

2272 - Implementing and Supporting Microsoft Windows XP Professional

Duration: 5 Days

The purpose of this course is to address the implementation and desktop support needs of customers that are planning to deploy and support Microsoft Windows XP Professional in a variety of stand-alone and network operating system environments. It provides in-depth, hands-on training for Information Technology (IT) professionals responsible for the planning, implementation, management, and support of Windows XP Professional.

This course is based on the final, retail release of Windows XP Professional.

Course objectives:

After completing this course, students will be able to:

- Plan and install Windows XP Professional.
- Automate an installation of Windows XP Professional.
- Configure and manage hardware on a computer running Windows XP Professional.
- Manage disks.
- Configure and manage file systems.
- Troubleshoot the boot process and other system issues.
- Configure and support Transmission Control Protocol/Internet Protocol (TCP/IP).
- Configure the desktop environment, and use profiles to control desktop customization.
- Configure security, privacy, and connection settings for Internet Explorer.
- Configure Windows XP Professional to operate on Microsoft networks.
- Support remote users.
- Configure Windows XP Professional for mobile computing.
- Monitor resources and performance.

Course Prerequisites:

The target audience consists of IT support professionals who:

- Are new to the Windows XP Professional product.
- Provide Helpdesk support for Windows XP Professional desktops.
- Provide support for the Microsoft Windows NT version 4.0 or Windows 2000 Server family of products, or support for a Microsoft Windows XP solution environment.

Before attending this course, students must have:

- A+ certification, or equivalent knowledge.
- Network+ certification, or equivalent knowledge.

Module 1: Installing Microsoft Windows XP Professional

The following topics are covered in this module:

Lessons

- Planning an Installation of Microsoft Windows XP Professional
- Installing Windows XP Professional
- Upgrading to Microsoft Windows XP
- Transferring User Settings and Files by Using the USMT
- Performing Post-Installation Tasks

At the end of this module, you will be able to install Windows XP Professional and upgrade from Microsoft Windows 98 to Windows XP Professional. This includes:

- Planning a Microsoft Windows XP Professional Installation.
- Installing Windows XP Professional.
- Transferring User Settings by Using the USMT.

Module 2: Automating an Installation of Microsoft Windows XP Professional

The following topics are covered in this module:

Lessons

- Introduction to Automating an Installation of Windows XP Professional
- Creating Answer Files
- Creating a Uniqueness Database File
- Performing an Automated Installation of Windows XP Professional
- Introduction to Creating and Deploying an Image
- Preparing a Reference Computer
- Creating, Testing, and Deploying an Image
- Remote Installation Services
- Managing Security Settings by Using Security Center

At the end of this module, you will be able to automate the Setup program to install Windows XP Professional without user intervention by using answer files and Uniqueness Database Files (UDFs). This includes:

- Creating an answer file by using the Setup Manager Wizard.
- Running Sysprep.
- Performing a Windows Welcome Installation.

Module 3: Configuring Hardware on a Computer Running Microsoft Windows XP Professional

The following topics are covered in this module:
Lessons

- Installing and Configuring Hardware Devices
- Working with Drivers
- Troubleshooting Hardware Devices

At the end of this module, you will be able to configure hardware devices and drivers on a computer running Windows XP Professional. This includes:

- Adding and removing devices by using the Hardware Wizard.
- Using Driver Rollback to restore a device driver.

Module 4: Managing Disks

The following topics are covered in this module:
Lessons

- Working with Disk Management
- Working with Basic Disks
- Working with Dynamic Disks
- Preparing Disks When Upgrading to Windows XP Professional
- Managing Disks
- Defragmenting Volumes

At the end of this module, you will be able to configure disk drives and perform common disk management tasks. This includes working with dynamic disks.

Module 5: Configuring and Managing File Systems

The following topics are covered in this module:
Lessons

- Working with File Systems
- Managing Data Compression
- Securing Data by Using EFS

At the end of this module, you will be able to configure and manage file systems. This includes:

- Configuring disk compression.
- Securing files by using EFS.

Module 6: Troubleshooting the Boot Process and Other System Issues

The following topics are covered in this module:
Lessons

- Examining the Windows XP Professional Boot Process
- Controlling System Settings During the Boot Process
- Changing Startup Behavior Using the Boot.ini File
- Using Advanced Boot Options to Troubleshoot Startup Problems
- Using the Recovery Console to Start the Computer
- Restoring a Computer to a Previous State

At the end of this module, you will be able to troubleshoot the boot process and other system issues.

Module 7: Configuring TCP/IP Addressing and Name Resolution

The following topics are covered in this module:
Lessons

- Configuring IP Addresses
- Configuring Windows Firewall
- Troubleshooting IP Addresses
- Determining TCP/IP Name Resolution Methods
- Configuring a DNS and WINS Client

At the end of this module, you will be able to configure TCP/IP addressing and name resolution. This includes:

- Configuring IP addresses for Windows XP Professional.
- Configuring Windows Firewall for Windows XP Professional.
- Troubleshooting IP Addresses for Windows XP Professional.
- Configuring the DNS Client for Windows XP Professional.

Module 8: Configuring the Desktop Environment

The following topics are covered in this module:
Lessons

- Configuring User Desktop Settings
- Customizing the Desktop Environment
- Configuring System Settings
- Understanding How User Profiles and Group Policy Affect Desktop Customization
- Using Remote Assistance

At the end of this module, you will be able to configure desktop settings and understand how user profiles and Group Policy affect desktop customization. This includes:

- Customizing the desktop.
- Using Remote Assistance.

Module 9: Configuring Internet Explorer

The following topics are covered in this module:
Lessons

- Configuring Security for Internet Explorer
- Configuring Privacy for Internet Explorer
- Configuring Connection Settings for Internet Explorer

At the end of this module, you will be able to configure Internet Explorer.

Module 10: Configuring Microsoft Windows XP Professional to Operate in Microsoft Networks

The following topics are covered in this module:
Lessons

- Examining Workgroups and User Accounts
- Creating and Authenticating Local User Accounts
- Configuring Local Security
- Configuring Logon Options in a Workgroup
- Configuring Networking Options in a Workgroup
- Operating in a Domain

At the end of this module, you will be able to configure local user accounts to configure Windows XP Professional to operate in an Active Directory directory service domain or in a workgroup. This includes:

- Operating in a workgroup.
- Operating in a domain.

Module 11: Supporting Remote Users

The following topics are covered in this module:

Lessons

- Establishing Remote Access Connections
- Connecting to Virtual Private Networks
- Configuring Authentication Protocols and Encryption
- Using Remote Desktop
- Storing User Names and Passwords to Facilitate Remote Connections

At the end of this module, you will be able to configure access to remote computers. This includes:

- Configuring a VPN connection.
- Configuring and using Remote Desktop.
- Storing user names and passwords.

Module 12: Configuring Microsoft Windows XP for Mobile Computing

The following topics are covered in this module:

Lessons

- Configuring Power Management Options for Mobile Computing
- Making Files, Folders, and Web Pages Available for Offline Use

At the end of this module, you will be able to configure Windows XP Professional for mobile computing. This includes configuring offline files.

Module 13: Monitoring Resources and Performance

The following topics are covered in this module:

Lessons

- Using Task Manager to Monitor System Performance
- Using Performance and Maintenance Tools to Improve Performance
- Monitoring Event Logs
- Configuring Application Compatibility

At the end of this module, you will be able to monitor and interpret system and performance information on computers running Windows XP Professional. This includes:

- Using Task Manager and Event Viewer.
- Setting Application Compatibility.