SCANDINAVIAN ACADEMY
For Training and Development

Course: Supporting and Troubleshooting Windows 10

Code	City	Hotel	Start	End	Price	Language - Hours
270	Bucharest (Romania)	Hotel Meeting Room	2025-09-15	2025-09-19	4950 €	En - 25

Course Overview

This course is designed to provide students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment.

Who Should Attend

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. 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 Objectives

After completing 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 PC. Resolve issues related to hardware devices and device drivers. Troubleshoot Windows 10 PCs remotely. Troubleshoot issues related to network connectivity. Troubleshoot client

configuration failures and GPO application issues. Troubleshoot issues related to user settings. Troubleshoot remote connectivity issues. Resolve issues related to accessing resources from computers that are domain-joined. Resolve issues related to accessing resources from computers that are not domain-joined. Troubleshoot issues related to application installation and operation. Recover a PC running Windows 10.

Course Outline

Implementing a Troubleshooting Methodology

- Overview of Windows 10
- Introduction to the EDST Job Role
- Overview of the Troubleshooting Steps
- Troubleshooting Tools
- Lab : Implementing a Troubleshooting Methodology
- Lab : Using Troubleshooting Tools for Windows 10

Troubleshooting Startup Issues

- Overview of the Windows 10 Startup Recovery Environment
- Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Recovering BitLocker-Protected Drives
- Lab : Troubleshooting Startup Issues
- Lab : Recovering BitLocker-Encrypted Drives

Troubleshooting Hardware and Device Drivers

- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Monitoring Reliability

- Configuring the Registry
- Lab : Troubleshooting Device Driver Issues
- Lab : Troubleshooting Hardware Issues

Troubleshooting Remote Computers

- Using Remote Desktop
- Using Remote Assistance
- Remoting with Windows PowerShell
- Lab : Troubleshooting Remote Computer by using Remote Desktop and Remote Assistance
- Lab : Troubleshooting Remote Computer by using Windows PowerShell

Resolving Network Connectivity Issues

- Determining Network Settings
- Troubleshooting Network Connectivity Issues
- Troubleshooting Name Resolution
- Lab : Resolving Network Connectivity Issues
- Lab : Resolving Name Resolution Issues

Troubleshooting Group Policy

- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues
- Lab : Troubleshooting Group Policy Application Issues
- Lab : Resolving Group Policy Issues
- Lab : Installing and Sharing a Printer

Troubleshooting User Settings

- Troubleshooting Sign In Issues
- Troubleshooting the Application of User Settings

- Lab : Troubleshooting Sign in Problems
- Lab : Troubleshooting the Application of User Settings

Troubleshooting Remote Connectivity

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess
- Lab : Troubleshooting VPN Connectivity
- Lab : Configuring and Troubleshooting DirectAccess

Troubleshooting Resource Access Within a Domain

- Troubleshooting File Permissions Issues
- Recovering Files Encrypted by EFS
- Troubleshooting Printer Access Issues
- Lab : Troubleshooting File Access Issues
- Lab : Troubleshooting Access to Encrypted Files
- Lab : Troubleshooting Printer Access Issues

Troubleshooting Resource Access for Non Domain Member Clients

- Configuring and Troubleshooting Device Registration
- Configuring and Troubleshooting Work Folders
- Configuring and Troubleshooting OneDrive Access
- Lab : Troubleshooting Resource Access for Clients that are not Domain Members

Troubleshooting Applications

- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Windows Store Apps
- Troubleshooting Access to Company Web Applications
- Lab : Troubleshooting Desktop Apps

- Lab : Troubleshooting Access to Company Web Applications

Maintaining Windows 10

- Managing and Troubleshooting Windows Activation
- Monitoring and Troubleshooting Performance
- Applying Applications and Windows Updates
- Lab : Monitoring and Troubleshooting Performance

Recovering Data and Operating System

- File Recovery in Windows 10
- Recovering an OS
- Lab : Recovering Data
- Lab : Provisioning Computer to Comply with Company Standards

The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**
    - We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.
- **Scientific Assessment:**
    - We evaluate trainees skills before and after the course to ensure their progress.
- **Brainstorming and Interaction:**
    - We encourage active participation through brainstorming sessions and applying concepts through role play.
- **Practical Cases:**
    - We provide practical cases that align with the scientific content and the participants specific needs.
- **Examinations:**
    - Tests are conducted at the end of the program to assess knowledge retention.
- **Educational Materials:**
    - We provide both printed and digital scientific and practical materials to participants.
- **Attendance and Final Result Reports:**
    - We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.
- **Professionals and Experts:**
    - The programs scientific content is prepared by the best professors and trainers in various fields.
- **Professional Completion Certificate:**
    - Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.
- **Program Timings:**
    - Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.