

The Windows XP Troubleshooting Desktop Applications course prepares candidates for one of two core exams required to achieve Microsoft Certified Desktop Support Technician (MCDST) certification. Expert instructor Tom Carpenter shows candidates how to configure and troubleshoot problems with Microsoft applications including Office, Internet explorer and Outlook. Candidates also learn to configure application connectivity and security, and to resolve problems with application usability and customization. At the conclusion of this course MCDST candidates will comprehend the basics of troubleshooting Windows applications and be prepared to pass MCP exam 70-272.

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

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