



The Windows XP MCDST certification series from LearnKey prepares candidates for both core exams required to achieve Microsoft Certified Desktop Support Technician (MCDST) certification. In this two-course series, expert instructor Tom Carpenter shows candidates how to troubleshoot common problems with Windows XP OS and with popular Windows application programs. At the conclusion of this LearnKey series, MCDST candidates will be prepared to pass MCP exams and the knowledge and skills to superbly staff a help desk, customer service or technical support positions.

Prerequisites

- Introduction to Windows or Equivalent Experience

Content

- Define a DST, understand qualifications to be considered a DST, and the purpose of DST professionals
- Install Windows XP Professional and Windows XP Home including upgrade installation
- Understand and apply NTFS protocols
- Connecting to local networks
- Connecting to printers
- Troubleshoot TCP/IP protocol
- Configure and troubleshoot O/S
- Configure and troubleshoot remote connections
- Configure and troubleshoot end user systems using Remote Desktop and Remote Assistance
- Networking including DNS and NetBIOS
- Configuring Internet Explorer
- Updating Security
- Understanding DOS applications
- Troubleshooting Application Installation Issues
- Overview of Desktop Application Support
- Troubleshoot a non-responsive application
- Troubleshoot security issues related to applications
- Troubleshoot application compatibility issues
- Troubleshoot and configure content settings
- Configure and troubleshoot an MS Office installation
- Configure Office recoverability