

5 Days

10982-E: Supporting and Troubleshooting Windows 10

The course enables the participants with the essential skills and knowledge in Windows 10, its features, use in Active Directory Environment, support, and troubleshoot PCs and devices.

Course Objective:

On course completion, you will be able to learn the following:

- Plan and use Windows 10
- Troubleshoot the following in Windows 10:

Startup issues, operating system services, remote devices, network connectivity, client-configuration failures, user settings, remote-connectivity issues, Group Policy Application objects [GPOs], Accessing resources, installation, and operation of application

- Maintain and recover the device running on Windows 10

Course Details

Course Outline

- Module 1: Implementing a Troubleshooting Methodology
- Module 2: Troubleshooting Startup Issues
- Module 3: Troubleshooting Hardware and Device Drivers
- Module 4: Troubleshooting Remote Computers
- Module 5: Resolving Issues with Network Connectivity
- Module 6: Troubleshooting Group Policy
- Module 7: Troubleshooting User Settings
- Module 8: Troubleshooting Remote Connectivity
- Module 9: Troubleshooting Resource Access within a Domain
- Module 10: Troubleshooting Resource Access for Clients That Are Not Domain Members
- Module 11: Troubleshooting Applications
- Module 12: Maintaining Windows 10
- Module 13: Recovering Data and Operating Systems

Who Should Attend

- Enterprise Desktop Support Technician
- IT Professionals who administer and support Windows 10

Pre Requisite

The participating individual must have basic knowledge regarding:

- Fundamentals of networking
- Microsoft Active Directory Domain Services
- Public Key Infrastructure components
- Windows Server 2016 fundamentals

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