

Implementing and Supporting Microsoft Windows XP Professional

Course 2272: 5 days; InstructorLed

Introduction

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.

Audience

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.

At Course Completion

At the end of the 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.

Prerequisites

Before attending this course, students must have:

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

Microsoft Certification exams

This course will help the student prepare for the following Microsoft Certified Professional exam:

- Exam 70270, Installing, Configuring, and Administering Microsoft Windows XP Professional

Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

Course Outline

Module 1: Installing Microsoft Windows XP Professional

Module 2: Automating an Installation of Microsoft Windows XP Professional

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

Module 4: Managing Disks

Module 5: Configuring and Managing File Systems

Module 6: Troubleshooting the Boot Process and Other System Issues Module

7: Configuring TCP/IP Addressing and Name Resolution Module

8: Configuring the Desktop Environment

Module 9: Configuring Internet Explorer Module

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

11: Supporting Remote Users Module

12: Configuring Microsoft Windows XP for Mobile Computing

Module 13: Monitoring Resources and Performance