

Module 1: Introduction to Desktop Application Support

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.

Lessons

- Overview of Desktop Application Support
- Overview of the Windows System Architecture
- Overview of Application Installation

After completing this module, students will be able to:

- Describe the job role of the desktop application support technician and the tools available for troubleshooting applications.
- Explain the importance of the Windows System Architecture as it relates to troubleshooting applications running on Windows desktops.
- Describe the application installation process and the changes on a computer resulting from installing an application.

Module 2: Introduction to Troubleshooting Applications

After completing this module, students will be able to explain the application installation process and basic application troubleshooting techniques.

Lessons

- Troubleshooting MS-DOS-Based and Win16 Applications
- Troubleshooting Win32 Applications
- Troubleshooting Application Compatibility Issues
- Troubleshooting Security Issues Related to Applications

Lab: Troubleshooting Applications

- Troubleshoot applications.
- Troubleshoot application compatibility issues.
- Troubleshoot security issues related to applications.

After completing this module, students will be able to:

- Troubleshoot MS-DOS-based and Win16 applications.
- Troubleshoot Win32 applications.

- Troubleshoot application compatibility issues.
- Troubleshoot security issues related to applications.

Module 3: Supporting Microsoft Internet Explorer

After completing this module, students will be able to support Microsoft Internet Explorer.

Lessons

- Configuring General Settings
- Configuring Security and Privacy Settings
- Configuring Content Settings
- Configuring Connectivity Settings
- Configuring Program and Advanced Settings
- Customizing Internet Explorer

Lab: Supporting Microsoft Internet Explorer

- Troubleshoot Internet Explorer.

After completing this module, students will be able to:

- Configure general settings.
- Configure security and privacy settings.
- Configure content settings.
- Configure connectivity settings.
- Configure program and advanced settings.
- Customize Internet Explorer.

Module 4: Supporting Outlook Express

After completing this module, students will be able to support Microsoft Internet Explorer.

Lessons

- Configuring Outlook Express for Email
- Managing Outlook Express Data
- Configuring Outlook Express for Newsgroups

Lab: Supporting Microsoft Outlook Express

- Troubleshoot Outlook Express.

After completing this module, students will be able to:

- Configure Outlook Express for email.
- Manage Outlook Express data.
- Configure Outlook Express for newsgroups.

Module 5: Supporting Microsoft Office

After completing this module, students will be able to support Microsoft Office.

Lessons

- Introduction to Supporting Microsoft Office
- Supporting Office Installation
- Supporting an Upgrade
- Managing Office Security and Recoverability
- Managing Office Language Features

Lab: Supporting Microsoft Office

- Troubleshoot Microsoft Office.

After completing this module, students will be able to support Microsoft Office. Specifically, students will be able to:

- Explain the Office installation process.
- Support the Office installation process.
- Support an upgrade of Office.
- Manage an existing Office installation.

Module 6: Supporting Microsoft Outlook

After completing this module, students will be able to support Microsoft Outlook.

Lessons

- Configuring Outlook
- Managing Outlook Data
- Troubleshooting Outlook

Lab: Supporting Microsoft Outlook

- Troubleshoot Microsoft Outlook.

After completing this module, students will be able to support Microsoft Office. Specifically, students will be able to:

- Configure Outlook.
- Manage Outlook data.
- Troubleshooting Outlook.

Contact the training coordinator for pricing and details at 613-563-NOVA (6682) Ext:250 Or training@nova-networks.com

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