MICROSOFT
Microsoft Windows Client

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

This 5 day instructor led, course will teach participants how to support and configure Windows desktops in an organizational environment.

After completing this course, participants should be able to:

- Install and customize Windows clients

- Configure Updates for Windows.

- Configure devices and drivers for Windows.

- Configure storage for Windows.

- Configure network and remote management settings in Windows.

- Configure and manage browsers and applications in Windows.

- Configure account access and authentication.

- Configure file and folder permissions.

- Describe methods for securing Windows client, common threats and methods for mitigating against them.

- Troubleshoot Windows and application installations.

- Troubleshoot hardware and driver issues.

- Troubleshoot file issues and perform recoveries

Schedule

DATE	LOCATION	
6/24/24 - 6/26/24 (3 days)	**Live Online** Open	Contact Us
6/24/24 - 6/26/24 (3 days)	**Columbia, MD** Open	Contact Us
9/04/24 - 9/06/24 (3 days)	**Live Online** Open	Contact Us
9/04/24 - 9/06/24 (3 days)	**Columbia, MD** Open	Contact Us
12/16/24 - 12/18/24 (3 days)	**Columbia, MD** Open	Contact Us
12/16/24 - 12/18/24 (3 days)	**Live Online** Open	Contact Us
2/12/25 - 2/14/25 (3 days)	**Columbia, MD** Open	Contact Us
2/12/25 - 2/14/25 (3 days)	**Live Online** Open	Contact Us

Program Level

Intermediate

Training Delivery Methods

Group Live

Duration

Phoenix TS

5 Days / 32 hours Training

CPE credits

26 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A

Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.com
- Phone: 301-582-8200
- Website: www.phoenixts.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class.

Online enrolment closes three days before course start date.

On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: Complaint Resolution Policy

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: Refund and Cancellation Policy

Course Outline

Module 1: Installing Windows

- Introducing Windows Client
- Windows Client Editions and Requirements
- Installation Methods
- Upgrading and Migrating Windows Clients
- Deployment Methods
- Lab : Deploying Windows using Windows ADK tools
- Lab : Migrating User Settings using USMT

Module 2: Configuring Authorization & Authentication

- Authentication
- Managing Users and Groups
- Configuring User Account Control
- Implementing Device Registration
- Lab : Managing Local User and Microsoft Account Authentication
- Lab : Managing Domain Authentication
- Lab : Managing password and account options
- Lab : Managing Azure AD Authentication

Module 3: Post-installation Configuration and Personalization

- Configure and Customize the Windows Start Menu
- Common Configuration Options
- Advanced Configuration Methods
- Managing Drivers and Devices
- Lab : Managing Windows 10 Settings
- Lab : Synchronizing settings between devices
- Lab : Managing local and network printers

Module 4: Updating Windows

- Windows Servicing Model
- Updating Windows
- Lab : Managing Windows Update Settings

Module 5: Configuring Networking

- Configure IP Network Connectivity
- Implement Name Resolution
- Implement Wireless Network Connectivity
- Remote Access Overview
- Remote Management
- Lab : Configuring Network Connectivity
- Lab : Configuring and Testing Name Resolution
- Lab : Administering Windows 10 Using Remote Management

Module 6: Configuring Storage

- Managing Storage
- Managing Disks and Volumes
- Managing Storage Spaces
- Lab : Managing Storage
- Lab : Creating a Storage Space

Module 7: Configuring Data Access and Usage

- Overview of File Systems
- Configuring and Managing File Access
- Configuring and Managing Shared Folders
- Managing User Files
- Lab : Configuring and Managing Permissions and Shares
- Lab : Using Conditions to Control Access and Effective Permissions
- Lab : Work Folders
- Lab : Synchronizing files with OneDrive

Module 8: Managing Apps in Windows Client

- Providing Apps to Users
- Managing Universal Windows Apps
- Managing the Microsoft Edge Browser
- Lab : Installing Apps in Windows 10
- Lab : Configuring Microsoft Edge to support Internet Explorer

Module 9: Configuring Threat Protection and Advanced Security

- Malware and Threat Protection
- Microsoft Defender
- Connection Security Rules
- Advanced Protection Methods
- Lab : Configuring Microsoft Defender Antivirus and Windows Security
- Lab : Configuring Firewall and Connection Security
- Lab : Configuring BitLocker

Module 10: Supporting the Windows Client Environment

- Windows Architecture
- Support and Diagnostic Tools
- Monitoring and Troubleshooting Computer Performance
- Lab : Monitoring Events
- Lab : Monitoring Reliability and Performance

Module 11: Troubleshooting Files & Applications

- File Recovery in Windows
- Application Troubleshooting
- Lab : Using File History to Recover Files

Module 12: Troubleshooting the OS

- Troubleshooting Windows Startup
- Troubleshooting Operating System Service Issues
- Lab : Using Advanced Startup and Windows RE to recover from Boot Failures
- Lab : Recovering Windows using Reset This PC

Module 13: Troubleshooting Hardware and Drivers

- Troubleshooting Device Driver Failures
- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Lab : Recovering Windows by using a Restore Point
- Lab : Troubleshooting Hardware by Using Windows Memory Diagnostics

Exam Information

- Deploy Windows (15-20%)
- Manage devices and data (25-30%)
- Configure storage and connectivity (15-20%)
- Maintain Windows (30-35%)
- Passing Score: 700

Training FAQ's

Audience Profile:

Prerequisites
Basic understanding of computer networks and hardware concepts.
Basic understanding of OS and Application concepts.
Experience with using the Windows OS.

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Starting at **$2,995**

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