

10982BC

**Supporting and
Troubleshooting
Windows 10**

5 DAYS

This course is designed to provide students with the knowledge and skills required to support and troubleshoot Windows 10 PCs and devices in a Windows Server domain environment. These skills include understanding of Windows 10 features, how they can be used in an Active Directory environment and how to troubleshoot them.

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 Issues with Network Connectivity Issues

Determining Network Settings
Troubleshooting Network Connectivity
Troubleshooting Name Resolution

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