Supporting and Troubleshooting Windows 11 (55342)

Description

Master the essential skills for Windows 11 troubleshooting and management in a business environment (55342). This training is designed to equip you with the knowledge and skills necessary to effectively resolve issues related to Windows 11, whether they pertain to startup, network connectivity, or security.

Through practical modules on remote administration, user account management, and resource access configuration, you will be able to maintain an optimal Windows 11 environment within your organization.

Course Content

Module 1: Introduction to Windows 11

- Overview of Windows 11
- Recommendations for Typical Troubleshooting Procedures
- Troubleshooting Installation and Deployment
- Introduction to Management and Troubleshooting Tools

Module 2: Remote Administration of Windows 11

- Using Windows Admin Center
- Using Windows PowerShell
- Implementing Remote Management

Module 3: Troubleshooting Startup and System Recovery

- Windows 11 Recovery
- Registry Configuration
- Troubleshooting Windows 11 Startup
- Implementing and Troubleshooting BitLocker
- Troubleshooting Operating System Service Issues

Module 4: Troubleshooting Devices and Device Drivers

- Overview of Hardware Troubleshooting
- Troubleshooting Device Drivers

Module 5: Configuring and Troubleshooting Network Connectivity

- Configuring Network Connectivity
- Troubleshooting Network Connectivity
- Implementing and Troubleshooting Name Resolution
- Implementing and Troubleshooting Remote Access

Module 6: Troubleshooting Group Policy

- Overview of Group Policy
- Resolving GPO Application Issues on Client Devices

Module 7: Configuring and Troubleshooting Security Settings

- Implementing Network Security
- Implementing Windows 11 Security Features
- Configuring and Troubleshooting User Accounts

Module 8: Configuring and Troubleshooting User State

- Implementing and Troubleshooting User State
- Implementing and Troubleshooting Folder Redirection

Module 9: Configuring and Troubleshooting Resource Access

- Configuring and Troubleshooting File Access
- Configuring and Troubleshooting Shared Folders
- Implementing and Troubleshooting Work Folders
- Managing and Troubleshooting Printers
- File Recovery

Module 10: Troubleshooting Applications

- Troubleshooting Desktop Applications
- Troubleshooting Application Compatibility
- Managing UWP Applications

Module 11: Monitoring and Maintaining Windows 11

- Monitoring Windows 11
- Optimizing Windows 11 Performance
- Managing Windows 11 Updates

Documentation

- Access to Microsoft Learn (online learning content)

Participant profiles

- System Administrators
- IT Support Technicians
- Network Engineers
- IT Consultants
- Information Security Professionals
- Deployment Managers

Prerequisites

- Networking fundamentals, including Transmission Control Protocol/Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Domain Name System (DNS).
- Principles of Microsoft Active Directory Domain Services (AD DS).
- Understanding Public Key Infrastructure (PKI) components.
- Basics of Windows Server.
- Essential concepts of Microsoft Windows clients.

Objectives

- Master Windows 11 troubleshooting and recovery
- Configure and troubleshoot critical Windows 11 features in an Active Directory environment
- Implement and manage Windows 11 security
- Administer Windows 11 remotely with PowerShell and Windows Admin Center
- Configure and troubleshoot resource access and printers
- Optimize performance and monitor Windows 11

Description
Supporting and Troubleshooting Windows 11 (55342)
Niveau
Intermédiaire
Classroom Registration Price (CHF)
3200
Virtual Classroom Registration Price (CHF)
3000
Duration (in Days)
4
Reference
55342