



Implementing and Supporting Microsoft Windows XP Professional

Course Number: 2272

Course Length: 30 Hours

Table of Contents

Unit 1: Installation

Topic A: Preparation and planning

Topic B: Attended installations

Topic C: Enterprise deployment

Unit 2: System configuration

Topic A: Management utilities

Topic B: Microsoft Management Console

Topic C: Device management

Topic D: Display management

Topic E: PC Cards

Unit 3: Storage devices

Topic A: Disk configurations

Topic B: File systems

Topic C: Disk management

Topic D: Removable storage devices

Unit 4: Network configuration

Topic A: Network models

Topic B: Local Area Network configuration

Topic C: TCP/IP architecture

Topic D: TCP/IP configuration

Topic E: TCP/IP troubleshooting

Unit 5: Wide area networking

Topic A: Dial-up connections

Topic B: Internet connections

Topic C: Virtual Private Networks (VPNs)

Unit 6: Local security management

Topic A: Local users and groups

Topic B: Local security policy

Topic C: Encrypting File System (EFS)

Unit 7: Security for domain members

Topic A: Domain authentication

Topic B: Domain membership

Topic C: Domain users

Topic D: Domain groups

Unit 8: Desktop management

Topic A: User profiles

Topic B: Desktop configuration with Group Policy

Topic C: Multiple language support

Topic D: Application management

Unit 9: Resource management

Topic A: File compression

Topic B: File permissions

Topic C: Shared folders

Topic D: Offline files

Topic E: Internet Information Services

Topic F: Remote Desktop and Remote Administration

Unit 10: Printer management

Topic A: Printing terminology and concepts

Topic B: Printer management

Topic C: Network printers

Unit 11: Performance

Topic A: Performance monitoring

Topic B: Performance bottlenecks

Topic C: Application performance

Topic D: Performance for mobile users

Unit 12: Fault tolerance and recovery

Topic A: Backup and restore

Topic B: Operating system recovery

Topic C: Scheduled Tasks