Windows 10 Support and Troubleshooting Training Course

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Overview

Windows 10 Support and Troubleshooting Training Course is a one-week course for IT support professionals, desktop support technicians, and system administrators, who leave with a Windows 10 Support Evidence Pack. Participants use structured triage, event evidence, recovery tools, network diagnostics, update controls, and escalation records to support retained Windows 10 endpoints after mainstream support. The course resolves inconsistent fault handling through repeatable diagnosis and controlled recovery. Agile Leaders Training Center presents practical Windows 10 support and troubleshooting.

Who Should Attend

- Functions responsible for desktop incident triage and user support
- Teams responsible for Windows endpoint configuration and maintenance
- Functions responsible for device security and update operations
- Teams responsible for application compatibility and profile support
- Functions responsible for remote support and technical escalation

The course assumes participants already support Windows client devices at work and leaves out hardware repair, certification preparation, server administration, and migration engineering.

Departments and Industries

The course supports departments and industries that retain Windows 10 endpoints under controlled support arrangements.

- Information technology service desks and endpoint operations
- Cybersecurity and device compliance functions
- Financial services and telecommunications support teams
- Healthcare and education technology departments
- Manufacturing and logistics desktop operations

Learning Objectives

By the end of this course, participants will be able to:

- Apply structured Windows 10 endpoint troubleshooting
- Analyze startup, event, driver, and service evidence
- Use Windows recovery environment procedures safely
- Diagnose Windows 10 network connectivity issues
- Evaluate Windows 10 update troubleshooting evidence
- Build remote support and escalation records

Course Agenda

Day 1: Support Triage and Evidence

- Windows 10 Support Scope and Lifecycle Register
- Incident Intake and Impact Classification
- System Information and Change Timeline
- Event Viewer Evidence Collection
- Support Evidence Pack Structure

Day 2: Startup Drivers and Recovery

- Startup Phase Diagnostic Decision Tree
- Safe Mode and Selective Startup Tests
- Driver State and Device Manager Review
- Windows Recovery Environment Procedures
- Startup Repair and Rollback Record

Day 3: Networking Profiles and Applications

- Windows 10 Network Connectivity Issues Matrix
- IP DNS and Proxy Diagnostic Sequence
- User Profile Health and Sign-In Evidence
- Application Compatibility and Dependency Check
- Permissions Services and Configuration Comparison

Day 4: Performance Security and Updates

- Resource Baseline and Performance Monitor Review
- Process Service and Startup Impact Analysis
- Windows 10 Update Troubleshooting Workflow
- Security Control and Endpoint Health Review
- Remediation Risk and Rollback Checklist

Day 5: Remote Support and Escalation

- Remote Session Preparation and Consent Record
- Repeatable Troubleshooting Runbook Exercise
- Recovery Validation and Regression Check
- Technical Escalation Evidence Summary
- Windows 10 Support Evidence Pack Capstone

Practical Exercises

The course uses suggested activities to practice evidence-based Windows 10 support.

- Suggested activity: triage a desktop incident and assemble system, event, and change evidence.
- Suggested activity: isolate a startup or driver fault using recovery and selective-startup procedures.
- Suggested activity: diagnose a network, profile, application, or update problem through controlled tests.
- Suggested activity: conduct a remote support case and prepare a reviewable escalation record.

FAQs

Who suits Windows 10 support and troubleshooting training?

The training suits service-desk, desktop support, endpoint operations, security, and system administration functions that remain responsible for Windows 10 devices.

How does the course address the Windows 10 lifecycle?

The course treats Windows 10 as a retained endpoint environment. It includes lifecycle inventory, support-boundary decisions, update evidence, risk records, and escalation while leaving migration engineering outside scope.

Which evidence supports Windows 10 endpoint troubleshooting?

Useful evidence includes incident symptoms, system information, recent changes, event logs, service and driver states, network configuration, performance baselines, update history, recovery actions, and validation results.

When should Windows recovery environment procedures be used?

Recovery procedures suit startup failure, damaged boot configuration, failed changes, or conditions that prevent normal sign-in. Support teams should record the intended action, recovery path, rollback risk, and outcome.

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How are Windows 10 network connectivity issues diagnosed?

Diagnosis follows a layered sequence covering adapter state, addressing, routing, name resolution, proxy configuration, firewall behavior, service dependencies, and comparison with a known-good state.

Conclusion

Participants take a Windows 10 Support Evidence Pack back to work. It connects intake records, system baselines, event evidence, startup tests, driver reviews, network checks, update findings, recovery decisions, remote-session records, and escalation summaries. The pack changes informal support into repeatable diagnosis, controlled remediation, and reviewable closure for retained Windows 10 endpoints.

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