

Course Specifications

Managing a Microsoft Windows 2000 Network Environment

Course number: 2126

Course length: 5 days

Registration:

CAD & Facilities Services, Inc.
(315) 686.6110
(315) 686.0091 (Fax)
Email: training@cadfs.com

www.cadfs.com

Managing a Microsoft Windows 2000 Network Environment

The goal of this five-day, instructor-led course is to provide the knowledge required by system administrators, network administrators, and IT professionals who implement, manage, and troubleshoot existing network and server environments based on the Microsoft® Windows® 2000 operating system. These skills are generally required in medium to large organizations that maintain 200 to 26,000 user desktops and servers, spanning two to 100 physical locations by using local area networks (LANs) and the Internet or intranets. Additionally, this course provides the skills and knowledge that Microsoft Certified Systems Administrator (MCSA) certification candidates need to prepare for Microsoft Certified Professional Exam 70-218: *Managing a Microsoft Windows 2000 Network Environment*.

Audience

This course is intended for system administrators, network administrators, and IT Professionals who focus on performing desktop and server installation and configuration tasks, and network and operating system management tasks in a Windows environment. The technical support specialist is a secondary audience for this course, because the course deals with troubleshooting tasks, hardware and software installations, configurations, upgrades, and some network and system operations tasks.

At Course Completion

After completing the course, students will be able to:

- Delegate administrative control of an organizational unit.
- Publish and maintain printers and shared folders.
- Install and configure the Domain Name System (DNS) service.
- Identify Active Directory® directory service replication latency issues and resolve conflicts that result from replication.
- Implement Group Policy to centrally manage users and computers.
- Manage users' desktops and software by using Group Policy.
- Implement security settings and account policies by using Group Policy.
- Implement and manage Web-based services in an intranet.
- Implement Remote Access Service (RAS) and manage remote access by using remote access policies.
- Troubleshoot remote access.
- Implement and manage the Dynamic Host Configuration Protocol (DHCP) service.
- Implement name resolution for client computers by using DNS and Windows Internet Name Service (WINS).

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- Troubleshoot client computer startup and user logon problems.

Prerequisites

Before attending this course, students must have:

- Completed Course 2151, *Microsoft Windows 2000 Network and Operating System Essentials*.
- Completed Course 2152, *Implementing Microsoft Windows 2000 Professional and Server*.

Microsoft Certified Professional Exams

This course helps you prepare for Microsoft Certified Professional Exam 70-218: *Managing a Microsoft Windows 2000 Network Environment*.

Student Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

The following software is provided in the student kit:

- Microsoft Windows 2000 Professional (Evaluation copy)
- Microsoft Windows 2000 Advanced Server 120 (Evaluation copy)

Module 1: Introduction to Managing a Windows 2000 Network

The following topics are covered in this module:

- Windows 2000 Network Management Tasks
- Using Active Directory for Centralized Management
- Delegating Administrative Control
- Managing Network Resources

This module provides students with an introduction to administering a Windows 2000 network. The module provides a foundation for the course by introducing the concepts of centralized management and decentralized administration of a Windows 2000 network.

After completing this module, you will be able to describe the methods for administering a Windows 2000 network.

Module 2: Introducing Active Directory

The following topics are covered in this module:

- Overview of Active Directory
- Active Directory Logical Structure
- Active Directory Physical Structure

This module provides students with an introduction to implementing and administering a Windows 2000 network by using Active Directory. The module introduces the concepts of Active Directory and its logical and physical structures. This module also provides an overview of how Active Directory enables the centralized management and decentralized administration.

Module 3: Managing Shared Network Resources

The following topics are covered in this module:

- Introduction to Publishing Resources
- Setting Up and Managing Published Printers
- Implementing Printer Locations

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- Maintaining Printer Resources
- Setting Up and Administering Published Shared Folders
- Monitoring Access to Shared Folders
- Troubleshooting User Access to Network File Resources
- Troubleshooting Published Resources
- Best Practices

This module provides students with the knowledge and skills necessary to publish resources, including shared folders and printers, in Active Directory. Publishing resources makes it easier for users to locate resources on a network, and provides secure and selective publication of network resources to users.

Module 4: Delegating Administrative Control

The following topics are covered in this module:

- Introduction to Delegating Administrative Control
- Controlling Access to Active Directory Objects
- Delegating Administrative Control of Active Directory Objects
- Managing Computer Accounts
- Customizing Microsoft Management Consoles (MMCs)
- Setting Up Taskpads
- Best Practices

This module provides students with the knowledge and skills necessary to manage the permissions and access levels on directory objects and properties in Active Directory. The module also describes how to delegate specific authority over portions of Active Directory to groups of users, without exposing the information in Active Directory to unauthorized access.

Module 5: Managing DNS

The following topics are covered in this module:

- Overview of the DNS Query Process
- Creating Zones
- Configuring Zones
- Configuring DNS Updates
- DNS Name Resolution in Active Directory
- Maintaining and Troubleshooting DNS Servers
- Best Practices

This module provides students with the knowledge and skills necessary to install, configure, and troubleshoot DNS in a Windows 2000 network.

Module 6: Examining Active Directory Replication

The following topics are covered in this module:

- Introduction to Active Directory Replication
- Replication Components and Processes
- Using Sites to Optimize Active Directory Replication
- Identifying Replication Problems by Using Event Viewer
- Backing Up and Restoring Active Directory



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This module provides students with the knowledge and skills necessary to identify Active Directory replication components and the replication process. The module describes how to optimize Active Directory replication, and identify and resolve potential replication conflicts. This module also describes how to back up and restore the Active Directory database and the effects of replication on a restore.

Module 7: Implementing Group Policy

The following topics are covered in this module:

- Group Policy Structure
- Working with Group Policy Objects
- How Group Policy Settings Are Applied in Active Directory
- Modifying Group Policy Inheritance
- Troubleshooting Group Policy
- Best Practices

This module provides students with an introduction to Group Policy in the Windows 2000 operating system, and the general knowledge and skills to implement Group Policy settings. Students will learn about the structure of Group Policy, and how to create and link Group Policy objects (GPOs). This module also explains how Group Policy settings are applied to Active Directory, and how to delegate control of GPOs.

Module 8: Using Group Policy to Manage the Desktop Environment

The following topics are covered in this module:

- Introduction to Managing User Environments
- Using Administrative Templates in Group Policy
- Assigning Scripts by Using Group Policy
- Using Group Policy to Redirect Folders
- Troubleshooting User Environment Management
- Introduction to Managing Software Deployment
- Deploying Software
- Managing Software
- Identifying Solutions to Software Deployment Problems
- Best Practices

This module provides students with the knowledge and skills necessary to use Group Policy to manage user environments, and install, modify, repair, and remove software more efficiently. Students will learn to manage user environments by configuring the Administrative Template settings, using Group Policy to run scripts at designated times, and redirecting folders to a central location. They will also learn how software installation policies take advantage of the Microsoft Windows Installer to deliver software to computers.

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Module 9: Managing Network Security

The following topics are covered in this module:

- Securing the User Environment by Using Group Policy
- Configuring Account Policies by Using Group Policy
- Analyzing Security Log Files to Detect Security Breaches
- Securing the Logon Process
- Examining Service Packs, Hotfixes, and Antivirus Software
- Best Practices

This module provides students with an appreciation of the challenges that are involved in maintaining a secure and reliable system.

Module 10: Managing Web Services

The following topics are covered in this module:

- Overview of Internet Information Services
- Configuring Web Server Properties
- Creating Web Sites and Virtual Directories
- Managing Web Site Content
- Identifying and Configuring User Authentication
- Configuring User Access to Web Pages
- Configuring Web Browsers
- Maintaining a Web Server

This module provides students with knowledge of the purpose and benefits of using Internet Information Services (IIS) 5.0.

Module 11: Configuring Remote Access

The following topics are covered in this module:

- Overview of Remote Access in Windows 2000
- Configuring the Remote Access Server
- Configuring Authentication Protocols
- Configuring Encryption Protocols
- Configuring Routing and Remote Access for DHCP Integration
- Examining Remote Access Policies
- Examining Remote Access Policy Evaluation
- Creating a Remote Access Policy
- Configuring the Remote Access Client
- Best Practices

This module provides students with the knowledge and skills necessary to configure a remote access server and clients in a Windows 2000 network, and to support remote access to a Windows 2000 network through the use of remote access policies and profiles.

Module 12: Implementing and Managing DHCP

The following topics are covered in this module:

- Overview of DHCP

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- Installing the DHCP Service
- Authorizing the DHCP Service
- Creating and Configuring a Scope
- Configuring DHCP in a Routed Network
- Support DHCP
- Best Practices

Module 13: Implementing Name Resolution

The following topics are covered in this module:

- Introduction to Name Resolution
- NetBIOS Name Resolution
- Using WINS for NetBIOS Name Resolution
- Host Name Resolution
- Configuring Name Resolution for Client Computers
- Using DNS for Host Name Resolution
- Troubleshooting Name Resolution
- Best Practices

This module provides students with the knowledge and skills necessary to configure, use, and troubleshoot name resolution. Students will learn what name resolution is and the difference between network basic input/output system (NetBIOS) and Transmission Control Protocol (TCP) host names. They will learn how to configure a computer to use NetBIOS and DNS name resolution services, and how to use Windows utilities to troubleshoot name resolution problems.

Module 14: Troubleshooting Client Computer Startup and User Logon Problems

The following topics are covered in this module:

- The Startup Process for Clients Running Windows 95 and Windows 98
- The Windows NT–Based Startup Process
- Using Advanced Startup Options to Start the Computer
- Using the Last Known Good Configuration to Start the Computer
- Using the Recovery Console
- Troubleshooting the User Logon Process