

## MCP course MS 2261

## - 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

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