

Chapter 1: Windows XP Platform

Windows XP Family	1
Upgrading: Factors to Consider	1
Performance	2
User Accounts and Startup	3-4
New Facilities/Features	5
Hardware and Software Support	6
Plug and Play	6
Device Installation	6
New Hardware Technologies	7
Native Support for DVDs and CDs	8
Application Compatibility	8
COM and Shared DLL Isolation Support	9
New Features/Facilities	10
WebDAV	10
Encrypting the Offline Files Database	10
FAT32 on DVD-RAM	11
NetCrawler - Printer Access	11
Fax Sharing	12
Multimedia	13
Windows Media Player	13
Windows Movie Maker and Digital Photo Support	14
Desktop	15
Windows XP Interface	16
Switching for Multiple Users	16
User Interface	16
Taskbar and Start Menu Properties	17-18
Start Menu - Simple versus Classic View	19
Classic Start Menu - Customize	20
Taskbar	21
Files and Folders	22
System Properties	23-24
Network Connections	25
Network - Enhancements	26
Universal Plug and Play	26
Internet Connection Sharing	27
Home Networking Wizard	27
Internet Connection Firewall	28
Controlled Network Access	28
Control Panel Views	29
Control Panel - Simple View: Expanded	30-33
Other Control Panel Options	34
System Tools	35
Help and Support	36
Help and Support Services Center	37
Remote Assistance	37
Searching for Help Content	38
Support URL for Software Deployment	38
Support Services	39
Help System and Application Framework	40
Automatic Updates	41
Automatic Update - Configuration	42
Automatic Updates: Downloading and Installing	42

MS Windows XP Implementation and Support

Table of Contents

Chapter 3: Installation

Pre-Installation Tasks	1
Hardware Requirements	1
Hardware and Software Compatibility	2
Networking	2
Backing Up the Files	3
Upgrading versus Installing a New Copy	3
Advanced Options - Setup	4
Windows XP Setup	5
New Copy Installation - Clean Install	5-7
Windows XP: Upgrade	8
User and Computer Information	9
Licensing Agreement	9
Product ID	9
Special Options	10
File System Selection	10
Downloading Updated Files	11
System Compatibility Report	12
Regional Settings	13
Personalizing the Software	13
Computer Name and Administrator Password	14
Date and Time Settings	14
Networking Settings	14
Workgroup or Computer Domain	14
Network Identification Wizard	14
Networking Information	15
Workgroup	15
Domain	15
Windows XP Professional: Startup	16
Logging on to Windows XP Professional	16
Creating a User Account	16
RIS: Remote Installation Services	17
Purpose and Function	17
Remote Installation Services: Advantages	18
Remote Installation Services: Disadvantages	19
Files and Settings Transfer Wizard	20
Migrated Settings	20
Wizard Startup on a New Computer	21-22
Wizard Startup on the Old Computer	23
Wizard - Resuming on the New Computer	24
Windows XP - Activation	25
Windows XP Activation: Internet	26-27
Windows XP Activation: Modem	28
Windows XP Activation: Telephone	29

Automatic Updates: Removing to Recover from Problems	43
Restoring Declined Updates	43
Status - Monitoring System Health	44
System Health Statistics	45
Error Reporting	46
Error Reporting: Configuration	46
Error Reporting: Disabling	47
Troubleshooting Tool	48

Chapter 2: Administration Tools and MMC

Administrative Tools	1
Control Panel	1-2
Graphical Administrative Tools	3-4
Windows 2000 Administrative Tools	5
Command Line Utilities	6
Windows 2000 Support Tools	7
Runas Command for Administrative Tasks	8
Command Line Syntax	8
Runas for Starting a Program as an Administrator	9
Situations When Runas Will Not Run	10
MMC: Microsoft Management Console	11
The MMC User Interface	12
How MMC Works	13
MMC Architecture	13
Snap-Ins	14
Tools: Creating from Snap-ins	14
Obtaining Snap-ins	15
Types of Snap-Ins	15
Console Extensibility Mechanisms	16-17
MSC Tool	18
MSC Administrative Tools: Shortcuts and Executables	19-20
Computer Management Console	21
Managing Network Systems	22
Connecting to Other Computers	23
Sending Console Messages	24-25
Exporting Information Lists	26
Computer Management System Tools	27
Computer Management Storage Tools	27
Working with Services and Applications	27
Administrative Tools Comparison	28
Windows 2000/XP Professional Snap-in versus Windows NT Utilities	28
Windows 2000 Server versus Windows NT 4 Server Utilities	29

MS Windows XP Implementation and Support

Table of Contents

Chapter 4: Automated Installation

Unattended Setup	1
Answer File	1
Setup Manager	2
New or Existing Answer File Page	2
Product to Install Page	3
Platform Page	4
User Interaction Level Page	5
Distribution Folder Page	6
General Settings	7
Customize the Software Page	7
Display Settings Page	7
Time Zone Page	8
Product Key Page	9
Network Settings	10
Computer Name Page	10
Administrator Password Page	10
Networking Components Page	11
Workgroup or Domain Page	12
Winn32.exe and Winnt.exe: Using the Answer File	13
Winn32.exe to Run Setup	13
Using Winnt.exe	14
Sysprep	15
Using Sysprep	15-16
Sysprep Components	17
Image Preparation for Disk Duplication	17
Master Installation: Preparation	18-19
Sysprep Command-line Options	20

Chapter 5: Microsoft Networks and Windows XP

Microsoft Networking - Enhancements	1
Directory Services	1
Account Authentication	1
Microsoft Network Environments	2
Peer-to-Peer Network Environment	2
Domain	3
Joining a Workgroup or Domain	4
Network Identification Wizard	4
Windows Workgroup Membership - Changing	5
Manually Joining a Windows Domain	6
Confirming Domain and Workgroup Membership	6
Microsoft Networking Transport Protocols	7
TCP/IP: Protocol of the Internet	7
Windows XP Professional and TCP/IP	8
NWLink: Native Novell NetWare Routable Protocol	9
NetBEUI for Smaller Networks	9
Concurrent Multiple Protocols	9
IP Addresses	10

Subnets, Gateways, and Routers.....	11
Binary Masks.....	12
DNS: Domain Name System.....	13-14
DHCP: Dynamic Host Configuration Protocol.....	15
Benefits of Using DHCP.....	16
How DHCP Works.....	16
DHCP Terminology.....	17-18
WINS: Windows Internet Name Service.....	19
Benefits of Using WINS.....	20
When to Use WINS.....	20
How WINS Works.....	21
TCP/IP Properties and Configuration.....	22-26
TCP/IP Utilities.....	27
ARP.....	27
IPCONFIG Utility.....	28
NBTSTAT Utility.....	29-30
PING Utility.....	31-32
ROUTE Utility.....	33
TRACERT Utility.....	34

Chapter 6: Installing/Configuring Hardware

Hardware.....	1
Device Driver.....	2
Designed for Microsoft Windows XP Logo.....	2
Resource Allocation.....	3
Plug and Play.....	4
Device Installation.....	5
Plug and Play Device: Installation.....	5-6
Non-Plug and Play Device: Installation.....	7-8
Device Manager.....	9
Non-Plug and Play Drivers: Starting and Stopping.....	9
Driver Roll Back.....	10-11
Hardware Problems - Fixing.....	12
Device Status: Viewing.....	12
Device Problem - Diagnosis.....	12
Monitor Flickering.....	13
Modem Testing.....	14
Keyboard Driver - Update.....	15
Keyboard Driver - Uninstall.....	16
Hardware Profiles.....	17
Hardware Profile - Creation.....	17-18
Device - Disablement.....	19

NTFS 5.0: File System Features.....	6
NTFS 4.0 and NTFS 5.0 Features.....	7
NTFS, FAT, and FAT32: Choosing.....	8
Data Compression.....	9
Compressed Directories and Files: Expanding.....	10
Command Line Utilities.....	10
Convert Command.....	11
EFS: Encrypting File System.....	12
User Interaction.....	12
Data Recovery.....	13
Encrypting a Folder or File.....	13
Decrypting a Folder or File.....	15
Encrypted File or Folder: User Perspective.....	15
Encrypted Folder or File: Copying.....	16
File Resource Management.....	17
Sharing File Resources.....	18
Providing Remote Users Access to Resources.....	18
Shared Directory Permissions.....	18
Sharing a Directory.....	19
Computer Management Console - Sharing.....	20
Windows Explorer - Sharing.....	25
Net Share from the Command Prompt.....	26
Default Administrator Shares.....	27
Publishing Shares.....	28
Displaying Default, Hidden, and Other Shares.....	28
Shares - Connecting.....	30
Explorer - Wizard.....	30
NET USE - Command Line.....	31
Security Permissions.....	33
Settings Options for Enabling Security.....	33
Setting Permissions on NTFS Files.....	33
File and Folder Permissions.....	34
File and Folder Permissions Used by Windows XP.....	35
Attributes which Comprise the Permissions.....	36
File Permissions.....	36
Folder Permissions.....	37
Managing Permissions.....	40
Inherited Permissions.....	40
Conflicting Permissions.....	41
Multiple Permissions.....	41
Container Effect.....	42
Copying NTFS Files.....	42
Moving NTFS Files.....	43
Interaction Between User and Group Permissions.....	43
Assigning Permissions.....	44
CACLS: NTFS Permissions Assigning from the Command Line.....	45
Access Control Settings - Auditing.....	46
Access Control Settings - Owner.....	47
Object Management, Ownership, and Inheritance.....	48
Objects and Object Managers.....	48
Object Ownership and Transfer.....	49
Disk Quotas.....	50
Distributed Link Tracking.....	52

Chapter 7: Disk Management

Disk Management: Purpose and Function.....	1-2
Storage Types and Partition Styles.....	3
Basic Disks.....	3
Dynamic Disks.....	4
Partition Styles.....	4
Volumes.....	5
Basic Disks and Volumes.....	5
Dynamic Disks and Volumes.....	6
Dynamic Disks and Dynamic Volumes: Limitations.....	7
Disk Management.....	8
New Disk: Detection.....	8
New Disk - Initialization.....	8
Moving Disks to Another Computer.....	9
Basic Disk: Converting to Dynamic Disk.....	11
Dynamic Disk: Changing to a Basic Disk.....	13
Basic Volume: Management.....	14
Partitions and Logical Drives: Creation.....	14
Basic Volume: Formatting.....	16
Marking a Partition as Active.....	17
Assigning, Changing, or Removing a Drive Letter.....	17
Mounted Drive: Creation.....	19
Dynamic Volume: Management.....	20
Simple Volume: Creation.....	20
Spanned Volume.....	22
Striped Volume: Creation.....	22
RAID-5 Volume: Creation.....	23
Mirrored Volumes.....	24
Duplexing.....	24
Mirrored Volume: Advantages.....	25
Mirrored Volumes: Disadvantages.....	26
Mirrored Volume: Creation.....	26
Mirrored Volume.....	27
Remote Administration.....	28
DiskPart Command.....	29
Disk Defragmenter.....	31
Volume Fragmentation.....	31
Volume: Analysis.....	32
Defragmenting a Volume.....	33
Monitoring Disk Performance with Performance Monitor.....	34

Chapter 8: File Systems / Resource Management

Supported File Systems.....	1
FAT Volumes.....	1
FAT File System and Windows XP.....	3
FAT32 Architecture.....	3
FAT32 Enhancements.....	4
Dual-Boot Personal Computers.....	5
FAT32 Drive Creation.....	5
Technical Support.....	5
NTFS.....	6

Chapter 9: System Troubleshooting

Troubleshooting Steps.....	1
Startup Process.....	2
System and Boot Partitions.....	2
Startup Files.....	3
Environment Variable.....	4
Startup Phases for x86-based Systems.....	5
POST: Power-on Self Test.....	5
Initial Startup Phase.....	6
Boot Loader Phase.....	8
Hardware Phase: Detection and Configure.....	9
Kernel Loading Phase.....	9
Logon Phase.....	12
Plug and Play Device Detection.....	13
Boot.ini Settings.....	14
ARC Path.....	15
Signature() Syntax.....	17
Optional Parameters and Options.....	18
Recovery Console.....	20
Windows XP Distribution CD: Recovery.....	20
Recovery Console: Installing as a Startup Option.....	22
Recovery Console: Disabling Services.....	22
Recovery Console: Restoring the Registry Keys.....	23
System Restore.....	25
System Restore: Access.....	25
System Restore Wizard.....	26
Restore Point: Creation.....	27
Power Management Problems: Resolving on x86-based Systems.....	28
Power Management Problems: Symptoms and their Causes.....	30
Failed Standby: Recovering.....	31
Failed Hibernation: Recovery.....	31

Chapter 10: Desktop Environment

Start Menu Customization.....	1
Start Menu Style.....	1
Start Menu: Adding Selected Items.....	2
Recently Used Document.....	3
File and Folder Options.....	4
Folder - Opening in its Own Window.....	4
Folder Views.....	5
Mouse Clicks Required to Open Items.....	6
File Extension: Associating with a Type.....	6
File Type: Associating with a Program.....	8
Offline Files.....	10
Hidden Files and Folder.....	11
Profiles.....	12
Documents and Settings Folder - Directory Listing.....	14
Group Policy and System Policy Settings.....	15
Group Policy versus System Policy.....	17
System Policy and Group Policy Coexistence.....	18
System Policies and Group Policy Settings - Interaction and Behavior.....	19

Group Policy Settings	21
Multiple Policies	22
Group Policy Objects: Local and Nonlocal	23
Local Group Policy Object	24
Local Group Policy - Editing	26
Scripts	27
Startup/Shutdown Scripts	28
Logon/Logoff Scripts	29
Computer Configuration	30
User Configuration	30
User Profiles and Desktop Setting	31
Desktops in an Active Directory Environment	32
Managed Desktops	33

Chapter 11: Remote Desktop

Remote Desktop - Purpose and Function	1
Remote Desktop Protocol	2
Client Software	2
Remote Desktop Connection	3
Redirection	3-4
Remote Desktop Web Connection	5
Remote Desktop - Deployment	6
Enabling Remote Desktop in Windows XP Professional	6-7
Client Software - Installation	8
Remote Desktop Session - Establishing	9
Remote Desktop Connection	9-12
Remote Desktop Web Connection	13
Troubleshooting Remote Desktop	14-15
Security and Encryption in Remote Desktop	16
Encryption Levels	17
Enabling Password Authentication at Logon Time	17
Disabling Clipboard Redirection	18
Disabling Printer Redirection	18
Disabling File Redirection	18

Chapter 12: Mobile Computing

Microsoft Mobile Computing	1
Features Comparison - Windows XP versus Other Microsoft Operating Systems	2
Mobile Users	3-4
Portable Computing - The Microsoft Way	5-6
Portable Computers - Hardware Management	7
Dynamic Device Configuration	7
Hardware Profile Creation	8
Docking and Undocking	8
Hot Docking and Undocking	9
Cold Docking	9
Power Management - Configuration	10
ACPI Power Management	10
APM Power Management	11

APM BIOS Compatibility - Determination	12-13
APM BIOS Configuration	14
Power Scheme - Configuration	15
Hibernation and Standby - Configuration	16-17
Group Policy Refresh - Configuration	18-19
Battery Configuration - Monitoring and Management	20-21
Power Button, Sleep Button, and Lid Switch Behavior - Configuration	22
Devices to Wake the Computer - Enabling	23-24
Roaming User Profiles - Mobile User Guidelines	25
Roaming User Profiles and Folder Redirection - Configuration	26
Windows XP - New Facilities	27
New Group Policy Settings	27
Fast Network Logon	28
Roaming Profiles	29
Folder Redirection - Combining with Roaming User Profiles	30-31
Offline Files for Portable Computers - Configuration	32
Offline Network Share - Configuration	33
Offline Files Security	34
Offline Files Folder - Management	35
Offline Files - Synchronization	36
Synchronizing Offline Files - Group Policy	36
Scheduled Synchronization - Preventing	37
Enabling Automatic Connection During Scheduled Synchronization	38

Chapter 13: Monitoring Resources and Performance

Windows XP: Optimization Framework	1
Processor Scheduling	1
Memory Management	2
Menu System	3
Applications, Processes, and Services	4-5
Disk Drives	6
Reducing Disk Space Usage	6
Checking for Disk Errors	6
Defragmenting Disks	7
Counters	8
Starting and Quitting	9
Counter Organization	10
System Monitor	10-12
Performance Objects and Counters	13
Counters	14
Multiple Instance Objects	15
System Shortcut Keys and Buttons	16