

Supporting and Troubleshooting Windows 10 HOLQ3S (10982)

HPE course number	HOLQ3S
Course length	5 days
Delivery mode	ILT
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This 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.

Why HPE Education Services?

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Audience

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. EDSTs focus on a broad range of technical issues for Windows Operating Systems (OSs), devices, cloud services, applications, networking, and hardware support. In the overarching scenario, if an Enterprise offers the service, the EDST is asked to support it.

The key responsibilities include resolving technical issues pertaining to Windows 10 installation and migration, activation, performance, profiles, settings, and device synchronization. Some other key responsibilities include local and remote network access, access to applications, access to data and printers, authentication, Endpoint security and policy, OS and data recovery.

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.

Prerequisites

Before attending this course, students must have:

- Networking fundamentals, including Transmission Control Protocol/Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Domain Name System (DNS)
- Microsoft Active Directory Domain Services (AD DS) principles
- Understanding of the Public Key Infrastructure (PKI) components
- Windows Server 2012 R2 fundamentals
- Microsoft Windows Client essentials; for example, experience with Windows 10 or knowledge from the courses 20697-1 and 20697-2

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

Detailed course outline

Module 1: Implementing a troubleshooting methodology	This module explains how to describe the processes involved in establishing and using a troubleshooting methodology. Module also covers various Windows 10 fundamentals, high-level architecture, and often used troubleshooting tools.
Module 2: Troubleshooting startup issues	This module explains how to enable students to troubleshoot startup issues and OS services on a computer with Windows 10 installed. This module introduces potential problems that can cause startup issues in Windows 10. It also provides an overview of the Windows startup process, including the Windows Recovery Environment (Windows RE) and Boot Configuration Data (BCD).
Module 3: Troubleshooting hardware and device drivers	This module explains how to enable students to resolve issues related to device drivers and hardware devices.
Module 4: Troubleshooting remote computers	This module covers how to troubleshoot a remote Windows 10 computer by using Remote Desktop (RD), Windows Remote Assistance, and Windows PowerShell remoting.
Module 5: Resolving network connectivity issues	This module explains how to identify network settings and troubleshoot issues related to network connectivity in wired and wireless networks, IPv4 and IPv6 connectivity, and name resolution.
Module 6: Troubleshooting group policy	This module provides an overview of the Group Policy application and describes how to resolve issues in client configuration GPO application.
Module 7: Troubleshooting user settings	This module explains the cause of sign in problems in order to detect the issues and how to troubleshoot them.
Module 8: Troubleshooting remote connectivity	This module explains how to troubleshoot remote connectivity issues when a Virtual Private Network (VPN) or DirectAccess is used.
Module 9: 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.
Module 10: 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.
Module 11: Troubleshooting applications	This module explains how to troubleshoot application installation issues and problems in the desktop and Windows store apps.
Module 12: Maintaining Windows 10	This module explains how to troubleshoot activation issues and performance issues in Windows 10. It also explains how to apply and troubleshoot Windows updates.
Module 13: Recovering data and operating system	This module explains how to use file recovery and troubleshoot deleted files. It also covers how to recover a Windows 10 computer.

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