

40 HORAS

INTRODUCTION

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.

AUDIENCE

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.

The secondary audience for this course are IT professionals who administer and support Windows 10 desktops, devices, users, and associated network and security resources. Students who seek certification in the following exams will also benefit from this course:

- 70-697, Configuring Windows Devices
- 70-698, Installing and Configuring Windows 10

AT COURSE COMPLETION

After completing this course, students will be able to:

- Describe the processes for planning and using a Windows 10 troubleshooting methodology.
- Troubleshoot startup issues and operating system services on a Windows 10 device.
- 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 (GPOs).

- Troubleshoot issues related to user settings.
- Troubleshoot remote-connectivity issues.
- Resolve issues that pertain to accessing resources from devices that are domain-joined.
- Resolve issues that pertain to accessing resources from devices that are not domain-joined.
- Troubleshoot issues that pertain to application installation and operation.
- Maintain a device that is running Windows 10.
- Recover a device that is running Windows 10.

PREREQUISITES

Before attending this course, students must have:

- Networking fundamentals, including Transmission Control Protocol /Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Domain Name System (DNS).
- Microsoft Active Directory Domain Services (AD DS) principles.
- Understanding of the Public Key Infrastructure (PKI) components.
- Windows Server 2012 R2 fundamentals.

Microsoft Windows Client essentials; for example, experience with Windows 10 or knowledge from the courses 20697-1 and 20697-2.

COURSE OUTLINE

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

- 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 Issues with Printer Access

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

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

Module 11: Troubleshooting Applications

- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Universal Windows 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