Lab 4: Basic PowerShell for 1st Line Technicians

Objective

Use PowerShell to automate basic IT support tasks:

- Monitor services

- Restart system services

- View installed software

- Retrieve system information

- Create local users (optional)

Step 1: Launch PowerShell as Admin

1. Log in as `AdminUser`

2. Click Start > Windows PowerShell > Right-click > "Run as administrator

A screenshot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.

A computer screen shot of a blue screen

AI-generated content may be incorrect.

A computer screen shot of a blue screen

AI-generated content may be incorrect.

Step 2: View and Restart Services

```powershell

# List running services

Get-Service | Where-Object {$\_.Status -eq "Running"}

# Check Print Spooler status

Get-Service -Name spooler

# Restart Print Spooler

Restart-Service -Name spooler

```

A computer screen shot of a blue screen

AI-generated content may be incorrect.

Step 3: Check System Information

```powershell

# View basic system info

Get-ComputerInfo | Select-Object OsName, OsArchitecture, CsName, WindowsVersion

```

A screenshot of a computer screen

AI-generated content may be incorrect.

Step 4: List Installed Applications

```powershell

# List installed software

Get-ItemProperty HKLM:\Software\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\\* |

Select-Object DisplayName, DisplayVersion | Sort-Object DisplayName

A screenshot of a computer

AI-generated content may be incorrect.

Step 5: Optional - Create Local User via PowerShell

```powershell

# Create a new local user account

New-LocalUser -Name "LabUser" -Password (ConvertTo-SecureString "LabPass123!" -AsPlainText -Force) -FullName "Lab Test User" -Description "For Lab Testing"

# Add user to 'Users' group

Add-LocalGroupMember -Group "Users" -Member "LabUser"

A computer screen shot of a blue screen

AI-generated content may be incorrect.

Step 6: Check System Uptime

```powershell

# Get last boot time (uptime)

(Get-CimInstance Win32\_OperatingSystem).LastBootUpTime

```