

Desktop IT Support: Active Directory & Outlook Fixes

Learn to set up Active Directory, troubleshoot domain and computer issues, and resolve common Outlook and hardware problems.

7

MODULES

41

TOPICS

COURSE OVERVIEW

This course begins with lab and network setup before introducing Windows Server, Active Directory and organisational units. It then covers domain issues such as account creation, password resets, account lockouts and Bitlocker suspension, followed by computer issues including profile backup, docking stations, Outlook archiving and file restoration, internet connectivity and Office 365 installation. It closes with server hard disk and network tasks, such as connecting routers via console cable and changing server storage, along with hardware issues like replacing hard disks and RAM.

WHO THIS COURSE IS FOR

Desktop Support Technicians

IT Help Desk Staff

System Administrators

Network Support Engineers

Hardware Support Technicians

LEARNING OBJECTIVES

- Explain the setup of a virtual machine lab environment
- Describe Active Directory and organisational unit concepts
- Configure a new user account and reset passwords
- Resolve domain join failures and account lockout issues
- Suspend Bitlocker and retrieve the Bitlocker recovery code
- Back up and restore Outlook profile and OST files
- Diagnose computer, docking station and internet connection issues
- Replace hard disks and upgrade RAM on hardware

7 Modules, 41 Topics

01

Introduction

TOPICS

Lan connection or Wi-fi connection · Workflow Intro

02

Setup the Lab 2022 New

TOPICS

Why we using Virtual Machine

03

Windows Server

TOPICS

Introduction Active Directory · Introduction Organizational Unit · Install Active Directory on Windows 10 · Share Folder · Windows Server

04

Domain Issues

TOPICS

- Create a New Account
- Reset 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

05

Computer Issues

TOPICS

- 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

06

Server Hard Disk & Network

TOPICS

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

07

Hardware Issues

TOPICS

- Replace the Hard Disk or Backup from Dead Laptop
- Replace the RAM or Increase It
- Hardware Issues

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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