



**This course syllabus should be used to determine whether the course is appropriate for the student, based on current skills and technical training needs.**

**Course content, prices, and availability are subject to change without notice.**

## Course Syllabus

### ***Implementing and Supporting Microsoft® Windows® XP Professional***

*Course No. 2272 • Five days • Instructor-led*

**T**he 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.

This course is based on an interim build of 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 Microsoft Windows 2000 System Preparation Tool.
- Configure and manage hardware on a computer running Windows XP Professional.
- Manage disks.

- Configure and manage file systems.
- Troubleshoot the boot process and other system issues.
- Configure the desktop environment, and use profiles to control desktop customization.
- Configure and support Transmission Control Protocol/Internet Protocol (TCP/IP).
- Configure Windows XP Professional to operate on Windows networks.
- Support remote users.
- Configure Windows XP Professional for mobile computing.
- Monitor resources and performance.

#### **Prerequisites**

Before attending this course, students must have:

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

#### **Microsoft Certified Professional Exams**

This course will be associated with the Windows XP Professional Exam 70-270, *Installing, Configuring, and Administering Microsoft Windows XP Professional*.

#### **Student Materials**

The student kit includes a comprehensive workbook.

## 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 over a Network
- Upgrading to Microsoft Windows XP Professional.
- Transferring User Settings by Using the USMT
- Activating Windows XP Professional
- 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
- Remote Installation Services

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 by 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:

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

## Module 4: Managing Disks

The following topics are covered in this module:

- Working with Disk Management
- Working with Basic Disks
- Working with Dynamic Disks
- 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 5: 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 6: 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.

## Module 7: 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 User 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 8: Configuring TCP/IP Addressing and Name Resolution

The following topics are covered in this module:

- Configuring IP Addresses
- Troubleshooting IP Addresses
- Determining TCP/IP Name Resolution Methods
- Configuring a DNS and WINS Client
- Connecting to a Remote Host

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

- Configuring IP addresses for Windows XP Professional.
- Configuring the DNS client for Windows XP Professional.

## Module 9: 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 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
- Using 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: 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
- Configuring Program Compatibility

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. Additionally, you will be able to use the Program Compatibility feature.