

# Windows 10: Maintenance and Troubleshooting

Hands-on course of 3 days - 21h

Ref.: WON - Price 2024: CHF2 030 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Acquire a methodology for solving problems for Windows 10

Use built-in maintenance tools and third-party tools

Troubleshoot problems with the system, hardware, and network related to security or applications

Configure automatic maintenance

Retrieve information from clients in computers

## TEACHING METHODS

Active learning based on discussions, examples, hands-on exercises and evaluation throughout the training.

## HANDS-ON WORK

Theory, discussions, experience-sharing, demonstrations, tutorials, and real cases.

## CERTIFICATION

If registering for the AVIT® Maintenance and Support of a Workstation in a Windows Environment, Windows 10 certification option, you must do so at the same time as course registration. The exam is a multiple-choice test lasting one-and-a-half to two hours. The result indicates your skill level. Merely taking the course is not sufficient to achieve a maximum score. The exam must be both scheduled and then taken online within 4 weeks following the start of your session.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

## THE PROGRAMME

last updated: 07/2021

### 1) Problem-solving methodology

- Overview of a method.
- Identifying resolution domains.
- Advice for improving system performance.

*Hands-on work* : Learn about and register for the AVIT® certification option. Remote information collection.

### 2) Troubleshooting system problems

- Backing up and restoring the system. BCDEDIT boot repair tools.
- Identifying startup problems with Windows RE.
- Creating a restore point and a system repair disc. Creating a system image.
- Creating and implementing a recovery drive.
- Basic built-in troubleshooting and problem-solving tools.

*Hands-on work* : Retrieving system information and defining a plan for solving problems. Clean boot. Booting and shutting down faster, using Windows troubleshooting tools.

### 3) Troubleshooting hardware problems

- Device management (update, uninstall, signature, etc.).
- Working with virtual hard drives.
- Installing and configuring device drivers.

- USB 3 devices, hardware, force install.

*Hands-on work* : Retrieving information from clients and setting up an action plan.

#### 4) Network and security troubleshooting

- Solving connection problems.
- Configuring User Account Controls (UAC).
- Configuring Windows Defender, Edge browser.

*Hands-on work* : Retrieving information from clients and computers. Solving a problem.

Security checks.

#### 5) Application-related troubleshooting

- Installing a virtual machine.
- Boot options and settings: What's new.
- Windows and Web applications.
- Problem history report.
- Troubleshooting an application that won't install.

*Hands-on work* : Installing Client Hyper-V. Identifying an application problem and setting up an action plan.

#### 6) Optimization and maintenance

- Configuring automatic maintenance.
- Updating the system, maintenance tools.
- Studying performance via monitoring tools.
- Backing up and restoring files.
- Online option: Schedule and take the AVIT® exam within 4 weeks.

*Hands-on work* : Use built-in maintenance tools and third-party tools.

## DATES

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REMOTE CLASS

2024 : 04 Sep, 18 Dec