Introduction

Section One

Overview of course and expectations

Basic XP Outline

GENERAL

Windows XP$^{®}$ was designed to improve the Windows NT$^{®}$ user interface, ensure stability, increase troubleshooting and promote greater functionality with Active Directory. Microsoft provides two versions of XP (home and professional) -- we will only examine the one version for campus computing -- "Professional".

With every new version of Windows, Microsoft continues to add functionality to the operating system (OS). Some of the added functionality includes:

- Personal Firewall (new for XP)
- Dual IP Configuration (new for XP)
- Remote Assistance (new for XP)
- Remote Desktop (new for Professional)
- Driver Roll Back (new for XP)
- Encryption File System (modified from Windows 2000)

While we can not cover all of the nuances XP provides, major version updates will be addressed along with general practices and troubleshooting techniques. This document assumes that the reader is familiar with Windows 2000 and NT.

WRITERS NOTE

XP performs faster then Windows 2000. It recovers quicker and with less difficulty. With several new tools, troubleshooting and repairing problems is easier and has less potential for ending in disaster. With all of that said, XP masks many of these resources and hides features that are commonly accessed by Windows 2000 users to perform daily tasks. In other words, it comes as a mixed package.

Out of the box XP does not show much on the desktop (the start button, the "My Computer" icon, current time, and the taskbar). You can set XP to display in classic mode (like Windows 2000) or migrate menu icons to the desktop, you will most

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likely find either of these situations in effect. You may also find that users have accidentally switched from native (XP) display mode to classic (Windows 2000) mode by mistake and might require your assistance to recover.

Basically, the different locations of resources will be your most daunting task to help users with. Microsoft has moved many features into the background in order to clean up the surface. With this they have also expanded on the options available for the user to customize their workstation. The potential for desktop variations has never been greater. In the end, you will find the basics will be your best friend to resolving issues in the myriad of desktop configuration possibilities.

COURSE OUTLINE

- Section 1 - **Introduction**: Overview of course.
- Section 2 - **Desktop Settings**: Understanding Customization Settings.
- Section 3 - **Hardware Configuration**: Troubleshooting conflicts
- Section 4 - **Boot Process**: Troubleshooting bootup problems
- Section 5 - **Control Panel**: Overview of the control panel tool set
- Section 6 - **Networking**: Network settings and features
- Section 7 - **File System**: EFS, NTFS, Partitioning, and navigating directories
- Section 8 - **Active Directory**: Active Directory Settings
- Section 9 - **User Profiles**: Understanding User Profiles
- Section 10 - **Troubleshooting**: Event Viewer, Remote Assistance, Dr. Watson

COURSE OBJECTIVES

- Understand basic OS features.
- Learn to troubleshoot common problems.
- Configure the desktop environment.
- Help users understand hardware upgrade options.
- Know where the tools are to fix problems quickly.
- Work trough Network issues effectively
- Understand the File System and its configuration
- Help resolve user account settings.
- Learn to use the remote troubleshooting resources that are part of XP

SCHEDULE

The following schedule is flexible and is only provided to give a basic comprehension for how the course will be presented:

- 8:00 am - Introduction and overview of course materials
- 8:15 am - Desktop Settings
- 9:30 am - Hardware Configuration
- 10:30 am - Boot Process
- 11:30 pm - Lunch
- 12:30 pm - Control Panel
- 1:30 pm - Networking
- 2:00 pm - File System
- 2:30 pm - Active Directory
- 3:00 pm - User Profile
- 3:30 pm Troubleshooting

CLASS MATERIALS	• Supporting Windows XP Professional Manual
	• Highlighter
	• Pen or pencil
	• Notepad
	• Windows XP workstation

ABOUT THE AUTHOR Eric A. Kralicek has been working in a technical capacity supporting computer users both on and off networks for more then 19 years. His background includes working for San Diego City College, Olympic Computer Technology, Video Discovery, General Meters, MCI, District 11 - Colorado Spring School District, Digital Equipment Corporation, Compaq Computer Corporation, Corrigo Incorporated, Commtouch Software Corporation, and now Cal Poly. His experience covers CPM, DOS, and Windows technology from its conception up to Windows XP platform with administrative experience in Sun OS, VMS, and Macintosh environments. He earned his B.S.degree in Computer Networking from Regis University in Colorado and has various industry certificates in Microsoft and other software platforms. Currently he works in the PCLAN department as a Network Analyst.

SUMMARY Windows XP offers users and technicians many advantages. With these advantages also come challenges -- such as problems related to adapting to a new operating system. Hidden within the confines of XP, are resources that can quickly and effectively resolve most of the common problems users deal with on a daily basis. Our goal is to focus on these resources to better understand and work with XP issues.