

10982AC	Supporting and Troubleshooting Windows 10	5 DAYS	SATV : YES
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Course Description

This course provides students with the knowledge and skills that they need to support and troubleshoot Windows 10 PCs and devices in a Windows Server domain environment. Students who take this course must have a good understanding of how to configure Windows 10 and its features, and how they can use these features in enterprise environments. This course focuses on troubleshooting issues with Windows 10 devices.

Course Outline

Module 1: Implementing a Troubleshooting Methodology

- Overview of Windows 10
- Introduction to the EDST Job Role
- Overview of the Troubleshooting Steps
- Troubleshooting Tools

Module 2: Troubleshooting Startup Issues

- Overview of the Windows 10 Startup Recovery Environment
- Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Recovering BitLocker-Protected Drives

Module 3: Troubleshooting Hardware and Device Drivers

- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Monitoring Reliability
- Configuring the Registry

Module 4: Troubleshooting Remote Computers

- Using Remote Desktop
- Using Remote Assistance
- Remoting with Windows PowerShell

Module 5: Resolving Network Connectivity Issues

- Determining Network Settings
- Defining Subnets
- Troubleshooting Network Connectivity
- Troubleshooting Name Resolution
- Caching Application Data

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Module 6: Troubleshooting Group Policy

- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues

Module 7: Troubleshooting User Settings

- Troubleshooting Sign In Issues
- Troubleshooting the Application of User Settings

Module 8: Troubleshooting Remote Connectivity

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess

Module 9: Troubleshooting Resource Access Within a Domain

- Troubleshooting File Permissions Issues
- Recovering Files Encrypted by EFS
- Troubleshooting Printer Access Issues

Module 10: Troubleshooting Resource Access for Non Domain Member Clients

- Configuring and Troubleshooting Device Registration
- Configuring and Troubleshooting Work Folders
- Configuring and Troubleshooting OneDrive Access

Module 11: Troubleshooting Applications

- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Windows Store Apps
- Troubleshooting Access to Company Web Applications

Module 12: Maintaining Windows 10

- Managing and Troubleshooting Windows Activation
- Monitoring and Troubleshooting Performance
- Applying Applications and Windows Updates

Module 13: Recovering Data and Operating System

- File Recovery in Windows 10
- Recovering an Operating System