

Course 2261 - Supporting Users Running Microsoft Windows XP Desktop Operating Systems

Bookings 020 7837 2690

www.premierit.com

Course Duration: 3 days	Course Hours: 10.00 am - 5.00 pm
Pre-requisites: 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	
Objectives: At the end of the course, the delegate 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	

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). <ul style="list-style-type: none"> Lessons Examining the Desktop Support Technician Role The Windows Desktop Support Environment Interacting with Users After completing this module, students will be able to: <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

Course Structure: Each course is divided into a series of units, supported by relevant practical exercises. You may join a public course, or book your own dedicated company room. You can also tailor the content to your specific needs; accelerating the course or running a workshop.

Help Facility: Provided by our tutors, this facility includes course content only, for a limited period.

Manuals: A comprehensive course manual provides support throughout the course, and is a useful reference for your newly acquired skills upon your return to the office.

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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 • Accelerating the course or running a workshop • Troubleshoot the boot process

Help Facility: Provided by our tutors, this facility includes course content only, for a limited period.

Manuals: A comprehensive course manual provides support throughout the course, and is a useful reference for your newly acquired skills upon your return to the office.

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