



Computer Consultants Corporation

Supporting Users Running Applications on Windows XP

70-272

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 such applications as Microsoft Office, Outlook Express, and Internet Explorer.

Prerequisites: Supporting Users Running Windows XP or equivalent experience preferred.

Introduction to Desktop Application Support

- Overview of Desktop Application Support
- Windows System Architecture Overview
- Overview of Application architecture
- Overview of Application Installation
- Understanding supporting users

Introduction to Troubleshooting Applications

- Troubleshooting MS-DOS based and Win 16 applications
- Troubleshooting Win32 applications
- Understanding the install process
- Troubleshooting application incompatibility issues
- Troubleshooting security issues related to applications

Supporting Microsoft Internet Explorer

- Configuring general settings
- Configuring security and privacy settings
- Configuring content settings
- Configuring connectivity settings
- Configuring program and advanced settings
- Customizing Internet Explorer
- Printing, Emailing, and Shortcuts
- Importing and Exporting of Favorites
- Working with AutoComplete
- Customizing the toolbars
- Working with different views
- Customizing print settings

Supporting Outlook Express

- Troubleshooting Outlook Express
- Configuring Outlook Express for Email
- Configuring Outlook Express Data
- Configuring Outlook Express for Newsgroups
- Using the Address book
- Importing and Exporting Data

Supporting Microsoft Office

- Introduction to Supporting Microsoft Office
- Manage an existing Microsoft Office installation.
- Supporting an Upgrade from previous versions of Microsoft Office
- Managing Microsoft Office Security and Recoverability
- Managing Microsoft Office Language features
- Managing and existing Microsoft Office Installation

Supporting Microsoft Outlook

- Troubleshooting Outlook
- Configuring Outlook for Email
- Configuring Outlook Data
- Configuring Outlook Personal Folders
- Managing Outlook Data
- Troubleshooting Outlook
- Importing and Exporting Data