

# Supporting Users & Troubleshooting Applications on Windows Desktop Operating Systems

Course GWE22620: Two days; Instructor-led  
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## Prerequisites

Before attending this course, students must have:

- Attended: Supporting Users Running Microsoft Windows Desktop Operating Systems
- Experience using Microsoft Office as a general user.
- Experience using a Microsoft Windows operating system such as Microsoft Windows XP.

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## Microsoft Certification exams

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

- Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

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## Course Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

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## Course Outline

### Module 1: Introduction to Supporting Users Running Applications on Windows XP

After completing this module, students will be able to explain how to use troubleshooting guidelines and tools to support users running applications on Windows desktops.

#### Lessons

- Overview of Desktop Application Support
- The Windows System Architecture and Desktop Application Support
- Troubleshooting Application Installation Issues

After completing this module, students will be able to:

- Describe the role of the DST in application support and the tools available for troubleshooting applications.

- Explain the importance of the Windows system architecture as it relates to troubleshooting applications running on Windows XP.
- Troubleshoot application installation issues.

### **Module 2: Troubleshooting Desktop Application Support Issues**

After completing this module, students will be able to troubleshoot application compatibility issues and security issues related to applications on client computers that run Windows XP.

#### **Lessons**

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

#### **Lab: Troubleshooting Desktop Application Support Issues**

##### **After completing this lab, students will be able to:**

- Troubleshoot a non-responsive application.
- Troubleshoot security issues related to applications.

After completing this module, students will be able to:

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

### **Module 3: Troubleshooting Issues Related to Internet Explorer**

After completing this module, students will be able to support Microsoft Internet Explorer.

#### **Lessons**

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

#### **Lab: Troubleshooting Issues Related to Internet Explorer**

##### **After completing this lab, students will be able to:**

- Troubleshoot Internet Explorer issues related to general settings.
- Troubleshoot Internet Explorer issues related to security settings.
- Troubleshoot Internet Explorer issues related to connectivity settings.
- Troubleshoot Internet Explorer issues related to advanced settings.
- Customize Internet Explorer.

After completing this module, students will be able to:

- Configure and troubleshoot general settings.
- Configure and troubleshoot security and privacy settings.
- Configure and troubleshoot content settings.

- Configure and troubleshoot connectivity settings.
- Configure and troubleshoot program and advanced settings.
- Customize Internet Explorer.

#### **Module 4: Troubleshooting Issues Related to Outlook**

After completing this module, students will be able to troubleshoot issues related Outlook.

##### **Lessons**

- Configuring Outlook to Use Exchange Server
- Configuring Outlook Data
- Configuring Outlook for Internet E-Mail
- Troubleshooting Outlook

##### **Lab: Troubleshoot Issues Related to Outlook**

**After completing this lab, students will be able to:**

- Troubleshoot RPC connections to Exchange Server.
- Troubleshoot issues related to managing Outlook data.
- Troubleshoot Outlook Internet Mail connectivity.

After completing this module, students will be able to:

- Configure Outlook to use Microsoft Exchange Server.
- Manage Outlook data.
- Configure Outlook for Internet e-mail.
- Apply guidelines for troubleshooting Outlook.

#### **Module 5: Troubleshooting Issues Related to Office**

After completing this module, students will be able to support Microsoft Office.

##### **Lessons**

- Configuring and Troubleshooting an Office Installation
- Configuring Office Security
- Configuring Office Recoverability
- Configuring Office Language Features

##### **Lab: Configuring Issues Related to Office**

**After completing this lab, students will be able to:**

- Repair a damaged Office installation.
- Enable document recovery.
- Use Shadow Copy to recover previous versions of documents.

After completing this module, students will be able to support Microsoft Office.

Specifically, students will be able to:

- Configure and troubleshoot an Office installation.
- Configure Office security.
- Configure Office recoverability.
- Configure Office language features.

#### **Module 6: Troubleshooting Issues Related to Outlook Express**

After completing this module, students will be able to support Microsoft Outlook Express.

##### **Lessons**

- Configuring Outlook Express for E-Mail
- Importing and Exporting Outlook Express Data
- Configuring Outlook Express for Newsgroups

**Lab: Troubleshooting Issues Related to Outlook Express**

**After completing this lab, students will be able to:**

- Configure Outlook Express for e-mail.
- Troubleshoot issues related to Outlook Express data.
- Configure Outlook Express for newsgroups.

After completing this module, students will be able to support Microsoft Office.

Specifically, students will be able to:

- Configure Outlook Express for e-mail.
- Import and export Outlook Express data.