Available Dates: **Feb 4-11, Apr 15-19, June 17-21**
Class Length: **5 day**
Cost: **2,795**
Email Computer Visions about this class

Class Outline:

Description:
This five-day instructor-led 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.

Course Outline:
Module 1: Implementing a Troubleshooting Methodology
This module explains the processes involved in establishing and using a troubleshooting methodology. This module also covers various Windows 10 fundamentals, high- level architecture, and often- used troubleshooting tools. It also explains the role of an EDST (Enterprise Desktop Support Technician) in a Windows 10 environment

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

Module 2: Troubleshooting Startup Issues
This module describes how to identify and troubleshoot issues that affect the Windows 10 operating system's ability to start, and how to identify problematic services that run on the operating system. It also describes how to use the Windows 10 advanced troubleshooting tools, collectively known as the Windows Recovery Environment (Windows RE).

Lessons
•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

This module explains how to support users that utilize a multitude of devices that run Windows 10. It describes how an operating system uses device drivers, and how you can troubleshoot hardware devices and device drivers. The module also covers how to monitor the reliability of a Windows 10 device and troubleshoot any issue that might occur.

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

Module 4: Troubleshooting Remote Computers
This module explores three ways in which you can remotely connect to and manage remote computers: Remote Desktop, Windows Remote Assistance, and Windows PowerShell remoting.

Lessons
•Using Remote Desktop
•Using Remote Assistance
•Remoting with Windows PowerShell

Module 5: Resolving Issues with Network Connectivity Issues

This module explains the tools that you can use to set up and troubleshoot both wired and wireless network connections more efficiently. This module also explains how to support your organization's network infrastructure, and how to use these tools to configure and troubleshoot network connections.

Lessons
•Determining Network Settings
•Troubleshooting Network Connectivity
•Troubleshooting Name Resolution

Module 6: Troubleshooting Group Policy
This module provides an overview of the Group Policy application and describes how to resolve issues in client configuration GPO application.

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

Module 7: Troubleshooting User Settings

In this module, you will examine issues that can occur when users sign in, and you will also learn about how to troubleshoot the application of user settings.

Lessons
•Troubleshooting Sign In Issues
•Troubleshooting the Application of User Settings

Module 8: Troubleshooting Remote Connectivity
This module explains the virtual private network (VPN) and DirectAccess technologies, describes the common problems with their implementation and usage, and provides several possible mitigations for those problems.

Lessons
•Troubleshooting VPN Connectivity Issues
•Troubleshooting DirectAccess

Module 9: Troubleshooting Resource Access Within a Domain

This module explains how to resolve problems related to resource access from computers that are domain members. It explains how to troubleshoot file permission issues, encrypting file system (EFS) issues and printer access issues.

Lessons
•Troubleshooting File Permissions Issues
•Recovering Files Encrypted by EFS
•Troubleshooting Printer Access Issues

Module 10: Troubleshooting Resource Access for Clients That Are Not Domain Members

This module explains how to resolve problems related to resource access from computers that are not domain members.

Lessons
•Configuring and Troubleshooting Work Folders
•Configuring and Troubleshooting OneDrive Access

Module 11: Troubleshooting Applications

Windows 10 supports installation and use of two types of applications: desktop apps, and Universal Windows apps. This module examines these two types of applications, and the issues—including application compatibility issues—that affect a user's ability to install and run them. This module also covers how users can resolve web browser–related issues, specifically issues associated with both Microsoft Internet Explorer and Microsoft Edge.

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

Module 12: Maintaining Windows 10

Once the Windows 10 operating system is activated on your computers, you must establish procedures to monitor their performance and ensure that they remain up-to-date with the latest operating system updates and security fixes. This module discusses how to provide for the ongoing maintenance of Windows 10 operating systems.

Lessons
•Managing and Troubleshooting Windows Activation
•Monitoring and Troubleshooting Computer Performance
•Applying Applications and Windows Updates

Module 13: Recovering Data and Operating System

This module explains how to use file recovery and troubleshoot deleted files. It also covers how to recover a Windows 10 computer.

Lessons
•File Recovery in Windows 10
•Recovering an Operating System