

Scandinavian Academy Training Center

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Course: Supporting and Troubleshooting Windows 10

Code	City	hotel	Start	End	price	Language - Hours
IT-270SA	Alula	Hotel Meeting	2027-09-12	2027-09-16	10950 SR	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 Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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