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# Computer Visions Course Outline

## Get What You Want

We offer highly customizable group training courses: desktop applications, web development, networking & operating systems, technical certification, professional development & skills, help desk.

## Get It When & Where You Want It

All Computer Visions courses are available for presentation on-site or off-site for your convenience. We can roll out any combination of courses at one or more locations anywhere in the United States, according to your requirements and time table. Just let us know and we'll work with you!

## Corporate Training Solutions

Corporations look to us to train their employees. Why? Because our proven training methods have increased employee proficiency and productivity. We assign one person to each of our corporate clients to ensure quality service, and we also offer extranet Web registration, management, reporting and billing for all clients. Simplicity, quality and outstanding service are our hallmarks.

## #10982: Supporting & Troubleshooting Windows 10

### Description:

This five-day instructor-led 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.

### Course Outline:

#### Module 1: Implementing a Troubleshooting Methodology

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

#### Module 2: Troubleshooting Startup Issues

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

#### Module 3: Troubleshooting Hardware and Device Drivers

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

#### Module 4: Troubleshooting Remote Computers

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

#### Module 5: Resolving Issues with Network Connectivity Issues

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

### **Consulting Solutions**

Consulting is about trust, service and accountability. Our consulting division is one of the fastest-growing around. Why? Clients trust us to provide excellent service and expertise. Visit our consulting section for more information.

### **Classroom and Computer Rentals**

Need space and equipment to conduct specialized presentations or classes? We can help. With our world class classrooms and state of the art projection and presentation equipment, we take care of the details so you can have a successful presentation.

#### **Module 6: Troubleshooting Group Policy**

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

#### **Module 7: Troubleshooting User Settings**

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

#### **Module 8: Troubleshooting Remote Connectivity**

- Troubleshooting VPN Connectivity Issues
- Troubleshooting DirectAccess

#### **Module 9: Troubleshooting Resource Access Within a Domain**

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

#### **Module 10: Troubleshooting Resource Access for Clients That Are Not Domain Members**

- Configuring and Troubleshooting Work Folders
- Configuring and Troubleshooting OneDrive Access

#### **Module 11: Troubleshooting Applications**

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

#### **Module 12: Maintaining Windows 10**

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

#### **Module 13: Recovering Data and Operating System**

- File Recovery in Windows 10
- Recovering an Operating System