MS10982 - Supporting and Troubleshooting Windows 10

Microsoft - Windows 10 - Sistemistica

Durata:	Lingue:	Certificazione:
5 Giorni	**Italiano**	**-**

Descrizione del corso

This is a 5-day ILT course that 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.

Programma

Implementing a Troubleshooting Methodology

- Overview of Windows 10
- Introduction to the EDST Job Role
- Overview of the Troubleshooting Steps
- Troubleshooting Tools

Troubleshooting Startup Issues

- Overview of the Windows 10 Startup Recovery Environment
- Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Recovering BitLocker-Protected Drives
- Troubleshooting Hardware and Device Drivers
- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures

- Monitoring Reliabilità
- Configuring the Registry

Troubleshooting Remote Computers

- Using Remote Desktop
- Using Remote Assistance
- Remoting with Windows PowerShell

Resolving Network Connectivity Issues

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

Troubleshooting Group Policy

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

Troubleshooting User Settings

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

Troubleshooting Remote Connectivity

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess

Troubleshooting Resource Access Within a Domain

- Troubleshooting File Permissions Issues
- Recovering Files Encrypted by EFS
- 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

Troubleshooting Applications

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

Maintaining Windows 10

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

Recovering Data and Operating System

- File Recovery in Windows 10
- Recovering an OS