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Computer Visions Course Outline

Get What You Want

We offer highly customizable group training courses: desktop applications, web development, networking & operating systems, technical certification, professional development & skills, help desk.

Get It When & Where You Want It

All Computer Visions courses are available for presentation on-site or off-site for your convenience. We can roll out any combination of courses at one or more locations anywhere in the United States, according to your requirements and time table. Just let us know and we'll work with you!

Corporate Training Solutions

Corporations look to us to train their employees. Why? Because our proven training methods have increased employee proficiency and productivity. We assign one person to each of our corporate clients to ensure quality service, and we also offer extranet Web registration, management, reporting and billing for all clients. Simplicity, quality and outstanding service are our hallmarks.

Consulting Solutions

Consulting is about trust,

Supporting Users Running the Microsoft Windows XP Operating System

Description:

This three-day instructor-led course provides students with the knowledge and skills to troubleshoot and escalate or repair problems with Windows desktop operating systems by reacting to incident requests from end users.

This course will provide the basic knowledge of system architecture and security needed to provide the students with the requisite skills required to support end users and adhere to ITIL/MOF foundational operations.

Course Outline:

Module 1: Introduction to the Desktop Support Technician Role and Environment

This module describes the role and key skills of a desktop support technician (DST) and the role of a DST within Microsoft Operations Framework (MOF). It discusses the end-user support environment and the corporate support environment in which DSTs work and the skills required to successfully interact with users.

Lessons

- Examining the Desktop Support Technician Role
- Examining the Desktop Support Environment
- Interacting with Users

After completing this module, students will be able to:

- Describe the role and general responsibilities of a DST.
- Describe the Microsoft Operations Framework (MOF) and the role of the DST within MOF.
- Successfully interact with users.

service and accountability. Our consulting division is one of the fastest-growing around. Why? Clients trust us to provide excellent service and expertise. Visit our [consulting section](#) for more information.

Classroom and Computer Rentals

Need space and equipment to conduct specialized presentations or classes? We can help. With our world class classrooms and state of the art projection and presentation equipment, we take care of the details so you can have a successful presentation.

Module 2: Resolving User Account and Logon Issues

This module introduces the Microsoft Windows XP Professional and Microsoft Windows XP Home Edition desktop operating systems and describes the concepts of domains and workgroups. This module describes the concepts of user accounts, user profiles, and user rights and explains how to help users resolve common logon issues.

Lessons

- Desktop Operating System Concepts
- User Account Concepts
- Troubleshooting User Logon Issues

Lab : Resolving User Account and Logon Issues

- Troubleshooting Domain Logon Issues
- Troubleshooting a User Profile Issue

After completing this module, students will be able to:

- Understand the basic concepts necessary for resolving desktop operating system issues in the Windows XP Professional and Windows XP Home Edition environments.
- Understand the basic concepts of user accounts, user profiles, and user rights.
- Troubleshoot user logon issues.

Module 3: Resolving System Configuration and Security Issues

This module provides information about how to help users resolve system configuration issues, system security issues, and system performance-related issues. After completing this module, you will be able to troubleshoot these areas of desktop management.

Lessons

- Troubleshooting System Configuration Issues
- Troubleshooting Security Issues
- Troubleshooting System Performance

Lab : Resolving System Configuration and Security Issues

- Troubleshooting Multilingual Issues
- Troubleshooting Network File Share and Printer Connection Issues

After completing this module, students will be able to:

- Troubleshoot system configuration issues.
- Troubleshoot security issues.
- Troubleshoot system performance.

Module 4: Resolving Network Connectivity Issues

This module discusses how to help users manage computer addressing and name resolution and how to assist customers in properly configuring remote connections. After completing this module, you will be able to troubleshoot problems with network connections, networking protocols, and the way in which computers are addressed.

Lessons

- Managing Computer Addressing Issues
- Troubleshooting Name Resolution Issues
- Troubleshooting Remote Network Connectivity Issues
- Troubleshooting Computers by Using Remote Connection Tools

Lab : Resolving Network Connectivity Issues

- Troubleshooting TCP/IP Connections
- Troubleshooting a Name Resolution Issue

After completing this module, students will be able to:

- Manage computer addressing issues.
- Troubleshoot name resolution issues.
- Troubleshoot remote network connectivity issues.
- Troubleshoot computers by using remote connection tools.

Module 5: Resolving Hardware Issues

This module discusses issues that occur with different hardware components and configurations and with device drivers. After completing this module, you will be able to troubleshoot storage devices, display devices, input/output (I/O) devices, and power configurations.

Lessons

- Managing Drivers
- Troubleshooting Drivers by Using Safe Mode

- Troubleshooting Storage Devices
- Troubleshooting Display Devices
- Troubleshooting I/O Devices
- Troubleshooting ACPI

Lab : Resolving Hardware Issues

- Troubleshooting Device Drivers

After completing this module, students will be able to:

- Manage drivers.
- Troubleshoot drivers by using Safe Mode.
- Troubleshoot storage devices.
- Troubleshoot display devices.
- Troubleshoot I/O devices.
- Troubleshoot ACPI issues.

Module 6: Resolving File and Folder Issues

This module describes how to support users who are attempting to perform file and folder management tasks, such as compressing files, enabling and disabling encryption, verifying permissions, or specifying access to files and folders. After completing this module, you will be able to troubleshoot file and folder issues whether they occur locally or across a network.

Lessons

- Managing Files and Folders
- Troubleshooting Access to Files and Folders
- Troubleshooting Access to Shared Files and Folders
- Troubleshooting Access to Offline Files

Lab : Resolving File and Folder Issues

- Troubleshooting File and Folder Issues
- Troubleshooting Access to Shared Files and Folders
- Troubleshooting Offline Access to Files and Folders

After completing this module, students will be able to:

- Manage files and folders.
- Troubleshoot access to files and folders.
- Troubleshoot access to shared files and folders.
- Troubleshoot access to offline files.

Module 7: Resolving Printer Issues

This module explains how to troubleshoot printer installations, printer drivers, and issues that are related to print jobs. After completing this module, you will be able to troubleshoot print issues.

Lessons

- Installing Local and Network Printers
- Troubleshooting Printer Drivers
- Troubleshooting Printers and Print Jobs

Lab : Resolving Printer Issues

- Applying Printer Permissions
- Troubleshooting Print Job Issues

After completing this module, students will be able to:

- Install local and network printers.
- Troubleshoot issues with printer drivers.
- Troubleshoot issues with printers and print jobs.

Module 8: Resolving Startup Issues

This module discusses the computer boot process and why DSTs must be able to understand the components of the boot process for Microsoft Windows XP Professional and the tools available to troubleshoot startup issues. This understanding will enable them to address problems when a computer will not start properly. After completing this module, you will be able to troubleshoot the boot process.

Lessons

- Overview of the Windows XP Boot Process
- Troubleshooting the Boot Process

Lab : Resolving Startup Issues

- Modify the Boot.ini File

- Resolve Startup Issues

After completing this module, students will be able to:

- Describe the Windows XP boot process and how it works.
- Troubleshoot the boot process.