# Troubleshooting Windows 10

The following course is an equivalent of withdrawn MS 10982 "Supporting and Troubleshooting Windows 10 course.

## Purpose of the training

The training is addressed to people responsible for supporting Microsoft Windows 10 users, mainly in corporate environment based on Active Directory (AD).
It is also aimed at Administrators and HelpDesk employees whose task is installing, configuring, updating, and optimizing, as well as Client systems' maintenance.
It may also be addressed for the people who would like to gain extra knowledge enabling them to freely navigate settings and communication in Microsoft Windows 10.
The training will allow to acquire additional knowledge useful during Modern Desktop Administrator Associate certification process.

## Benefits of completing the training

- gaining knowledge from Windows 10 troubleshooting methodologies
- acquaintance with general suggestions and troubleshooting procedure, typical tools and situations
- gaining practical skills related to analysing, diagnosing and solving wide range of various problems
- acquaintance with problems related to system launch and recovery
- gaining knowledge of administration and events related to drivers, as well as network connection
- gaining an ability to recognize and react to incidents related to group policies, applications and access to resources

The course provides participants with typical tasks for people responsible for Windows 10 support, troubleshooting methods and tools. It also allows to gain skills of solving problems with Windows 10 launch and recovery, as well as configuring register. The training acquaints also with recovery procedure concerning problems with services, drivers, and hardware. Moreover, the course familiarizes with suggested steps when issues concern network connection, Active Directory group policies, as well as VPN remote connection. It also allows to acquire knowledge related to recognizing and reacting to problems with resources and applications.

## Expected Listener Preparation

- Basic experience in administering Windows Server and Client systems, Active Directory.
- Fundamental knowledge of using Windows PowerShell commands.
- Knowledge of TCP/IP network functioning.
- Fundamental knowledge of DNS, DHCP, VPN network services

## Training Language

- Training: English
- Materials: English

## Training Includes

* digital materials available at:  https://www.altkomakademia.pl/
* access to Altkom Akademia student portal

Training method:
- theory
- demos
- individual laboratories
- 50% theory
- 50% practice

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## Training agenda

1. Introduction

- Training information
- Training agenda
- Laboratory environment

2. Deploying troubleshooting methodologies

- Windows 10 review
- Introduction to Support Technician role
- Review of troubleshooting steps
- Troubleshooting tools

3. Troubleshooting launch process

- Windows 10 launch recovery environment
- System register
- Troubleshooting launch settings
- BitLocker protected disks recovery
- Laboratory

4. Performing system recovery

- Troubleshooting operational system services
- Computer recovery
- Laboratory

5. Troubleshooting hardware and device drivers

- Troubleshooting device drivers
- Troubleshooting hardware
- Laboratory

6. Windows 10 administration

- Review of administration tools
- Windows PowerShell
- Remote communication with the use of Windows PowerShell
- Provisioning administration bundles
- Laboratory

7. Troubleshooting network connection

- Specifying network settings
- Troubleshooting network connections
- Troubleshooting label recognition
- Laboratory

8. Troubleshooting group policies

- Discussing group policy actions and appliances
- Troubleshooting group policies
- Laboratory

9. Configuring and troubleshooting user settings

- Troubleshooting log-in process
- Troubleshooting the use of user settings

- Laboratory
10. Troubleshooting remote connection
    - Trobuleshooting VPN remote access
    - Laboratory
11. Troubleshooting access to resources
    - Troubleshooting file authorizations
    - Troubleshooting access to printer
    - Windows 10 file recovery
    - Laboratory
12. Troubleshooting applications
    - Troubleshooting desktop applications
    - Managing universal applications
    - Laboratory