



# 10982 Supporting and Troubleshooting Windows 10

Course ID#: 1401-617-10-W

35 Hrs

## Course Content

### Course Description:

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.

### 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 related to hardware devices and device drivers.
- Troubleshoot Windows 10 PCs remotely.
- Troubleshoot issues related to network connectivity.
- Troubleshoot client configuration failures and GPO application issues.
- Troubleshoot issues related to user settings.
- Troubleshoot remote connectivity issues.
- Resolve issues related to accessing resources from computers that are domain-joined.
- Resolve issues related to accessing resources from computers that are not domain-joined.
- Troubleshoot issues related to application installation and operation.
- Recover a PC running Windows 10.

### Prerequisites:

Windows Level 1 or equivalent knowledge and general understanding of Windows Servers.

## Topics

### Module 1: Resolving Network connectivity

#### Issues.

#### Lessons

- Determining Network Settings
- Troubleshooting Network Connectivity
- Troubleshooting Name Resolution

### Module 2: Troubleshooting Remote Connectivity

#### Lessons

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess



# 10982 Supporting and Troubleshooting Windows 10

Course ID#: 1401-617-10-W

35 Hrs

## Module 3: Troubleshooting Resource Access Within a Domain

### Lessons

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

## Module 4: Troubleshooting Resource Access for Non Domain Member Clients

### Lessons

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

## Module 5: Troubleshooting Group Policy

### Lessons

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

## Module 6: Troubleshooting Startup Issues

### Lessons

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

## Module 7: Troubleshooting Hardware and Device Drivers

### Lessons

- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting

- Troubleshooting Physical Failures
- Monitoring Reliability
- Configuring the Registry

## Module 8: Troubleshooting Remote Computers

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

## Module 9: Troubleshooting User Settings

### Lessons

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

## Module 10: Implementing a Troubleshooting Methodology

### Lessons

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

## Module 11: Recovering Data and Operating System

### Lessons

- File Recovery in Windows 10
- Recovering an Operating System

## Module 12: Troubleshooting Applications

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



# 10982 Supporting and Troubleshooting Windows 10

Course ID#: 1401-617-10-W

35 Hrs

## Module 13: Maintaining Windows 10

### Lessons

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

Note: Each module has Labs that will go with each Lesson.