Windows 2000 Professional
Demo Script

Feature	Talking Points	Demo Steps
Easiest Windows Yet		
Introduction	With Windows 2000 Professional, Microsoft has focused on creating a simpler, more intelligent user interface that adapts to the way you work. We have continued to evolve the Windows 95 user interface, and have made numerous refinements with Windows 2000 Professional. There are a number of enhancements that build on customer knowledge, and make existing features more discoverable, as well as some new functionality to make users more productive. This would ensure minimal training for users already familiar with Windows 95. You'll notice throughout the system we have consolidated common tasks, hidden items where appropriate, and focused on consistency across the user interface.	
Cleaner Desktop	One of the first things you will notice is the desktop has become less cluttered. We have consolidated a number of UI components into common areas such as moving the Channel Bar into My Favorites. If we open My Computer, you'll see we have consolidated here as well, putting all of the tools such as Printers and Dial-up Networking connection into the Control Panel so the user only sees their disk drives, and the Control Panel. If I open my local C-drive, you'll also see we have hidden any of the core system files, so the user doesn't inadvertently delete a critical file. These are hidden even if you turn on the option to view all files.	• Double-click on My Computer • Double click on C-Drive
	Technical Presentation: Files that have been tagged as System and Hidden Files are only available via the command prompt, even if you have turned on View All Files. These are what we call "super-hidden files". We can	• Choose Start/Run and type cmd • Type dir /a:h to view hidden files such as ntldr

	access these by going to a command window and typing dir /a:h to view hidden files such as ntldr.	

Folder Button	Some people liked the functionality of Windows Explorer, while others preferred My Computer to view or manipulate their files and network shares. Others used both, but had to launch each separately in order to get the benefits of each. With Windows 2000 Professional, we have consolidated these tasks into one. When I click on the new Folder button on the toolbar, you'll see we can now easily switch between My Computer View and Explorer View based on my needs.	• Click on the Folder button to show switching between My Computer and Explorer view
History Button	We have also expanded the functionality of the popular History button. With earlier versions of Windows, this only showed a history of the web pages I had visited. With Windows 2000 Professional, the History function now tracks the documents you open, and allows you to quickly retrieve files you have worked on in the past.	• Click on the History button • Choose one of the days and hover over a document to show path and file-name
Map Network Drives & Friendly Names for Mapped Network Drives	We have created an easy one-step wizard to help users map network drives. you can now easily map to a network just by choosing Tools, Map Network Drive, and typing in the server and share name. You now also have the ability to give your network shares a Friendly name instead of cryptic or sometimes overly creative server and share name. I can just right click on the network share, choose rename, and type in a more descriptive name such as My Team's Data.	• From My Computer choose Tools, Map Network Drive • Right click on a network share, choose rename • Type in a friendly name like

Control Panel to access everything	As I mentioned earlier, we have consolidated all of the tools into the Control Panel. Think of this as a "toolbox", the one place to access all of the "tools" you may need to configure the system. We have not only placed all of the tools in here as I mentioned before, but we have consolidated some of them, and made it easier to access the hardware settings as well. For example, we used to have two different icons for multimedia and sound. We have consolidated these into one icon in Windows 2000 Professional, and notice you can access the hardware settings via the hardware tab. You will see this throughout the Control Panel.	• Double click on Control Panel • Double click on Sounds and Multimedia • Click on the H/W tab
Administrative Tools	This is also where I can access any Administrative Tools to manage or configure my system. This is different from NTW4 where you accessed the tools off the Start Menu. The Administrative Tools Folder contains the Computer Manager tool, which is the main tool you use to view System, Storage, and Services information. Since the Admin Tools folder is no longer on the Star Menu, a quick way to get to the Computer Manager is to right click on My Computer, and choose Manage.	• Double click on Admin tools folder • Double click on computer Manager • Close down bot Windows • Right click on My Computer and choose Manage

| Personalized Menus | Another area we have made the user interface more intelligent is on the Start Menu. Many people have already benefited from being able to browse web and file system content from one place with the shell improvements that come from Internet Explorer 4.0. Some folks even took advantage of functionality that helped them clean up cluttered Start and Favorites menus by simply re-ordering items in the list, or deleting items all together by right clicking on them and choosing delete. Even though I can easily organize the items, my Start Menu is still often cluttered with applications I don't use that often, and that makes it harder to get to the things I want to use quickly. While I want to know where to find all of my programs, it would be nice to move the applications that I use less often out of the way.

To deal with all that clutter on the Start Menu, we have introduced Personalized Menus that adapt to the way you work. These menus bring the applications you use most often to the top of the list and hide the applications you don't use automatically. | |
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| | When I click on the Start Menu and choose Programs, you will see that Windows 2000 Professional only shows the applications I have used most recently. In this case, I have been using Word and Notepad. My Start Menu is not cluttered with all of the other programs I almost never use. | • Start…
• Programs…
• Point out Word
• Accessories…
• Point out Notepad |

Balloon Tips	Now you may have noticed that a Balloon Tip popped up explaining how I can access my other programs. You will see these throughout the UI to ensure the user can easily discover. Here it tells me to view the rest of my Programs, just click on the double arrow, or chevron.	• Point out Balloon Tip
	When I hover over the double arrow, and it will expose the rest of the menu. Nothing is ever taken away from the user – items that are used rarely are simply hidden until you hover over the double arrow. The items that are used often are raised in order to stand out. If I launch PowerPoint, the next time I go to the Start Menu, PowerPoint will be there because the personalized menu knows that I have used this program recently and makes it easy for me to find and run it again.	• Hover over the double-arrows to bring up hidden programs • Point out that the frequently used programs are raised • Run PowerPoint • Close PowerPoint • Start… Programs… • Point out that PowerPoint is now on the short list of programs
Customizing the Start Menu	Technical Presentation: We have also made the Start Menu easier to configure or customize. For example: To add the Administrative Tools or Logoff command to the Start Menu, choose Start/Settings. Taskbar and Start Menu, and click on the Start Menu Options. Here you can add or turn off different items from you Start Menu such as Administrative Tools, add the Logoff option to your Start Menu, or even turn of Personalized Menus. Technical Presentation: You can also choose to have some of you key Start Menu items expanded such as the Dial-up Networking Folder. This allows you to access these items directly from the Start Menu, without having to open the folder. So If I choose to Expand Network and Dialup Connections, I can easily start a RAS connection.	• Choose Start button/Settings/Taskbar and Start Menu • Click on Start Menu Options Tab • Select Display Admin Tools, Display Logoff, and show Personalized Menus is checked. • Select Expand Network and Dial-up Connections • Close and click on Start/Settings Network and Dialup Connections and show you can access these

Better File Open Dialog Box	Windows 2000 Professional also makes it a lot easier to find the information that I want to work with. Let's go into Notepad, and open a file. You can see that the File Open dialog box has been improved with a set of familiar places down the left hand pane, similar to an Outlook Bar, or Office 2000. I now have shortcuts to my most recently used files and folders, my Desktop, the My Documents folder, and frequently used network shares.	• Start… Programs… Accessories… Notepad • File… Open… • Click on Recent Files in left pane • Resize the dialogue box • Point out enclosing folders in the list • Click on My Documents
AutoComplete	We have also made it easier to find documents in the File/Open dialog. By applying something that was very useful from Internet Explorer - Auto Complete- when typing in a web site name - we can now do with my files as well. When I type in m-u-l, Multiple Language.txt is automatically selected because it is the only file matching this name in this directory.	• Type **mul** and the box will AutoComplete, open this file

Better print dialog box	One action that frustrated me in Windows 95 was when I needed to setup to a new printer. I would never think about needing to change my printers until I actually needed to print something. I would then have to go completely out of my program, find the Printers' Folder, and then add a printer.	
	Well, in Windows 2000 Professional we have solved this problem by allowing you to add new printers from within programs themselves. If I choose Print, I have a list of currently installed printers. I can also add and remove printers directly from here if I need to. When I double click on Add New Printer, this brings up the Add New Printer Wizard, which steps me through adding a printer to my system. This is one of the many new wizards you will find throughout Windows 2000 Professional to make it easier to configure your PC.	• Open a file in Notepad (done in previous demo step) • File… Print • Click on "Add New Printer" • Cancel out of both dialogue boxes • Close Notepad
Consolidated search	As our customers gain better and better access to information, it becomes harder and harder for them to find what they are looking for. In response to this, Windows 2000 Professional has been improved to make searching for information much faster and easier than ever before. We have taken the best of the search view that you may be familiar with from Internet Explorer and brought it to the rest of the file system. Now it is easier for any user to create powerful searches. We can use these check boxes to refine our search and bring back better results the first time. Each box expands to allow more targeted searching.	

	For example, let's go look for pictures on this computer. I can look for files of a specific type – let's look for JPEGs. You see that a list of all of the JPEG's on this machine comes up. What's also new is that now, I can click on one of these and see a preview of the picture right in the search dialogue without ever having to open the file.	• Start… Search • Click on Type… Choose JPEG in drop down box • Hit Search Now • Click on Windows 2000 Professional Logo.jpg (do not open) and it will preview in the top pane. Click on "Windows 2000 Professional Logo.jpg"
Internet Explorer 5.0's Search	We have also taken and consolidated Search. From this single pane, I can not only search for information on my hard drive, but for Computers or Printers or even People on my corporate network, and more importantly, I can also search the Internet. When I click here it takes me a search pane, and I can type in what I would like to search for such as oil. Windows 2000 Professional will automatically choose a search engine and bring back the results-of course I can customize the default search engine if I like. Let's say I didn't like these results, I can click on Next and choose any other search engine, and it will automatically keep oil in the search field, and come back with it's queries.	• Click on Search the Internet • Type in Oil • Click on Next and choose another Search engine
AutoComplete of net shares	Technical Presentation: We have also brought many Internet Explorer functions to the operating system. For example, if I am trying to connect to a network share from the Start Run command, notice that Windows 2000 Professional will go out and enumerate the net shares that match what I am typing in, so I can quickly choose a share and connect to it without having to type in all the information.	
Premier Mobile Platform		
Premier mobile platform	Let's look at some of the new features in Windows 2000	

	Professional that help make it the premier mobile platform for all business users. Windows NT Workstation has historically been viewed as a poor operating system for mobile users because it lacked native support for plug and play and power management. Well, not only do we support those natively in Windows 2000 Professional, we've also added new functionality to make life a bit easier for the road warriors, making Windows 2000 Professional a better mobile platform than even Windows 98. It's now much easier to make connections to dial up networks and to work offline with information you typically use when you are connected to your network. Let's look at what it is like to go on the road with a Windows 2000 Professional laptop.	
Simpler network and dial in connections	Before I go on the road, I need to make sure I have the necessary dial up connections back to my company set up. In the past, we had to go to many different places to create different kinds of network connections. We had one place for remote dial in, or RAS, another for LAN connections, and another for allowing other users to dial in to our machine. With the Network Connections Wizard in Windows 2000 Professional, you can see that I can now manage all of my connections to any network from one place.	
	If I open up the Network Connections folder, you can see that I already have set up LAN, VPN, and remote access connections already. All of these can be managed from one place. Let's go ahead and create the RAS connection I am going to need for my trip.	• My Computer… Network Connections… • Show three types of connections are there • LAN

	I will choose "Make New Connection". You see that we can create any kind of connection we want right from this same dialogue – RAS, LAN, VPN, or letting others dial in to this machine. Let's choose RAS. We now enter our dial in phone number. Let's name this connection "Direct Dial". And we are ready to connect. One of the things I found most difficult about the about connecting before was having to create five or more connectoids just for calling back in to my office. Windows 2000 Professional eliminates this problem by allowing mobile users to specify alternate numbers for each connection. Let's click on properties. If I click alternate, I have a list of numbers that Windows 2000 Professional will rotate through as it tries to dial in. This is just another part of how we made Windows 2000 Professional even simpler to use.	• VPN • Allowing others to dial in to the machine • Make New Connection • Next • Next • Choose Dial Up to private network… Next… • Enter 800-555-1212… • Next… • For all users… • Next… • Type "Direct Dial" to make the name "Direct Dial" • Finish… • Properties… • Alternatives… • Add… • Type 888-555-1234 and a comment • Ok… • "If number fails, try next number"… • Ok… • Click on "Networking" tab • Point out all adapters are in one place • Ok… • Cancel… • Close "Network Connections" folder
Individual Proxy settings per connection	Technical Presentation: Another frustration I had when I was on the road trying to connect to the Internet, or while at home, was alternating between connecting to the web via my company's proxy server and my personal ISP. Since I could only have one proxy setting for all my connections, LAN, RAS, ISP, I had to keep going into my Internet	• Rt click on IE, and choose Properties • Choose Connections • Select Direct Dial, and show Proxy Settings

	connection settings and turning on and off using a proxy server. With Windows 2000 Professional, and IE5 this has changed, because now we have the ability to set individual proxy settings per connection. Notice when I go to my Internet Properties, it lists all of the connections I have created, and I can go into the settings for each, and enable or disable proxy settings. Windows 2000 Professional is also intelligent enough to know which connection I am using, and if I need a proxy server or not.	
Connect to FTP Server via Start/Run of File/Open	Technical Presentation: I also like to browse FTP servers to get information. Often times though, when I look at an FTP server it is difficult to find information since it is typically displayed like an MS-DOS directory. With Windows 2000 Professional, we know give you the ability to display FTP servers as you would any other folder. We enumerate the files and subfolders of the FTP server to make it easier to view and find the information you need.	• Choose Start Run, type ftp.microsoft.com
Easier access to online information when disconnected	I also want to be able to take some documents with me for the flight that typically resides on a network server. Let's see how Windows 2000 Professional makes that easier to do. One of the things that is hard to do right now is to work on shared documents from the network when you are disconnected. Some folks were able to use Briefcase to accomplish this, but it didn't always work the way they expected it to, and they had to work with files offline in one place and online in another place, which made it hard to use. Other users just tried to copy the files they needed while	

	they were connected, make changes when they were on the road, and then copy the files back up to the network. This didn't always work either, because some times they forgot to copy the files, and sometimes the file changed on the network while they were working on it on their laptop, creating a conflict. So we wanted to create a process for using network files offline that was straightforward, integrated with normal usage, and would automatically synchronize the files, your web pages, and even your email when you reconnected to the network.	
	So as I prepare to go on the road, I need to take some files with me. So while I'm still connected to the network, let's double click My Computer and double click on this network drive. This is the location of my files I keep on the network. To make this folder available to me when I'm offline, I just right click on the Keithw folder and can mark this share for offline use by choosing "Make Available Offline". You can see that the Synchronization Manager automatically synchronizes the folder on the server with my machine so that I can work on this file offline. I can make folders, individual files, or entire shares available offline. Now, I also want to make sure that I have some of my favorite web sites available when I go offline. I want MSNBC. You'll see it's very easy to take an item offline. I just click on Favorites… Add to Favorites, and then choose Make Available Offline.	• Open Windows Explorer • Click on mapped network drive for server • Right click on the Keithw folder and choose "Make Available Offline" • Show briefly the folders and file inside Keithw (the file is inside MGS98 folder) • Switch to Internet Explorer • Go to http://www.msnbc.com • Favorites… Add to Favorites… Make Available Offline • Close Internet Explorer
	Now everything is set up and we're ready to hit the road, there is nothing else we have to do. But before we run to the airplane, let's take a look at the Synchronization Manager.	

	This new tool consolidates the synchronization of all of my network information, including web pages, shares, files, and even database information from SQL. Today, you have to go to a different place to manage each one of these, and you have to remember to copy or synchronize almost all of them each time you go on the road. You see I now have a list of all the things that will synchronize when I go offline – files, web pages,. If I click on the Settings button we can decide when the items automatically synchronize when I log on or log off the system. Windows 2000 Professional adds new features that now allow you to also synchronize at scheduled times or during system idle. We can also define what synchronizes over a slow connection. So you if you has just a 28.8 connection, you might only synchronize web pages and not all your offline files which could contain some huge document or spreadsheet. This is a huge benefit to mobile users who do not want to get locked into a long synchronization with their home office. Now, let's go ahead and logoff. You can see that the Synchronization Manager automatically synchronizes as I log off. My web pages, my files, everything I want is coming with me on the laptop.	• Click on Start… Programs… Accessories… Synchronization Manager • Click on Settings • Stay on logon/logoff tab • Click on drop down box and show that you can choose your network connection speed • Make sure the "When I log off my computer" check box is checked • Ok… • Close… • Start… Shutdown… Log off Administrator… Ok… and watch synchronization occur
	Then, let's disconnect ourselves from the network and simulate being on the road. Now we're sitting in our seat on an airplane and we log back on.	• Rt click on the Network icon and choose disconnect

	Then, let's take a look at my offline web pages. I need to tell IE that I am working offline. Then we can go back to my favorites and you can see that anything that I have not chosen to take offline is grayed out. Let's go to MSNBC and see that it is available for me to browse on the plane. I could just have easily downloaded several levels of the site as well. Okay, now let's go ahead and work with some of those files I took offline. You'll see that when I open My Computer, it shows the network share is available, but when I open it, it only shows the folders/files that I have designated to be available when I am offline. Let's go ahead and make a change so we have something to synchronize when we reconnect. Notice you work with shared files offline in the same place you do when you are online.	• Log on • • Later, when the PC again says it can't find the share, hit "Work Offline" (don't wait for this – go ahead with the demo) • Launch Internet Explorer • File… Work offline… • Click on FAVORITES ICON (not menu) • Click on "Links" in the left hand panel • Point out grayed out sites that were not cached for offline access • Browse http://www.msnbc.com • Favorites… Organize Favorites… • Talk through new favorites UI and move items up and down • Open Windows Explorer • Click on mapped network drive for server • Point out that other folders, such as Yusufm, Davef, and Katien, aren't there. Only the ones I decided to take offline are there • Keithw folder… open "Win2000 Plans.txt" document • Make a change – type "customer" at the end of the sentence to say "Delight the customer" • Save document and close Notepad • Close Explorer
	Any change I make while I am offline will be automatically	• Plug in net card cable

	reflected back up to the network share when I reconnect. So, now I am done working offline, I'll plug back into the network.	
	We're now back home after being on the road, and we are connecting back to our server. You'll see that Synchronization Manager pops up automatically and synchronizes the necessary files. Let's open My Computer and open the network drive. Notice the other folders appear and when I open my folder, the document I changed has been reflected on the server. The changes I made are automatically synchronized in the background and everyone now has access to the most current version of the document. If the file on the network was modified while I was on the road, a wizard helps me through the conflict.	- Wait for green light - Right click on the synchronization icon in the system tray and choose reconnect - Point out that Synchronization Manager senses the network and is synchronizing the changes to the network - Open Windows Explorer - Click on mapped network drive for server - Point out that other folders, such as Yusufm, Davef, and Katien, are now there - Open the "Win2000 Plans.txt" file you modified offline and show that the change was reflected to the network

Hibernate	Windows 2000 Professional also natively supports Plug and Play and Power Management in the OS, which means its easy to add devices, and you'll get much longer battery life than you did with Windows NT Workstation 4.0. Power Management also allows you to start your computer faster. One example of this is Hibernate. Hibernate allows me to shut down the machine, and go into a complete low or no battery state, and then automatically brings me back to the desktop I was working on.	
	To setup Hibernate, I need to turn it on from the Control Panel under Power Options. This is where I can customize all of the Power Management Options on the system including when the system will go into stand by when it is plugged in or running on battery power. Let's click on the Hibernate tab, and enable Hibernate support. Notice it has a disk space requirement for Hibernate. Essentially what it is doing is saving or writing all of the RAM you have, so in this case 64MB, to the hard drive. This allows the system to be completely shut off, and enable you to still get back to your working desktop without having to reboot and re start applications.	
	After we say Ok, now when I click on the Start/Shut Down Option, notice in the drop down box I know have the Hibernate option. When I select it, the machine saves the existing state to the hard drive, and the machine is powered down. This allows my battery to last longer, and even if I lost full power by getting unplugged, or switching batteries, When I press the resume key, it will bring me back to the desktop you saw when I powered down. Notice because of Windows 2000 Professionals security model, you do have	

	to log in, in order to access your desktop.	

Best of Windows NT		
Most Reliable Desktop	Windows 2000 Professional continues to build on the traditional strengths of Windows NT such as it's industrial strength reliability, highest level of security, and faster performance.	
Windows Installer	One of the biggest issues customers face today is problems managing DLLs. Often times multiple applications share the same DLLs. When applications are installed, they will replace existing DLLs with their own, thus causing a conflict or a stability problem. When an application is uninstalled, often times it takes a DLL that other applications rely on to function correctly. It is also difficult to install, and uninstall applications, and if an application should become corrupt, then that to is another call to the helpdesk. With the new Windows Installer technology, which is built into Windows 2000 Professional, we help address this problem. The Windows Installer tracks the applications that are installed, what the critical files are for that application, like DLLs and EXEs, and where the application was installed from. This allows applications to self-heal themselves if a file is accidentally deleted or becomes corrupt. Let me give you an example. I have installed Visio on my system, and I installed it using the new Windows Installer technology. Let's say I'm a user who would like to free up some hard disk space, so I am going to go into my Program Files folder, and delete some files. The first thing you notice is that Windows 2000 Professional tries to deter the user from even going into this folder by directing them to the Add/Remove Programs applet in the Control Panel. I'm a smart user, so I click on the Show Files option, and go into the Visio directory and delete the Visio executable, this	

	should free up some disk space. Let's go over to the Recycle Bin, and right click and choose Empty Recycle Bin just to make sure the files are deleted. Let's say it is sometime later, and I really do need to run Visio. Well in previous versions of Windows, if I were to choose Visio from the Start/Programs menu, I would get some sort of error message. With the Windows Installer, the package that I used to install Visio knows what file is missing, and knows where I installed Visio from, so it automatically goes to the install share, and re-installs Visio which enables me to launch the program. All of this without any error messages, or any end-user interaction.	

New User Security Settings	Technical Presentation:	
Encrypted File System	Another key strength of Windows NT is its industrial strength security. Windows 2000 Professional builds on industry standards to provide you with a variety of security options. One new example of this is the Encrypting File System. With NTFS in Windows NT Workstation 4.0, we offered users a secure file system that forces a user to be authenticated in order to access information on the hard drive. We take this one step further with the Encrypting File system to protect data even more from hard drives that are lost or stolen. What I have here is a Kingston DataPak. It is a 520MB spinning hard drive that fits into my PCMCIA slot. I'll just plug it in, and notice it pops up automatically in My Computer. I have formatted this hard drive using NTFS, and because of that, it allows me to go one step further and encrypt data on the hard drive, which I have done for the Keithw Personal folder. If I right click on the folder and choose Properties, then Advanced, you'll see at the bottom that I have chosen Encrypt contents to secure data. This means that no one but who I give rights to can access the files in this folder. For example if I were to lose this hard drive or give it to my friend Dave-he would be denied access. Let's take a look. If I logoff this system, and login as Davef on the local machine, and then try to access the files on the hard drive, notice he gets an Access is denied error message.	
Best of Windows 98		
Support for New Hardware-Infrared Camera	Windows 2000 Professional helps enables a new generation of hardware. With Windows NT Workstation 4.0, we had limited support for most of the new types of devices, such as digital cameras, and scanners. With Windows 2000 Professional we have expanded our support for many of the	

	core devices, and added support for plug and play with new, higher bandwidth devices such as USB and 1394 based-peripherals. We have also spent a lot of time focused on transferring data and information wirelessly, via infrared. Let me give you an example. Here, I have a digital camera from Casio. This camera supports transferring pictures via infrared, rather then dealing with wires or floppy disks. Let me take a picture using the camera, i'll align the camera with the infrared port on this laptop, and then press the transfer button. Notice the picture is automatically transferred into the laptop, i did not have to configure the PC or the camera, it works automatically. The picture is downloaded into the My Pictures folder, which is a new folder we've added under My Documents to store and manipulate graphic images. I can also use infrared to synchronize my Windows CE device, or print to printer without being physically connected to it.	
USB Devices	Another example of new hardware support, is our support for Universal Serial Bus, or USB devices. USB allows me to easily swap devices such as mice, keyboards, video cameras, & scanners. I can even daisy chain up to 127 USB devices together. Another benefit of USB is a single plug type into the computer. No longer do I need to worry about 9-pin or 25-pin, there is one common connection and it supports a higher bandwidth which means data transfer is faster. Here I have an Intel Proshare USB video camera. With USB devices, when we plug the device into the USB port, Windows 2000 Professional automatically recognizes the devices, installs the driver, and it is ready to use. To see if the camera works, I can launch NetMeeting from the Start Programs menu, click on Current Call, and click on Play.	