

# MS 2261 Supporting Users Running Microsoft Windows XP Desktop Operating System

**Description:** 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.

**Days:** 3

**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.

**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 have basic navigation skills. Another audience is the current call center technician with 6 months experience looking to validate their support skills.

## Microsoft Certified

**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

## 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

## 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

### **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**

### **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**

### **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**

### **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**

### **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**

### **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**

### **Upcoming Classes**

Jun 19, 2012 - Jun 21, 2012

Jul 09, 2012 - Jul 11, 2012

Aug 14, 2012 - Aug 16, 2012

Sep 18, 2012 - Sep 20, 2012  
Oct 08, 2012 - Oct 10, 2012  
Nov 13, 2012 - Nov 15, 2012  
Dec 04, 2012 - Dec 06, 2012