

Course Outline

Other Information	
MS2262	
Days	2
Starting Time	9:00
Finish Time	4:30
Lunch & refreshments are included with this course.	

Supporting Users Running Applications on a Microsoft Windows XP Operating System

Introduction

This two-day instructor led course is to provide individuals who are new to Microsoft Windows® XP with the knowledge and skills necessary to troubleshoot basic problems end users will face related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft Windows XP Operating System. This is an introductory course designed to provide information on how to troubleshoot applications running on Microsoft Windows XP.

This is the second course in the Microsoft Certified Desktop Support Technician curriculum

Audience

This course is intended for new entrants and career changers new to the IT industry. They have experience using Microsoft Office and have basic Microsoft Windows navigation skills. Another audience is the current call center technician with 6 months experience looking to validate their support skills.

MCP Exam

This course will help the student prepare for the following Microsoft Certified Professional exam:

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

Pre-Requisites

- Before attending this course, students must have:
- Attended Course 2261: Supporting Users Running the Microsoft Windows XP Operating System
- Experience using Microsoft Office as a general user.
- Experience using a Microsoft Windows operating system such as Microsoft Windows XP.



Learning Solutions



Ph: 1300 TO TRAIN
1300 86 87246

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Course Outline

Ø Module 1— Introduction to Desktop Application Support

- Overview of Desktop Application Support
- Overview of the Windows System Architecture
- Overview of Application Installation

After completing this module, students will be able to:

- Describe the job role of the desktop application support technician and the tools available for troubleshooting applications
- Explain the importance of the Windows System Architecture as it relates to troubleshooting applications running on Windows desktops
- Describe the application installation process and the changes on a computer resulting from installing an application

Ø Module 2— Introduction to Troubleshooting Applications

- Troubleshooting MS-DOS-Based and Win16 Applications
- Troubleshooting Win32 Applications
- Troubleshooting Application Compatibility Issues
- Troubleshooting Security Issues Related to Applications

Lab

- Troubleshooting Applications

After completing this module, students will be able to:

- Troubleshoot MS-DOS-based and Win16 applications.
- Troubleshoot Win32 applications.
- Troubleshoot application compatibility issues.
- Troubleshoot security issues related to applications.

Ø Module 3— Supporting Microsoft Internet Explorer

- Configuring General Settings
- Configuring Security and Privacy Settings
- Configuring Content Settings
- Configuring Connectivity Settings
- Configuring Program and Advanced Settings
- Customizing Internet Explorer

Lab

- Supporting Microsoft Internet Explorer

After completing this module, students will be able to:

- Configure general settings.
- Configure security and privacy settings
- Configure content settings
- Configure connectivity settings
- Configure program and advanced settings
- Customize Internet Explorer

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Ø Module 4— Supporting Outlook Express

- Configuring Outlook Express for Email
- Managing Outlook Express Data
- Configuring Outlook Express for Newsgroups

Lab

- Supporting Microsoft Outlook Express

After completing this module, students will be able to:

- Configure Outlook Express for email
- Manage Outlook Express data.
- Configure Outlook Express for newsgroups

Ø Module 5— Supporting Microsoft Office

- Introduction to Supporting Microsoft Office
- Supporting Office Installation
- Supporting an Upgrade
- Managing Office Security and Recoverability
- Managing Office Language Features

Lab

- Supporting Microsoft Office

After completing this module, students will be able to:

- Explain the Office installation process
- Support the Office installation process
- Support an upgrade of Office
- Manage an existing Office installation

Ø Module 6— Supporting Microsoft Outlook

- Configuring Outlook
- Managing Outlook Data
- Troubleshooting Outlook

Lab

- Supporting Microsoft Outlook

After completing this module, students will be able to:

- Configure Outlook
- Manage Outlook data
- Troubleshooting Outlook