

The Windows XP Troubleshooting Windows 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 install Windows XP, update from earlier versions of Windows OS, and configure peripheral devices, user and group accounts, security settings and local security policy. Candidates also learn to troubleshoot access, system performance, and Internet connection problems. At the conclusion of this course MCDST candidates will grasp the fundamentals of troubleshooting Windows XP and be prepared to pass MCP exam 70-271.

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

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

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

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