

## **ITMT 1079**

### **Course Syllabus**

**1. Name of Course:** Supporting Users of the Microsoft Windows XP Operating System

**2. Number of Clock Hours:** 48

#### **3. Course Description:**

This 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. Students will be provided 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. MOC 2261 & 2262.

Prerequisites: ITMT 1000 Implementing & Supporting Windows XP Professional.

#### **4. Course Objectives**

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, network connectivity, hardware, file and folder, print and startup issues
- Troubleshoot Win32 applications, Internet Explorer, Office applications

#### **5. Rationale:**

Upon completion of this course, students will have a better understanding of Microsoft Windows 2003, the most popular operating system in use today.

#### **6. Required Materials:**

Microsoft Official Curriculum, MOC 2261 & 2262, included.

#### **7. Evaluation**

Those who participate in class discussions, complete course lab work, and miss no more than three class meetings will be awarded 4.8 continuing education units.

## 8. Course Outline

MOC 2261

### 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.

### 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.

#### 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.
- 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.

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.

MOC 2262

## **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.

### **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**

**After completing this lab, students will be able to:**

- 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**

**After completing this lab, students will be able to:**

- 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.

## **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**

**After completing this lab, students will be able to:**

- 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**

**After completing this lab, students will be able to:**

- 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.

## **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**

**After completing this lab, students will be able to:**

- 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.