Windows Desktop Support

Duration: 2 Days

Who should attend:

This course is aimed at 1st line IT Support Technicians who need to implement, support and troubleshoot Windows desktops in a domain environment.

This course will teach you how to setup and install Windows 10 and Windows 11, how to manage the local devices and setup local security to ensure effective management of the PC. You will also learn how to manage storage space on the device as well as network connectivity to the domain. You will understand and implement local security to manage file and folder access as well as encryption of the storage devices, network and application security. You will also learn to manage printers and print queues. Finally you will learn to use the recovery options for Windows.

Pre-requisites:

Delegates should have a basic working knowledge of Windows. This course assumes no previous knowledge of managing Windows desktop PCs and laptops.

Content

Introducing Windows 10

- Introducing Windows 10
- Comparing Windows 7 and Windows 8 with Windows 10
- Choosing a Windows PC or Tablet
- Hardware requirements

Installing Windows 10

- Installing Windows 10
- Automating the Installation of Windows 10
- Explain Windows 10 licensing and activation
- Upgrading and Migrating to Windows 10
- Migrating User Data and Settings
- Backing Up Important User Data and Settings
- Restoring User Data and Settings to a Target Computer

The Graphical Interface

- Using Windows 10 with Multi-Touch
- Configuring the Windows User Interface
- The Lock Screen: A new way to login
- The Start Screen: A new experience for Modern Applications
- Determining what Tiles appear
- Arranging/Grouping Tiles
- Using the Windows 10 Desktop and Taskbar
- Customising the Desktop
- Multi-Monitor Configuration

Windows Desktop Support

Installing/Configuring Device Drivers
- Installing Device Drivers
- Managing Device Drivers
- Understanding System Ratings
- Running the Windows Experience Index
- What do the ratings mean?
- Adjusting Visual Effects
- Adjusting Power Management Settings

Microsoft Management Console (MMC)
- Creating a Customised MMC
- The Favourites Menu
- MMC Taskpads

User and Group Management
- Implementing local and domain accounts
- Creating users and groups
- Configuring User Account Control (UAC)
- Modifying UAC Prompts
- Configuring Local Group Policy
- Using Group Policy to Enhance Security

Managing Disks and Disk Management
- Managing Disks, Partitions, and Volumes
- Basic v Dynamic Storage
- Creating Disk Volumes
- Mirrored Volumes, Spanned and Striped
- Configuring Disk/Volume Quotas
- Working with Virtual Hard Disks
- NTFS v ReFS (Resilient Filing System)
- Introducing Storage Spaces
- Storage Space Configuration Options
- Enabling and Configuring File History

Configuring and Troubleshooting Network Connections
- Configuring IPv4 Network Connectivity
- Configuring IPv6 Network Connectivity
- Implementing Automatic IP Address Allocation
- Implementing Name Resolution
- Troubleshooting Network Connectivity
- Troubleshoot common network-related problems

Implementing Wireless Network Connections
- Overview of Wireless Networks

- Implementing a Wireless Network
- Planning a Wireless Network
- Determining the Cause of Wireless Network Problems
- Configuring a Wireless Network Policy
- Configure a wireless network connection

Implementing Network Security
- Overview of Threats to Network Security
- Configuring Windows Firewall
- Securing Network Traffic
- Configuring Windows Defender
- Creating an Inbound Firewall Rule
- Creating an Outbound Firewall Rule
- Creating and Configuring Connection Security Rules

Configuring File and Folder Access
- Restricting access to Files and Folders
- NTFS File and Folder Permissions
- Managing Shared Folders
- Simple v Advanced File Sharing
- Combining NTFS and Share Level Permissions
- Creating/Configuring Libraries
- Configuring File Compression

BitLocker Volume Encryption
- Partitioning for BitLocker
- What is a Trusted Platform Module (TPM)
- Configuring BitLocker
- Using BitLocker to Go

Configuring AppLocker
- Configuring AppLocker Rules
- Testing AppLocker Rules
- Install and configure applications
- Install and manage Windows Store Applications

Managing Printers
- Printing Terminology
- Creating and Sharing a Local Printer
- Configuring and managing printers

Windows 10/11 Recovery Tools
- Using the Windows 10/11 Recovery Tools
- Creating System Recovery Disks

Windows Desktop Support

- Booting the Windows Recovery Environment
- Using Windows Backup
- Safe Mode Recovery Options
- Repairing Windows 10/11
- Push Button Reset