

Microsoft 2272 Implementing and Supporting Microsoft Windows XP Professional

Length: 5 Days

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. Customers have indicated that they require an in-depth training solution for implementing and supporting Windows XP Professional. Therefore, this course will address customers' needs for knowledgeable personnel that can support desktops running Windows XP Professional.

Audience

The target audience consists of IT support professionals who:

- Are new to the Windows XP Professional environment.
- Provide help desk support for Windows XP Professional desktops.
- Provide support for the Whistler Server family of products, or support for a Microsoft Windows XP solution environment.
- Support Windows XP Professional in non-Microsoft network operating systems.

At Course Completion

At the end of the course, students will be able to:

- Install Windows XP Professional and upgrade to Windows XP Professional.
- Automate an installation of Windows XP Professional by using answer files and Uniqueness Database Files (UDFs), or by using the System Preparation Tool in Microsoft Windows 2000.
- Configure and manage hardware on a computer running Windows XP Professional.
- Troubleshoot the boot process and other system issues.
- Configure Windows XP Professional to operate on Microsoft Windows networks.
- Configure the desktop environment, and use profiles to control desktop customization.
- Configure and support Transmission Control Protocol/Internet Protocol (TCP/IP).
- Configure and troubleshoot name resolution.
- Configure Windows XP Professional for networks running Novell NetWare and UNIX operating systems.
- Support remote users.
- Configure Windows XP Professional for mobile computing.
- Manage disks.
- Configure and manage file systems.
- Monitor resources and performance.

Prerequisites

Before attending this course, students must have:

- A+ certification, or equivalent knowledge.
- Net+ certification, or equivalent knowledge.
- Completed Course 2028, Basic Administration of Microsoft Windows 2000, or have equivalent knowledge of administrative tasks.

Course Outline

Module 1: Installing Microsoft Windows XP Professional

The following topics are covered in this module:

- Planning an Installation of Microsoft Windows XP Professional
- Installing Windows XP Professional from a Product CD
- Installing Windows XP Professional from a Server
- Upgrading to Microsoft Windows XP Professional
- Transferring User Settings by Using the USMT
- Performing Post-Installation Tasks
- Troubleshooting Failed Installations

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.
- Upgrading Microsoft Windows 98 to Windows XP Professional.

Module 2: Automating an Installation of Microsoft Windows XP Professional

The following topics are covered in this module:

- Introduction to Automating an Installation of Windows XP Professional
- Creating Answer Files
- Creating a Uniqueness Database File
- How Setup Uses Answer Files and UDFs
- 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 Configuring Plug and Play Devices

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 using the Setup Manager Wizard.
- Editing the Unattend.txt File and performing an unattended installation.

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

The following topics are covered in this module:

- 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:

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

Module 4: Troubleshooting the Boot Process and Other System Issues

The following topics are covered in this module:

- 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. This includes:

- Troubleshooting the boot process

Module 5: Configuring Microsoft Windows XP Professional to Operate in Microsoft Windows Networks

The following topics are covered in this module:

- 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
- Joining a Domain
- 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 6: Configuring the Desktop Environment

The following topics are covered in this module:

- Configuring User Desktop Settings
- Customizing the Desktop Environment
- Configuring System Settings
- Understanding How 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.
- Managing user profiles.
- Using Remote Assistance.

Module 7: Configuring and Supporting TCP/IP

The following topics are covered in this module:

- Introduction to TCP/IP
- Examining Classful IP Addressing
- Defining Subnets
- Using Classless Inter-Domain Routing
- Configuring IP Addresses
- Troubleshooting IP Addresses

At the end of this module, you will be able to configure and manage TCP/IP. This includes configuring IP addresses for Windows XP Professional.

Module 8: Configuring Names Resolution

The following topics are covered in this module:

- Determining TCP/IP Name Resolution Methods
- Configuring DNS Client Name Resolution and DNS Dynamic Updates
- Configuring Name Resolution on WINS Clients
- Working with LmHOSTS

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

- Configuring the DNS client for Windows XP Professional.
- Configuring the WINS client for Windows XP Professional.

Module 9: Configuring Windows XP Professional for Networks Running Novell NetWare and UNIX Operating Systems

The following topics are covered in this module:

- Installing and Configuring Client Service for NetWare
- Interoperating with UNIX
- Configuring UNIX Interoperability
- Installing Windows XP Professional Client Features to Operate with UNIX Servers

At the end of this module, you will be able to configure a Windows XP Professional to operate on networks running Novell NetWare and UNIX operating systems. This includes installing and configuring print services for UNIX.

Module 10: Supporting Remote Users

The following topics are covered in this module:

- Establishing Remote Access Connections Connecting to Virtual Private Networks
- Configuring Inbound Connections
- Configuring Authentication Protocols and Encryption
- Examining the Remote Desktop Feature
- Configuring Computers to Use 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 11: Configuring Microsoft Windows XP for Mobile Computing

The following topics are covered in this module:

- Configuring Hardware for Mobile Computing
- 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 Power Options.
- Configuring offline files.

Module 12: Managing Disks

The following topics are covered in this module:

- Working with Basic Disks
- Working with Dynamic Disks
- Managing Drive Letters and Paths
- 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 13: Configuring and Managing File Systems

The following topics are covered in this module:

- 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 14: Monitoring Resources and Performance

The following topics are covered in this module:

- Determining System Information
- Using Task Manager to Monitor System Performance
- Using Performance and Maintenance Tools to Improve Performance
- Monitoring Event Logs

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.