

Microsoft

# MCDST

Exam 70-271

**致胜  
经典**

Supporting Users and  
Troubleshooting a Microsoft®

# WINDOWS® XP OPERATING SYSTEM 用户支持与故障排除

Self-Paced

# Training Kit

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Walter Glenn  
Tony Northrup

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**Microsoft®**

MCDST Self-Paced Training Kit (Exam 70-271):

# Supporting Users and Troubleshooting a Microsoft® Windows® XP Operating System, Second Edition



Walter Glenn  
Tony Northrup

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We'd also like to tip our hats to Daniel Akins, who wrote the defrag.vbs script for running Disk Defragmenter automatically so that it can be scheduled. This tool is included on the book's CD.

And, as always, thanks to Neil Salkind and everyone else at StudioB for helping put this project together.

—*Walter Glenn and Tony Northrup*

# About This Book

Welcome to *MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System*, Second Edition. This book teaches you how to resolve end-user requests for configuring and troubleshooting Microsoft Windows XP Home Edition or Windows XP Professional Edition.

You will learn how to talk to end users about problems, isolate and troubleshoot problems, and then propose and document solutions. This book focuses on the following:

- Installing Windows XP Professional and Home Edition
- Managing and troubleshooting access to resources
- Configuring and troubleshooting hardware devices and drivers
- Configuring and troubleshooting the desktop and user environments
- Troubleshooting network protocols and services



**Note** For more information about becoming a Microsoft Certified Professional (MCP) or Microsoft Certified Desktop Support Technician (MCDST), see the section titled “The Microsoft Certified Professional Program” later in this introduction.

## Intended Audience

This book was developed for information technology (IT) professionals who plan to take the related Microsoft Certified Professional exam 70-271, Supporting Users and Troubleshooting a Microsoft Windows XP Operating System. It was also developed for IT professionals who run Windows XP Professional in a corporate or small business environment or run Windows XP Home Edition in a home environment.



**Note** Exam skills are subject to change without prior notice and at the sole discretion of Microsoft.

## Prerequisites

This training kit requires that students meet the following prerequisites:

- Have a working knowledge of the Windows XP operating system
- Have a basic understanding of using Microsoft Internet Explorer 6



- Have a basic knowledge of computer hardware
- Have a basic understanding of networking technologies

## About the CD-ROM

This book includes two companion CD-ROMs. The first contains a variety of informational aids to complement the book content:

- The Microsoft Press Readiness Review Suite Powered by MeasureUp. This suite of practice tests and objective reviews contains questions of varying degrees of complexity and offers multiple testing modes. You can assess your understanding of the concepts presented in this book and use the results to develop a learning plan that meets your needs.
- An electronic version of this book (eBook). For information about using the eBook, see the “The eBook” section later in this introduction.
- Any tools recommended in the book.
- An eBook of the *Microsoft Encyclopedia of Networking*, Second Edition, and *Microsoft Encyclopedia of Security*, which provide complete and up-to-date reference materials for networking and security.

The second CD-ROM contains a 120-day evaluation edition of Microsoft Windows XP Professional Edition with Service Pack 2.



**Caution** The 120-day evaluation edition that is provided with this training kit is not the full retail product; it is provided only for the purpose of training and evaluation. Microsoft Technical Support does not support this evaluation edition.

For additional support information regarding this book and the CD-ROMs (including answers to commonly asked questions about installation and use), visit the Microsoft Press Technical Support website at <http://www.microsoft.com/learning/support/books/>. You can also e-mail [tkinput@microsoft.com](mailto:tkinput@microsoft.com) or send a letter to Microsoft Press, Attention: *MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System*, Second Edition, One Microsoft Way, Redmond, WA 98052-6399.

## Features of This Book

This book has two parts. Use Part 1 to learn at your own pace and to practice what you learn with practical exercises. Part 2 contains questions and answers you can use to test yourself on what you learned.

## Part 1: Learn at Your Own Pace

Each chapter identifies the exam objectives covered within the chapter, provides an overview of why the topics matter by identifying how the information is applied in the real world, and lists any prerequisites that must be met to complete the lessons presented in the chapter.

The chapters are divided into lessons. Lessons contain practices that include one or more hands-on exercises. These exercises give you an opportunity to use the skills being presented or to explore the part of the application being described.

After the lessons, you are given an opportunity to apply what you learned in a case scenario exercise. In this exercise, you work through a multistep solution for a realistic case scenario. You are also given an opportunity to work through a troubleshooting lab that explores difficulties you might encounter on the job when applying what you learned.

Each chapter ends with a short summary of key concepts and a short section summarizing key topics and listing key terms you need to know before taking the exam.



### Real World Helpful Information

You will find sidebars like this one that contain related information you might find helpful. “Real World” sidebars contain specific information gained through the experience of IT professionals just like you.

## Part 2: Prepare for the Exam

Part 2 helps to familiarize you with the types of questions you will encounter on the MCP exam. By reviewing the objectives and sample questions, you can focus on the specific skills you need to improve on before taking the exam.



**See Also** For a complete list of MCP exams and their related objectives, go to <http://www.microsoft.com/learning/mcp/>.

Part 2 is organized by the exam’s objectives. Each chapter covers one of the primary groups of objectives, referred to as *Objective Domains*. Each chapter lists the tested skills you need to master to answer the exam questions, and it includes a list of further readings to help you improve your ability to perform the tasks or skills specified by the objectives.

Within each Objective Domain, you will find the related objectives that are covered on the exam. Each objective provides you with several practice exam questions. The answers are accompanied by explanations of each correct and incorrect answer.



**Note** These questions are also available on the companion CD as a practice test.

## Informational Notes

Several types of reader aids appear throughout the training kit.

- **Tip** contains methods of performing a task more quickly or in a not-so-obvious way.
- **Important** contains information that is essential to completing a task.
- **Note** contains supplemental information.
- **Caution** contains valuable information about possible loss of data; be sure to read this information carefully.
- **Warning** contains critical information about possible physical injury; be sure to read this information carefully.
- **See Also** contains references to other sources of information.
- **Planning** contains hints and useful information that should help you to plan the implementation.
- **On the CD** points you to supplementary information or files that you need that are on the companion CD.
- **Security Alert** highlights information you need to know to maximize security in your work environment.
- **Exam Tip** flags information you should know before taking the certification exam.
- **Off the Record** contains practical advice about the real-world implications of information presented in the lesson.

## Notational Conventions

The following conventions are used throughout this book:

- Characters or commands that you type appear in **bold** type.
- *Italic* in syntax statements indicates placeholders for variable information. *Italic* is also used for book titles.



- Names of files and folders appear in Title caps, except when you are to type them directly. Unless otherwise indicated, you can use all lowercase letters when you type a file name in a dialog box or at a command prompt.
- File name extensions appear in all UPPERCASE.
- Acronyms appear in all UPPERCASE.
- Monospace type represents code samples, examples of screen text, or entries that you might type at a command prompt or in initialization files.
- Square brackets [ ] are used in syntax statements to enclose optional items. For example, [*filename*] in command syntax indicates that you can choose to type a file name with the command. Type only the information within the brackets, not the brackets themselves.
- Braces { } are used in syntax statements to enclose required items. Type only the information within the braces, not the braces themselves.

## Keyboard Conventions

- A plus sign (+) between two key names means that you must press those keys at the same time. For example, “Press ALT+TAB” means that you hold down ALT while you press TAB.
- A comma (,) between two or more key names means that you must press each of the keys consecutively, not together. For example, “Press ALT, F, X” means that you press and release each key in sequence. “Press ALT+W, L” means that you first press ALT and W at the same time, and then release them and press L.

## Getting Started

This training kit contains hands-on exercises to help you learn about supporting applications in Windows XP. Use this section to prepare your self-paced training environment.

## Hardware Requirements

To follow the practices in this book, it is recommended that you use a computer that is not your primary workstation because you will be called on to make changes to the operating system and application configuration. The computer you use must have the following minimum configuration (all hardware should be listed in the Microsoft Windows Catalog):

- Personal computer with a 233 MHz or higher processor (Pentium III recommended) in the Intel Pentium/Celeron family, the AMD K6/Athlon/Duron family, or compatible (300 MHz processor recommended)

- 64 MB of RAM or higher (128 MB is recommended)
- 1.8 GB of available hard disk space
- CD-ROM drive or DVD-ROM drive
- Super VGA (800 x 600) or higher resolution monitor
- Keyboard and Microsoft Mouse, Microsoft IntelliMouse, or compatible pointing device
- Internet connection

## Software Requirements

The following software is required to complete the procedures in this training kit. (A 120-day evaluation edition of Microsoft Windows XP Professional Edition with SP2 is included on one of the CD-ROMs.)

- Microsoft Windows XP Professional Edition with SP2



**Caution** The 120-day evaluation edition that is provided with this training kit is not the full retail product and is provided only for the purposes of training and evaluation. Microsoft Technical Support does not support these evaluation editions. For additional support information regarding this book and the CD-ROMs (including answers to commonly asked questions about installation and use), visit the Microsoft Press Technical Support website at <http://www.microsoft.com/learning/support/books/>. You can also e-mail [tkinput@microsoft.com](mailto:tkinput@microsoft.com) or send a letter to Microsoft Press, Attn: MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System, Second Edition, One Microsoft Way, Redmond, WA 98052-6399.

## Setup Instructions

Set up your computer according to the manufacturer's instructions.



**Caution** If your computer is part of a larger network, you *must* verify with your network administrator that the computer name, domain name, and other information used in configuring Windows XP in several chapters of this book do not conflict with network operations. If they do conflict, ask your network administrator to provide alternative values and use those values throughout all the exercises in this book.

## The Readiness Review Suite

The companion CD-ROM includes a practice test made up of 300 sample exam questions and an objective-by-objective review with an additional 125 questions. Use these tools to reinforce your learning and to identify any areas in which you need to gain more experience before taking the exam.

### ► To Install the Practice Test and Objective Review

1. Insert the companion CD-ROM into your CD-ROM drive.



**Note** If AutoRun is disabled on your machine, refer to the Readme.txt file on the CD-ROM.

2. Click Readiness Review Suite on the user interface menu.

## Practice Files

The \Tools folder on the CD-ROM contains the Defrag tool that is referenced in Chapter 12.

## The eBook

The CD-ROM includes an electronic version of the Training Kit. The eBook is in Portable Document Format (PDF) and can be viewed by using Adobe Acrobat Reader.

### ► To Use the eBook

1. Insert the companion CD-ROM into your CD-ROM drive.



**Note** If AutoRun is disabled on your machine, refer to the Readme.txt file on the CD-ROM.

2. Click eBook on the user interface menu. You can also review any of the other eBooks that are provided for your use.

## The Microsoft Certified Professional Program

The Microsoft Certified Professional (MCP) program provides the best method to prove your command of current Microsoft products and technologies. The exams and corresponding certifications are developed to validate your mastery of critical competencies as you design and develop, or implement and support, solutions with Microsoft products and technologies. Computer professionals who become Microsoft-certified are recognized as experts and are sought after industry-wide. Certification brings a variety of benefits to the individual and to employers and organizations.



**See Also** For a full list of MCP benefits, go to <http://www.microsoft.com/learning/itpro/default.asp>.

## Certifications

The MCP program offers multiple certifications, based on specific areas of technical expertise:

- *Microsoft Certified Professional (MCP)*. Demonstrated in-depth knowledge of at least one Microsoft Windows operating system or architecturally significant platform. An MCP is qualified to implement a Microsoft product or technology as part of a business solution for an organization.
- *Microsoft Certified Desktop Support Technician (MCDST)*. Individuals who support end users and troubleshoot desktop environments running on the Windows operating system.
- *Microsoft Certified Solution Developer (MCSD)*. Professional developers qualified to analyze, design, and develop enterprise business solutions with Microsoft development tools and technologies including the Microsoft .NET Framework.
- *Microsoft Certified Application Developer (MCAD)*. Professional developers qualified to develop, test, deploy, and maintain powerful applications using Microsoft tools and technologies including Microsoft Visual Studio .NET and XML Web services.
- *Microsoft Certified Systems Engineer (MCSE)*. Qualified to effectively analyze the business requirements and design and implement the infrastructure for business solutions based on the Microsoft Windows and Microsoft Server 2003 operating system.
- *Microsoft Certified Systems Administrator (MCSA)*. Individuals with the skills to manage and troubleshoot existing network and system environments based on the Microsoft Windows and Microsoft Server 2003 operating systems.
- *Microsoft Certified Database Administrator (MCDBA)*. Individuals who design, implement, and administer Microsoft SQL Server databases.
- *Microsoft Certified Trainer (MCT)*. Instructionally and technically qualified to deliver Microsoft Official Curriculum through a Microsoft Certified Technical Education Center (CTEC).

## Requirements for Becoming a Microsoft Certified Professional

The certification requirements differ for each certification and are specific to the products and job functions addressed by the certification.

To become a Microsoft Certified Professional, you must pass rigorous certification exams that provide a valid and reliable measure of technical proficiency and expertise. These exams are designed to test your expertise and ability to perform a role or task with a product, and are developed with the input of professionals in the industry. Questions in the exams reflect how Microsoft products are used in actual organizations, giving them “real-world” relevance.

- Microsoft Certified Professional (MCP) candidates are required to pass one current Microsoft certification exam. Candidates can pass additional Microsoft certification exams to further qualify their skills with other Microsoft products, development tools, or desktop applications.
- Microsoft Certified Solution Developers (MCSDs) are required to pass three core exams and one elective exam. (MCSD for Microsoft .NET candidates are required to pass four core exams and one elective.)
- Microsoft Certified Application Developers (MCADs) are required to pass two core exams and one elective exam in an area of specialization.
- Microsoft Certified Systems Engineers (MCSEs) are required to pass five core exams and two elective exams.
- Microsoft Certified Systems Administrators (MCSAs) are required to pass three core exams and one elective exam that provide a valid and reliable measure of technical proficiency and expertise.
- Microsoft Certified Database Administrators (MCDBAs) are required to pass three core exams and one elective exam that provide a valid and reliable measure of technical proficiency and expertise.
- Microsoft Certified Trainers (MCTs) are required to meet instructional and technical requirements specific to each Microsoft Official Curriculum course they are certified to deliver. The MCT program requires ongoing training to meet the requirements for the annual renewal of certification. For more information about becoming a Microsoft Certified Trainer, visit <http://www.microsoft.com/learning/mcp/mct/> or contact a regional service center near you.

## Technical Support

Every effort has been made to ensure the accuracy of this book and the contents of the companion disc. If you have comments, questions, or ideas regarding this book or the companion disc, please send them to Microsoft Press by using either of the following methods:

E-mail: [tkinput@microsoft.com](mailto:tkinput@microsoft.com)  
Postal Mail: Microsoft Press  
Attn: MCDST Self-Paced Training Kit (Exam 70-271): *Supporting Users and Troubleshooting a Microsoft Windows XP Operating System*, Second Edition, Editor  
One Microsoft Way  
Redmond, WA 98052-6399

For additional support information regarding this book and the CD-ROMs (including answers to commonly asked questions about installation and use), visit the Microsoft Press Technical Support website at <http://www.microsoft.com/learning/support/books/>. To connect directly to the Microsoft Knowledge Base and enter a query, visit <http://support.microsoft.com/search/>. For support information regarding Microsoft software, please connect to <http://support.microsoft.com>.

## Evaluation Edition Software Support

The 120-day evaluation edition provided with this training is not the full retail product and is provided only for the purposes of training and evaluation. Microsoft and Microsoft Technical Support do not support this evaluation edition.



**Caution** The evaluation edition of Microsoft Windows XP Professional Edition included with this book should not be used on a primary work computer. The evaluation edition is unsupported. For online support information relating to the full version of Microsoft Windows XP Professional Edition that *might* also apply to the evaluation edition, you can connect to <http://support.microsoft.com/>.

Information about any issues relating to the use of the evaluation edition with this training kit is posted to the Support section of the Microsoft Press website (<http://www.microsoft.com/learning/support/books/>). For information about ordering the full version of any Microsoft software, please call Microsoft Sales at (800) 426-9400 or visit <http://www.microsoft.com>.



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