

Course 10982:

# Supporting and Troubleshooting Windows 10

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 [Course details](#)

## **Course Outline**

### **Module 1: Resolving Network Connectivity Issues**

This module explains the tools that you can use to set up and troubleshoot both wired and wireless network connections more efficiently. This module also explains how to support your organization's network infrastructure, and how to use these tools to configure and troubleshoot network connections.

#### **Lessons**

- Determining Network Settings
- Troubleshooting Network Connectivity
- Troubleshooting Name Resolution

### **Lab : Resolving Network Connectivity Issues**

- Resolving a Network Problem (1)
- Resolving a Network Problem (2)
- Troubleshooting a Wireless Network

After completing this module, students will be able to:

- [Determine network settings in Windows 10.](#)<sup>[K1]</sup>
- Troubleshoot issues with network connectivity.
- Troubleshoot issues with name resolution.

<sup>[K1]</sup>Updated

### **Module 2: Troubleshooting Remote Connectivity**

This module explains these technologies, describes common problems with their implementation and usage, and provides several possible mitigations for those problems.

#### **Lessons**

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess

### **Lab : Troubleshooting VPN Connectivity**

- Troubleshooting VPN Connectivity (1)
- Troubleshooting VPN Connectivity (2)
- Prepare the DirectAccess Implementation

- Configuring and Verifying DirectAccess Client-Side Settings
- Troubleshooting DirectAccess

### **Lab : Configuring and Troubleshooting DirectAccess**

- Troubleshooting VPN Connectivity (1)
- Troubleshooting VPN Connectivity (2)
- Prepare the DirectAccess Implementation
- Configuring and Verifying DirectAccess Client-Side Settings
- Troubleshooting DirectAccess |

After completing this module, students will be able to:

[Troubleshoot virtual private network \(VPN\) connectivity issues.](#)

Configure and troubleshoot DirectAccess.

### **Module 3: Troubleshooting Resource Access Within a Domain**

This module explains how to resolve problems of resource access from computers that are domain members. It explains how to troubleshoot file permission issues, encrypting file system (EFS) and printer access issues.

#### **Lessons**

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

- Resolving a File Access Issue (1)
- Resolving a File Access Issue (2)
- Resolving a File-Access Issue (3)
- Encrypting and Recovering Access to Encrypted Files
- Resolving a Printer Access Issue (1)
- Resolving a Printer Access Issue (2)

### **Lab : Troubleshooting Printer Issues**

- Resolving a File Access Issue (1)
- Resolving a File Access Issue (2)
- Resolving a File-Access Issue (3)
- Encrypting and Recovering Access to Encrypted Files
- Resolving a Printer Access Issue (1)
- Resolving a Printer Access Issue (2)

### **Lab : Troubleshooting Access to Encrypted Files**

- Resolving a File Access Issue (1)
- Resolving a File Access Issue (2)
- Resolving a File-Access Issue (3)
- Encrypting and Recovering Access to Encrypted Files
- Resolving a Printer Access Issue (1)
- Resolving a Printer Access Issue (2)

After completing this module, students will be able to:

- Troubleshoot issues with file permissions.
- Troubleshoot issues with file access.
- Recover files encrypted by Encrypting File System (EFS).
- Troubleshoot access to encrypted files.
- Troubleshoot issues with accessing printers.

### **Module 4: Troubleshooting Resource Access for Non Domain Member Clients**

This module explains how to enable students to resolve problems of resource access from computers that are not domain-joined.

## **LESSONS**

- 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 Device Registration
- Troubleshooting Work Folders 1
- Troubleshooting Work Folders 2
- Troubleshooting OneDrive for Business

After completing this module, students will be able to:

- [Configure the Device Registration feature.](#)
- Configure and troubleshoot the Work Folders feature.
- Configure and troubleshoot access to Microsoft OneDrive.

Module 5: Troubleshooting Group Policy

This module provides an overview of the Group Policy application and describes how to resolve issues in client configuration GPO application.

### **Lessons**

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

### **Lab : Troubleshooting Group Policy Application Issues**

- Resolving Group Policy Application (1)
- Resolving Group Policy Application (2)
- Resolving Group Policy Application (3)
- Resolving Group Policy Application (1)

### **Lab : Resolving Group Policy Issues**

- Resolving Group Policy Application (1)
- Resolving Group Policy Application (2)
- Resolving Group Policy Application (3)
- Resolving Group Policy Application (1)

After completing this module, students will be able to:

- Understand Group Policy application.
- Troubleshoot Group Policy application.
- Resolve client configuration failures and GPO application.

## **Module 6: Troubleshooting Startup Issues**

This module describes how to identify and troubleshoot issues that affect the Windows 10 operating system's ability to start, and how to identify problematic services that run on the operating system. It also describes how to use the Windows 10 advanced troubleshooting tools, collectively known as the Windows Recovery Environment (Windows RE).

### **Lessons**

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

### **Lab : Troubleshooting Startup Issues**

- Resolving a Startup Problem (1)
- Resolving a Startup Problem (2)
- Recovering a BitLocker-Encrypted Drive
- Creating a New BitLocker Password

### **Lab : Recovering BitLocker-Encrypted Drives**

- Resolving a Startup Problem (1)
- Resolving a Startup Problem (2)
- Recovering a BitLocker-Encrypted Drive
- Creating a New BitLocker Password

After completing this module, students will be able to:

- Describe the Windows 10 startup architecture.
- Optimize and troubleshoot startup settings.
- Troubleshoot Windows 10 operating system services.
- Recover drives encrypted with Windows BitLocker Drive Encryption.

### **Module 7: Troubleshooting Hardware and Device Drivers**

This module explains how to support users that utilize a multitude of devices that run Windows 10. It will also describe how an operating system uses device drivers, and how you can troubleshoot hardware devices and device drivers. The module also covers how to monitor the reliability of a Windows 10 device and troubleshoot any issue that might occur.

#### **Lessons**

- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Monitoring Reliability
- Configuring the Registry

#### **Lab : Troubleshooting Device Driver Issues**

- Troubleshooting a Missing Device Driver
- Resolving Hardware Problems
- Resolving Device Driver Problem

- Configuring Group Policy Settings to Control Device Installation
- Diagnosing Memory and Troubleshooting Failed Disk Redundancy
- Accessing a Volume from a Failed Computer

### **Lab : Troubleshooting Hardware Issues**

- Troubleshooting a Missing Device Driver
- Resolving Hardware Problems
- Resolving Device Driver Problem
- Configuring Group Policy Settings to Control Device Installation
- Diagnosing Memory and Troubleshooting Failed Disk Redundancy
- Accessing a Volume from a Failed Computer

After completing this module, students will be able to:

- Troubleshoot hardware device drivers.
- Describe the process of troubleshooting hardware.
- Troubleshoot physical hardware failures.
- Monitor the reliability of Windows 10 devices.
- Configure the Windows 10 registry.

### **Module 8: Troubleshooting Remote Computers**

This module explores three ways in which you can remotely connect to and manage remote computers: Remote Desktop, Windows Remote Assistance, and Windows PowerShell remoting.

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