



HEROTEC
NETWORK PROFESSIONAL TRAINING

Course 20-688: Supporting Windows 8.1

Related Certificate	Supporting Windows® 8.1
Course ID	20688
Related Exams	70-688
Audience	Device Support Technician
Hours	40

Overview:

Gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server 2012 R2 networking environment. This course is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians

Objectives:

- Describe the processes involved in planning and using a troubleshooting methodology for Windows 8.1.
- Troubleshoot startup issues and operating system services on a Windows 8.1 system.
- Resolve issues related to hardware devices and device drivers.
- Troubleshoot computers 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.
- Maintain Windows 8.1 following deployment.
- Design and implement extranet connectivity for Windows 8.
- Recover a computer running Windows 8.1.

Course Outline

Module 1: Implementing a Troubleshooting Methodology

This module provides an introduction to the Windows 8.1 system architecture and explains how to identify the common troubleshooting scenarios. The module also provides an overview of a typical troubleshooting process.

Lessons

- Overview of Windows 8.1
- Overview of Troubleshooting Steps

Module 2: Troubleshooting Startup Issues

This module provides an overview of the Windows 8.1 startup recovery environment and explains how to troubleshoot startup settings and issues. The module also describes how to recover BitLocker-protected drives.

Lessons

- Overview of the Windows 8.1 Startup Recovery Environment
- Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Recovering BitLocker-Protected Drives

Module 3: Troubleshooting Hardware and Device Drivers

This module explains how to troubleshoot hardware issues, physical failures, and device driver failures. It also describes how to monitor reliability and configure the registry.

Lessons

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

Module 4: Troubleshooting Remote Computers

This module describes how to perform remote troubleshooting by using Windows 8.1 features such as Remote Desktop, Remote Assistance, and Windows PowerShell remoting.

Lessons

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

Module 5: Resolving Network Connectivity Issues

This module explains how to identify network settings and troubleshoot network connectivity issues in wired and wireless networks, IPv4 and IPv6 connectivity, and name resolution.

Lessons

- Determining Network Settings
- Troubleshooting 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

Module 7: Troubleshooting User Settings

This module describes how to troubleshoot sign-in issues and issues in the application of user settings.

Lessons

- Troubleshooting Sign-in Issues
- Troubleshooting the Application of User Settings
- Troubleshoot user sign-in issues.
- Troubleshoot the application of user desktop settings.

Module 8: Configuring and Troubleshooting Remote Connectivity

This module describes how to troubleshoot issues in VPN connectivity, NAP, and DirectAccess.

Lessons

- Troubleshooting VPN Connectivity Issues
- Troubleshooting NAP Issues
- Troubleshooting DirectAccess

Module 9: Troubleshooting Resource Access within a Domain

This module explains how to troubleshoot issues in file access and permissions. It also describes how to resolve printer access issues.

Lessons

- Troubleshooting File Access Issues
- Troubleshooting File Permissions Issues
- Troubleshooting Printer Access Issues

Module 10: Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members

This module describes how to configure and troubleshoot Workplace Join, Work Folders, and OneDrive Access.

Lessons

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

Module 11: Troubleshooting Applications

This module explains how to troubleshoot application installation issues and problems in desktop and Windows store apps. The module also describes how to resolve issues in Internet Explorer and Client Hyper-V.

Lessons

- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Windows Store Apps
- Troubleshooting Internet Explorer
- Implementing Client Hyper-V

Module 12: Maintaining Windows 8.1

This module describe how to troubleshoot activation issues and configure performance options in Windows 8.1. It also explains how to protect a Windows 8.1 system from malware and viruses and how to apply application and Windows updates.

Lessons

- Managing Windows Activation
- Monitoring and Configuring Performance Options in Windows 8.1
- Protecting Windows 8.1 from Malware and Viruses
- Applying Application and Windows Updates
- Update Windows 8.1.

Module 13: Recovering Windows 8.1

This modules explains how to restore files and recover a Windows 8.1 system.

Lessons

- File Recovery in Windows 8.1
- Recovery Options in Windows 8.1

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