

Supporting Windows 10

A 5 day **Hands on** training 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.



Key outcomes

By the end of the course delegates will be able to:

- ✓ Troubleshoot startup issues and operating system services on a Windows 10 PC.
- ✓ Troubleshoot issues related to network connectivity.
- ✓ Troubleshoot client configuration failures and GPO application issues.
- ✓ Troubleshoot issues related to application installation and operation.
- ✓ Recover a PC running Windows 10.



Training Approach

This structured course uses Instructor Led Training to provide the best possible learning experience. Small class sizes ensure students benefit from our engaging and interactive style of teaching with delegates encouraged to ask questions throughout the course. Quizzes follow each major section allowing checking of learning. Hands on sessions are used throughout to allow delegates to consolidate their new skills.



Details

Who will benefit?

Anyone supporting users running Windows 10 personal computers within a medium to large enterprise.

Prerequisites

None

Duration: 5 days

Overall rating:



Generic Training



Generic training compliments product specific courses covering the complete picture of all relevant devices including the protocols "on the wire".

"Friendly environment with expert teaching that teaches the why before the how."
G.C. Fasthosts

Small Class Sizes



We limit our maximum class size to 8 delegates; often we have less than this. This ensures optimal interactivity between delegates and instructor.

"Excellent course. The small class size was a great benefit..."
M.B. IBM

Hands On Training



The majority of our courses use hands on sessions to reinforce the theory.

"Not many courses have practice added to it. Normally just the theoretical stuff is covered."
J.W. Vodafone

Our Courseware



We write our own courses; courseware does not just consist of slides and our slides are diagrams not bullet point text.

"Comprehensive materials that made the course easy to follow and will be used as a reference point."
V.B. Rockwell Collins

Customise Your Course



Please contact us if you would like a course to be customised to meet your specific requirements. Have the course your way.

"I was very impressed by the combination of practical and theory. Very informative. Friendly approachable environment, lots of hands on."
S.R. Qinetiq

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Course Content

Implementing a Troubleshooting Methodology

Overview of Windows 10, Introduction to the EDST Job Role, Overview of the Troubleshooting Steps & Tools.

Lab: Implementing a Troubleshooting Methodology.

Lab: Using Troubleshooting Tools for Windows 10.

Troubleshooting Startup Issues

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

Lab: Troubleshooting Startup Issues.

Lab: Recovering BitLocker-Encrypted Drives, Creating a New BitLocker Password.

Troubleshooting Hardware and Device Drivers

Troubleshooting Device Driver Failures & Physical Failures, Overview of Hardware Troubleshooting, Monitoring Reliability, Configuring the Registry.

Lab: Troubleshooting Device Driver Issues, Resolving Hardware Issues, Adding a Missing Device Driver to a Driver Store, Reverting a Problematic Device Driver.

Lab: Troubleshooting Hardware Issues, Diagnosing Memory, Troubleshooting and Repairing Failed Disk Redundancy Synchronizing Settings, Accessing Data on a Foreign Volume.

Troubleshooting Remote Computers

Using Remote Desktop and 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.

Resolving Network Connectivity Issues

Determining Network Settings, Troubleshooting Network Connectivity Issues, Troubleshooting Name Resolution.

Lab: Resolving Network Connectivity Issues.

Lab: Resolving Name Resolution Issues.

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.

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, Resolving Folder Redirection Problem, Resolving Roaming User Profile Problem.

Troubleshooting Remote Connectivity

Troubleshooting VPN Connectivity Issues & DirectAccess.

Lab : Troubleshooting VPN Connectivity

Lab : Configuring and Troubleshooting DirectAccess Configuring and Verifying, DirectAccess Client-Side Settings, Troubleshooting DirectAccess.

Troubleshooting Resource Access Within a Domain & 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

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. Troubleshooting Device Registration, Work Folders and OneDrive for Business.

Troubleshooting Applications

Troubleshooting Desktop App Installation Issues, Desktop Apps, Managing Windows Store Apps, Troubleshooting Access to Company Web Applications.

Lab : Troubleshooting Desktop Apps, AppLocker Policy Application & Application Compatibility issue.

Lab : Troubleshooting Access to Company Web Applications, Internet Explorer Issue & Microsoft Edge.

Maintaining Windows 10

Managing & Troubleshooting Windows Activation, Troubleshooting Performance, Applying Applications.

Lab : Monitoring and Troubleshooting Performance

Recovering Data and Operating System

File Recovery in Windows 10, Recovering an OS.

Lab : Recovering Data, Recovering Data from Azure Backup, Recovering Deleted File by Using File History.

Lab : Provisioning Computer to Comply with Company Standards, Provision Computer to Comply with Company Standards.

