

Supporting and Troubleshooting Windows 10

Target 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 70-697, Windows 10 Configuring exam will also benefit from this course.

Estimated Time to Completion: 3 weeks

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.

Technology areas:

- Operating System

Course Delivery: Instructor-led

Course Outline

- Implementing a Troubleshooting Methodology
- Troubleshooting Startup Issues
- Troubleshooting Hardware and Device Drivers
- Troubleshooting Remote Computers
- Resolving Issues with Network Connectivity Issues
- Troubleshooting Group Policy
- Troubleshooting User Settings
- Troubleshooting Remote Connectivity
- Troubleshooting Resource Access Within a Domain
- Troubleshooting Resource Access for Clients That Are Not Domain Members
- Troubleshooting Applications
- Maintaining Windows 10
- Recovering Data and Operating System