

Guia de Estudos

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Este é um guia de estudos com o conteúdo para o exame 70-271 e pode ser usado como checklist durante seu treinamento. Para comparar este material com o guia atual acesse o site específico da Microsoft: [Preparation Guide for Exam 70-271](#).

1.0 Installing a Windows Desktop Operating System

Na primeira etapa dos seus estudos você deverá treinar a instalação do Windows XP, seja ela assistida ou Unattended (Não Assistida); deverá também saber alterar a ordem de boot; utilizar o boot remoto via PXE e configurar um Dual Boot. Você deverá saber fazer as configurações básicas de instalação e pós-instalação; lidar com uma atualização de versão do Windows verificando compatibilidade de software e hardware tendo como apoio a HCL (Hardware Compatibility List) e por fim deverá garantir a migração com sucesso dos dados de um usuário de um PC para o outro.

- 1.1** Perform and troubleshoot an attended installation of a Windows XP operating system.
 - Answer end-user questions related to performing an attended installation of a Windows XP operating system.
 - Troubleshoot and complete installations in which an installation does not start. Tasks include configuring the device boot order and ascertaining probable cause of the failure to start.
 - Troubleshoot and complete installations in which an installation fails to complete. Tasks include reviewing setup log files and providing needed files.
 - Perform post installation configuration. Tasks include customizing installations for individual users and applying service packs.
- 1.2** Perform and troubleshoot an unattended installation of a Windows desktop operating system.
 - Answer end-user questions related to performing an unattended installation of a Windows XP operating system. Tasks include starting an installation, answering questions asked by an end user during an installation, and performing post installation tasks.
 - Configure a PC to boot to a network device and start installation of a Windows XP operating system. Tasks include configuring PXE compliant network cards.
 - Perform an installation by using unattended installation files.
- 1.3** Upgrade from a previous version of Windows.
 - Answer end-user questions related to upgrading from a previous version of Windows. Considerations include available upgrade paths and methods for transferring user state data.
 - Verify hardware compatibility for upgrade. Considerations include minimum hardware and system resource requirements.
 - Verify application compatibility for upgrade. Tasks include ascertaining which applications can and cannot run, and using the application compatibility tools.
 - Migrate user state data from an existing PC to a new PC.
 - Install a second instance of an operating system on a computer.

2.0 Managing and Troubleshooting Access to Resources

Na segunda etapa você deve treinar: criar, monitorar, configurar e resolver problemas com arquivos e pastas compartilhadas; permissões NTFS e de criptografia, incluindo também arquivos Offline (Offline Files) e sua sincronização. O tópico fecha com a configuração e solução de problemas de impressoras, sejam elas locais ou de rede.

- 2.1** Monitor, manage, and troubleshoot access to files and folders.
 - Answer end-user questions related to managing and troubleshooting access to files and folders.
 - Monitor, manage, and troubleshoot NTFS file permissions.
 - Manage and troubleshoot simple file sharing.
 - Manage and troubleshoot file encryption.
- 2.2** Manage and troubleshoot access to shared folders.
 - Answer end-user questions related to managing and troubleshooting access to shared folders.
 - Create shared folders.
 - Configure access permission for shared folders on NTFS partitions.
 - Troubleshoot and interpret Access Denied messages.
- 2.3** Connect to local and network print devices.
 - Answer end-user questions related to printing locally.
 - Configure and manage local printing.
 - Answer end-user questions related to network-based printing.
 - Connect to and manage printing to a network-based printer.
- 2.4** Manage and troubleshoot access to and synchronization of offline files.
 - Answer end-user questions related to configuring and synchronizing offline files.
 - Configure and troubleshoot offline files.
 - Configure and troubleshoot offline file synchronization.

3.0 Configuring and Troubleshooting Hardware Devices and Drivers

Na terceira etapa o seu treinamento será com relação a hardware no Windows XP, você deverá saber lidar com partições de discos; com configurações de energia ACPI (Advanced Configuration and Power Interface) e perfis de hardware. Logo você deverá ser capaz de configurar e resolver problemas com dispositivos de CD, DVD, Removíveis (UBS, Flash Cards), de I/O (Entrada e Saída como Mouse, Teclado, etc.) e Vídeo.

- 3.1** Configure and troubleshoot storage devices.
 - Answer end-user questions related to configuring hard disks and partitions or volumes.
 - Manage and troubleshoot disk partitioning.
 - Answer end-user questions related to optical drives such as CD-ROM, CD-RW, DVD, and DVD-R.
 - Configure and troubleshoot removable storage devices such as pen drives, flash drives, and memory cards.
- 3.2** Configure and troubleshoot display devices.
 - Answer end-user questions related to configuring desktop display settings.
 - Configure display devices and display settings.
 - Troubleshoot display device settings.
- 3.3** Configure and troubleshoot Advanced Configuration and Power Interface (ACPI).
 - Answer end-user questions related to configuring ACPI settings.
 - Configure and troubleshoot operating system power settings.
 - Configure and troubleshoot system standby and hibernate settings.
- 3.4** Configure and troubleshoot I/O devices.
 - Answer end-user questions related to configuring I/O devices.
 - Configure and troubleshoot device settings.
 - Configure and troubleshoot device drivers for I/O devices.
 - Configure and troubleshoot hardware profiles.

4.0 Configuring and Troubleshooting the Desktop and User Environments

Chegou a hora de dar suporte à desktops, nesta quarta etapa você deve treinar configurações de ambiente, de barra de tarefas, de acessibilidade; fast-use switching; configurações regionais e de linguagem; configuração e análise de políticas locais de segurança; grupos e usuários locais; problemas de Login local e no domínio; Task Manager e performance do sistema.

- 4.1** Configure the user environment.
 - Answer end-user questions related to configuring the desktop and user environment.
 - Configure and troubleshoot task and toolbar settings.
 - Configure and troubleshoot accessibility options.
 - Configure and troubleshoot pointing device settings.

- Configure and troubleshoot fast-use switching.
- 4.2** Configure support for multiple languages or multiple locations.
 - Answer end-user questions related to regional settings.
 - Configure and troubleshoot regional settings.
 - Answer end-user questions related to language settings.
 - Configure and troubleshoot language settings.
- 4.3** Troubleshoot security settings and local security policy.
 - Answer end-user questions related to security settings.
 - Identify end-user issues caused by local security policies such as Local Security Settings and Security Configuration and Analysis.
 - Identify end-user issues caused by network security policies such as Resultant Set of Policy (RSOP) and Group Policy.
- 4.4** Configure and troubleshoot local user and group accounts.
 - Answer end-user questions related to user accounts.
 - Configure and troubleshoot local user accounts.
 - Answer end-user questions related to local group accounts.
 - Configure and troubleshoot local group accounts. Considerations include rights and permissions.
- 4.5** Troubleshoot system startup and user logon problems.
 - Answer end-user questions related to system startup issues.
 - Troubleshoot system startup problems.
 - Answer end-user questions related to user logon issues.
 - Troubleshoot local user logon issues.
 - Troubleshoot domain user logon issues.
- 4.6** Monitor and analyze system performance.
 - Answer end-user questions related to system performance.
 - Use Help and Support to view and troubleshoot system performance.
 - Use Task Manager to view and troubleshoot system performance.
 - Use the Performance tool to capture system performance information.

5.0 Troubleshooting Network Protocols and Services

Para a quinta e última etapa do treinamento você deverá exercitar a resolução de problemas com protocolos de redes e serviços, portanto configurações TCP/IP, ICF (Internet Connection Firewall), ARP (Address Resolution Protocol), propriedades de conexão e comandos como ping, ipconfig, pathping e nslookup deverão ser muito bem vistos. E ainda resolução de nomes DNS, Netbios, WINS, Lmhosts; configurações do Internet Explorer; Remote Desktop e assistência remota fecham os estudos para este exame.

- 5.1** Troubleshoot TCP/IP. Tools include ARP; the Repair utility; connection properties; and the ping, ipconfig, pathping, and nslookup commands.
 - Answer end-user questions related to configuring TCP/IP settings.
 - Configure and troubleshoot manual TCP/IP configuration.
 - Configure and troubleshoot automated TCP/IP address configuration.
 - Configure and troubleshoot Internet Connection Firewall (ICF) settings such as enable and disable. Considerations include indications of issues related to enabling or disabling ICF.
- 5.2** Troubleshoot name resolution issues.
 - Configure and troubleshoot host name resolution issues on a client computer. Considerations include Hosts files and DNS.
 - Configure and troubleshoot NetBIOS name resolution issues on a client computer. Considerations include Lmhosts files and WINS.
- 5.3** Configure and troubleshoot remote connections.
 - Configure and troubleshoot a remote dialup connection. Tasks include client-side configuration.
 - Configure and troubleshoot a remote connection across the Internet. Tasks include client-side configuration.
- 5.4** Configure and troubleshoot Internet Explorer.
 - Configure and troubleshoot Internet Explorer connections properties.
 - Configure and troubleshoot Internet Explorer security properties.
 - Configure and troubleshoot Internet Explorer general properties.
- 5.5** Configure and troubleshoot end-user systems by using remote connectivity tools.
 - Use Remote Desktop to configure and troubleshoot an end user's desktop.
 - Use Remote Assistance to configure and troubleshoot an end user's desktop.

Tópicos críticos

A seguir 15 tópicos tirados do Guia de Estudos oficial, que não podem de forma alguma passar em branco durante seu treinamento para o exame 70-271. Veja:

01. Instalação e Configuração do Windows XP (incluindo Unattended)
02. Atualização de versões anteriores do Windows para o Windows XP
03. HCL (Hardware Compatibility List)
04. Configurar Arquivos e Pastas compartilhadas
05. Permissões NTFS, Criptografia e Arquivos Offline (Offline Files)
06. Particionamento de Discos
07. Configurações ACPI (Advanced Configuration and Power Interface)
08. Configurações de dispositivos de hardware (CD, DVD, Removíveis, de I/O)
09. Configurações de ambiente e acessibilidade (Desktop)
10. Políticas locais de Segurança, Grupos e Usuários locais
11. Task Manager e performance do sistema
12. Configurações e propriedades do TCP/IP
13. ICF (Internet Connection Firewall)
14. Comandos: ping, ipconfig, pathping e nslookup
15. Internet Explorer, Remote Desktop e assistência remota

Bibliografia

Referências utilizadas na elaboração deste artigo:

1. Microsoft Brasil. www.microsoft.com.br
2. Microsoft. www.microsoft.com

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