

## ***Course Title: Software Installation and Backup (Course A)***

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### **General Course Description**

This course will provide the fundamentals and hands-on experience to identify, install, configure, and upgrade the various software applications that are being utilized at Naval Dental Center Southwest. Topics such as maintenance, file permissions, technical resources, and remote assistance will be discussed. Software installation, Digital Certificates, Service Packs, Security Patches, and utilizing the built-in help features are the main emphasis of this course.

### **Objectives:**

Upon successful completion of this course you will be able to do the following:

1. Install and configure Symantec Client Ant-Virus Software.
2. Install and configure Microsoft Office 2000 Professional.
3. Define the applications that comprises of the office suite.
4. Upgrade to Microsoft Office XP.
5. Locate and use the help index and wizard.
6. Install Internet Explorer security patches and service packs.
7. Download and install Service Packs from Microsoft.
8. Download software hot fixes and patches utilizing Windows update.
9. Configure Java, Security, Favorites, and Digital Certificates.
10. Configure Windows update to "Automatic"
11. Discuss various maintenance tools for Windows operating system.
12. Locate and initiate maintenance utilities.
13. Install DENCAS Remote 2.0, issue, install, import, and export DENCAS certificates.
14. Setup Microsoft Outlook for personal mailbox and folders.
15. Discuss mailbox limits and maintenance procedures.
16. Download, install/upgrade Adobe Reader 6.0.
17. Define, Install, and configure DoD drug program.
18. Define, Install, and configure NAVFIT98A.
19. Capture and Print various errors.
20. Identify and navigate through various on-line technical resources.
21. Explain the use of the Norton Ghost utility.