

# Supporting and Troubleshooting Windows 10, On Demand 10982

---

Seminar	Zurzeit keine Termine	Teilnahmebescheinigung
E-Learning	40 Unterrichtseinheiten	

---

Seminarnummer: 29417 | Herstellernummer: OD10982

Stand: 06.05.2026. Alle aktuellen Informationen finden Sie unter <https://akademie.tuv.com/s/29417>

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. Details zu MOC On Demand Trainings finden Sie unter den Hinweisen weiter unten.

## Nutzen

In dieser MOC on Demand Version ist eine originale MOC Unterlage in digitaler Form enthalten.

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.

# Zielgruppe

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.

# Voraussetzungen

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.

# Inhalte des Seminars

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.

Lessons

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

Lab : Using Troubleshooting Tools

Lab : Implementing a Troubleshooting Methodology

Module 2:

Troubleshooting Startup Issues This module describes how to identify and troubleshoot issues that affect the Windows 10 operating systems 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

Lab : Recovering BitLocker-Encrypted Drives

#### Module 3:

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

Lab : Troubleshooting Hardware Issues

#### Module 4:

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.

#### Lessons

- 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

## Module 5:

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 organizations 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

## 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.

### Lessons

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

Lab : Troubleshooting Group Policy Application Issues

Lab : Resolving Group Policy Issues

## Module 7:

Troubleshooting User Settings In this module, you will examine issues that can occur when users sign in, and you will also learn about how to troubleshoot the application of user settings.

### Lessons

- Troubleshooting Sign In Issues
- Troubleshooting t

## Wichtige Hinweise

MOC On Demand Trainings sind original Microsoft Trainings, in denen Sie zeit- und ortsungebunden lernen können. Diese Trainings enthalten:

- Zugang zum offiziellen Microsoft Video on Demand Kurs für 90 Tage ab dem ersten Zugriff.
- Einen Lab-Online-Zugang für praktische Übungen, der ab Kauf 6 Monate gültig ist.
- Eine originale MOC Schulungsunterlage in digitaler Form, wie sie auch in den Live-Trainings eingesetzt wird.

Weitere Details entnehmen Sie unserer MOC On Demand Landingpage unter [www.tuv.com/Microsoft](http://www.tuv.com/Microsoft)

# Terminübersicht und Buchung

Buchen Sie Ihren Wunschtermin jetzt direkt online unter <https://akademie.tuv.com/s/29417> und profitieren Sie von diesen Vorteilen:

- Schneller Buchungsvorgang
- Persönliches Kundenkonto
- Gleichzeitige Buchung für mehrere Teilnehmer:innen

Alternativ können Sie das Bestellformular verwenden, um via Fax oder E-Mail zu bestellen.