

Supporting and Troubleshooting Windows 10



Purpose of the training

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.



Benefits of completing the training

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.



Expected Listener Preparation

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 2016 fundamentals.

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

To increase the comfort of work and training's effectiveness we suggest using an additional monitor. The lack of additional monitor does not exclude participation in the training, however, it significantly influences the comfort of work during classes.



Training Language

- **Training:** English
- **Materials:** English



Training Includes

- manual in electronic form available on the platform: <https://www.altkomakademia.pl/>
- access to Altkom Akademia's student portal



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Training agenda

1. Implementing a Troubleshooting Methodology
 - Overview of Windows 10
 - Introduction to the **EDST** Job Role
 - Overview of Troubleshooting Steps
 - Troubleshooting Tools
2. Troubleshooting Startup Issues
 - Overview of the Windows 10 Startup Recovery Environment
 - Troubleshooting Startup Settings
 - Troubleshooting Operating System Service Issues
 - Recovering BitLocker-Protected Drives
3. Troubleshooting Hardware and Device Drivers
 - Troubleshooting Device Drivers Failures
 - Overview of Hardware Troubleshooting
 - Troubleshooting Physical Failures
 - Monitoring Reliability
 - Configuring the Registry
4. Troubleshooting Remote Computers
 - Using Remote Desktop
 - Using Remote Assistance
 - Remoting with Windows **PowerShell**
5. Resolving Issues with Network Connectivity.
 - Determining Network Settings
 - Troubleshooting Network Connectivity
 - Troubleshooting Name Resolution
6. Troubleshooting Group Policy.
 - Overview of **Group Policy Application**
 - Resolving Client-Configuration Failures and GPO Application Issues
7. Troubleshooting User Settings
 - Troubleshooting Sign-In Issues
 - Troubleshooting the Application of User Settings
8. Troubleshooting Remote Connectivity
 - Troubleshooting Issues with VPN Connectivity
 - Troubleshooting DirectAccess
9. Troubleshooting Resource Access within a Domain
 - Troubleshooting File Permissions Issues

- Recovering Files Encrypted by EFS
- Troubleshooting Issues with Printer Access
- 10. Troubleshooting Resource Access for Clients That Are Not Domain Members
 - Configuring and Troubleshooting Work Folders
 - Configuring and Troubleshooting OneDrive Access
- 11. Troubleshooting Applications
 - Troubleshooting Desktop App Installation Issues
 - Troubleshooting Desktop Apps
 - Managing Universal Windows Apps
 - Troubleshooting Access to Company Web Applications
- 12. Maintaining Windows 10
 - Managing and Troubleshooting Windows Activation
 - Monitoring and Troubleshooting Computer Performance
 - Applying Applications and Windows Updates
- 13. Recovering Data and Operating Systems.
 - File Recovery in Windows 10
 - Recovering an Operating System