

Supporting Users Running Microsoft Windows XP Desktop Operating Systems

Course 2261: Three days; Instructor-led

Introduction

This three-day instructor led course is to provide individuals who are new to Microsoft Windows XP with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Microsoft Windows XP Professional in an Active Directory network environment, or Windows XP Home edition in a workgroup environment. This is an introductory course designed to provide an overview of operating system concepts and how to troubleshoot Windows XP.

This is the first course in the Microsoft Certified Desktop Support Technician curriculum.

Audience

This course is intended for new entrants and career changers new to the IT industry. They have experience using Microsoft Office and have basic Microsoft Windows navigation skills. Another audience is the current call center technician with 6 months experience looking to validate their support skills.

At Course Completion

After completing this course, students will be able to:

- Perform and troubleshoot an attended installation of the Windows XP operating system
- Perform post installation configuration (user configuration, apply service packs, etc.)
- Answer end user questions related to upgrading from a previous version of Windows
- Troubleshoot system startup and user logon problems
- Monitor and analyze system performance
- Monitor, manage, and troubleshoot access to files and folders
- Troubleshoot connecting to local and network print devices
- Configuring and Troubleshooting Hardware Devices and Drivers
- Configure and troubleshoot storage devices
- Configure and troubleshoot display devices
- Troubleshooting Network Protocols and Services
- Configure and troubleshoot Advanced Configuration and Power Interface (ACPI)
- Configure and troubleshoot input and output (I/O) devices
- Configure support for multiple languages or multiple locations
- Troubleshoot security settings and local security policy
- Configure and troubleshoot local user and group accounts
- Troubleshoot the TCP/IP protocol
- Configure and troubleshoot Windows Firewall (ICF) settings
- Troubleshoot name resolution issues
- Configure and troubleshoot remote connections
- Configure and troubleshoot end user systems using remote Desktop and Remote Assistance

Prerequisites

Before attending this course, students must have:

- Basic experience using a Microsoft Windows Operating system such as Windows XP
- Basic understanding of Microsoft Office applications and Microsoft Windows accessories, including Internet Explorer
- Basic understanding of core operating system technologies including installation and configuration
- Basic understanding of hardware components and their functions
- Basic understanding of the major desktop components and interfaces, and their functions
- Basic understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) settings
- How to use command-line utilities to manage the operating system
- Basic understanding of technologies that are available for establishing Internet connectivity.

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- Exam 70-271: Installing, Configuring, and Administering Microsoft Windows XP Professional

Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

Course Outline

Module 1: Introduction to the Desktop Support Technical Role and Environment

This module introduces the role of the Desktop Support Technician (DST) and the role of the DST within the Microsoft Operations Framework (MOF).

Lessons

- Examining the Desktop Support Technician Role
- The Windows Desktop Support Environment
- Interacting with Users

After completing this module, students will be able to:

- Describe the role and general responsibilities of a DST.
- Describe MOF and the role of the DST within MOF.
- Successfully interact with users.

Module 2: Exploring and Configuring the Windows XP User Interface

This module explains the major features and functions of the Windows XP user interface.

Lessons

- Exploring and Configuring the Windows XP Desktop Environment
- Examining Control Panel Organizational Views

Lab: Exploring and Configuring the Windows XP User Interface

- Exercise 1: Customizing the Desktop and Toolbars
- Exercise 2: Customizing Control Panel and Folder View Appearance

After completing this module, students will be able to:

- Describe the major features and functions of Windows XP Professional and Windows XP Home

Edition and customize various settings on the Windows XP desktop, such as the Start menu and taskbar.

- Describe the differences between Category View and Classic View and how to switch between the two views in Control Panel.

Module 3: Resolving Desktop Management Issues

After completing this module, students will be able to identify and resolve desktop management issues.

Lessons

- Desktop Management Concepts
- Troubleshooting User Logon Issues
- Troubleshooting User Configuration Issues
- Troubleshooting Security Issues
- Troubleshooting System Performance

Lab: Resolving Desktop Management Issues

- Exercise 1: Troubleshooting Domain Logon Issues
- Exercise 2: Troubleshooting a User Profile Issue
- Exercise 3: Troubleshooting Multilingual Issues

After completing this module, students will be able to:

- Understand the basic concepts necessary for resolving desktop management issues in the Windows XP Professional and Windows XP Home Edition environments.
- Troubleshoot user logon issues.
- Troubleshoot user configuration issues.
- Troubleshoot security issues.
- Troubleshoot system performance.

Module 4: Resolving Network Connectivity Issues

After completing this module, students will be able to identify and resolve network connectivity issues.

Lessons

- Managing Computer Addressing Issues
- Troubleshooting Name Resolution Issues
- Troubleshooting Remote Network Connectivity Issues

Lab: Resolving Network Connectivity Issues

- Exercise 1: Troubleshooting TCP/IP Connections
- Exercise 2: Troubleshooting a Name Resolution Issue

After completing this module, students will be able to:

- Manage computer addressing issues.
- Troubleshoot network connection issues.
- Troubleshoot remote network connection issues.

Module 5: Resolving Hardware Issues

After completing this module, students will be able to identify and resolve hardware issues.

Lessons

- Managing Drivers

- Troubleshooting Drivers by Using Safe Mode
- Troubleshooting Storage Devices
- Troubleshooting Display Devices
- Troubleshooting I/O Devices
- Troubleshooting ACPI

Lab: Resolving Hardware Issues

After completing this module, students will be able to:

- Manage drivers.
- Troubleshoot drivers by using safe mode.
- Troubleshoot storage devices.
- Troubleshoot display devices.
- Troubleshoot input and output (I/O) devices.
- Troubleshoot Advanced Configuration and Power Interface (ACPI) issues.

Module 6: Resolving File and Folder Issues

After completing this module, students will be able to identify and resolve file and folder issues.

Lessons

- Managing Files and Folders
- Troubleshooting Access to Files and Folders
- Troubleshooting Access to Shared Files and Folders
- Troubleshooting Access to Offline Files

Lab: Resolving File and Folder Issues

- Exercise 1: Troubleshooting File and Folder Issues
- Exercise 2: Troubleshooting Access to Shared Files and Folders

After completing this module, students will be able to:

- Manage files and folders.
- Troubleshoot access to files and folders.
- Troubleshoot access to shared files and folders.
- Troubleshoot access to offline files.

Module 7: Resolving Printer Issues

After completing this module, students will be able to identify and resolve printer issues.

Lessons

- Installing Local and Network Printers
- Troubleshooting Printer Drivers
- Troubleshooting Printers and Print Jobs

Lab: Resolving Printer Issues

- Exercise 1: Applying Printer Permissions
- Exercise 2: Troubleshooting Print Job Issues

After completing this module, students will be able to:

- Install local and network printers.
- Troubleshoot issues with printer drivers.

- Troubleshoot issues with printers and print jobs.

Module 8: Resolving Installation Issues

After completing this module, students will be able to identify and resolve installation issues.

Lessons

- Pre-Installation Tasks
- Troubleshooting an Attended Installation
- Troubleshooting an Upgrade
- Troubleshooting an Unattended Installation
- Troubleshooting the Boot Process

Lab: Resolving Installation Issues

- Exercise 1: Creating and Formatting a Partition for an Operating System Installation
- Exercise 2: Troubleshooting the Boot Process

After completing this module, students will be able to:

- Describe the tasks that must be performed on a computer before installing an operating system.
- Troubleshoot an attended installation.
- Troubleshoot an upgrade to an existing operating system.
- Troubleshoot an unattended installation.
- Troubleshoot the boot process.