



Computer Consultants Corporation

Supporting Users Running Windows XP

Exam 70-271

Length of course: 2 class days (12 hours)

Objective(s): To prepare individuals with the appropriate knowledge and skill to support and troubleshoot common problems encountered by end users working with Windows XP in a Active Directory environment.

Prerequisites: An introduction to Windows XP\ Windows 2000, or equivalent experience

Introduction to Supporting Users

- About Desktop Support
- Understanding Common Problems
- Windows Desktop Operating System
- Tools for Troubleshooting Windows OS
- Using the Knowledge Base, Safe Mode, Computer Management

Resolving Installation Issues

- Preparing for installation
- Preparing the Hard Disk for Installation
- How the Installation Process Works
- Learning the install process
- Troubleshooting Attended Installation
- Troubleshooting Unattended Installation
- Troubleshooting an Upgrade to an existing operating system.
- Troubleshooting the Boot Process
- Working with the BIOS

Resolving Desktop Management Issues

- Troubleshooting Logon
- Troubleshooting User Configuration
- Troubleshooting Multilingual Configuration
- Troubleshooting Security and Local Policy Settings
- Troubleshooting System Performance
- Resolving Desktop Management Issues

Resolving File and Folder Issues

- Managing Files and Folders
- Troubleshooting access to files and folders
- Troubleshooting access to shared files and folders
- Troubleshooting access to offline files and folders

Resolving Hardware Issues

- Managing Drivers
- Troubleshooting Storage Devices
- Troubleshooting Display Devices
- Troubleshooting Import and Output (I/O) Devices
- Troubleshooting Advanced Configuration and Power Interface (ACPI)

Resolving Printing Issues

- Installing Local and Network Printing
- Troubleshoot printing devices
- Troubleshooting printers and print jobs
- Auditing Printers
- IP Printing

Network Connectivity Issues

- Applying the OSI Model
- Managing Computer Addressing
- Managing Name resolution
- Troubleshooting Remote Connection Issues