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Windows Professional Support

Introduction

Introduction Windows Professional is the leading operating system for networked PCs. As well as providing a user-friendly interface it enables the PC to communicate with the network it is connected to.

Objectives To give delegates the skills to install, support and trouble-shoot Windows Professional in a stand-alone or network environment.

Designed for System administrators & technical support personnel wanting a detailed overview of Windows Professional. No previous knowledge assumed, though a working knowledge of Windows, DOS & networking is an advantage.

The combined material covered in the “Windows Professional Support Introduction” and “Windows Professional Support Advanced” will provide delegates with the necessary knowledge to sit the Microsoft Certified Professional exam.

Duration Three days

Topics

- Introduction
- Windows design
- Server/Workstation compared
- Workgroups and domains
- Planning
- Sharing Application Folders
- Common Access Folders
- Installation
- Installation methods & processes
- The Interface and Applications
- Desktop, the Start Menu & Task Bar
- Applications
- Security
- User accounts, Groups, Profiles
- Deleting & disabling user accounts
- Account templates
- Account policies
- User Rights Assignments
- Security Policies
- Security Analysis and Configuration
- Configuration Methods
- Registry
- Control Panel
- MMC
- Network settings
- Joining workgroups and domains
- Configuring the display
- Performance Monitoring
- Disk Management
- Trouble Shooting Hardware



File Systems
FAT file system
NTFS file system
Long filenames
Managing Files
Implementing NTFS security
User & Group permissions interaction
Ownership of directories and files
Network Resources
Permissions on shared directories
Default administrative shares
Local vs. shared permissions
Windows Networking Environment
Built -in network component
Network protocols
Distributed processing
File and print sharing components
Installing network components
Printing
Windows Printing model
The print processor, the print spooler
Printer Pooling
Windows print monitors
Print Manager
Booting Windows Professional
Files required Boot sequence
LastKnownGood configuration
Boot sequence troubleshooting
BOOT.INI troubleshooting
Tips and Shortcuts

Follow-up Windows Professional Support Advanced - 2 days

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