



In this five-day combo provides students who are new to Microsoft Windows XP the skills necessary to troubleshoot basic problems end-users will face while running Windows XP Professional and Windows XP Home. Student will gain an understanding operating systems concepts, and steps to take when encountering problems. Students will also learn how to troubleshoot potential problems which may occur with software applications launched in the Windows XP environments. These two courses are the introductory level training for Microsoft technical support training.

#### Prerequisites

- Introduction to Windows or Equivalent Experience

#### Content

- Perform and troubleshoot an attended installation of Windows XP operating system
- Perform post installation configuration (user configuration, apply service packs, etc.)
- Monitor and analyze system performance
- Configuring and troubleshooting hardware devices and drivers
- Troubleshoot network protocols and services
- Troubleshoot TCP/IP protocol
- Configure and troubleshoot Windows Firewall (ICF) settings
- Configure and troubleshoot remote connections
- Configure and troubleshoot end user systems using Remote Desktop and Remote Assistance
- Describe the role of DST in application support and the tools for troubleshooting
- 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