

# Microsoft Windows 2003 Server Troubleshooting and Disaster Recovery

Course:ET115

## Course Description

This course will provide the deep technical details and skill set you need to successfully troubleshoot Windows 2003 and Windows XP Error. By using a variety of tools and methods to back up data, troubleshoot startup and shutdown problems, and how repair Windows Server 2003 systems. This course will cover the troubleshooting for Windows 2003 Active Directory Services and Windows 2003 Group Policy

## Course Level

Expert

## Who should attend?

IT professionals responsible for system and network support/administration on Windows 2003 System

## Pre-requisites

Good understanding on Windows 2003 Active Directory and Networking

## Course Objectives

- Troubleshooting Windows Boot Process
- Manage and recover patch management
- Troubleshooting System Error (Stop errors)
- Use Tools to Find and Correct Windows Problem
- Backup and Recovery Data
- Troubleshooting DNS Problem
- Troubleshooting and Recovery Active Directory
- Manage and Recovery Group Policy



## Course Outline

### 1. Windows 2003 Diagnostics Tools

Create a troubleshooting plan  
Diagnostics and configuration tools  
Troubleshooting resources

### 2. Troubleshooting Windows Installations

Compatibility list  
Check upgrade only switch  
Tools for automated installations  
Unattended Setups and Setup manager  
Remote Installation Service (RIS)  
Systems Management Server (SMS)  
Unattended installation problems and solutions  
Troubleshooting Remote Installation Service  
Troubleshooting Sysprep

### 3. Troubleshooting the Boot Process

The boot process  
Boot.ini switches  
Advanced boot options  
Safe mode  
Last known good configuration  
Directory services restore mode  
Debugging mode  
Recovery console

### 4. Patch Management

Windows service packs  
Slipstream installation  
Spcheck.exe  
Sperify tool  
Hfnetchk  
Microsoft Baseline Security Analyzer  
Windows Server Update Services

### 5. Troubleshooting System Error Messages

Stop errors  
Debug port information  
Analyzing memory dump files  
Using error reporting  
Using online crash analysis web site  
Using symbol files and debuggers  
Stop message system event log reporting  
Prevent system restarts after a stop message  
Common stop messages  
Remote recover  
Dr Watson

### 6. Windows Tools for Troubleshooting

Device Manager  
Windows File Protection  
Dependency Walker  
Shutdown Event Tracker  
Remote Desktop  
Remote Assistance  
Netdiag  
Ipconfig  
Pathping  
System Monitor

Event Viewer

### 7. Disaster Recovery and Backup

Using Windows Backup  
Using Windows Restore  
To recover data and files  
To recover the registry  
Automated System Recovery  
Setting up for recovery  
System Restore  
Creating system restore points  
Configuring system restore points  
Device Driver Rollback  
Password Reset Disk  
Workgroup  
Domain  
Shadow Copies  
Cluster Services

### 8. Troubleshooting DNS

Overview of Domain Naming System (DNS)  
Conditional forwarding  
Stub zones  
Conditional forwarding vs stub zones  
Understanding aging and scavenging  
Tools to troubleshoot DNS

### 9. Troubleshooting Active Directory

Active Directory Overview  
Logical structure  
Physical structure  
Global Catalog replication tuning  
Replication enhancements  
Raising domain functional levels  
Domain rename tool  
LDAP Tools  
Network monitor  
Netdiag  
Ntdsutil  
ADSIedit  
Identifying LDAP problems  
Domain Controllers issues  
Tools to troubleshoot Active Directory  
Event viewer  
RepAdmin, ReplMon, Dsacls, Netdom  
Kerbray, Kerblist, Dcdiag, Ntdsutil  
Dsastat

### 10. Troubleshooting Group Policy

Group policy overview  
How group policy applied  
Loopback processing  
Resultant Set of Policy (RSOP)  
Group Policy Management Console (GPMC)  
GPupdate  
GPOTool  
GPMonitor

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