



MS 10982: Supporting and Troubleshooting Windows 10

Duration: Instructor-led classroom-delivery learning model with structured hands on activities – 35 hours (5 day)

Course Description:

This five-day 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.

Target Audience:

The primary audience for this five- day 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.

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 2016 fundamentals.
- Microsoft Windows Client essentials; for example, experience with Windows 10 or knowledge from the courses 20697-1 and 20697-2.

Upon successful completion of this course, students will be able to:

- 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 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.
- 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.
- 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.



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Course Outline

I. Implementing a Troubleshooting Methodology

- A. Overview of Windows 10
- B. Introduction to the EDST Job Role
- C. Overview of the Troubleshooting Steps
- D. Troubleshooting Tools

II. Troubleshooting Startup Issues

- A. Overview of the Windows 10 Startup Recovery Environment
- B. Troubleshooting Startup Settings
- C. Troubleshooting Operating System Services Issues
- D. Recovering BitLocker-Protected Drives

III. Performing System Recovery

- A. Troubleshooting Operating System Service Issues
- B. Recovering a Computer

IV. Troubleshooting Hardware and Device Drivers

- C. Troubleshooting Device Driver Failures
- D. Overview of Hardware Troubleshooting

V. Administering Windows 10

- A. Overview of Administration Tools
- B. Using Remote Desktop
- C. Introduction to Windows PowerShell
- D. Using Remote Assistance
- E. Remoting with Windows PowerShell

VI. Resolving Issues with Network Connectivity Issues

- A. Determining Network Settings
- B. Troubleshooting Network Connectivity
- C. Troubleshooting Name Resolution

VII. Troubleshooting Group Policy

- A. Overview of Group Policy Application
- B. Resolving Client-Configuration Failures and GPO Application Issues

VIII. Configuring and Troubleshooting User Settings

- A. Troubleshooting Sign In Issues
- B. Troubleshooting the Application of User Settings

IX. Troubleshooting Remote Connectivity

- A. Overview of Remote Access
- B. Troubleshooting VPN Connectivity Issues

X. Configuring and Troubleshooting Resource Access

- A. Troubleshooting File Permissions Issues
- B. Troubleshooting Issues with Printer Access
- C. Configuring and Troubleshooting File Synchronization
- D. Performing File Recovery in Windows 10

XI. Troubleshooting Applications

- A. Troubleshooting Desktop App Installation Issues
- B. Troubleshooting Desktop Apps
- C. Managing Universal Windows Apps

XII. Maintaining Windows 10

- A. Monitoring and Troubleshooting Computer Performance
- B. Applying Applications and Windows Updates