

# Supporting and Troubleshooting Windows 10 (10982)

- **Formato do curso:** Presencial
- **Preço:** 1670€
- **Nível:** Intermédio
- **Duração:** 35 horas

Este curso está desenhado para preparar o formando com conhecimentos de resolução de problemas em computadores e dispositivos Windows 10 em ambientes de Microsoft Active Directory Domain Services.

## Destinatários

- Técnicos de suporte de sistemas operativos cliente, em que as responsabilidades consistem em:
  - Resolução de problemas de instalação e migração;
  - Resolução de problemas de ativação;
  - Resolução de problemas de desempenho;
  - Resolução de problemas de perfis de utilizador;
  - Resolução de problemas de definições;
  - Resolução de problemas de sincronização de dispositivos;
  - Resolução de problemas de rede;
  - Resolução de problemas de arranque do Windows: BCD, MBR e GPT;
  - Resolução de problemas a acesso local e remoto;
  - Resolução de problemas a acesso aplicações;
  - Resolução de problemas a pastas partilhadas e impressoras;
  - Resolução de problemas a autenticação e autorização;
  - Resolução de problemas de GPO;
  - Recuperação de ficheiros e sistema operativo.
- Utilizadores de Windows 10 em ambiente empresarial;
- Formandos que pretendem fazer o exame de certificação 70-697.

## Pré-requisitos

- Fundamentos de Redes de Computador: TCP/IP, UDP e DNS;
- Fundamentos de Microsoft Active Directory Domain Services;
- Fundamentos de Public Key Infrastructure (PKI);
- Fundamentos de Windows Server 2012 R2;
- Fundamentos de utilização do Windows 10 provenientes dos cursos 20697-1 e 20697-2.

---

## Objectivos

Planear, descrever, aplicar e documentar metodologias de resolução de problemas do Windows 10;

- Resolução de problemas de instalação e migração;
- Resolução de problemas de ativação;
- Resolução de problemas de desempenho;
- Resolução de problemas de perfis de utilizador;
- Resolução de problemas de definições;
- Resolução de problemas de sincronização de dispositivos;
- Resolução de problemas de rede;
- Resolução de problemas de arranque do Windows: BCD, MBR e GPT;
- Resolução de problemas a acesso local e remoto;
- Resolução de problemas a acesso aplicações;
- Resolução de problemas a pastas partilhadas e impressoras;
- Resolução de problemas a autenticação e autorização;
- Resolução de problemas de GPO;
- Recuperação de ficheiros e sistema operativo.

---

## Metodologia

Pode assistir a este curso de forma:

- Presencial
- [MOC On-demand](#)

---

## Programa

**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. After completing this module, students will be able to:

- Describe Windows 10.
- Understand the EDST job role.
- Describe troubleshooting steps.
- Describe troubleshooting tools.

**Troubleshooting Startup Issues** This module describes how to identify and troubleshoot issues that affect the Windows 10 operating system's 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). After completing this module, students will be able

to:

- Describe the Windows 10 startup architecture.
- Optimize and troubleshoot startup settings.
- Troubleshoot Windows 10 operating system services.
- Recover drives encrypted with Windows BitLocker Drive Encryption.

**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. After completing this module, students will be able to:

- Troubleshoot hardware device drivers.
- Describe the process of troubleshooting hardware.
- Troubleshoot physical hardware failures.
- Monitor the reliability of Windows 10 devices.
- Configure the Windows 10 registry.

**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. After completing this module, students will be able to:

- Use Remote Desktop to manage remote computers.
- Use Windows Remote Assistance to manage remote computers.
- Use Windows PowerShell remoting to manage remote computers.

**Resolving Issues with 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 organization's network infrastructure, and how to use these tools to configure and troubleshoot network connections. After completing this module, students will be able to:

- Determine network settings in Windows 10.
- Troubleshoot issues with network connectivity.
- Troubleshoot issues with name resolution.

**Troubleshooting Group Policy** This module provides an overview of the Group Policy application and describes how to resolve issues in client configuration GPO application. After completing this module, students will be able to:

- Understand Group Policy application.
- Troubleshoot Group Policy application.
- Resolve client configuration failures and GPO application.

**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. After completing this module, students will be able to:

- Troubleshoot user sign-in issues.
- Troubleshoot the correct application of user settings.

**Troubleshooting Remote Connectivity** This module explains these technologies, describes common problems with their implementation and usage, and provides several possible mitigations for those problems. After completing this module, students will be able to:

- Troubleshoot virtual private network (VPN) connectivity issues.
- Configure and troubleshoot DirectAccess.

**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. After completing this module, students will be able to:

- Troubleshoot issues with file permissions.
- Troubleshoot issues with file access.
- Recover files encrypted by Encrypting File System (EFS).
- Troubleshoot access to encrypted files.
- Troubleshoot issues with accessing printers.

**Troubleshooting Resource Access for Clients That Are Not Domain Members** This module explains how to enable students to resolve problems of resource access from computers that are not domain-joined. After completing this module, students will be able to:

- Configure the Device Registration feature.
- Configure and troubleshoot the Work Folders feature.
- Configure and troubleshoot access to Microsoft OneDrive.

**Troubleshooting Applications** This module examines the issues, including application compatibility issues that affect a user's ability to install and run these two types of applications. This module also covers how users can resolve web browser related issues, specifically issues associated with both Internet Explorer and Microsoft Edge. After completing this module, students will be able to:

- Troubleshoot desktop app installation issues.
- Troubleshoot desktop apps.
- Manage Universal Windows apps.
- Troubleshoot web browsers.

**Maintaining Windows 10** This module discusses how to provide for the ongoing maintenance of Windows 10 operating systems. After completing this module, students will be able to:

- Manage and troubleshoot volume activation in Windows operating systems.
- Monitor and troubleshoot Windows 10 performance.
- Update applications and Windows 10.

**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. After completing this module, students will

be able to:

- Recover files in Windows 10 by configuring and using file-recovery features.
- Recover a computer that is running Windows 10.