## 10982 Supporting and Troubleshooting Windows 10

### Course Overview

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.

### Who Should Attend

The primary audience for this course is the Enterprise Desktop Support Technician (EDST), who provides Tier 2 support to users running Windows 10 personal computers (PCs) and devices in medium to large enterprise organizations, within a Windows domain environment. EDSTs focus on a broad range of technical issues for Windows operating systems (OSs), devices, cloud services, applications, networking, and hardware support. In the overarching scenario, if an Enterprise offers the service, the EDST is asked to support it.

The key responsibilities include resolving technical issues pertaining to Windows 10 installation and migration, activation, performance, profiles, settings; and device synchronization. Some other key responsibilities include local and remote network access; access to applications, access to data and printers; authentication, Endpoint security and policy; OS and data recovery.

### Course Objectives

After completing this course, students will be able to:
- Describe the processes involved in planning and using a troubleshooting methodology for Windows 10.
- Troubleshoot startup issues and operating system services on a Windows 10 PC.
- Resolve issues that pertain to hardware devices and device drivers.
- Troubleshoot Windows 10 devices remotely.
- Troubleshoot issues that pertain to network connectivity.
- Troubleshoot client configuration failures and issues with application of Group Policy Objects.
- Troubleshoot issues related to user settings.
- Troubleshoot remote connectivity issues.
- Resolve issues related to accessing resources from devices that are domain-joined.
- Resolve issues related to accessing resources from devices that are not domain-joined.
- Troubleshoot issues that pertain to application installation and operation.
- Maintain a device running Windows 10.
- Recover a device running Windows 10.

### Course Outline

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Where</th>
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<tbody>
<tr>
<td>02/11/2019</td>
<td>9:00AM - 5:00PM</td>
<td>Online LIVE</td>
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<td>9:00AM - 5:00PM</td>
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</tbody>
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View All Course Dates & Register Today
1 Implementing a Troubleshooting Methodology
Overview of Windows 10
Introduction to the EDST Job Role
Overview of the Troubleshooting Steps
Troubleshooting Tools
Lab : Implementing a Troubleshooting Methodology
Lab : Using Troubleshooting Tools for Windows 10

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

3 Troubleshooting Hardware and Device Drivers
Troubleshooting Device Driver Failures
Overview of Hardware Troubleshooting
Troubleshooting Physical Failures
Monitoring Reliability
Configuring the Registry
Lab : Troubleshooting Device Driver Issues
Lab : Troubleshooting Hardware Issues

4 Troubleshooting Remote Computers
Using Remote Desktop
Using Remote Assistance
Remoting with Windows PowerShell
Lab : Troubleshooting Remote Computer by using Remote Desktop and Remote Assistance
Lab : Troubleshooting Remote Computer by using Windows PowerShell

5 Resolving Network Connectivity Issues
Determining Network Settings
Troubleshooting Network Connectivity Issues
Troubleshooting Name Resolution
Lab : Resolving Network Connectivity Issues
Lab : Resolving Name Resolution Issues

6 Troubleshooting Group Policy
Overview of Group Policy Application
Resolving Client Configuration Failures and GPO Application Issues
Lab : Troubleshooting Group Policy Application Issues
Lab : Resolving Group Policy Issues
Lab : Installing and Sharing a Printer
7 Troubleshooting User Settings
Troubleshooting Sign In Issues
Troubleshooting the Application of User Settings
Lab : Troubleshooting Sign in Problems
Lab : Troubleshooting the Application of User Settings

8 Troubleshooting Remote Connectivity
Troubleshooting VPN Connectivity Issues
Troubleshooting DirectAccess
Lab : Troubleshooting VPN Connectivity
Lab : Configuring and Troubleshooting DirectAccess

9 Troubleshooting Resource Access Within a Domain
Troubleshooting File Permissions Issues
Recovering Files Encrypted by EFS
Troubleshooting Printer Access Issues
Lab : Troubleshooting File Access Issues
Lab : Troubleshooting Access to Encrypted Files
Lab : Troubleshooting Printer Access Issues

10 Troubleshooting Resource Access for Non Domain Member Clients
Configuring and Troubleshooting Device Registration
Configuring and Troubleshooting Work Folders
Configuring and Troubleshooting OneDrive Access
Lab : Troubleshooting Resource Access for Clients that are not Domain Members

11 Troubleshooting Applications
Troubleshooting Desktop App Installation Issues
Troubleshooting Desktop Apps
Managing Windows Store Apps
Troubleshooting Access to Company Web Applications
Lab : Troubleshooting Desktop Apps
Lab : Troubleshooting Access to Company Web Applications

12 Maintaining Windows 10
Managing and Troubleshooting Windows Activation
Monitoring and Troubleshooting Performance
Applying Applications and Windows Updates
Lab : Monitoring and Troubleshooting Performance

13 Recovering Data and Operating System
File Recovery in Windows 10
Recovering an OS
Lab : Recovering Data
Lab : Provisioning Computer to Comply with Company Standards