

Course overview:

MCDST Supporting Windows XP Users (70-271)

(S624eng)



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Overview and objectives

This 3-day course prepares students for Microsoft Certified Desktop Support Technician (MCDST) exam 70-271. Students will learn how to install the Windows XP operating system, manage users and the Windows environment, and troubleshoot and optimize system performance. This instructor's edition is designed for quick scanning in the classroom, and filled with interactive exercises. Comes with MeasureUp exam prep software. Also available with a companion CBT program.

On course completion, students will be able to:

- Install Windows XP.
- Troubleshoot startup and user logons.
- Manage local accounts and the Windows environment.
- Configure security policy settings.
- Manage storage and input/output devices.
- Monitor performance.
- Manage access to shared resources.
- Configure and troubleshoot printing.
- Troubleshoot TCP/IP.

Installing the operating system

- Installation planning • Windows XP upgrades • Clean installations • Unattended installations • Installation troubleshooting

Troubleshooting system startup and user logons

- The Windows XP Boot Process • User logons

Managing users and the Windows environment

- User and group management • User profile management • User environment customization • Data protection

Configuring and troubleshooting security policy

- Local security policy • Group Policy

Configuring and troubleshooting devices

- Storage devices • Input/output devices • Power Management
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Optimizing performance

- Performance monitoring • Performance optimization

Managing access to shared resources

- NTFS permissions • Resource sharing

Configuring and troubleshooting printing

- Print management • Print troubleshooting

Troubleshooting TCP/IP

- TCP/IP networking • TCP/IP troubleshooting

Configuring remote connections

- Remote access • Internet Explorer and remote tools

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