

# Supporting and Troubleshooting Windows 11

**Authorized training** Target audience:

- Administrator
- HelpDesk
- IT specialist
- Support



## Purpose of the training

The training is chiefly addressed to the people who are responsible troubleshooting Windows 11 in Active Directory domain environment. It will also be useful for those who know the system and would like to deepen their knowledge, as well as to use it outside enterprise environment.

The course equips participants with skills necessary to handle and troubleshoot computers and devices with Windows 11 in the environment compatible with Microsoft Windows Server, including understanding Windows 11 functions, the method of their usage within Active Directory environment and ways of solving different problems.

Main target groups of the course are:

- Enterprise Desktop Support Technician (EDST), who is second support line for users of PC's with Windows 11 in Windows domain environment. EDST focus on vast areas of technical problems related to Windows Operating Systems (OS), devices, cloud services, applications, service and hardware. Key support technician's responsibilities include solving technical problems related to installing and migrating Windows 11, activation, performance, profiles, settings and device synchronisation. Some other key responsibilities include remote access to network, access to applications, data and printers, authentication, security, Disaster Recovery and data.
- IT specialist, who administers and supports computers, devices, users and related security and Windows 11 resources.
- A person planning certification path in the following exams: MD-100: Windows 10, MD-101: Managing Modern Desktops.

**MS 55342 has substituted withdrawn MS 10982** - Supporting and Troubleshooting Windows 10

course, related to older version of operational system.



### Benefits of completing the training

Familiarity with the process of planning and applying the methodology of troubleshooting Windows 11.

An ability to solve problems with launching operational system and service work.

Knowledge of methodology and Disaster Recovery procedures.

Acquaintance with troubleshooting hardware devices and device drivers.

Administering devices with Windows 11.

An ability to troubleshoot network connectivity.

Taking a closer look at mechanisms of implementing and troubleshooting applications.

Maintaining a device with Windows 11 in an optimal condition.



### Expected Listener Preparation

At least 1 year of experience in administering Windows Client systems. Fundamental knowledge of network functioning, TCP/IP and DNS service, understanding the rules of functioning of Microsoft Active Directory Domain Services, understanding the elements of Public Key Infrastructure, basic knowledge of Windows Server, fundamental administration knowledge of Microsoft Windows Client, for example Windows 10, Windows 11 or knowledge gained at MD-100 course.

Recommended fundamental knowledge of using Windows PowerShell commands.

An ability to use materials in English



### Training Language

- Training: English
- Materials: English



### Training Includes

- manual in electronic form available on the platform:

<https://www.skillpipe.com/#/account/login>

- access to Altkom Akademia's student portal

### Training method:

- theory
  - demonstrations
  - shared projects
  - individual laboratories
- specifying theory vs. practice quantity
- 50% theory
  - 50% practice



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## Training agenda

1. Introduction
  - Information about the training
  - Training agenda
  - Laboratory environment
2. Introducing Windows 11
  - A review of Windows 11
  - New functions in Windows 11
  - A short review of changes in user's interface
  - A review of required hardware, identifying differences compared to Windows 10
  - Recommendations concerning typical troubleshooting procedures
  - Introduction to troubleshooting tools
3. Remote administering Windows 11
  - Review of administration tools
  - Using remote desktop
  - Using quick help
  - Using Windows Admin Center
  - Introduction to Windows PowerShell
  - Remote communication using Windows PowerShell
  - Initiating remote PowerShell service
  - Introduction to sharing
4. Solving problems with system launch and Disaster Recovery

- A review of Windows 11 Disaster Recovery environment
  - Register configuration
  - Troubleshooting launch settings
  - Disaster Recovery of disks protected by BitLocker function
  - Troubleshooting operational system services
  - Computer Disaster Recovery
5. Solving problems with devices and device drivers
- A review of troubleshooting hardware
  - Setting group rules which may control/withhold hardware installation
  - Troubleshooting device drivers' failures
6. Configuring and troubleshooting network connectivity
- Identifying misconfigured network and TCP/IP settings
  - Discussing IPv4 subnet addressing which simplifies the identification of misconfigured
  - Specifying network settings
  - Troubleshooting network connectivity
  - Troubleshooting name resolution
  - Remote Desktop review
  - Troubleshooting VPN connection
7. Troubleshooting group rules
- A review of group rules
  - Troubleshooting Client configuration and GPO applications
8. Configuring and troubleshooting security settings
- Secure boot, measured boot
  - UEFI settings, TPM requirements
  - Implementing network securities using Windows Defender Firewall and Windows Defender Firewall with advanced securities
  - Implementing Credential Guard, Exploit Guard and Application Guard functions
  - Configuring Windows Hello
  - Troubleshooting log-in process
9. Configuring and troubleshooting user status
- Troubleshooting the use of user's settings
  - Configuring and troubleshooting UE-V
  - Configuring and troubleshooting folder forwarding
10. Configuring and troubleshooting resource access
- Troubleshooting file authorizations
  - Troubleshooting printers
  - Disaster Recovery of Windows 11 files
11. Troubleshooting applications
- Troubleshooting computer applications
  - Managing universal Windows applications

- Review of application control
- Troubleshooting AppLocker Policy application
- Troubleshooting application compatibility
- Kiosk mode configuration

## 12. Windows 11 maintenance

- Monitoring and troubleshooting computer's performance
- Review of Windows Update
- Configuring Windows Update for companies
- Troubleshooting Windows updates