



Course 10982B

Supporting & Troubleshooting Windows 10

Course Length : 40 Hours
Professional Series : 5 Days
Academic Series : 6 Weeks

Module 1: Implementing a Troubleshooting Methodology

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

Module 2: Troubleshooting Startup Issues

- 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

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

Module 4: Troubleshooting Remote Computers

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

Module 5: Resolving Issues with Network Connectivity Issues

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

Module 6: Troubleshooting Group Policy

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

Module 7: Troubleshooting User Settings

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

Module 8: Troubleshooting Remote Connectivity

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess

Module 9: Troubleshooting Resource Access Within a Domain

- 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

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

Module 11: Troubleshooting Applications

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

Module 12: Maintaining Windows 10

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

Module 13: Recovering Data and Operating System

- File Recovery in Windows 10
- Recovering an Operating System

www.onwire.pk

