

The Windows XP MCDST series prepares candidates for both core exams required to achieve Microsoft Certified Desktop Support Technician (MCDST) certification. In this two-course series, expert instructor Tom Carpenter shows candidates how to troubleshoot common problems with Windows XP OS and with popular Windows application programs. At the conclusion of this series, MCDST candidates will be prepared to pass MCP exams 70-271 and 70-272.

## **Troubleshooting Windows**

### **Session 1**

#### Section A: Defining a DST

- Prerequisites
- DST Qualifications
- Gathering Information
- DST Steps
- DST Terms
- DST Purpose

#### Section B: Preparing for OS Installation

- Installation Types
- Installation Methods
- Hardware Compatibility
- The Hard Drive
- Partition Types
- File System Types

#### Section C: Standard Installation

- Attended Installation
- Network Share Installation
- Product Activation
- Troubleshoot Installs

#### Section D: Unattended Installation

- Unattended Methods
- Using a Script File
- Imaging Tools
- Installing Setup Manager
- Running Setup Manager

#### Section E: Upgrading Installation

- Supported Upgrades
- User State
- Migration Tools
- Supported Settings
- Locating USMT Tools
- Gathering Settings
- Applying Settings

#### Section F: Post Install Updating

- Updating XP
- Automatic Updates

#### Section G: XP Pro vs. XP Home

- Local Features
- Network Features

#### Section H: Local Users & Groups

- User Accounts
- User Groups
- Create a New User
- User Properties
- Create a New Group
- Using the Command Prompt

## **Troubleshooting Windows**

### **Session 2**

#### Section A: Understanding NTFS

- NTFS Features
- File/Folder Ownership
- Simple File Sharing
- Copying & Moving Data
- Compression
- Section B: NTFS Permissions
- NTFS Permission Types
- Standard Permissions
- Permission Rules
- Configuring Permissions
- Inheriting Permissions
- The Command Prompt
- Section C: Shared Folders
- Shared Data
- Effective Permissions
- Mapped Drives
- Shadow Copy
- Installing Shadow Copy
- Sharing Folders
- Section D: File Encryption
- EFS
- EFS Design
- EFS Features
- Recovery Agents
- Viewing Recovery Agents
- Creating Recovery Agents
- Encrypting Data
- Section E: Data Storage
- Offline Files
- Synchronization
- Configure Offline Files
- Offline File Locations
- Section F: Installing Local Printers
- Creating a Power User
- Setting up Printer
- Printer Properties
- Section G: Installing Network Printers
- Using Printer Wizard
- Browsing the Network

## **Troubleshooting Windows**

### **Session 3**

- Section A: Storage Device Types
- Fixed Storage Types
- Removable Storage Types
- Basic/Dynamic Disks
- Disk Management Tools
- Section B: Types of Display Devices
- Display Adapters
- Display Settings
- Direct X
- DX Diag Tool
- Customizing the Display
- Section C: ACPI Interface
- ACPI & Power Schemes
- Standby & Hibernation
- Power Schemes Settings
- Custom Power Settings
- Section D: I/O Devices

- I/O Device Types
- Device Manager
- Hardware Profiles

#### Section E: User Settings & Profiles

- User Profiles
- Locating User Profiles
- Managing User Profiles
- Taskbar & Accessibility
- Regional & Language
- Mouse & Keyboard

#### Section F: Security Settings

- Installing MBSA
- Running MBSA
- Installing SCAS
- Running SCAS

#### Section G: Local Policies

- GPEDIT.MSC
- Computer Policies
- User Policies
- Refresh Policies
- RSOP Tool

#### Section H: Network Policies

- AD Users & Computers
- GPO Hierarchies
- GPO Inheritance
- GP Result

## **Troubleshooting Windows**

### **Session 4**

#### Section A: Startup & Logon

- Boot Process
- Logon Process
- Startup & Recovery
- BOOT.ini

#### Section B: System Performance

- System Info
- Help & Support
- Task Manager
- Performance Manager
- Log Files & Alerts

#### Section C: Networking: TCP/IP

- Repairing a Connection
- Connection Properties
- PING Tool
- IPCONFIG Tool
- PATHPING Tool

#### Section D: Troubleshooting: TCP/IP

- TRACERT
- Internet Firewall

#### Section E: Networking: DNS & NetBIOS

- DNS Service Server
- DNS Service Client
- NS Lookup
- WINS Service
- NBTSTAT Service

#### Section F: Remote Connections

- Dial-up Networking
- Managing Properties

#### Section G: Remote Desktop Support

- Enable Remote Desktop
  - Configure Remote Desktop
  - Connection & Settings
  - Remote Assistance
- Section H: Networking: Internet Explorer
- General Options
  - Security Options
  - Privacy/Content Options
  - Connection Options
  - Programs/Advanced Options

## **Troubleshooting Desktop Apps**

### **Session 1**

#### Section A: DST Basics

- Prerequisites
- DST Responsibilities
- DST Skills
- Troubleshooting
- Key Terms

#### Section B: Configuring the OS

- OS Architecture
- Registry Components
- Installing Applications
- Regional Settings

#### Section C: Configuring Connectivity

- Network Adapter
- IP Configuration
- PING
- TRACERT
- NS Lookup
- NBTSTAT
- Firewall

#### Section D: Configuring Internet Explorer

- Web Browsers
- Internet Options

#### Section E: Troubleshooting Internet Explorer

- Troubleshooting Issues
- Temporary Files Management
- View Objects
- User Settings

#### Section F: Securing Internet Explorer

- Security Tasks
- Security Levels
- Content Zone Settings
- Privacy/Content Settings
- Security Updates

#### Section G: Communication Applications

- Configuring Mail Client
- Email Settings
- Validate Configuration
- Newsgroup Configuration

#### Section H: Managing Outlook Express Data

- Backup/Import Email
- Deleting Data Store
- Restoring Files
- Email Security Settings

## **Troubleshooting Desktop Apps**

### **Session 2**

## Section A: Outlook Express Files

- Supported Data Types
- Outlook Express Files
- Exporting Address Book
- Importing Address Book
- Managing Maintenance Tab
- Backing up Outlook Express

## Section B: Microsoft Office Suites

- Office Versions
- Installing Office
- Multi-boot Installation
- Office Suite Activation
- Troubleshooting Installation

## Section C: Customizing Office Suites

- Common Settings
- AutoCorrect Options
- Dictionary Option

## Section D: Updating for Security

- Office Update Website
- Security Tips
- Auto Recover
- Downloading Updates
- Best Practices
- Repairing Office

## Section E: MS-DOS Applications

- MS-DOS Flow
- Viewing NTVDM
- Configuring Editor

## Section F: Win16/32 Applications

- Win16 Flow
- NTVDM Dependency
- Separating Memory Space
- Win32 Capabilities

## Section G: Application Compatibility

- Compatibility Issues
- Compatibility Guidelines
- Compatibility Settings

## Section H: Desktop Properties

- Start Menu Interface
- Customizing Taskbar
- Customizing Start Menu
- Customizing Desktop
- Customizing Folder Settings