



Microsoft Certification

MCDST Certification

Microsoft Certified Desktop Support Technician is an entry-level certification that can jump-start a candidate's IT professional career. Typical job titles for MCDST include Help Desk Technician, Customer Support Representative, PC Support Specialist, or Technical Support Representative

Benefits of MCDST Certification

The Microsoft Certified Desktop Support Technician certification will get you started in your IT career by ensuring you have the skills to successfully troubleshoot desktop environments running on the Microsoft Windows® operating system. MCDST certification demonstrates valuable troubleshooting expertise with the Windows Desktop Operating System to employers and clients. The MCDST certification provides a framework for learning and validating the skills that support technicians need.

Benefits of MCDST:

MCDST certification demonstrates valuable troubleshooting expertise with the Windows Desktop Operating System to employers and clients. For career-changers looking to enter the IT industry or current support desk representatives looking to differentiate themselves, MCDST training and certification demonstrate to employers and clients your valuable troubleshooting skills supporting end-users with the Windows Desktop Operating System.

The MCDST certification provides a framework for learning and validating the skills that support technicians need. As a desktop support technician, you will use excellent customer service skills, educate users, and solve hardware or software operations and application problems on the desktop. You will learn valuable skills and best practices consistent with IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF) foundational operations, which are emphasized throughout all of the training content.

Go for MCDST Certification 2003 if

You work in small- to medium-sized computing environments supporting end-users that use Microsoft Windows XP Professional or Microsoft Windows 2000 Professional as a desktop operating system.

MCDST Certification Track Details

Core Exams (2 Exams Required)

Exam 70—271: Supporting Users and Troubleshooting a Microsoft Windows XP

Operating System

Exam 70—272: Supporting Users and Troubleshooting Desktop Applications

Exam 70—271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System on a Microsoft Windows XP Operating System

Audience Profile

Candidates for this exam support end users who run Microsoft Windows XP Professional in a corporate environment or Microsoft Windows XP Home Edition in a home environment. They should have experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications.

Candidates should be able to resolve operating system issues by telephone, by connecting to an end user's system remotely, or by visiting an end user's desktop. They should have a working knowledge of operating in a workgroup or Active Directory domain environment and how end users are affected by each environment.

This exam, when combined with 70-272 (the applications exam for desktop support technicians), should validate that a candidate can successfully answer, or escalate, all calls from end users.

Preparation Tools and Resources

We make a wealth of preparation tools and resources available to you, including courses, books, practice tests, and Microsoft Web sites. When you are ready to prepare for this exam, here's where you should start.

Instructor-led Courses for This Exam

Course 2261: Supporting Users Running the Microsoft Windows XP Operating System

Course 2262: Supporting Users Running Applications on a Microsoft Windows XP

Operating System

Course 2261: Supporting Users Running the Microsoft Windows XP Operating System

Introduction

This three-day instructor led course is to provide individuals who are new to Microsoft Windows XP with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Microsoft Windows XP Professional in an Active Directory network environment, or Windows XP Home edition in a workgroup environment. This is an introductory course designed to provide an overview of operating system concepts and how to troubleshoot Windows XP.

This is the first course in the Microsoft Certified Desktop Support Technician

curriculum **Course Materials**

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

Course Outline

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

This module introduces the role of the Desktop Support Technician (DST) and the role of

the DST within the Microsoft Operations Framework (MOF).

Lessons

Examining the Desktop Support Technician Role

The Windows 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 MOF and the role of the DST within MOF.

Successfully interact with users.

Module 2: Exploring and Configuring the Windows XP User Interface

This module explains the major features and functions of the Windows XP user interface.

Lessons

Exploring and Configuring the Windows XP Desktop Environment

Examining Control Panel Organizational Views

Lab: Exploring and Configuring the Windows XP User Interface

Exercise 1: Customizing the Desktop and Toolbars

Exercise 2: Customizing Control Panel and Folder View Appearance

After completing this module, students will be able to:

Describe the major features and functions of Windows XP Professional and Windows XP

Home Edition and customize various settings on the Windows XP desktop, such as the

Start menu and taskbar.

Describe the differences between Category View and Classic View and how to switch

between the two views in Control Panel.

Module 3: Resolving Desktop Management Issues

After completing this module, students will be able to identify and resolve desktop management issues.

Lessons

Desktop Management Concepts

Troubleshooting User Logon Issues

Troubleshooting User Configuration Issues

Troubleshooting Security Issues

Troubleshooting System Performance

Lab: Resolving Desktop Management Issues

Exercise 1: Troubleshooting Domain Logon Issues

Exercise 2: Troubleshooting a User Profile Issue

Exercise 3: Troubleshooting Multilingual Issues

After completing this module, students will be able to:

Understand the basic concepts necessary for resolving desktop management issues in the

Windows XP Professional and Windows XP Home Edition environments.

Troubleshoot user logon issues.

Troubleshoot user configuration issues.

Troubleshoot security issues.

Troubleshoot system performance.

Module 4: Resolving Network Connectivity Issues

After completing this module, students will be able to identify and resolve network

connectivity issues.

Lessons

Managing Computer Addressing Issues

Troubleshooting Name Resolution Issues

Troubleshooting Remote Network Connectivity Issues

Lab: Resolving Network Connectivity Issues

Exercise 1: Troubleshooting TCP/IP Connections

Exercise 2: Troubleshooting a Name Resolution Issue

After completing this module, students will be able to:

Manage computer addressing issues.

Troubleshoot network connection issues.

Troubleshoot remote network connection issues.

Module 5: Resolving Hardware Issues

After completing this module, students will be able to identify and resolve hardware

issues.

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

After completing this module, students will be able to:

Manage drivers.

Troubleshoot drivers by using safe mode.

Troubleshoot storage devices.

Troubleshoot display devices.

Troubleshoot input and output (I/O) devices.

Troubleshoot Advanced Configuration and Power Interface (ACPI) issues.

Module 6: Resolving File and Folder Issues

After completing this module, students will be able to identify and resolve file and folder

issues.

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

Exercise 1: Troubleshooting File and Folder Issues

Exercise 2: Troubleshooting Access to Shared 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

After completing this module, students will be able to identify and resolve printer issues.

Lessons

Installing Local and Network Printers

Troubleshooting Printer Drivers

Troubleshooting Printers and Print Jobs

Lab: Resolving Printer Issues

Exercise 1: Applying Printer Permissions

Exercise 2: 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 Installation Issues

After completing this module, students will be able to identify and resolve installation

issues.

Lessons

Pre-Installation Tasks

Troubleshooting an Attended Installation
Troubleshooting an Upgrade
Troubleshooting an Unattended Installation
Troubleshooting the Boot Process
Lab: Resolving Installation Issues
Exercise 1: Creating and Formatting a Partition for an Operating System Installation

Exercise 2: Troubleshooting the Boot Process

After completing this module, students will be able to:

Describe the tasks that must be performed on a computer before installing an operating system.

Troubleshoot an attended installation.

Troubleshoot an upgrade to an existing operating system.

Troubleshoot an unattended installation.

Troubleshoot the boot process

Course 2262: Supporting Users Running Applications on a Microsoft Windows XP Operating System

This is the second course in the Microsoft Certified Desktop Support Technician curriculum. The most efficient Windows XP training solution for help desk professionals currently supporting a Windows XP or Windows 2000 environment. This introductory course provides an overview of operating system concepts and how to troubleshoot applications running on Windows XP. This course prepares individuals for MCP exam 70-272

Description:

In this course, you will learn to support users running applications on the Microsoft® Windows® XP operating system. You'll learn about the job duties of the Desktop Support Technician (DST), and you'll resolve a variety of common desktop operating system issues, including issues related to various applications running on Windows operating systems.

Objectives:

At the end of the course, students will be able to:

- * Examine how to use troubleshooting guidelines and tools to support users
- * Identify and resolve installation issues
- * Identify and resolve desktop management issues
- * Identify and resolve file and folder issues
- * Identify and resolve hardware issues
- * Identify and resolve print issues
- * Identify and resolve network connectivity issues

System Requirements:

To view this course, you need:

A Pentium II, 256 MB RAM with a processor speed greater than or equal to 400 MHZ

- * Microsoft® Windows® 2000 or higher
- * Microsoft Internet Explorer 6.0 with SP1

- * Macromedia Flash 7.0 or higher (1MB disk space needed to install)
 - * Microsoft Virtual Server ActiveX control (required for virtual labs; 1MB disk space needed to install)
 - * Microsoft Windows Media Player 7.0 or higher
 - * Microsoft XML Core Services 3.0 or higher
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- * A Super VGA monitor with minimum screen resolution 1024x768, with 16-bit color.
 - * A sound card, speakers, or headphones are recommended.
 - * Internet bandwidth of 56K or faster. Broadband is recommended

Exam 70—272: Supporting Users and Troubleshooting Desktop

Applications Preparation Tools and Resources

We make a wealth of preparation tools and resources available to you, including courses, books, practice tests, and Microsoft Web sites. When you are ready to prepare for this exam, here's where you should start.

Instructor-led Courses for This Exam

- * Course 2261: Supporting Users Running the Microsoft Windows XP Operating System
- * Course 2262: Supporting Users Running Applications on a Microsoft Windows XP Operating System