

## COURSE OVERVIEW:

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Supporting and Troubleshooting Windows 10 (M10982) is a 5-day course 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.

## PREREQUISITES:

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The knowledge and skills that a learner should have before attending this course are as follows:

- 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 OBJECTIVES:

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Upon completing this course, the learner will be able to meet these overall objectives:

- Describe the processes involved in planning and using a troubleshooting methodology for Windows 10.
- Troubleshoot startup issues and operating system services on a Windows 10 PC.
- 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.
- Troubleshoot issues related to user settings.
- Troubleshoot remote connectivity issues.
- Resolve issues related to accessing resources from devices that are domain-joined.
- Resolve issues related to accessing resources from devices that are not domain-joined.



# Supporting and Troubleshooting Windows 10 (M10982)

- Troubleshoot issues that pertain to application installation and operation.
- Maintain a device running Windows 10.
- Recover a device running Windows 10.

## WHO SHOULD ATTEND:

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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.

## COURSE OUTLINE:

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### 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



# Supporting and Troubleshooting Windows 10 (M10982)

- 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

# Supporting and Troubleshooting Windows 10 (M10982)

- 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

## **Module 13: Recovering Data and Operating System**

### **LAB OUTLINE:**

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- Implementing a Troubleshooting Methodology
- Using Troubleshooting Tools
- Troubleshooting Startup Issues
- Recovering BitLocker-Encrypted Drives
- Troubleshooting Device Driver Issues
- Troubleshooting Hardware Issues
- Troubleshooting Remote Computer by using Remote Desktop and Remote Assistance
- Troubleshooting Remote Computer by Using Windows PowerShell
- Resolving Network Connectivity Issues
- Troubleshooting Issues with Group Policy Application
- Resolving Issues with Group Policy
- Troubleshooting Sign in Problems
- Troubleshooting the Application of User Settings
- Troubleshooting VPN Connectivity



# Supporting and Troubleshooting Windows 10 (M10982)

- Configuring and Troubleshooting DirectAccess
- Troubleshooting File Access Issues
- Troubleshooting Access to Encrypted Files
- Troubleshooting Printer Issues
- Troubleshooting Resource Access for Clients That Are Not Domain Members
- Troubleshooting Desktop Apps
- Troubleshooting Access to Company Web Applications
- Monitoring and Troubleshooting Performance
- Recovering Data
- Provisioning Computer to Comply with Company Standards