

Contents

MCDST Course Structure	vii
Introduction	ix
Topic A: About the Manual.....	x
Topic B: Setting Your Expectations.....	xiii
Topic C: Reviewing the Practical Examples.....	xiv
Installing the Operating System	1-1
Topic A: Installation Planning.....	1-2
Topic B: Windows XP Upgrades.....	1-13
Topic C: Clean Installations.....	1-28
Topic D: Unattended Installations.....	1-33
Topic E: Installation Troubleshooting.....	1-42
Unit Summary: Installing the Operating System.....	1-47
Troubleshooting System Startup and User Logons	2-1
Topic A: Windows XP Boot Process.....	2-2
Topic B: User Logons.....	2-19
Unit Summary: Troubleshooting System Startup and User Logons.....	2-23
Managing Users and the Windows Environment	3-1
Topic A: User and Group Management.....	3-2
Topic B: User Profile Management.....	3-12
Topic C: User Environment Customisation.....	3-17
Topic D: Data Protection.....	3-28
Unit Summary: Managing Users and the Windows Environment.....	3-37
Configuring and Troubleshooting Security Policy	4-1
Topic A: Local Security Policy.....	4-2
Topic B: Group Policy.....	4-10
Unit Summary: Configuring and Troubleshooting Security Policy.....	4-18
Configuring and Troubleshooting Devices	5-1
Topic A: Storage Devices.....	5-2
Topic B: Input/Output Devices.....	5-15
Topic C: Power Management.....	5-20
Unit Summary: Configuring and Troubleshooting Devices.....	5-25
Summary	S-1
Topic A: Summary.....	S-2
Topic B: Continued Learning.....	S-4

Contents

MCDST Course Structure	vii
Optimising Performance	1-1
Topic A: Performance Monitoring	1-2
Topic B: Performance Optimisation.....	1-20
Unit Summary: Optimising Performance	1-29
Managing Access to Shared Resources	2-1
Topic A: NTFS Permissions.....	2-2
Topic B: Resource Sharing.....	2-15
Unit Summary: Managing Access to Shared Resources	2-25
Configuring and Troubleshooting Printing	3-1
Topic A: Print Management	3-2
Topic B: Print Troubleshooting.....	3-18
Unit Summary: Configuring and Troubleshooting Printing	3-21
Troubleshooting TCP/IP	4-1
Topic A: TCP/IP Networking.....	4-2
Topic B: TCP/IP Troubleshooting.....	4-13
Unit Summary: Troubleshooting TCP/IP	4-19
Configuring Remote Connections	5-1
Topic A: Remote Access	5-2
Topic B: Internet Explorer and Remote Tools	5-17
Unit Summary: Configuring Remote Connections.....	5-31
Summary	S-1
Topic A: Summary	S-2
Topic B: Continued Learning.....	S-4
Glossary for Books 1 and 2	G-1

Contents

MCDST Course Structure	vii
Application Support	1-1
Topic A: Windows XP Application Support	1-2
Topic B: Built-In Applications	1-21
Topic C: Internet Explorer and Outlook Express	1-32
Topic D: Remote Assistance	1-59
Unit Summary: Application Support	1-65
Office Installation	2-1
Topic A: Office Installation	2-2
Topic B: Office Add-Ins and Templates	2-17
Topic C: Troubleshooting	2-23
Unit Summary: Office Installation	2-30
Office Configuration	3-1
Topic A: Office Customisations	3-2
Topic B: Office Updates and Upgrades	3-16
Unit Summary: Office Configuration	3-21
Summary	S-1
Topic A: Summary	S-2
Topic B: Continued Learning	S-3

Contents

MCDST Course Structure	vii
Outlook Configuration	1-1
Topic A: Setting up Outlook	1-2
Topic B: E-Mail Management.....	1-15
Topic C: Outlook Data Protection.....	1-27
Unit Summary: Outlook Configuration.....	1-32
Application Security	2-1
Topic A: Security Threats.....	2-2
Topic B: Security Measures	2-8
Unit Summary: Application Security	2-18
Desktop Support Technicians	A-1
Topic A: The DST Job Role.....	A-2
Topic B: Certifications	A-7
Course Summary	S-1
Topic A: Course Summary	S-2
Topic B: Continued Learning.....	S-3
Glossary for Books 3 and 4	G-1