



## Course Outline

### Course 2261C: Supporting Users Running the Microsoft Windows XP Operating System

#### About this Course

Elements of this syllabus are subject to change.

This three-day instructor-led course provides students with the knowledge and skills to troubleshoot and escalate or repair problems with Windows desktop operating systems by reacting to incident requests from end users.

This course will provide the basic knowledge of system architecture and security needed to provide the students with the requisite skills required to support end users and adhere to ITIL/MOF foundational operations.

#### Audience Profile

This course is intended for people who have little or no job experience in the IT industry. They will have experience working with Windows desktop systems and will be A+ certified, or have equivalent knowledge. The target audience will typically be:

- New entrants to the IT field
- Career changers entering the IT field
- Academic students

When students complete the course, they will typically enter their career in the IT industry performing in two different capacities. They will support end users who run Windows 2000 Professional or Windows XP Professional in a corporate environment, or will support end users who run Windows XP Home Edition in a home environment. They will provide computer owners with over-the-telephone support or support the end user when they bring their computer to a computer shop for support.

#### Prerequisite

Before attending this course, students must have:

- Basic experience of a Microsoft Windows operating system such as Microsoft Windows XP.
- Basic understanding of Microsoft Office applications and Microsoft Windows accessories, including Microsoft 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.
- Basic experience of command-line utilities for managing the operating system.
- Basic understanding of technologies that are available for establishing Internet connectivity.

#### At Course Completion

After completing this course, students will be able to:

- Describe the role and key skills of a desktop support technician (DST) and the different environments they work in.
- Describe the concepts of user accounts, user profiles and user rights, and identify and resolve logon issues.
- Identify and resolve system configuration and security issues.



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- Identify and resolve network connectivity issues.
- Identify and resolve hardware issues.
- Identify and resolve file and folder issues.
- Identify and resolve print issues.
- Identify and resolve startup issues.

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#### ***Module 1: Introduction to the Desktop Support Technician Role and Environment***

This module describes the role and key skills of a desktop support technician (DST) and the role of a DST within Microsoft Operations Framework (MOF). It discusses the end-user support environment and the corporate support environment in which DSTs work and the skills required to successfully interact with users.

##### **Lessons**

- Examining the Desktop Support Technician Role
- Examining the Desktop Support Environment
- Interacting with Users

After completing this module, students will be able to:

- Describe the role and general responsibilities of a DST.
- Describe the Microsoft Operations Framework (MOF) and the role of the DST within MOF.
- Successfully interact with users.

#### ***Module 2: Resolving User Account and Logon Issues***

This module introduces the Microsoft Windows XP Professional and Microsoft Windows XP Home Edition desktop operating systems and describes the concepts of domains and workgroups. This module describes the concepts of user accounts, user profiles, and user rights and explains how to help users resolve common logon issues.

##### **Lessons**

- Desktop Operating System Concepts
- User Account Concepts
- Troubleshooting User Logon Issues

#### **Lab : Resolving User Account and Logon Issues**

- Troubleshooting Domain Logon Issues
- Troubleshooting a User Profile Issue

After completing this module, students will be able to:

- Understand the basic concepts necessary for resolving desktop operating system issues in the Windows XP Professional and Windows XP Home Edition environments.
- Understand the basic concepts of user accounts, user profiles, and user rights.
- Troubleshoot user logon issues.



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### ***Module 3: Resolving System Configuration and Security Issues***

This module provides information about how to help users resolve system configuration issues, system security issues, and system performance–related issues. After completing this module, you will be able to troubleshoot these areas of desktop management.

#### **Lessons**

- Troubleshooting System Configuration Issues
- Troubleshooting Security Issues
- Troubleshooting System Performance

#### **Lab : Resolving System Configuration and Security Issues**

- Troubleshooting Multilingual Issues
- Troubleshooting Network File Share and Printer Connection Issues

After completing this module, students will be able to:

- Troubleshoot system configuration issues.
- Troubleshoot security issues.
- Troubleshoot system performance.

### ***Module 4: Resolving Network Connectivity Issues***

This module discusses how to help users manage computer addressing and name resolution and how to assist customers in properly configuring remote connections. After completing this module, you will be able to troubleshoot problems with network connections, networking protocols, and the way in which computers are addressed.

#### **Lessons**

- Managing Computer Addressing Issues
- Troubleshooting Name Resolution Issues
- Troubleshooting Remote Network Connectivity Issues
- Troubleshooting Computers by Using Remote Connection Tools

#### **Lab : Resolving Network Connectivity Issues**

- Troubleshooting TCP/IP Connections
- Troubleshooting a Name Resolution Issue

After completing this module, students will be able to:

- Manage computer addressing issues.
- Troubleshoot name resolution issues.
- Troubleshoot remote network connectivity issues.
- Troubleshoot computers by using remote connection tools.



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### ***Module 5: Resolving Hardware Issues***

This module discusses issues that occur with different hardware components and configurations and with device drivers. After completing this module, you will be able to troubleshoot storage devices, display devices, input/output (I/O) devices, and power configurations.

#### **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**

- Troubleshooting Device Drivers

After completing this module, students will be able to:

- Manage drivers.
- Troubleshoot drivers by using Safe Mode.
- Troubleshoot storage devices.
- Troubleshoot display devices.
- Troubleshoot I/O devices.
- Troubleshoot ACPI issues.

### ***Module 6: Resolving File and Folder Issues***

This module describes how to support users who are attempting to perform file and folder management tasks, such as compressing files, enabling and disabling encryption, verifying permissions, or specifying access to files and folders. After completing this module, you will be able to troubleshoot file and folder issues whether they occur locally or across a network.

#### **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**

- Troubleshooting File and Folder Issues
- Troubleshooting Access to Shared Files and Folders
- Troubleshooting Offline Access to Files and Folders

After completing this module, students will be able to:

- Manage files and folders.
- Troubleshoot access to files and folders.



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- Troubleshoot access to shared files and folders.
- Troubleshoot access to offline files.

### ***Module 7: Resolving Printer Issues***

This module explains how to troubleshoot printer installations, printer drivers, and issues that are related to print jobs. After completing this module, you will be able to troubleshoot print issues.

#### **Lessons**

- Installing Local and Network Printers
- Troubleshooting Printer Drivers
- Troubleshooting Printers and Print Jobs

#### **Lab : Resolving Printer Issues**

- Applying Printer Permissions
- 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 Startup Issues***

This module discusses the computer boot process and why DSTs must be able to understand the components of the boot process for Microsoft Windows XP Professional and the tools available to troubleshoot startup issues. This understanding will enable them to address problems when a computer will not start properly. After completing this module, you will be able to troubleshoot the boot process.

#### **Lessons**

- Overview of the Windows XP Boot Process
- Troubleshooting the Boot Process

#### **Lab : Resolving Startup Issues**

- Modify the Boot.ini File
- Resolve Startup Issues

After completing this module, students will be able to:

- Describe the Windows XP boot process and how it works.
- Troubleshoot the boot process.