

Microsoft Certified Desktop Support Technician (MCDST)

Level 1

MCDST Overview

6m 17s

1.1 What does a MCDST do?

1.2 Questions and Goals

Overview of Main Objectives

21m 24s

2.1 Desktop Management

2.2 Printers & Network Connectivity

2.3 Troubleshooting

The Windows Operating System

6m 38s

3.1 Operating System Features

3.2 Identifying the Operating System

3.3 Workgroups vs. the Active Directory

3.4 Troubleshooting & Troubleshooting Tools

3.5 Computer Management Console

3.6 Safe Mode Tools

3.7 The Recovery Console

3.8 Remote Desktop

3.9 Remote Assistance Tool

Lab - Creating a New User Account

Installing Windows XP

1h 14m 49s

4.1 Hardware Requirements

4.2 BIOS and Upgrade Advisor

4.3 Device Drivers

4.4 Hard Disks

4.5 Creating Partitions

4.6 The Installation Process

4.7 Windows Update

4.8 Multi-boot Installation Considerations

4.9 Resolving Setup Issues

4.10 Transferring User Information

4.11 Unattended Installations

4.12 The Boot Process

4.13 Automated System Recovery

Lab - Automated System Recovery

Level 2

Desktop Management

1h 35m 21s

- 1.1 Types of Accounts
- 1.2 User Profile
- 1.3 Resetting Passwords
- 1.4 Fast User Switching
- 1.5 User Configuration
- 1.6 Smart Menu, Taskbar, Desktop
- 1.7 Folder Views
- 1.8 Accessibility Options
- 1.9 Multilingual Configuration
- 1.10 Security and Local Policy Settings
- 1.11 Protecting an Internet Computer
- 1.12 Configuring Auditing on a Computer
- 1.13 Troubleshooting System Performance
- Lab - Resetting User Accounts

Level 3

File and Folder Access

52m 02s

- 1.1 Changing File Associations
- 1.2 File and Folder Attributes
- 1.3 File Compression
- 1.4 Encrypting File Systems
- 1.5 NTFS Permissions
- 1.6 Shared Folder Permissions
- 1.7 Mapping a Network Drive & Shadow Copy
- 1.8 Offline Files and Folders
- 1.9 File Redirection
- Lab - Managing Simple File Sharing

Level 4

Hardware Issues

42m 18s

- 1.1 Managing Drivers
- 1.2 Storage Devices
- 1.3 Display Devices
- 1.4 Direct X
- 1.5 I/O Devices
- 1.6 ACPI
- Lab - DirectX Diagnostic Tool

Printers

28m 27s

- 2.1 Installing
- 2.2 Updating & Troubleshooting Printers
- 2.3 Printer Permissions

2.4 Redirecting Print Jobs
2.5 Resetting the Printer Spooler
2.6 Auditing Printers
Lab - Restarting the Printer Spooler

Level 5

Network Connectivity 34m 52s

1.1 IP Addressing
1.2 Name Resolution
1.3 Remote Connection Issues
Lab - Name Resolution Tools

Troubleshooting Applications 32m 18s

2.1 DOS Based and WIN16 Based Application
2.2 Troubleshooting WIN32 Based Application
2.3 Troubleshooting Application Compatibility
2.4 Troubleshooting Security Issues
Lab - Enabling Application Compatibility

Level 6

Internet Explorer Configuration 52m 01s

1.1 General Tab
1.2 Security Tab
1.3 Privacy Tab
1.4 Content Tab
1.5 Connections Tab
1.6 Programs Tab
1.7 Advanced Tab
1.8 Customizing

Outlook Express Configuration 26m 28s

2.1 Creating Accounts
2.2 E-mail Configuration
2.3 Troubleshooting E-mail
2.4 Managing Data
2.5 Newsgroups
Lab - Creating Identities

Level 7

Microsoft Office 28m 02s

1.1 Editions and Availability
1.2 Types of Installation

- 1.3 Installation and Activation
- 1.4 Applying Office Updates
- 1.5 Add and Remove Office Components
- 1.6 Repair and Recover Office Applications
- 1.7 Adjusting Macro Security
- 1.8 Troubleshooting
- Lab- Microsoft Office Components

Microsoft Outlook

20m 41s

- 2.1 Creating a Profile
- 2.2 Managing Outlook Data
- 2.3 Troubleshooting
- Tips for Taking the Test