Desktop support L2 Job Based Training.

01 June 2020   05:31 PM

Part -1 Computer Hardware
3-4 hrs

- Power supply
- BIOS
- Cpu types i3 i5 i7
- Intel/AMD
- Types of Ram
- Client Vs Server CPU
- Graphics
- HDD Vs SSD
- Server vs client HDD
- POST

Part 2 Windows OS
10 hrs

- All about Windows 10 OS
- OS versions
- Recommanded hardware for OS installation
- Micorosft Edition and where it is used
- Windows 10 Installation
- Windows update/upgrade
- Driver installation
- Antiviurs
- Taskmanager
- Update vs upgrade
- OS partition
- Type of partion
- Winddows File system/linux FS
- Control pannel overviw
- Backup restore

Part 3
2hrs

- Internet explorer
- Types browsers
- Reset
- Security settings
- Proxy settings
- Fav import export
- Temp files
- Addins
- Active x settings
- Internet explorer settings overivew
- IE install/Uninstall/Upgrade

Part 4 Server and Client Model

5hrs

- Work group Model
- Domain Model
- AD Installation
- DNS
- DHCP
- Local vs domain users
- Run commands and their uses
- Software installation - MS office and Genral
- Installation directory
- Software troublehooting using windows logs

End of the Class

Interview Practice

12 - 16 hrs

Carreer Guidance

Part 5

4-5 hrs

Ticketing tool
- Remedy
- Service now

- Ticket Creation
- Ticket Priority
- Ticket SLA

- File sharing and security
- One drive file sync
- Active Directory Password Reset
- Unlock User accounts
- Security group
- Software push to client
- Software center install/uninstall/repair
- Gpupdate command uses

Part 7
3-4 hrs.

Administrative run Commands.
OS Event logs for troubleshooting.
Win10 Useful commands

Part 6 Troubleshooting.

10hrs

Daily work/ticket handling.

List of Daily issues

- Outlook Issues
- Unable to configure the outlook
- Outlook addin missing
- Outlook meeting status not getting change
- Outlook some funtion are disebled
- Outlook email stuck in outbox
- Unable to receve external emails
- Outlook working ver slow
- Outlook .ost/.pst file
- Outlook troubleshooting brifly explained
- Skype install/Uinstall
- Skype login issues

Othe issues

- Internet Explorer
- Unable to access website
- External website access issues
- OS Slowness
- Application Activation
- Machine restart issues
- Unable to login to machine
- Rejoing domains
- Network drive mapping isuses
- Network share path access issues