Windows XP Troubleshooting Desktop Applications & Windows XP Troubleshooting Windows

Sample Workbook

LearnKey, Inc. provides self-paced training courses and online learning solutions to education, government, business and individuals worldwide. With dynamic video-based courseware and effective learning management systems, LearnKey solutions provide expert instruction for popular computer software, technical certifications and application development. LearnKey delivers content on the Web, by enterprise network, and on interactive CD-ROM. For a complete list of courses visit

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Windows XP Troubleshooting Desktop Applications Instructor Manual

LearnKey

WINDOWS XP TROUBLESHOOTING DESKTOP APPLICATIONS INSTRUCTOR MANUAL

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For the Instructor

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Using this Workbook

In *For the Instructor*, you will find an outline of each se____ and s____ sample lesson plans. These are included to give you an overview of the train____ ____t an____ help you structure your lessons. The exercises in this workbook have be____ con____ed with the skills measured by Exam 70-272 (Supporting Users and Troubleshoot___ ___esktop ____lications on a Microsoft Windows XP Operating System) in mind, and they ___ ___atly ___ ___our students' retention of information. The following types of exercises are inc____ ___n session of training:

- *Fill-in-the-Blank Exercise* – The stu____ ____olet____ ___mprehensive fill-in-the-blank exercise while watching each sess___ ___ ___aining ___ exercise follows the instructor's lecture and can be u____ ___s a ____ for th____ ___uiz, for the training Pre-Tests and Post-Tests, and Exam 70___

- *Glossary Matching* – The ter____ ___ ___ directly from the glossary. This exercise is intended to help your stud____ ___ beco____ ___re familiar with common terminology.

- *Short Answer* – Each sess____ ___ludes ___ort writing exercises that require students to explain in their own words k____ ___cts of the training. This helps them hone their understanding of k____ ___ics.

- *Troubleshooting* ___ ___ ___ach ___xercise contains several simple scenarios for your students to sol____ You___ ___ts are asked to write easy-to-understand instructions for the person in ___ ___ s____ na___ ___his helps students practice their troubleshooting skills as well ___ ___arn h___w t____ ___rovi___ simple, non-technical instructions in similar situations. T____ ___ ___ercises a____ ___ ___de excellent opportunities for classroom discussion and role-___ ___.

- ___am___ ___ ___hese exercises help students learn by teaching. Students research a ___ ___ ___d then prepare a short in-class presentation of their discoveries.

- ___ ___hese ___zzes will help you gauge your students' progress. They also provide your st____en___ ___ditional preparation for the training Pre-Tests and Post-Tests, and Exam 70-27___

These workbook exercises, used in conjunction with the LearnKey training, give your students the best learning experience possible so they will be well prepared to pass Exam 70-272.

How to Use the Sample Lesson Plans

The sample lesson plans are intended to assist you in planning your lessons. Use them as is or customize them to meet the objectives and time constraints of your individual classes. In the sample lesson plans,

- Session segments are <u>underlined</u>. As students watch a session they should complete the corresponding Fill-in-the-Blank Exercise.

- Supplemental activities are *italicized*. These include necessary reading, supplemental readings, and session labs.

- Training Pre-Tests and Post-Tests are **bolded**.

Where to Find More Information about Exam 70-272

Visit **http://www.microsoft.com/learning/exams/70-272.asp** more information about Exam 70-272, including who is a candidate, certification earned, and skills measured. (Note: As with all Web addresses, this address may change time. If address no longer works, you will need to search Microsoft's Web site for the new.

Make sure you take some time to review the measured Exam 70-272 especially before planning your lessons.

Session Outlines

SESSION 1	SESSION 2
MCDST Basics	**Outlook Express Files**
Prerequisites	Supported Data Types
MCDST Responsibilities	Files
MCDST Skills	Exporting Address B
Troubleshooting	Importing Address E
Key Terms	Managing Maintena
Configuring the OS	Back Up ook Ex
OS Architecture	**Microsot Suit**
Registry Components	Office Ver
Installing Applications	Installing Off
Regional Settings	Multiboot Insta
Configure Connectivity	Office S Activ
Network Adapter	Trou g In ion
Ipconfig	**Cus fice uites**
Ping	C on s
Tracert	ng Wh ping
Nslookup	rrect ons
Nbtstat	L ns
Internet Connection Firewall	**Upd Security**
Configuring IE	Office Web Site
Web Browsers	curity
IE Configuration Areas	Reco
Configuring Internet Opti	oading Updates
Troubleshooting IE	Practices
Troubleshooting Issues	Repairing Office
Temporary File Mar ent	**MS-DOS Applications**
View Objects	MS-DOS Flow
User Settings	Viewing NTVDM
Securing IE	Shortcut to Editor
Security Tas	PIF Settings
Security L	Memory Settings
Content e	Screen/Misc Settings
Privacy	**Win16/32 Applications**
Conter ttir	Win16 Flow
Securit Upd es	NTVDM Dependency
mmunica A lications	Separating Memory Space
Configuring ent	Win32 Capabilities
F etti	**Application Compatibility**
Configuration	Compatibility Issues
Configuration	Compatibility Guidelines
nag Outlook Express Data	Compatibility Settings
Back	**Desktop Properties**
mp mail	Start Menu Interface
Data Store	Customizing Task Bar
ring Files	Customizing Start Menu
E-mail Security Settings	Customizing Desktop
	Customizing Folder Settings
	Fonts

Sample Lesson Plans

Session segments are <u>underlined</u>. Supplemental activities are *italicized*. Tests are **bolded**.

NOTE: For all underlined segments, complete the corresponding Fill-in-the-blank Exercise.

4 Week Lesson Plan					
Week	Monday	Tuesday	Wednesday	Thursday	Friday
1	**Session 1 Pre-Test** *Scan Articles and Resources*	<u>MCDST Basics</u> <u>Configuring the OS</u> *Short Answer #1*	<u>Configure Connectivity</u> *Short Answer #2*	<u>Configuring</u> Troubleshooting	<u>Securing IE</u> *Short Answer #3*
2	<u>Communication Applications</u> <u>Managing Outlook Express Data</u>	*Glossary Matching* *Labs*	*Troubleshooting Practice* OR *Team Activity*	*Quiz*	**Session 1 Post-Test**
3	**Session 2 Pre-Test**	<u>Outlook Express Files</u>	<u>Microsoft Office</u> <u>Customizing Office Suites</u> *Short Answer*	<u>Updating for Security</u> *Short Answer #2*	<u>MS-DOS Applications</u> <u>Win16/32 Applications</u> *Short Answer #3*
4	<u>Application Compatibility</u> <u>Desktop Properties</u>	*Glossary Matching* *Labs*	*Troubleshooting Practice* *Team Activity*	*Quiz*	**Session 2 Post-Test**

Week Lesson Plan					
Week	Monday	Tuesday	Wednesday	Thursday	Friday
1	**Session 1 Pre-Test** *Scan Articles and Resources*	<u>MCDST Basics</u>	<u>Configuring the OS</u> *Short Answer #1*	<u>Configure Connectivity</u> *Short Answer #2*	<u>Configuring IE</u>
2	<u>Troubleshooting IE</u>	<u>Securing IE</u> *Short Answer #3*	<u>Communication Applications</u>	<u>Managing Outlook Express Data</u> *Glossary Matching*	*Troubleshooting Practice*
3	*Team Activity*	*Team Activity*	*Labs*	*Quiz*	**Session 1 Post-Test**
4	**Session 2 Pre-Test**	<u>Outlook Express Files</u>	<u>Microsoft Office Suites</u> *Short Answer #1*	<u>Customizing Office Suites</u>	<u>Updating for Security</u> *Short Answer #2*
5	<u>MS-DOS Applications</u>	<u>Win16/32 Applications</u> *Short Answer #3*	<u>Application Compatibility</u>	<u>Desktop Properties</u> *Glossary Matching*	*Troubleshooting Practice*
6	*Team Activity*	*Team Activity*	*Labs*	*Quiz*	**Session 2 Post-Test**

Session 1

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Fill-in-the-Blank

Instructions: As you listen to the instructor, fill in the following blanks. [Brackets enclose references where answers are found in the session.]

MCDST Basics

1. The 70-272 examination focuses on **applications** while the 70-271 examination focuses on the **operating system**. **[Prerequisites]**

2. The 70-270 examination covers supporting Windows XP Professional in a **corporate** environment. **[Prerequisites]**

3. It is a good idea to escalate issues that do not **impact** applications supported by the MCDST. **[MCDST Responsibilities]**

4. A **dynamic link** library is a group of tasks an application can call on and perform. **[Key Terms]**

5. **Escalation** is the process of handing over a problem to a person who has the authority and ability to resolve the issue. **[Key Terms]**

6. There should be two knowledge bases that all MCDSTs gain information from: the **Microsoft** knowledge base and the **internal** knowledge base. **[Key Terms]**

7. An **operating system** is the interface between applications and hardware. **[Key Terms]**

Configuring the OS

1. Windows XP is based on the Windows NT **kernel** technology. **[OS Architecture]**

2. Windows XP is divided into two modes of operation: **user** mode and **kernel** mode. **[OS Architecture]**

Session1

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Fill-in-the-Blank

Instructions: As you listen to the instructor, fill in the following blanks.

MCDST Basics

1. The 70-272 examination focuses on _____ while the 70-271 examination focuses on the _____

2. The 70-270 examination covers supporting Windows XP Professional in a _____ environment.

3. It is a good idea to escalate issues that support _____ applications supported by the MCDST.

4. A _____ library is a grouping of tasks an application can call on and perform.

5. _____ process of handing over a problem to a person who has the authority and ability to solve the issue.

6. There should be two knowledge bases that all MCDSTs gain information from: the _____ Knowledge Base and the _____ knowledge base.

7. _____ is the interface between applications and hardware.

Configuring the

1. Windows XP is based on the Windows NT _____ technology.

2. Windows XP is divided into two modes of operation: _____ mode and _____ mode.

Glossary Matching

Instructions: Match the glossary terms to the clues below.

a. 70-270

b. 70-271

c. ActiveX

d. Application

e. DirectX

f. Escalation

g. Knowledge Base

h. Microsoft Knowledge Base

i. Operating System

j. Registry

k. Windows Logo Status

____ 1. The designation for the Supporti___ and Troubleshooting a Microsoft W___ Operating System examination. **[b. 70-___]**

____ 2. The indication tha___ articul___ ___cati___ ___s designed according to Micr___ ___ecifi___ **Windows Logo Status]**

____ 3. The interface between ___ ___ions and hardware in a computer syste___ **Ope___ System]**

____ 4. The process ___ ___ver a problem to the person who has th___ ___lity/a___ ity to resolve it. **[f. Escalati___**

____ 5. The ___ designa___ Installing, Configuring, and Ad___ ring ___ft Windows XP Professional e___ ___ **[a. ___]**

____ 6. ___et of ___ft-de___loped application program ___aces ___ provide access to graphic and sound ___ns in multiple multimedia hardware en___ents. **[e. DirectX]**

____ ___ sea___able database where support and reference ___cumentation is maintained for the Microsoft family of ___lications and operating systems. **[h. Microsoft ___nowledge Base]**

____ The documentation maintained for reference and support of applications, operating systems, procedures, and processes. **[g. Knowledge Base]**

____ 9. A set of Microsoft technologies that provides add-ons for applications. **[c. ActiveX]**

____ 10. The centralized storage area for all configuration settings in Microsoft operating systems. **[j. Registry]**

____ 11. A computer program, executable, or tool that performs a specific process. **[d. Application]**

Glossary Matching

Instructions: Match the glossary terms to the clues below.

a. 70-270

b. 70-271

c. ActiveX

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_____ 1. The designation for the Supporti____ s and Troubleshooting a Microsoft W____ Operating System examination.

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_____ 3. The interface betwee____ ___ations and hardware in a computer system.

_____ 4. The process ___ ___ ove___ ___roblem to the person who has the ___ ___ity to resolve it.

_____ 5. The desi____ ___ for th___ ___stalling, Configuring, and Administe___ ___ro___ ___indows XP Professional examination.

_____ 6. A ___ ___roso___ ___ped application program i___ ___ac___ ___prov___ ___ccess to graphic and sound ___tions ___ ___tiple ___ultimedia hardware ___onme___

_____ 7. A ___ ___able database where support and reference docu___ ___ntation is maintained for the Microsoft family of ___pplications and operating systems.

_____ 8. ___e documentation maintained for reference and ___upport of applications, operating systems, procedures, and processes.

_____ 9. A set of Microsoft technologies that provides add-ons for applications.

_____ 10. The centralized storage area for all configuration settings in Microsoft operating systems.

_____ 11. A computer program, executable, or tool that performs a specific process.

Short Answer

Instructions: Answer the following questions in your own words using the space provided. [Brackets enclose references where answers are found in the session. Answers will vary.]

1. Define the difference between user settings and computer settings ___ ___ ___ribe where each type of setting is stored. **[Configuring the OS: OS Archit___ure?**

   User settings are settings that apply only to a spe___ ___ user ___ute ___ttings are settings that apply to anyone using a specific co___ ___ ___. Bo___ ___ ___ settings are stored in the Registry in HKEY_USERS, HKEY_CU___ ___ _M___ ___ or HKEY_LOCAL_MACHINE.

2. Define the action performed by each of the follow___ ___and___ commands. **[Configure Connectivity: Ipconfig, Tracert, N___ ___]**

   Ipconfig: **Shows all of the current conf___ ___on se___ ___gs for your computer, such as IP address, DNS address, a___ ___we___ ___n leases were obtained/will be released.**

   Tracert: **Traces the route betw___ ___ ___omp___ ___nd another specified computer. It shows all ___ tr___ ___ (se___ ___ that form the connection between your com___ ___ and ___ ___er c___ ___puter.**

   Nbtstat: **Resolves NetB___ ___ ___**

3. There are two basic security ___ ___ ___isted below, that you can perform in order to ensure that Internet Explorer i___ ___s sec___ ___ it can be. Describe when each task is primarily performed. **[Securi___ ___ ___ecu___ ___sks]**

   Configuration: **To ___ ___nfigurations should protect users from today's th___ at___ ___figuration should be as up-to-date as possible in ___ ___er ___ ___revent threats from harming your system. ___ ___fi___ ___ration is primarily performed at implementation.**

   ___datin___ **Y___ ___rowser should be kept as up-to-date as possible with any and all current updates. Updating is performed on an on-going basis at regular intervals.**

Short Answer

Instructions: Answer the following questions in your own words using the space provided.

1. Define the difference between user settings and computer settings _____ ribe where each type of setting is stored.

   _____

   _____

   _____

   _____

   _____

2. Define the action performed by each of the follow _____ and- __ commands.

   Ipconfig: _____

   _____

   _____

   Tracert: _____

   _____

   _____

   Nbtstat: _____

   _____

   _____

3. There are two ba___ ___ ___sks, __sted below, that you can perform in order to ensure that Internet Exp___ ___r is ___ ___ as it can be. Describe when each task is primarily performed.

   C___ __ation: _____

   _____

   _____

   __ng: _____

   _____

   _____

Troubleshooting Practice

Instructions: Read the following scenarios and, using language that is easy to understand, write brief instructions (on a separate piece of paper) for the person in each scenario to follow. Be prepared to discuss your solutions in class. [Brackets enclose reference where answers are found in the session. Answers will vary.]

1. Mary is a member of the sales group in your organization. She has asked you explaining that her default home page has suddenly changed to a different Web site and wants to change it back to what it used to be. Lead her through the process of setting a new home page and describe to her some of the reasons her home page may have changed. **[Configuring IE: Configuring Internet Options; Troubleshooting IE: Troubleshooting Issues]**

   Open IE → click the Tools menu → select Internet Options → click the General tab → type the desired address in the Home Page Address field

   Some reasons the homepage may have changed are 1) a program was recently installed that automatically changed the IE home page, 2) the computer is infected with a virus or spyware, 3) there is a limitation imposed by the Policy settings in a Windows 2000/Server 2003 domains, or 4) Mary changed it without realizing it.

2. Tracy is a sales associate in your environment. She wonders why Web pages are taking a long time to load on her computer. Walk her through the process of deleting her temporary Internet files. **[Troubleshooting IE: Temporary Files Scheme]**

   First check the site on your own computer to make sure the problem is not with the Web page itself. If it is not the Web page, then instruct Tracy to perform the following steps: Open IE → click the Tools menu → select Internet Options → click the General tab → click Delete Files in the Temporary Internet files section → click OK (the user could also choose to delete all offline content stored locally). Also note that Tracy can change the amount of disk space to use for storing temporary Internet files by clicking Settings in the Temporary Internet files section and changing the amount of disk space to use.

3. Dan is an advertising representative in your environment. Lately, he has been accessing Web sites that have prompted him to download the Flash player in order to view Web site content. He is sure he has downloaded the Flash player in the past and cannot understand why he is being sent to do so again. Lead him through the process of viewing which plug-ins are currently installed on his version of Internet Explorer. **[Troubleshooting IE: View Objects]**

   Open IE → click the Tools menu → select Internet Options → click the General tab → click the Temporary Internet files section → click View Objects

4. Connie uses her computer mainly at home. Lately, when she has been browsing the Web, it seems like every site she visits causes a pop-up window to appear asking her if she is sure she wishes to access the content on that site. She has never had this problem before and is beginning to become frustrated that all of the Web sites she wishes to visit are deemed "potentially harmful." You suspect that her security level is set too high. Lead her through the process of reducing her security level. **[Securing IE: Content Zone Settings]**

   Open IE → click the Tools menu → select Internet Options → click the Security tab → click the Internet icon → use the slider bar in the "Security level for this zone" section

Troubleshooting Practice

Instructions: Read the following scenarios and, using language that is easy to understand, write brief instructions (on a separate piece of paper) for the person in each scenario to follow. Be prepared to discuss your solutions in class.

1. Mary is a member of the sales group in your organization. She has ____ed y__ co__plaining that her default home page has suddenly changed to a different Web si__ Sh_ _an__ _o change it back to what it used to be. Lead her through the proces__ __etting ____lt h___ page and describe to her some of the reasons her home page m____ __ cha___

2. Tracy is a sales associate in your environment. She wonde____ Web p__es are taking a long time to load on her computer. Walk her through the process __ ___ng her temporary Internet files.

3. Dan is an advertising representative in your enviro____ __ly, he__as been accessing Web sites that have prompted him to download the Fl_s__laye__ __der to view Web site content. He is sure he has downloaded the Flash player__ _e past __cannot understand why he is being asked to do so again. Lead him through __ ___ess ___ewing which plug-ins are currently installed on his version of Internet Expl___

4. Colleen uses her computer mainly at h___ __ely, w___ __ has been browsing the Web, it seems like every site she visits causes __ ___indo__ __ear asking her if she is sure she wishes to access the content on th_ _site __as ne___ad this problem before and is beginning to become frustrated th___ __ the V__ __es she wishes to visit are deemed "potentially harmful." You suspe___ __ secu__ level is set too high. Lead her through the process of reducing her securi__ __e__

Team Activity

Instructions: Divide into groups and have each group select one of the following subjects to research. Each group should prepare a 10-minute in-class presentation covering the information researched. After each presentation, the instructor should lead a brief cla   ssion of the material presented as time permits.

1. By taking this training, you are preparing to pass Microsoft Exa   -2   (S   orting Users and Troubleshooting Desktop Applications on   rosof   ws   Operating System). Access the Microsoft Web site and search   keyw   Read about all the MCDST exams, focusing on the requirements fo   n Ex   2 and note the benefits of passing the MCDST exams and the frequentl   questions (FAQs). Then find the testing centers closest to you. How much does this   cost and when is it offered?

2. The Windows Registry is an important compone   vs operating systems that contains a large amount of operating system   gurati   formation. In this session of the training, the author briefly discussed the   ry an   basic functions. Using the Web, research the Registry and discuss some   mponents: What are some of the important pieces of configuration information   ontained within the Registry? Why is it so important to allow only ex   ed te   ns to make changes to Registry settings?

3. In this session of the training, the   et C   ion Fi wall (ICF), which is included with Windows XP, was briefly d   You   rned how to install ICF as well as how to configure some of its basic set   ver, ICF is not the only firewall available to you. There are many other firew   gran   'able for sale online and in retail stores. Using the Web or other resource   rch tv rewall programs aside from ICF. Compare and contrast the two programs fo   on features, price, availability, and ease of use. Of the two programs you hav   hoser   one is the best bargain for the price? Which would you use if you had t   one i   r network environment and why?

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Quiz

Instructions: Circle the letter of the option that BEST answers the question. [Brackets enclose references where answers are found in the session.]

1. What type of troubleshooting is generally used when working with op_____ ____ems and applications?
   a. Circular
   b. **Linear [MCDST Basics: Troubleshooting]**
   c. Question-based
   d. Answer-based

2. What serves as the interface between applications and hard____?
   a. Command prompt
   b. DOS
   c. Windows Desktop
   d. **Operating system [MCDST Basics: Key Te___s]**

3. What architecture is the Windows XP operating ___m bas__ n?
   a. **Windows NT kernel technology [Config_____ ___. OS Architecture]**
   b. Windows NT file technology
   c. Windows 2000 kernel technology
   d. Windows 2000 file technology

4. Which mode do all Windows XP a___tions r_?
   a. Kernel mode
   b. **User mode [Configuring ___ __ Architecture]**
   c. Application mode
   d. Program mode

5. Which subsystem gives the abil___ __ 32-bit Windows applications?
   a. NTVDM
   b. POSIX
   c. **Win32 [Cor_____ rir___ __S: OS Architecture]**
   d. LSA

6. Whic____ ____ound in t__ Reg___try, is a temporary key?
   a. __Y_USERS
      HKEY___AL____INE
      HK___ __ES_ROOT
      _____ ___ENT_USER [Configuring the OS: Registry Components]**

7. W__ ___es stat___ __at is going to happen during the install process?
   a. MS__
   b. **M___ ___guring the OS: Installing Applications]**
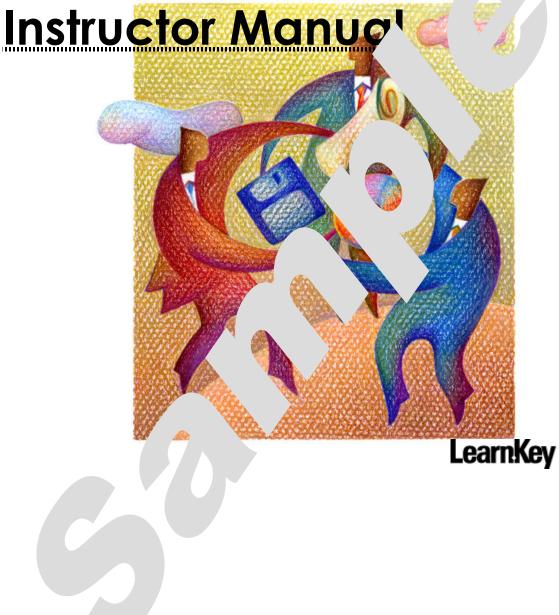   c. D__
   d. HKEY

Quiz

Instructions: Circle the letter of the option that BEST answers the question.

1. What type of troubleshooting is generally used when working with ope   tems and applications?
   a. Circular
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   a. NTVDM
   b. POSIX
   c. Win32
   d. LSA

6. Which key, found   th   eg   is a temporary key?
   a.   _USERS
   b.   Y_LOCAL   NE
      HKEY   SSL   OT
      HK   EN _USER

7.   state   at is going to happen during the install process?
   a.   SI
   b. MST
   c. DI
   d. H

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For the Instructor

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Using this Workbook

In *For the Instructor*, you will find an outline of each _____ sever al sample lesson plans. These are included to give you an overview of the tr_____ng c_____ and to help you structure your lessons. The exercises in this workbook have _____ consi_____ d with the skills measured by Exam 70-271 (Supporting Users and Troubleshoo_____ _____icro_____ Windows XP Operating System) in mind, and they will greatly aid your stude_____ of information. The following types of exercises are included for each ses_____ _____ f tra_____

- *Fill-in-the-Blank Exercise* – The stu_____ _____tes _____ _____rehensive fill-in-the-blank exercise while watching each s_____ n of t_____ ing. _____ch exercise follows the instructor's lecture and can be _____ _____ a re_____ for the Quiz, for the training Pre-Tests and Post-Tests, and Exam 7_____

- *Glossary Matching* – The _____ _____ are _____ directly from the glossary. This exercise is intended to help your stu_____ _____come _____ore familiar with common terminology.

- *Short Answer* – Each sessio_____ _____les short writing exercises that require students to explain key aspec_____ _____ train_____ their own words. This helps them hone their understanding of_____ _____

- *Troubleshooti_____ _____rac_____ _____ _____h exercise contains several simple scenarios for your students to so_____ Y_____ st_____ ts are asked to write easy-to-understand instructions for the _____ n in e_____ch _____ena_____ . This helps students practice their troubleshooting skills as w_____ _____arn how _____ _____e simple, non-technical instructions in similar situations. _____se ex_____ _____es a_____ _____vide excellent opportunities for classroom discussion and role-_____ ayin_____

- _____ _____ _____hese exercises help students learn by teaching. Students research a _____ _____ a tea_____ _____nd then prepare a short in-class presentation of their discoveries.

- *Quiz* – _____ _____uizzes will help you gauge your students' progress. They also provide your s_____ _____ additional preparation for the training Pre-Tests and Post-Tests as well as Exam_____ _____1.

These workbook exercises, used in conjunction with the LearnKey training, give your students the best learning experience possible so they will be well prepared to pass Exam 70-271.

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- Session segments are <u>underlined</u>. As students watch a session they should complete the corresponding Fill-in-the-Blank Exercise.

- Supplemental activities are *italicized*. These include cessary reading, supplemental readings, and session labs.

- Training Pre-Tests and Post-Tests are **bolded**.

Where to Find More Information about Exam 70-271

Visit **http://www.microsoft.com/learning/exams/70-   .as** more information about Exam 70-271, including who is a candidate, certification   earne   d skills measured. (Note: As with all Web addresses, this address may change   ne. I   address no longer works, you will need to search the Microsoft Web site for the ne

Make sure you take some time to review th   neas   Exam 70-271 before planning your lessons.

Session Outlines

SESSION 1	SESSION 2
Defining an MCDST	**Understanding NTFS**
Prerequisites	NTFS Features
MCDST Qualifications	File/Folder Owners~
Gathering Information	Simple File Shari~
MCDST Steps	Copying and Mc~ Da~
MCDST Terms	Comp~ssion
MCDST Mission	**NTFS~ ~issio~**
Preparing for OS Installation	NTF~ ~ission~
Installation Types	Standa~ ~missio~
Installation Methods	Permissi~ ~
Hardware Compatibility	Configuring ~sions
Hard Drive	In~ ~n Per~ ~s
Partition Types	~ and ~npt
File System Types	**S~ ~rs**
Standard Installation	~nared
Attended Installation	~fective ~missions
Network Share Installation	~e ~es
Product Activation	~opy
Troubleshoot Installs	I~ Shadow Copy
Unattended Installation	Sha~ ~ders
Unattended Methods	**~ile E~ ~on**
Using a Script File	~FS
Imaging Tools	~FS Design
Installing Setup Manager	EFS Features
Running Setup Manage~	Recovery Agents
Upgrading Installatio~	Viewing Recovery Agents
Supported Upgrades	Creating Recovery Agents
User State	Encrypting Data
Migration Tool~	**Data Storage**
Supported S~	Offline Folders
Locating U~ To~	Synchronization
Getting St~ ~	Configure Offline Files
Applying S~ ~ng~	Offline File Locations
~nstall~ Up~ ~ng	**Installing Local Printers**
~ating with ~ ~acks	Creating a Power User
Intern~ ~te U~	Printer Setup
A~ ~dates	Printer Properties
~ ~al vs. XP Home	**Installing Network Printers**
~ Fe~ ~s	Access Printer Wizard
~etwork ~ures	Using Printer Wizard
XP ~ro~ ~onal Supported Tools	Browsing the Network
L~ ~s and Groups	
~ ~counts	
User Groups	
Creating a New User	
User Properties	
Creating a New Group	

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Sample Lesson Plans

Session segments are <u>underlined</u>. Activities are *italicized*. Tests are **bolded**.

NOTE: For all underlined segments, complete the corresponding Fill-in-the-____ Exercise.

8-Week Lesson Plan					
Week	Monday	Tuesday	Wednesday	Thursday	Friday
1	**Session 1 Pre-Test** *Scan Articles and Resources*	<u>Defining an MCDST</u> <u>Preparing for OS Installation</u> *Short Answer #1*	<u>Standard Installation</u> *Short Answer #2*	____ded ____n	<u>Upgrading Installation</u> <u>Post-Install Updating</u>
2	<u>XP Professional vs. XP Home</u> <u>Local Users and Groups</u> *Short Answer #3*	*Glossary Matching* *Labs*	*Research ____* *Te____*	*Quiz*	**Session 1 Post-Test**
3	**Session 2 Pre-Test**	<u>Understanding NTFS</u> *Short Answer #1*	____S Perm____ ____nswer ____	<u>Shared Folders</u> *Short Answer #4*	<u>File Encryption</u>
4	<u>Data Storage</u> <u>Installing Local Printers</u> <u>Installing Network Printers</u>	*Glossary Ma____* *Lab____*	*Tr____ting* ____ *Team Activity*	*Quiz*	**Session 2 Post-Test**
5	**Session 3 Pre-Test**	<u>Sto____ce</u> ____ *Short An____*	____pes of Display Devices	<u>ACPI Interface</u> <u>I/O Devices</u>	<u>User Settings and Profiles</u> <u>Security Settings</u> *Short Answer #2*
6	<u>Local Group Policies</u> <u>Network G____ Policie____</u> *Short Answ____ #3*	____atching	*Troubleshooting Practice* OR *Team Activity*	*Quiz*	**Session 3 Post-Test**
	____ssion 4 Pre-____	____ and Logon <u>____System Performance</u> *Short Answer #1, 2*	<u>Networking: TCP/IP</u> <u>Troubleshooting: TCP/IP</u>	<u>Networking: DNS and NetBIOS</u> *Short Answer #3*	<u>Remote Connections</u> <u>Remote Desktop Support</u>
	____Network____ <u>Internet F____er</u>	*Glossary Matching* *Labs*	*Troubleshooting Practice* OR *Team Activity*	*Quiz*	**Session 4 Post-Test**

12-Week Lesson Plan				
Week	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
1	**Session 1 Pre-Test** *Scan Articles and Resources*	Defining an MCDST	Preparing for OS Installation *Short Answer #1*	Standard Installation *Short Answer*	Unattended Installation
2	Upgrading Installation	Post-Install Updating	XP Professional vs. XP Home *Short Answer #*	Local Users and Groups	*Research Topic*
3	*Team Activity*	*Team Activity*	*Labs*	*Quiz*	**Session 1 Post-Test**
4	**Session 2 Pre-Test**	Understanding NTFS *Short Answer #1*	NTFS Permissions *Short Answer #*	Shared Folders *Short Answer #4*	File Encryption
5	Data Storage	Installing Local Printers	Installing Network Printer	*Troubleshooting Practice*	*Troubleshooting Practice*
6	*Team Activity*	*Team Activity*		*Quiz*	**Session 2 Post-Test**
7	**Session 3 Pre-Test**	Storage Device Types *Short Answer #1*	Types of Storage Devices	ACPI Interface	I/O Devices
8	User Settings and Profiles *Short Answer #2*	Security Settings	Group Policies *Short Answer #3*	Network Group Policies	*Troubleshooting Practice*
9	*Team Activity*	*Team Activity*	*Labs*	*Quiz*	**Session 3 Post-Test**
10	**Session 4 Pre-Test**	Startup and Logon *Short Answer #1*	System Performance *Short Answer #2*	Networking: TCP/IP	Troubleshooting: TCP/IP
11	Networking: DNS and NetBIOS *Short Answer*	Remote Connection	Remote Desktop Support	Networking: Internet Explorer	*Troubleshooting Practice*
12	*Team Activity*	*Team Activity*	*Labs*	*Quiz*	**Session 4 Post-Test**

Session 1

Fill-in-the-Bl

Instructions: As you listen to the instructor, fill in lowing nks. [Brackets enclose references where answers are found in the session.

Defining an MCDST

1. It is suggested that someone taking   examine   **1-2** years of experience with Windows XP and Microsoft Office   **[ereq   ]**

2. An MCDST candidate should h   ility to communicate technical information effectively to **non-technical**   ble.   **[uisites]**

3. The first step in gathering in   on from a user is to establish a **rapport** with that user. **[Gathering Information]**

4. REACT stands for   **Eng   e**, **Adjust**, **Configure**, and **Take Note**. **[MCDST Steps]**

5. Microsoft sugge   th   a te   cian document three items in the Take Note phase of the REA   cess: the   **ob   n**, the **solution**, and any **principles** the technician has le   **MCDST S**

6.   con   e user is referred to as a **call**. **[MCDST Terms]**

7.   oble   **escalated**, it is passed on to someone else. **[MCDST Terms]**

8. An **incid   occurrence of a known problem with a known solution. **[MCDST Terms]**

Session 1

○○○

Fill-in-the-Bl

Instructions: As you listen to the instructor, fill in owing ks.

Defining an MCDST

1. It is suggested that someone taking t T exa ve _____ years of experience with Windows X .n soft

2. An MCDST candidate should h bility ommunicate technical information effectively to _____ ple.

3. The first step in gathering tion u user is to establish a _____ wi user.

4. REACT stands for _____ _____, _____, _____ _____, and _____.

5. Microsoft sugge ha an document three items in the Take Note phase of the REACT process e _____, the _____, and any _____ t technician has learned.

6. A conta the s referred to as a _____.

7. _____, it is passed on to someone else.

8. A _____ _____ is the occurrence of a known problem with a known solution.

Glossary Matching

Instructions: Match the glossary terms to the clues below.

a. Command Line Interface

b. FAT

c. FAT32

d. fdisk

e. Format

f. GUI

g. Hardware Compatibility List

h. Norton Ghost

i. NTFS

j. Partition

k. Service Level Agreement

l. Softlifting

____ 1. The unauthorized copying of software for individual use. **[l. Softlifting]**

____ 2. A visual computer environment in which images such as icons or menus are used to run user programs. **[f. GUI]**

____ 3. A tool in Windows 9x that is used to hold data and prepare a hard drive for partitioning. **[d. fdisk]**

____ 4. A portion of storage memory that acts as if it were a physically separate drive. **[j. Partition]**

____ 5. A partition type used in the later versions of Windows 95 that can include individual partitions of up to 2 TB. **[c. FAT32]**

____ 6. A command-line interface common to MS-DOS computers. **[a. Command Line Interface]**

____ 7. A partition type that can include individual partitions of 2 TB and is used with Windows NT, Windows 2000 and Windows XP. **[i. NTFS]**

____ 8. A contract between an application service provider and the end user. **[k. Service Level Agreement]**

____ 9. A hard drive utility that is used to copy an old hard drive image to a new hard drive as a clone image. **[h. Norton Ghost]**

____ 10. A list or table that keeps track of the location of all of the files on a system and is managed by the operating system. **[b. FAT]**

____ 11. A listing of third-party hardware and software devices that Microsoft has evaluated to be compatible with its systems. **[g. Hardware Compatibility List]**

____ 12. The arrangement, structure, or appearance of data in a document. **[e. Format]**

Glossary Matching

Instructions: Match the glossary terms to the clues below.

a. Command Line Interface

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k. Service Level Agreement

l. Softlifting

____ 1. The unauthorized copying of sof_____ _r individual use.

____ 2. A visual computer environm____ n w____ch _ages such as icons or menus ___ used ___ _ser _ograms.

____ 3. A tool in Windows _____ is us_____ _ data and prepare a hard drive _____itioning.

____ 4. A portion of stor____ _ or m_____ _hat acts as if it were a physically sep_____ __t.

____ 5. A partition ___ use____ ___ the later versions of Windows 95 that c_____ _e indi_____ _l partitions of up to 2 TB.

____ 6. A user inten_____ _n to MS-DOS computers.

____ 7. A _____ _ype t_____ _ include individual partitions of u____ _ 2 ___ _d is ___ _ith Windows NT, Windows ___ 0, an_____ _ows __.

____ 8. ___ _act between an application service provider and th_____ _ser.

____ 9. A hard drive utility that is used to copy an old hard _____ _ive image to a new hard drive as a clone image.

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____ 11. A listing of third-party hardware and software devices that Microsoft has evaluated to be compatible with its systems.

____ 12. The arrangement, structure, or appearance of data in a document.

Short Answer

Instructions: Answer the following questions in your own words using the space provided. [Brackets enclose references where answers are found in the session. Answers will vary.]

1. List the function of each of the following partitions found on a Win   ystem. **[Preparing for OS Installation: Partition Types]**

   Active partition: **Used to boot a system**

   Boot partition: **Stores the system files for Wind   'P**

   System partition: **Stores the bootstrap files for Windo**

2. Describe the four stages of an attended installati   pera   .ystem. **[Standard Installation: Attended Installation]**

   File copy: **Setup files are cop   a tem   ary folder on the hard drive so the installation p   ca   gin.**

   Text mode: **A blue scree   light   ext appears giving the option to install or re   ows   e license agreement is made. The partitio   ou v   install Windows XP is selected   the   n is de about whether or not to format   tition.   e file copy process begins. The syster**

   GUI mode: **Y   selec   ional settings, networking settings, and vari   er op ions. You will enter the product key for Windc   and create an administrator account password.   netv   ard is detected, you will be prompted for   ork c fifiguration.**

   Windows Welc   e: /o   create user accounts and complete the product   act   on for Windows XP.**

3. Li   of the loc   es that Windows XP Professional has that Windows XP Home F   on do   [X   fessional vs. XP Home]**

   **   nultiprocessor support, Automated System recovery, dynamic   xing s   ort, Internet Information Server (IIS), and the Encrypting File System.**

Short Answer

Instructions: Answer the following questions in your own words using the space provided.

1. List the function of each of the following partitions found on a Windows system.

    Active partition: _____

    Boot partition: _____

    System partition: _____

2. Describe the four stages of an attended installation of an operating system.

    File copy: _____
    _____
    _____
    _____
    _____

    Text mode: _____
    _____
    _____
    _____
    _____

    GUI mode: _____
    _____
    _____
    _____
    _____

    Windows Welcome _____
    _____
    _____
    _____
    _____

3. List some of the local features that Windows XP Professional has that Windows XP Home Edition does not.

    _____
    _____
    _____
    _____

Research Topic

After completing Windows XP Troubleshooting Windows, you will be prepared to take Exam 70-271 (Supporting Users and Troubleshooting a Microsoft Windows XP Operating System). Using the Microsoft Web site, find out details about this examination including b~~ ~~cepts you will need to know to pass these exams, which books may be recommended~~ ~~nal study, and any credit towards other Microsoft certifications that you can rece~~ ~~oy p~~ ~~sin~~ these exams. Also on this site, find out how you can take a practice exam, j~~ ~~MC~~ ~~3T~~ ~~vsgroups, and register for this exam. Find out which testing centers a~~ ~~earest~~ ~~and~~ ~~v much the exam will cost. *Be prepared to discuss your research in cl~~ ~~.*

Team Activity

Instructions: Divide into groups and have each group ~~ ~~ of u~~ ~~ following subjects to research. Each group should prepare a 10-minute in ~~ ~~s p~~ ~~ation covering the information researched. After each presentation, the instructor~~ ~~d lea~~ ~~ief class discussion of the material presented as time permits.

1. In this session, the author makes menti~~ ~~f thir~~ ~~software used for "ghosting" a system, such as Norton Ghost, Rapid~~ ~~and~~ ~~mage. Using the Internet, research these three programs and~~ ~~m. I~~ ~~information such as price, availability (can it be downloaded f~~ ~~the~~ ~~t?), t~~ ~~/es, and compatibility. Which program would you choose to g~~ ~~ir sys~~ ~~and wh~/?

2. In this session, the author m~~ ~~me~~ ~~f certain tools that are supported by Windows XP Professional. Two of th~~ ~~ols a~~ ~~it Services for NetWare and Simple TCP/IP Services. Find out how thes~~ ~~ools a~~ ~~accessed on a Windows XP Professional system and research their ca~~ ~~s. When might these tools be used? Who might benefit most from usi~~ ~~se t~~ ~~Can these tools be used to manage a home environment, or ar~~ ~~ed t~~ ~~anaging only an office environment?

3. The latest servic~~ ~~ack~~ ~~ws XP Professional is Service Pack 2 (since this is likely to change over~~ ~~,~~ ~~su~~ ~~check the Microsoft Web site for updates). Access the Micr~~ ~~Veb s~e a~~ ~~rep~~ ~~t on the features of this service pack. Detail what new tools ha~~ ~~included~~ ~~patches and security updates, improvements over the p~~ ~~us se~~ ~~pa~~ ~~how this service pack can be obtained.

Research Topic

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Team Activity

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2. In this session, the author m̲ ̲k ̲ ̲m̲ ̲ ̲f certain tools that are supported by Windows XP Professional. Two of th̲ ̲ ̲ls a̲ ̲ ̲t Services for NetWare and Simple TCP/IP Services. Find out how thes̲ ̲ ̲ ̲ols a̲ ̲accessed on a Windows XP Professional system and research their cap̲ ̲ ̲s. When might these tools be used? Who might benefit most from usi̲ ̲ ̲se t̲ ̲ ̲an these tools be used to manage a home environment, or ar̲ ̲ ̲ ̲ ̲ted t̲ ̲ ̲naging only an office environment?

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Quiz

Instructions: Circle the letter of the option that BEST answers the question. [Brackets enclose references where answers are found in the session.]

1. Before taking the MCDST exams, you should have approximately one t   of experience with Microsoft XP and Microsoft Office or possess one of three differen   tific   ns. Which is NOT one of these three certifications?
    a. Microsoft Office Certification
    b. Network+ Certification
    c. A+ Certification
    d. **CCNA Certification [Defining an MCDST: Prerequis**

2. During which phase of the REACT process would a technician a   r, "Has the system ever worked before?"
    a. Research
    b. **Engage [Defining an MCDST: MCDST Steps**
    c. Adjust
    d. Configure

3. What term describes an occurrence of a known pro   own solution?
    a. Call
    b. Engagement
    c. **Incident [Defining an MCDST: M   ns]**
    d. Escalation

4. What is a disadvantage of upgradi   r vers   of Windows compared to performing a clean install of a newer version?
    a. **Upgrades are often not   able   an installs [Preparing for OS Installation: Installation Types]**
    b. Upgrades take up more   ve spa   than clean installs
    c. Upgrades take a much lon   to perform than clean installs
    d. Upgrades do not   as mu   ort available as clean installs

5. What are the minim   requi ements for a system to run Windows XP?
    a. 366 MHz CF   64 !   1.5 GB HD free
    b. **233 MHz C   64   3   .5 GB HD free [Preparing for OS Installation: Hardware Compatibil**
    c.   Hz CPU,   MF   AM, 1.5 GB HD free
    d.   MHz CPU,   AM, 2.0 GB HD free

6.   ch ite   u access in order to view software compatibilities?
    a.   patibility List
    b.   are C   atibility List
    c.   npatibil   Wizard
    d. **Win 'ow   talog   [Preparing for OS Installation: Hardware Compatibility]**

7. Basic v   re referred to as primary partitions or by which other term?
    a. **Logical drives [Preparing for OS Installation: Hard Drive]**
    b. Basic disks
    c. Dynamic disks
    d. Dynamic drives

Quiz

Instructions: Circle the letter of the option that BEST answers the question.

1. Before taking the MCDST exams, you should have approximately one to t~~~~ of experience with Microsoft XP and Microsoft Office or possess one of three different ~~~~. Which is NOT one of these three certifications?
    a. Microsoft Office Certification
    b. Network+ Certification
    c. A+ Certification
    d. CCNA Certification

2. During which phase of the REACT process would a technician ~~~~ ser, "Has the system ever worked before?"
    a. Research
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    a. Upgrades are often not as s~~~~ ~~~~n installs
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5. What are the minimum h~~~~ware r~~~~ents for a system to run Windows XP?
    a. 366 MHz CPU~~~~ AM, 1~~~~ HD free
    b. 233 MHz CPU~~~~, 1.5 GB HD free
    c. 233 MHz CF~~~~ 28~~~~ 1.5 GB HD free
    d. 366 MHz C~~~~ 64~~~~ 3 ~~~~ .0 GB HD free

6. Whic~~~~ould you~~~~es~~~~ order to view software compatibilities?
    a.~~~~ware Comp~~~~ List
    ~~~~ Softw~~~~mpa~~~~ List
    ~~~~ Co~~~~ Wizard
    ~~~~ og

7. B~~~~umes a~~~~ferred to as primary partitions or by which other term?
    a. Logi~~~~al d~~~~
    b. Ba~~~~
    c. D~~~~ isks
    d. Dynamic drives

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