected to deal with it immediately. In these situations, testing error-ridden scripts from online forums can cause more problems than it solves. Enter PowerShell Cmdlets for the Support Environment, a book full of useful PowerShell cmdlets for the IT support environment. Written in a no-nonsense quick-reference style, this book assumes you are already familiar with PowerShell and ready to put it to work. By adding PowerShell Cmdlets for the Support Environment to your arsenal, you will be able to tackle IT issues head-on and stand out from the crowd as a valuable member of any IT support team. Impress your colleagues and clients by having an answer to every problem! What You Will Learn: - Efficiently create and maintain Active Directory and Group Policy objects - Secure the contents of a hard drive through the use of encryption - Manage Windows services and processes on both the local and remote terminals - Establish secure connections to remote terminals - Quickly resolve IT incidents and service change requests - Save time when editing files and folders Who This Book is For: This book is suitable for IT professionals, especially IT support personnel, who understand the basics of PowerShell and want to put it to work to solve their customers' technical issues quickly and efficiently.



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