I. Description of Course:

1. Department/Course: CNET - 161B
2. Title: Desktop Support II - (Supporting Applications)
3. Cross Reference:
4. Units: 2
   - Lec Hrs: 1.5
   - Lab Hrs: 1.5
5. Repeatability: Yes Times:3
6. Grade Options: Letter Grade, May Petition Credit/No Credit (GC)

7. Degree/Applicability:
   - Credit, Degree Applicable, Transferable - CSU (T)

8. General Education:

9. Field Trips: Not Required

10. Requisites:

12. Catalog Description:

   Students in this class will learn how to support end users who run Microsoft Windows XP Professional in a corporate environment or Microsoft Windows XP Home Edition in a home environment. They gain experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications. Students will learn how to resolve operating system issues by telephone, by connecting to an end user's system remotely, or by visiting an end user's desktop. They should have a working knowledge of operating in a workgroup or Active Directory domain environment and how end users are affected by each environment.

13. Class Schedule Description:

   Supporting users and troubleshooting desktop applications on a Windows XP operating system.

14. Counselor Information:

   This is the second of two courses that help to prepare students for Microsoft Certification as a Desktop Support Specialist.

II. Student Learning Outcomes

   The student will:

   1. Configure and troubleshoot applications such as Office, Internet Explorer, and Outlook, configure the operating system to support applications.
   2. Resolve issues related to usability, tasks would include configuring system features and interpreting error messages involving applications like Office, Internet Explorer, and Outlook.
   3. Resolve issues related to application and operating system customization.
   4. Configure and troubleshoot connectivity for applications including identifying and troubleshooting name resolution problems, network adapter problems, remote access issues, firewall configuration, and locally problems with attached devices.
5. Configure application security by identifying and troubleshooting problems related to security permissions, responding to security incidents, and managing application security settings.

III. Course Outline:

A. Introduction to Supporting Users Running Applications on Windows XP - After completing this module, students will be able to explain how to use troubleshooting guidelines and tools to support users running applications on Windows desktops.
   1. Overview of Desktop Application Support
   2. The Windows System Architecture and Desktop Application Support
   3. Troubleshooting Application Installation Issues

B. Troubleshooting Desktop Application Support Issues - after completing this module, students will be able to troubleshoot application compatibility issues and security issues related to applications on client computers that run Windows XP.
   i. Troubleshooting Win32 applications
   ii. Troubleshooting security issues related to applications
   iii. Troubleshooting application compatibility issues
   iv. Troubleshooting MS-DOS-based and Win16 applications

C. Troubleshooting Issues Related to Internet Explorer - after completing this module, students will be able to support Microsoft Internet Explorer.
   Configuring and Troubleshooting General Settings
   Configuring and Troubleshooting Security and Privacy Settings
   Configuring and Troubleshooting Connectivity Settings
   Configuring and Troubleshooting Program Settings

D. Customizing Internet Explorer

E. Troubleshooting Issues Related to Outlook - after completing this module, students will be able to troubleshoot issues related Outlook.
   1. Configuring Outlook to Use Exchange Server
   2. Configuring Outlook Data
   3. Configuring Outlook for Internet E-Mail
   4. Troubleshooting Outlook

F. Troubleshooting Issues Related to Office - after completing this module, students will be able to support Microsoft Office.
   1. Configuring and Troubleshooting an Office Installation
   2. Configuring Office Security
   3. Configuring Office Recoverability
   4. Configuring Office Language Features

G. Troubleshooting Issues Related to Outlook Express - after completing this module, students will be able to support Microsoft Outlook Express.
   1. Configuring Outlook Express for E-Mail
   2. Importing and Exporting Outlook Express Data
   3. Configuring Outlook Express for Newsgroups
4. Configure Outlook Express for e-mail.
5. Troubleshoot issues related to Outlook Express data.

6. Configure Outlook Express for newsgroups.

IV. Course Assignments:
   A. Reading Assignments
      1. Textbook reading assignments
   B. Projects, Activities, and other Assignments
      1. Hands-on Labs:
      2. Lab: Troubleshooting Desktop Application Support Issues
      3. Lab: Troubleshooting Issues Related to Internet Explorer
      4. Lab: Troubleshoot Issues Related to Outlook
      5. Lab: Configuring Issues Related to Office
      6. Lab: Troubleshooting Issues Related to Outlook Express
      7. Lab Import and export Outlook Express data.
      8. Exercise 1: Creating and Formatting a Partition for an Operating System Installation
      9. Exercise 2: Troubleshooting the Boot Process
   C. Writing Assignments

V. Methods of Evaluation/Assessment:
   A. Objective exams
   B. Lab assignments
   C. Performance-based skills assessments

VI. Methods of Instruction:
   A. Lecture
   B. Laboratory
   C. Demonstration

VII. Textbooks:
   Required

   Optional

VIII. Supplies:

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