Help maximize your performance on Exam 70-272, one of two required exams for the Microsoft Desktop Support Technician Certification (MCDST), with this all-in-one training kit. Fully updated for Windows XP Service Pack 2, this kit packs the tools and features exam candidates want most—including in-depth, self-paced training based on final exam content; rigorous, objective-by-objective review; exam tips from an expert, exam-certified author; and a robust testing suite. It also provides real-world scenarios, case studies, and troubleshooting labs for the skills and expertise you can apply to the job. Focusing on building your ability to resolve end-user incident requests about applications running on the Microsoft Windows XP operating system in the corporate or home environment, this official study guide covers configuring and troubleshooting applications, including Microsoft Office programs and Microsoft Internet Explorer; resolving issues related to usability and application customization; configuring and troubleshooting connectivity for applications; and configuring application security features. Ace your exam preparation by working at your own pace through the lessons, hands-on exercises, and practice tests. The flexible, best-of-class test engine on CD-ROM features 425 practice questions. Choose timed or untimed testing mode, generate random tests or focus on discrete objectives or chapters, and get detailed explanations for right and wrong answers—including pointers back to the book for further study. You also get a 120-day evaluation version of Windows XP software and other resources on the CD—making this kit an exceptional value and a great career investment.

My Personal Review:
Last week I passed the 70-271 exam first try (you can read my review for the 70-271 self paced training book).
In few days I studied this 70-272 book (same issues are identical to 70-271) and easily passed the 272 exam with 863.

Now I am MCDST Certified and I must thank this 2 books for that.

Also the Exam Cram 2 series were useful (especially the 70-271), but the tests contained in Exam Cram 272 CD were mostly wrong scored (a lot of questions take your answer as wrong even if you answered right).

On the contrary both the Microsoft Self paced training books and CDs were (and are) very very useful. Keep them because they contain very practical informations.

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