Title:	**MS 70-271 -** Supporting Users and Troubleshooting a Microsoft Windows XP Operating System
Level:	2
Credit value:	3 day course (24 hours) + 6 days other 72 hours.

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Be able to install a Windows Desktop Operating System	1.1 Perform and troubleshoot an attended installation of a Windows XP operating system. 1.2 Perform and troubleshoot an unattended installation of a Windows desktop operating system. 1.3 Upgrade from a previous version of Windows.
2. Be able to manage and troubleshoot Access to Resources	Monitor, manage, and troubleshoot access to files and folders Manage and troubleshoot access to shared folders. Connect to local and network print devices. Manage and troubleshoot access to and synchronization of offline files.
3. Be able to configure and Troubleshoot Hardware Devices and Drivers	Configure and troubleshoot storage devices. Configure and troubleshoot display devices. Configure and troubleshoot Advanced Configuration and Power Interface (ACPI) Configure and troubleshoot I/O devices
Configuring and Troubleshooting the Desktop and User Environments	Configure the user environment Configure support for multiple languages or multiple locations Troubleshoot security settings and local security policy Configure and troubleshoot local user and group accounts. Troubleshoot system startup and user logon problems Monitor and analyze system performance

Troubleshooting Network Protocols and Services	Troubleshoot TCP/IP. Tools include ARP; the Repair utility; connection properties; and the **ping**, **ipconfig**, **pathping**, and **nslookup** commands Troubleshoot name resolution issues Configure and troubleshoot remote connections Configure and troubleshoot Internet Explorer Configure and troubleshoot end-user systems by using remote connectivity tools
Additional information about the unit	
Unit aim(s)	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards (if appropriate)	
Details of the relationship between the unit and other standards or curricula (if appropriate)	
Assessment requirements specified by a sector or regulatory body (if appropriate)	
Endorsement of the unit by a sector or other appropriate body (if required)	
Location of the unit within the subject/sector classification system	
Name of the organisation submitting the unit	
Availability for use	
Availability for delivery	