

Course Content Form

PIMA COMMUNITY COLLEGE

Effective 200409

ITE 161 Supporting Users Running MS Windows XP Operating Sys - M2261

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Campus: Community
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CEU/Credit: 1.50
Lecture Periods: 1.50
Lab Periods:

Description:

Microsoft Windows® XP concepts, techniques, and skills to troubleshoot basic problems for new XP users. Includes troubleshooting techniques for users in Microsoft Windows XP Professional in an Active Directory® network environment or Windows XP Home edition in a workgroup environment. Also includes an overview of operating system concepts and how to troubleshoot Windows XP.

Performance Objectives:

Upon successful completion of this course, the student will be able to:

1. Perform and troubleshoot an attended installation of the Windows XP operating system.
2. Perform post installation configuration (user configuration, apply service packs, etc.).
3. Answer end user questions related to upgrading from a previous version of Windows.
4. Troubleshoot system startup and user logon problems.
5. Monitor and analyze system performance.
6. Monitor, manage, and troubleshoot access to files and folders.
7. Troubleshoot connecting to local and network print devices.
8. Configure and troubleshoot hardware devices and drivers.
9. Configure and troubleshoot storage devices.
10. Configure and troubleshoot display devices.
11. Troubleshoot network protocols and services.
12. Configure and troubleshoot Advanced Configuration and Power Interface (ACPI).
13. Configure and troubleshoot input and output (I/O) devices.
14. Configure support for multiple languages or multiple locations.
15. Troubleshoot security settings and local security policy.
16. Configure and troubleshoot local user and group accounts.
17. Troubleshoot the TCP/IP protocol.
18. Configure and troubleshoot Internet Connection Firewall (ICF) settings.
19. Troubleshoot name resolution issues.
20. Configure and troubleshoot remote connections.
21. Configure and troubleshoot end user systems using remote Desktop and Remote Assistance.

Course Outline:

- I. Introduction to Supporting Users
 - A. The desktop support technician
 - B. The Windows Desktop Operating Systems
 - C. Tools for troubleshooting Windows Desktop Operating Systems

II. Resolving Installation Issues

- A. Preparing for installation
- B. Preparing the hard disk for installation
- C. How the installation process works
- D. Troubleshooting an attended installation
- E. Troubleshooting an upgrade
- F. Troubleshooting an unattended installation
- G. Troubleshooting the boot process

III. Resolving Desktop Management Issues

- A. Troubleshooting logon
- B. Troubleshooting user configuration
- C. Troubleshooting multilingual configuration
- D. Troubleshooting security and local policy settings
- E. Troubleshooting system performance
- F. Resolving desktop management issues

IV. Resolving File and Folder Issues

- A. Managing files and folders
- B. Troubleshooting access to files and folders
- C. Troubleshooting access to shared files and folders
- D. Troubleshooting access to offline files

V. Resolving Hardware Issues

- A. Managing drivers
- B. Troubleshooting storage devices
- C. Troubleshooting display devices
- D. Troubleshooting input and output (I/O) devices
- E. Troubleshooting advanced configuration and power interface (ACPI)

VI. Resolving Print Issues

- A. Installing local and network printers
- B. Troubleshooting printer drivers
- C. Troubleshooting printers and print jobs
- D. Auditing printers

VII. Resolving Network Connectivity Issues

- A. Applying the OSI Model
- B. Managing computer addressing
- C. Managing name resolution
- D. Troubleshooting remote connection issues