

Advanced Windows Troubleshooting and Support

WIN740: Advanced Windows Troubleshooting and Support

Price: 2995

Duration: 5 days

Delivery Methods: Virtual

Overview

Get the knowledge and skills to support Windows 10 and 11 PCs and devices in a Windows Server domain environment with this advanced troubleshooting training course. In this 5-day class you'll benefit from an instructor with decades of experience in Windows troubleshooting, as well as extensive "break-fix" hands-on labs. You'll gain mastery in providing escalation-tier support to Windows users and other IT staff in medium to large organizations.

Before taking this class, you must have a strong understanding of Windows 10 configuration and troubleshooting in enterprise environments. This course focuses on how to troubleshoot advanced technical issues with Windows client computers, with an emphasis on Windows 10.

Note that this is an in-depth, hands-on troubleshooting class that makes extensive use of "break-fix" labs. These labs have limited guidance and are designed to reinforce both troubleshooting skills and existing knowledge of Windows 10 features. Because of this approach, students must already be familiar with basic Windows 10 support and troubleshooting before taking this course. This course is designed to reinforce skills and knowledge required by senior technical support personnel (sometimes called Tier 2 or Tier 3, or escalation support).

Audience Profile

Get the knowledge and skills to support Windows 10 and 11 PCs and devices in a Windows Server domain environment with this advanced troubleshooting training course. In this 5-day class you'll benefit from an instructor with decades of experience in Windows troubleshooting, as well as extensive "break-fix" hands-on labs. You'll gain mastery in providing escalation-tier support to Windows users and other IT staff in medium to large organizations.

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Prerequisites

Students must have at least one year of experience deploying and supporting Windows 10 or 11 in an enterprise environment. This class does NOT teach how to use or navigate Windows, it is focused on troubleshooting features that the student is already familiar with.

Before attending this course, students should also have:

- Intermediate level of experience with networking fundamentals, including Transmission Control Protocol /Internet Protocol (TCP/IP), NetBIOS name resolution, and Domain Name System (DNS).
- Familiarity with Microsoft Active Directory including Group Policy and user, computer, and group management.
- Basic familiarity in Windows Server fundamentals including the use of Hyper-V and the Microsoft Management Console (MMC).

Course Schedule

Date	Time	Price	Options
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07/20/2026	09:00 AM - 05:00 PM CT	2,995.00	<u>Buy Now</u> <u>Enroll</u>
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FAQ

What if I have to reschedule my class due to conflict?

Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.