



Course Outline

Course 2262B: Supporting Users Running Applications on a Microsoft Windows XP Operating System

About this Course

This course provides content on troubleshooting and escalating or repairing problems with Windows desktop operating systems by reacting to incident requests from end users.

Microsoft Certification exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System
Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

Prerequisites

Before attending this course, students must have:

- Attended Course 2261: Supporting Users Running Microsoft Windows Desktop Operating Systems
- Experience using Microsoft Office as a general user.
- Experience using a Microsoft Windows operating system such as Microsoft Windows XP.

Course Outline

Module 1: Introduction to Supporting Users Running Applications on Windows XP

After completing this module, students will be able to explain how to use troubleshooting guidelines and tools to support users running applications on Windows desktops.

Lessons

- Overview of Desktop Application Support
- The Windows System Architecture and Desktop Application Support
- Troubleshooting Application Installation Issues

After completing this module, students will be able to:

- Describe the role of the DST in application support and the tools available for troubleshooting applications.
- Explain the importance of the Windows system architecture as it relates to troubleshooting applications running on Windows XP.
- Troubleshoot application installation issues.

Module 2: Troubleshooting Desktop Application Support Issues

After completing this module, students will be able to troubleshoot application compatibility issues and security issues related to applications on client computers that run Windows XP.



Course Outline

Lessons

- Troubleshooting Win32 applications
- Troubleshooting security issues related to applications
- Troubleshooting application compatibility issues
- Troubleshooting MS-DOS-based and Win16 applications

Lab : Troubleshooting Desktop Application Support Issues

- Troubleshoot a non-responsive application.
- Troubleshoot security issues related to applications.

After completing this module, students will be able to:

- Troubleshoot Win32 applications.
- Troubleshoot security issues related to applications.
- Troubleshoot application compatibility issues.
- Troubleshoot MS-DOS-based and Win16 applications.

Module 3: Troubleshooting Issues Related to Internet Explorer

After completing this module, students will be able to support Microsoft Internet Explorer.

Lessons

- Configuring and Troubleshooting General Settings
- Configuring and Troubleshooting Security and Privacy Settings
- Configuring and Troubleshooting Content Settings
- Configuring and Troubleshooting Connectivity Settings
- Configuring and Troubleshooting Program Settings
- Customizing Internet Explorer

Lab : Troubleshooting Issues Related to Internet Explorer

- Troubleshoot Internet Explorer issues related to general settings.
- Troubleshoot Internet Explorer issues related to security settings.
- Troubleshoot Internet Explorer issues related to connectivity settings.
- Troubleshoot Internet Explorer issues related to advanced settings.
- Customize Internet Explorer.

After completing this module, students will be able to:

- Configure and troubleshoot general settings.
- Configure and troubleshoot security and privacy settings.
- Configure and troubleshoot content settings.
- Configure and troubleshoot connectivity settings.
- Configure and troubleshoot program and advanced settings.
- Customize Internet Explorer.



Course Outline

Module 4: Troubleshooting Issues Related to Outlook

After completing this module, students will be able to troubleshoot issues related Outlook.

Lessons

- Configuring Outlook to Use Exchange Server
- Configuring Outlook Data
- Configuring Outlook for Internet E-Mail
- Troubleshooting Outlook

Lab : Troubleshoot Issues Related to Outlook

- Troubleshoot RPC connections to Exchange Server.
- Troubleshoot issues related to managing Outlook data.
- Troubleshoot Outlook Internet Mail connectivity.

After completing this module, students will be able to:

- Configure Outlook to use Microsoft Exchange Server.
- Manage Outlook data.
- Configure Outlook for Internet e-mail.
- Apply guidelines for troubleshooting Outlook.

Module 5: Troubleshooting Issues Related to Office

After completing this module, students will be able to support Microsoft Office.

Lessons

- Configuring and Troubleshooting an Office Installation
- Configuring Office Security
- Configuring Office Recoverability
- Configuring Office Language Features

Lab : Configuring Issues Related to Office

- Repair a damaged Office installation.
- Enable document recovery.
- Use Shadow Copy to recover previous versions of documents.

After completing this module, students will be able to support Microsoft Office.

- Specifically, students will be able to:
- Configure and troubleshoot an Office installation.
- Configure Office security.
- Configure Office recoverability.
- Configure Office language features.



Course Outline

Module 6: Troubleshooting Issues Related to Outlook Express

After completing this module, students will be able to support Microsoft Outlook Express.

Lessons

- Configuring Outlook Express for E-Mail
- Importing and Exporting Outlook Express Data
- Configuring Outlook Express for Newsgroups

Lab : Troubleshooting Issues Related to Outlook Express

- Configure Outlook Express for e-mail.
- Troubleshoot issues related to Outlook Express data.
- Configure Outlook Express for newsgroups.

After completing this module, students will be able to support Microsoft Office.

- Specifically, students will be able to:
- Configure Outlook Express for e-mail.
- Import and export Outlook Express data.