

Training: Microsoft
MS-20688 Supporting Windows 8.1

FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Digital materials	950 EUR	5 days
Traditional	CTAB Tablet	1050 EUR	5 days

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING GOALS:

This five day course will provide you with the knowledge and skills required to support a Windows 8.1 deployment in medium and large enterprise environments and to resolve technical issues by developing a troubleshooting methodology for Windows 8.1.

CONSPECT:

- Module 1: Introduction to Troubleshooting Windows 8.1
 - Common Windows 8.1 Troubleshooting Scenarios
 - Overview of Windows 8.1 Architecture
 - Overview of Troubleshooting Steps
- Module 2: Troubleshooting Computer Startup
 - Overview of the Windows 8.1 Startup Recovery Environment
 - Optimizing and Troubleshooting Startup Settings
 - Troubleshooting Operating System Services Issues
 - Recovering BitLocker-Protected Drives
- Module 3: Troubleshooting Hardware and Device Drivers
 - Overview of Hardware Troubleshooting
 - Troubleshooting Physical Failures
 - Troubleshooting Device Driver Failures
 - Monitoring Reliability
 - Configuring the Registry
- Module 4: Remote Troubleshooting
 - Using Remote Desktop

- Using Remote Assistance
- Remoting with Windows PowerShell
- Module 5: Troubleshooting Network Connectivity Issues
 - Determining Network Settings
 - Troubleshooting Network Connectivity Issues
- Module 6: Troubleshooting Group Policy
 - Overview of Group Policy Application
 - Resolving Client Configuration Failures and GPO Application Issues
- Module 7: Troubleshooting User Settings
 - Troubleshooting Sign In Issues
 - Troubleshooting User Profiles
 - Troubleshooting Folder Redirection
 - Troubleshooting USMT
- Module 8: Troubleshooting Remote Connectivity
 - Troubleshooting VPN Connectivity Issues
 - Troubleshooting NAP Issues
 - Troubleshooting DirectAccess Issues
- Module 9: Troubleshooting Resource Access within a Domain
 - Troubleshooting File Access Issues
 - Troubleshooting File Permissions Issues
 - Troubleshooting Printer Access Issues
- Module 10: Configuring and Troubleshooting Resource Access for Non-Domain Joined Clients
 - Configuring and Troubleshooting Workplace Join
 - Configuring and Troubleshooting Work Folders
 - Configuring and Troubleshooting SkyDrive Access
- Module 11: Troubleshooting Applications
 - Troubleshooting Application Installation Issues
 - Troubleshooting Desktop Apps
 - Troubleshooting Windows Store Apps
 - Troubleshooting Internet Explorer
 - Troubleshooting Client Hyper-V
- Module 12: Maintaining Windows 8.1
 - Troubleshoot Windows Activation Issues
 - Monitoring and Configuring Performance Options in Windows 8.1
 - Protecting Windows 8.1 from Malware and Viruses
 - Applying Application and Windows Updates

- Module 13: Recovering Windows 8.1
 - Restoring Files in Windows 8.1
 - Recovery Options in Windows 8.1

REQUIREMENTS:

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 and fundamentals of AD DS management
- Understanding of the Public Key Infrastructure (PKI) components and working knowledge of the fundamentals of Active Directory Certificate Services (AD CS)
- Windows Server 2008 R2 or Windows Server 2012 fundamentals
- Microsoft Windows Client fundamentals; for example, working knowledge of Windows XP, Windows Vista, Windows 7 and/or Windows 8
- Fundamentals of management and experience using the Microsoft Office 2013 system or the Microsoft Office 2010 system
- Windows Automated Installation Kit (WAIK) components including Windows PE, Windows SIM, VAMT, ImageX, USMT, and DISM concepts and fundamentals

Difficulty level



CERTIFICATE:

The participants will obtain Microsoft certificates.

TRAINER:

Microsoft Certified Trainer.