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PROMETRIC - PEARSON VUE - KRYTERION
Cisco, Juniper and Microsoft authorized Trainers



Esame 70-271 : Supporting Users Running the Microsoft Windows XP Operating Systems (corso Moc 2261)

Questo corso ha lo scopo di fornire ai professionisti senza esperienza specifica di lavoro con Microsoft Windows XP, le conoscenze e le competenze necessarie per risolvere i problemi di base che gli utenti finali devono affrontare durante l'utilizzo di Microsoft Windows XP Professional in un ambiente di rete con Active Directory o di Windows XP Home Edition. Questo corso introduttivo è stato progettato per fornire una panoramica delle nozioni fondamentali del sistema operativo e della risoluzione dei problemi relativi a Windows XP.

Cosa si impara

- Gestire e fare troubleshoot di un sistema Windows XP installato
- Gestire la configurazione dopo l'installazione (configurazione utente, apply service packs, ecc.)
- Rispondere alle domande poste dagli utenti relativamente all'upgrade da una versione precedente di Windows
- Monitorare e analizzare le performance del sistema
- Monitorare, gestire e fare troubleshooting dell'accesso ai file e ai folder
- Gestire le problematiche delle applicazioni di stampa locali e di rete
- Configurare e gestire le problematiche degli applicativi hardware e drivers
- Configurare e gestire i dispositivi di storage
- Configurare e gestire i dispositivi di display
- Gestire le problematiche dei protocolli di rete e servizi
- Configurare e gestire le problematiche di Advanced Configuration and Power Interface (ACPI)
- Configurare e gestire le problematiche di input e output (I/O) devices
- Configurare il supporto per l'opzione multilingua e location multiple
- Gestire le problematiche di configurazione di sicurezza e la policy locale di sicurezza
- Configurare e gestire le problematiche degli utenti e del gruppo di accounts
- Gestire le problematiche del protocollo TCP/IP
- Configurare e gestire le problematiche della configurazione Windows Firewall (ICF)
- Gestire le problematiche del name resolution
- Configurare e fare troubleshooting delle connessioni remote
- Configurare e fare troubleshooting dei sistemi remoti degli utenti usando il remote Desktop e l'assistenza remota

Chi dovrebbe partecipare

Il corso è rivolto a figure che intendono iniziare la propria carriera lavorativa nel settore IT. Gli studenti devono avere esperienza nell'utilizzo di Microsoft Office e competenze di base sull'ambiente operativo Microsoft Windows. Il corso è inoltre rivolto agli attuali tecnici di call center con circa 6 mesi di esperienza che desiderano convalidare le competenze di supporto acquisite.

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Contenuto dettagliato

Module 1: Introduction to the Desktop Support Technical Role and Environment

This module introduces the role of the Desktop Support Technician (DST) and the role of the DST within the Microsoft Operations Framework (MOF).

- Examining the Desktop Support Technician Role
- The Windows Desktop Support Environment
- Interacting with Users

Module 2: Exploring and Configuring the Windows XP User Interface

This module explains the major features and functions of the Windows XP user interface.

Lessons

- Exploring and Configuring the Windows XP Desktop Environment
- Examining Control Panel Organizational Views

Lab: Exploring and Configuring the Windows XP User Interface

- Exercise 1: Customizing the Desktop and Toolbars
- Exercise 2: Customizing Control Panel and Folder View Appearance

Module 3: Resolving Desktop Management Issues

After completing this module, students will be able to identify and resolve desktop management issues.

- Desktop Management Concepts
- Troubleshooting User Logon Issues
- Troubleshooting User Configuration Issues
- Troubleshooting Security Issues
- Troubleshooting System Performance

Lab: Resolving Desktop Management Issues

- Exercise 1: Troubleshooting Domain Logon Issues
- Exercise 2: Troubleshooting a User Profile Issue
- Exercise 3: Troubleshooting Multilingual Issues

Module 4: Resolving Network Connectivity Issues

After completing this module, students will be able to identify and resolve network connectivity issues.

- Managing Computer Addressing Issues
- Troubleshooting Name Resolution Issues
- Troubleshooting Remote Network Connectivity Issues

Lab: Resolving Network Connectivity Issues

- Exercise 1: Troubleshooting TCP/IP Connections
- Exercise 2: Troubleshooting a Name Resolution Issue

Module 5: Resolving Hardware Issues

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After completing this module, students will be able to identify and resolve hardware issues.

- Managing Drivers
- Troubleshooting Drivers by Using Safe Mode
- Troubleshooting Storage Devices
- Troubleshooting Display Devices
- Troubleshooting I/O Devices
- Troubleshooting ACPI

Lab: Resolving Hardware Issues

Module 6: Resolving File and Folder Issues

After completing this module, students will be able to identify and resolve 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

Lab: Resolving File and Folder Issues

- Exercise 1: Troubleshooting File and Folder Issues
- Exercise 2: Troubleshooting Access to Shared Files and Folders

Module 7: Resolving Printer Issues

After completing this module, students will be able to identify and resolve printer issues.

- Installing Local and Network Printers
- Troubleshooting Printer Drivers
- Troubleshooting Printers and Print Jobs

Lab: Resolving Printer Issues

- Exercise 1: Applying Printer Permissions
- Exercise 2: Troubleshooting Print Job Issues

Module 8: Resolving Installation Issues

After completing this module, students will be able to identify and resolve installation issues.

- Pre-Installation Tasks
- Troubleshooting an Attended Installation
- Troubleshooting an Upgrade
- Troubleshooting an Unattended Installation
- Troubleshooting the Boot Process

Lab: Resolving Installation Issues

- Exercise 1: Creating and Formatting a Partition for an Operating System Installation
- Exercise 2: Troubleshooting the Boot Process

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Esame 70-272: Supporting Users Running Applications on Microsoft Windows XP (Corso Moc-2262)

Questo corso ha lo scopo di fornire ai professionisti senza esperienza di lavoro su Microsoft Windows XP le conoscenze e le competenze necessarie per risolvere i problemi di base che gli utenti finali devono affrontare in relazione alla configurazione e alla manutenzione di applicazioni quali Microsoft Office, Outlook Express e Internet Explorer e di altre applicazioni eseguite con un sistema operativo Microsoft Windows XP.

Chi dovrebbe partecipare

Il corso è rivolto a chi intende intraprendere una carriera lavorativa nel settore IT. Gli studenti devono avere esperienza nell'utilizzo di Microsoft Office e competenze di base nell'utilizzo dell'ambiente operativo Microsoft Windows. Il corso è inoltre rivolto agli attuali tecnici di call center con 6 mesi di esperienza che desiderano convalidare le competenze di supporto acquisite.

Contenuto dettagliato

Module 1: Introduction to Supporting Users Running Applications on Windows XP

After completing this module, students will be able to explain how to use troubleshooting guidelines and tools to support users running applications on Windows desktops.

- Overview of Desktop Application Support
- The Windows System Architecture and Desktop Application Support
- Troubleshooting Application Installation Issues

Module 2: Troubleshooting Desktop Application Support Issues

After completing this module, students will be able to troubleshoot application compatibility issues and security issues related to applications on client computers that run Windows XP.

- Troubleshooting Win32 applications
- Troubleshooting security issues related to applications
- Troubleshooting application compatibility issues
- Troubleshooting MS-DOS-based and Win16 applications

Lab: Troubleshooting Desktop Application Support Issues

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Module 3: Troubleshooting Issues Related to Internet Explorer

After completing this module, students will be able to support Microsoft Internet Explorer.

- Configuring and Troubleshooting General Settings
- Configuring and Troubleshooting Security and Privacy Settings
- Configuring and Troubleshooting Content Settings
- Configuring and Troubleshooting Connectivity Settings
- Configuring and Troubleshooting Program Settings
- Customizing Internet Explorer

Lab: Troubleshooting Issues Related to Internet Explorer

Module 4: Troubleshooting Issues Related to Outlook

After completing this module, students will be able to troubleshoot issues related Outlook.

- Configuring Outlook to Use Exchange Server
- Configuring Outlook Data
- Configuring Outlook for Internet E-Mail
- Troubleshooting Outlook

Lab: Troubleshoot Issues Related to Outlook

Module 5: Troubleshooting Issues Related to Office

After completing this module, students will be able to support Microsoft Office.

- Configuring and Troubleshooting an Office Installation
- Configuring Office Security
- Configuring Office Recoverability
- Configuring Office Language Features

Lab: Configuring Issues Related to Office

Module 6: Troubleshooting Issues Related to Outlook Express

After completing this module, students will be able to support Microsoft Outlook Express.

- Configuring Outlook Express for E-Mail
- Importing and Exporting Outlook Express Data
- Configuring Outlook Express for Newsgroups

Lab: Troubleshooting Issues Related to Outlook Express

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