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## Windows XP MCDST Series 6 Sessions –

18 Hours of Interactive Training

The Windows XP MCDST series from LearnKey prepares candidates for both core exams required to achieve Microsoft Certified Desktop Support Technician (MCDST) certification. In this two-course series, expert instructor Tom Carpenter shows candidates how to troubleshoot common problems with Windows XP OS and with popular Windows application programs. At the conclusion of this LearnKey series, MCDST candidates will be prepared to pass MCP exams 70-271 and 70-272.

### About The Author

**Tom Carpenter** has delivered training programs to more than 27,000 IT professionals since 1997. He has developed and delivered courses on Windows NT, 2000, XP and Server 2003. With experience as a Fortune 1000 systems administrator and security officer, Carpenter brings a wealth of real world experience and knowledge to his courses. Tom is Microsoft certified and is one of the founding managers of the Certified Technology Services Professional certification.

### Troubleshooting Windows

#### 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

# Windows XP MCDST Series *continued*

## 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

## Troubleshooting Desktop Apps

### Session 1

#### Section A: DST Basics

- Prerequisites
- DST Responsibilities
- DST Skills
- Troubleshooting
- Key Terms

#### Section B: Configuring the OS

- OS Architecture
- Registry Components
- Installing Applications
- Regional Settings

#### Section C: Configuring Connectivity

- Network Adapter
- IP Configuration
- PING
- TRACERT
- NS Lookup
- NBTSTAT
- Firewall

#### Section D: Configuring Internet Explorer

- Web Browsers
- Internet Options

#### Section E: Troubleshooting Internet Explorer

- Troubleshooting Issues
- Temporary Files Management
- View Objects
- User Settings

#### Section F: Securing Internet Explorer

- Security Tasks
- Security Levels
- Content Zone Settings
- Privacy/Content Settings
- Security Updates

#### Section G: Communication Applications

- Configuring Mail Client
- Email Settings
- Validate Configuration
- Newsgroup Configuration

#### Section H: Managing Outlook Express Data

- Backup/Import Email
- Deleting Data Store
- Restoring Files
- Email Security Settings

## Session 2

### Section A: Outlook Express Files

- Supported Data Types
- Outlook Express Files
- Exporting Address Book
- Importing Address Book
- Managing Maintenance Tab
- Backing up Outlook Express

### Section B: Microsoft Office Suites

- Office Versions
- Installing Office
- Multi-boot Installation
- Office Suite Activation
- Troubleshooting Installation

### Section C: Customizing Office Suites

- Common Settings
- AutoCorrect Options
- Dictionary Option

### Section D: Updating for Security

- Office Update Website
- Security Tips
- Auto Recover
- Downloading Updates
- Best Practices
- Repairing Office

### Section E: MS-DOS Applications

- MS-DOS Flow
- Viewing NTVDM
- Configuring Editor

### Section F: Win16/32 Applications

- Win16 Flow
- NTVDM Dependency
- Separating Memory Space
- Win32 Capabilities

### Section G: Application Compatibility

- Compatibility Issues
- Compatibility Guidelines
- Compatibility Settings

### Section H: Desktop Properties

- Start Menu Interface
- Customizing Taskbar
- Customizing Start Menu
- Customizing Desktop
- Customizing Folder Settings