

Desktop IT Support Level 1 & 2

Introduction

- Lan connection or Wi-fi connection
- Workflow Intro

Setup the Lab 2022 New

- Why we using Virtual Machine

Windows Server

- Introduction Active Directory
- Introduction Organizational unit
- Install Active Directory on Windows 10
- Share Folder
- Windows Server

Domain Issues

- Create a new account
- Rest Password
- Cannot join the domain
- The security database on the server does not have a computer (most common issue)
- Account locked
- Bitlocker & how to suspend and get the Bitlocker Code
- Disable and Enable an account
- Domains Issue

Computer Issues

- Backup User Profile
- Docking Station
- Monitor issues
- Ports
- Different from Serial Number and Host Name
- Diagnostic
- Archive the email outlook
- Backup and Restore Outlook file for the user (ost)
- Internet connection issues (Wi-Fi ,Lan, Cable)
- Bios Setting
- Install office 365 and Skype for Business
- Add Foreign Language
- Changes US and UK keyboard layout
- Open with (PDF Reader) or other software
- Open with (PDF reader) or other software
- How to move Bookmarks and Favourites

- Move Favourite on Microsoft Edge and sort folder in chrome
- Computer Issues

Server Hard disk & Network

- Connect Cisco or Router via Console Cable
- Changing Hard Disk for the Server
- Change the hard disk from the Server
- Changing Tape Library Server Storage

Hardware Issues

- Replace the Hard disk or backup from dead laptop
- Replace the RAM or Increase it
- Hardware Issues