

G-MAC

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Microsoft Certified Desktop Support Technician (MCDST) 3

Microsoft Certified Desktop Support Technician (MCDST)

No. of Course(s): 2

Duration per Course: 40 Hours

Total Duration: 80 Hours

Course: Supporting Users and Troubleshooting a Windows XP Operating System

Content:

- Installing a Windows Desktop Operating System
- Perform and troubleshoot an attended installation of a Windows XP operating system.
 - Answer end-user questions related to performing an attended installation of a Windows XP operating system.
 - Troubleshoot and complete installations in which an installation does not start. Tasks include configuring the device boot order and ascertaining probable cause of the failure to start.
 - Troubleshoot and complete installations in which an installation fails to complete. Tasks include reviewing setup log files and providing needed files.
 - Perform post installation configuration. Tasks include customizing installations for individual users and applying service packs.
- Perform and troubleshoot an unattended installation of a Windows desktop operating system.
 - Answer end-user questions related to performing an unattended installation of a Windows XP operating system. Tasks include starting an installation, answering questions asked by an end user during an installation, and performing post installation tasks.
 - Configure a PC to boot to a network device and start installation of a Windows XP operating system. Tasks include configuring PXE compliant network cards.
 - Perform an installation by using unattended installation files.
- Upgrade from a previous version of Windows.
 - Answer end-user questions related to upgrading from a previous version of Windows.
- Considerations include available upgrade paths and methods for transferring user state data.
 - Verify hardware compatibility for upgrade. Considerations include minimum hardware and system resource requirements.
 - Verify application compatibility for upgrade. Tasks include ascertaining which applications can and cannot run, and using the application compatibility tools.
 - Migrate user state data from an existing PC to a new PC.
 - Install a second instance of an operating system on a computer.
- Managing and Troubleshooting Access to Resources
- Monitor, manage, and troubleshoot access to files and folders.
 - Answer end-user questions related to managing and troubleshooting access to files and folders.
 - Monitor, manage, and troubleshoot NTFS file permissions.
 - Manage and troubleshoot simple file sharing.
 - Manage and troubleshoot file encryption.

- Manage and troubleshoot access to shared folders.
- Answer end-user questions related to managing and troubleshooting access to shared folders.
- Create shared folders.
- Configure access permission for shared folders on NTFS partitions.
- Troubleshoot and interpret Access Denied messages.
- Connect to local and network print devices.
 - Answer end-user questions related to printing locally.
 - Configure and manage local printing.
 - Answer end-user questions related to network-based printing.
 - Connect to and manage printing to a network-based printer.
- Manage and troubleshoot access to and synchronization of offline files.
 - Answer end-user questions related to configuring and synchronizing offline files.
 - Configure and troubleshoot offline files.
 - Configure and troubleshoot offline file synchronization.
- Configuring and Troubleshooting Hardware Devices and Drivers
- Configure and troubleshoot storage devices.
 - Answer end-user questions related to configuring hard disks and partitions or volumes.
 - Manage and troubleshoot disk partitioning.
 - Answer end-user questions related to optical drives such as CD-ROM, CD-RW, DVD, and DVD-R.
 - Configure and troubleshoot removable storage devices such as pen drives, flash drives, and memory cards.
- Configure and troubleshoot display devices.
 - Answer end-user questions related to configuring desktop display settings.
 - Configure display devices and display settings.
 - Troubleshoot display device settings.
- Configure and troubleshoot Advanced Configuration and Power Interface (ACPI).
 - Answer end-user questions related to configuring ACPI settings.
 - Configure and troubleshoot operating system power settings.
 - Configure and troubleshoot system standby and hibernate settings.
- Configure and troubleshoot I/O devices.
 - Answer end-user questions related to configuring I/O devices.
 - Configure and troubleshoot device settings.
 - Configure and troubleshoot device drivers for I/O devices.
 - Configure and troubleshoot hardware profiles.
- Configuring and Troubleshooting the Desktop and User Environments
- Configure the user environment.
 - Answer end-user questions related to configuring the desktop and user environment.
 - Configure and troubleshoot task and toolbar settings.
 - Configure and troubleshoot accessibility options.
 - Configure and troubleshoot pointing device settings.
 - Configure and troubleshoot fast-use switching.
- Configure support for multiple languages or multiple locations.
 - Answer end-user questions related to regional settings.
 - Configure and troubleshoot regional settings.
 - Answer end-user questions related to language settings.
 - Configure and troubleshoot language settings.
- Troubleshoot security settings and local security policy.

- Answer end-user questions related to security settings.
- Identify end-user issues caused by local security policies such as Local Security Settings and Security Configuration and Analysis.
- Identify end-user issues caused by network security policies such as Resultant Set of Policy (RSOP) and Group Policy.
- Configure and troubleshoot local user and group accounts.
 - Answer end-user questions related to user accounts.
 - Configure and troubleshoot local user accounts.
 - Answer end-user questions related to local group accounts.
 - Configure and troubleshoot local group accounts. Considerations include rights and permissions.
- Troubleshoot system startup and user logon problems.
 - Answer end-user questions related to system startup issues.
 - Troubleshoot system startup problems.
 - Answer end-user questions related to user logon issues.
 - Troubleshoot local user logon issues.
 - Troubleshoot domain user logon issues.
- Monitor and analyze system performance.
 - Answer end-user questions related to system performance.
 - Use Help and Support to view and troubleshoot system performance.
 - Use Task Manager to view and troubleshoot system performance.
 - Use the Performance tool to capture system performance information.
- Troubleshooting Network Protocols and Services
- Troubleshoot TCP/IP. Tools include ARP; the Repair utility; connection properties; and the ping, ipconfig, pathping, and nslookup commands.
 - Answer end-user questions related to configuring TCP/IP settings.
 - Configure and troubleshoot manual TCP/IP configuration.
 - Configure and troubleshoot automated TCP/IP address configuration.
 - Configure and troubleshoot Internet Connection Firewall (ICF) settings such as enable and disable. Considerations include indications of issues related to enabling or disabling ICF.
- Troubleshoot name resolution issues.
 - Configure and troubleshoot host name resolution issues on a client computer. Considerations include Hosts files and DNS.
 - Configure and troubleshoot NetBIOS name resolution issues on a client computer. Considerations include Lmhosts files and WINS.
 - Configure and troubleshoot remote connections.
 - Configure and troubleshoot a remote dialup connection. Tasks include client-side configuration.
 - Configure and troubleshoot a remote connection across the Internet. Tasks include client-side configuration.
- Configure and troubleshoot Internet Explorer.
 - Configure and troubleshoot Internet Explorer connections properties.
 - Configure and troubleshoot Internet Explorer security properties.
 - Configure and troubleshoot Internet Explorer general properties.
- Configure and troubleshoot end-user systems by using remote connectivity tools.
 - Use Remote Desktop to configure and troubleshoot an end user's desktop.
 - Use Remote Assistance to configure and troubleshoot an end user's desktop.

Course: Supporting Users and Troubleshooting Desktop Applications on a Windows XP Operating System

Content:

- Configuring and Troubleshooting Applications
- Configure and troubleshoot Office applications.
 - Answer end-user questions related to configuring Office applications.
 - Set application compatibility settings.
 - Troubleshoot application installation problems.
 - Configure and troubleshoot e-mail account settings.
- Configure and troubleshoot Internet Explorer.
- Configure and troubleshoot Outlook Express.
 - Answer end-user questions related to configuring Outlook Express.
 - Configure and troubleshoot newsreader account settings.
 - Configure and troubleshoot e-mail account settings.
- Configure the operating system to support applications.
 - Answer end-user questions related to configuring the operating system to support an application.
 - Configure and troubleshoot file system access and file permission problems on multiboot computers.
 - Configure access to applications on multiuser computers.
 - Configure and troubleshoot application access on a multiple user client computer.
- Resolving Issues Related to Usability
- Resolve issues related to Office application support features. Tasks include configuring Office applications and interpreting error messages.
- Resolve issues related to Internet Explorer support features. Tasks include configuring Internet Explorer and interpreting error messages.
- Resolve issues related to Outlook Express features. Tasks include configuring Outlook Express and interpreting error messages.
- Resolve issues related to operating system features. Tasks include configuring operating system features and interpreting error messages.
- Resolving Issues Related to Application Customization
- Resolve issues related to customizing an Office application.
 - Answer end-user questions related to customizing Office applications.
 - Customize toolbars.
 - Configure proofing tools.
 - Manage Outlook data, including configuring, importing, and exporting data, and repairing corrupted data.
 - Personalize Office features.
- Resolve issues related to customizing Internet Explorer.
- Resolve issues related to customizing Outlook Express.
- Resolve issues related to customizing the operating system to support applications.
 - Answer end-user questions related to customizing the operating system to support an application.
 - Customize the Start menu and taskbar.
 - Customize regional settings.
 - Customize fonts.
 - Customize folder settings.
- Configuring and Troubleshooting Connectivity for Applications
 - Identify and troubleshoot name resolution problems. Indications of such problems include application errors.
 - Identify and troubleshoot network adapter configuration problems. Indications of such problems include application errors.

- Identify and troubleshoot LAN and Routing and Remote Access configuration problems.
- Indications of such problems include application errors.
- Identify and troubleshoot network connectivity problems caused by the firewall configuration.
- Indications of such problems include application errors.
- Identify and troubleshoot problems with locally attached devices. Indications of such problems include application errors.
- Configuring Application Security
- Identify and troubleshoot problems related to security permissions.
 - Answer end-user questions related to application security settings.
 - Troubleshoot access to local resources.
 - Troubleshoot access to network resources.
 - Troubleshoot insufficient user permissions and rights.
- Identify and respond to security incidents.
 - Answer end-user questions related to security incidents.
 - Identify a virus attack.
 - Apply critical updates.
- Manage application security settings.

Certification exam(s):

70-271 Supporting Users and Troubleshooting a Windows XP Operating System
70-272 Supporting Users and Troubleshooting Desktop Applications on a Windows XP Operating System