

Chapter 1: Windows XP Platform

You will learn:

- Windows XP family.
- Performance statistics.
- User accounts and start up.
- New user interface.
- Multimedia.
- Hardware and software support.
- Application compatibility.
- Network enhancements.
- Universal plug and play.
- Remote assistance.
- Error reporting.
- Automatic updates.
- Troubleshooting tool.

Chapter 2: Administration Tools and MMC

You will learn:

- Graphical administrative tools.
- Command line utilities.
- Windows 2000 Support Tools.
- Runas command.
- MMC: Microsoft Management Console.
- Computer Management Console.

Chapter 3: Installation

You will learn:

- Pre-installation tasks.
- Hardware requirements/software compatibility.
- Upgrading vs. installing a new copy.
- Advanced options.
- Installation choices.
- Networking - choices.
- Creating a user account.
- RIS: Remote Installation Services.
- Files and Settings Transfer Wizard.
- Windows XP - Activation.

Chapter 4: Automated Installation

You will learn:

- Types of unattended setup.
- Create an answer file.
- Setup manager.
- Sysprep.
- Image preparation for disk duplication.
- Master installation - preparation.

Chapter 5: Microsoft Networks and Windows XP

You will learn:

- Microsoft networks.
- Network protocols.
- Microsoft TCP/IP.
- Concurrent multiple protocols.
- TCP/IP settings and configuration.
- DNS: Domain Name System.
- DHCP: Dynamic Host Configuration Protocol.
- Windows Internet Naming Service.
- Subnets, gateways, and routers.
- IPCONFIG, NBTSTAT, PING, ROUTE, and TRACERT utilities.

Chapter 6: Hardware Installation/Configuration

You will learn:

- Device drivers.
- Resource allocation.
- Plug and Play.
- Installing devices.
- Device Manager.
- Driver roll back.
- Device status.
- Diagnosing device problems.
- Hardware profiles.

Chapter 7: Disk Management

You will learn:

- Disk types - basic disks versus dynamic disks.
- Disk management.
- Basic disk: converting to dynamic disk.
- Dynamic disk: changing to a basic disk.
- Partitions and logical drives: creation.
- Marking a partition as active.
- Dynamic volume management.
- Simple volume management.
- Spanned volume.
- Striped volume management.
- RAID-5 volume management.
- Duplexing.
- Mirrored volumes management.
- Remote administration.
- DiskPart command.
- Disk Defragmenter.
- Monitoring Disk Performance with Performance Monitor.

Chapter 8: File Systems / Resource Management

You will learn:

- Supported File Systems: FAT, FAT32, NTFSv5.
- Dual-Boot file system implications.
- Data compression.
- Command line utilities.
- EFS: Encrypting File System.
- Set and manage shares.
- Publishing shares.
- Set and manage file and folder permissions.
- Implement NTFS security features.
- Access control for folder and file auditing.
- Ownership.
- Disk quotas.
- Distributed link tracking of files.

Chapter 9: System Troubleshooting

You will learn:

- Troubleshooting steps.
- Startup phases and process.
- Boot.ini options.
- Recovery Console.
- Windows XP Distribution CD: recovery.
- System restore.
- Restore Point: creation.
- Power Management problems/problem resolution.

Chapter 10: Desktop Management

You will learn:

- Start Menu customization.
- Folder views.
- File type: associating with a program.
- Hidden files and folder.
- User profiles.
- Group policy.
- Scripts.
- Computer configuration.
- User configuration.
- User profiles.
- Desktop management.

Chapter 11: Remote Desktop

You will learn:

- Remote Desktop - purpose and function.
- Client software.
- Remote Desktop connection.
- Redirection.
- Remote Desktop Web Connection.
- Remote Desktop - deployment.
- Enabling Remote Desktop in Windows XP Professional.
- Troubleshooting.
- Security and encryption in Remote Desktop.

Chapter 12: Mobile Computing

You will learn:

- Microsoft mobile computing.
- Portable computers - hardware management.
- Dynamic device configuration.
- Hardware profiles.
- Docking and undocking.
- Power management - configuration.
- Hibernation and standby - configuration.
- Roaming user profiles - mobile user guidelines.
- Roaming user profiles and folder redirection - configuration.
- Offline files for portable computers - configuration.
- Scheduled synchronization.
- Wireless networking - optional.

Chapter 13: Monitoring Resources and Performance

You will learn:

- Windows XP: optimization framework.
- Processor scheduling.
- Memory management.
- Optimizing applications, processes, and services.
- Reducing disk space usage.
- Defragmenting disks.
- System Monitor.
- Performance objects and counters.
- System shortcut keys and buttons.
- Network Monitor (optional).