

Troubleshooting Windows 11

Authorial training Administrator, HelpDesk, IT specialist, support department employee – target audience



Purpose of the training

The training is addressed to:

- **Administrator**
- **HelpDesk**
- **IT specialist**
- **Support department employee**

The training is addressed to people responsible for supporting Microsoft Windows 11 users, mainly in corporate environment based on Active Directory (AD).

The audience are Administrators and Support Department employees as well, who are responsible for installing, configuring, updating, optimising and maintaining Client systems.

It may also be addressed to people who would like to gain additional knowledge which allows to freely navigate settings and communication in Microsoft Windows 11



Benefits of completing the training

- gaining knowledge from troubleshooting Windows 11 methodologies
- acquaintance with general recommendations and troubleshooting procedure, typical tools and situations
- gaining practical skills concerning analysis, diagnosing and solving a wide range of various problems
- acquaintance with installation, launch and system recovery problems
- gaining knowledge from administration and events related to drivers and network connection
- gaining skills of recognising and reacting to incidents related to group policies, applications and resource access

The course provides participants with acquaintance with typical tasks for people responsible for supporting Windows 11 environment, troubleshooting methods and tools. It allows also to gain skills related to problems with installing, launching and Windows 11 recovery, as well as register

configuration. At the training participants are also acquainted with recovery procedure related to problems with services, drivers and hardware. Moreover, the course acquaints with recommended steps when problems concern network connection Active Directory group policies, as well as VPN remote connection. It also allows to gain knowledge related to recognising and reacting to problems with resource access and applications



Expected Listener Preparation

- Fundamental experience in Windows Server and Client administration, Active Directory.
- Fundamental knowledge of using Windows PowerShell commands.
- Knowledge of TCP/IP network functioning.
- Fundamental knowledge of DNS, DHCP, VPN network services.
- To make your work more convenient and training more effective, we suggest using an additional screen. Lack of such screen does not exclude participation in the training; however, it significantly influences working comfort during classes.
- You can find information and requirements of participation in Distance Learning trainings at: <https://www.altkomakademia.pl/distance-learning/#FAQ>



Training Language

- **Training:** English
- **Materials:** English



Training Includes

- electronic handbook available at: <https://www.altkomakademia.pl/>
- access to Altkom Akademia student

Training method:

- theory
- demos
- individual laboratories

- 50% theory
- 50% practice



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Training agenda

1. Introduction
 - Training information
 - Training agenda
 - Laboratory environment
2. Implementing troubleshooting methodologies
 - A review of Windows 11
 - What's new compared to Windows 10
 - Introduction to Support Technician role
 - A review of troubleshooting steps
 - Troubleshooting tools
3. Problems with installing and updating Windows 11
 - System installation
 - Updating with Windows 10
 - Laboratory
4. Troubleshooting launch
 - Windows 11 launch restore environment
 - System register
 - Troubleshooting launch settings
 - Recovering disks protected with BitLocker function
 - Laboratory
5. System recovery process
 - Troubleshooting operational system services
 - PC recovery
 - Laboratory
6. Troubleshooting hardware and device drivers
 - Troubleshooting device drivers

- A review of troubleshooting hardware
 - Laboratory
7. Windows 11 administration
- A review of administration tools
 - Windows PowerShell
 - Online communication with Windows PowerShell
 - Administration service bundles
 - Laboratory
8. Troubleshooting network connection
- Specifying network settings
 - Troubleshooting network connection
 - Troubleshooting name detection
 - Laboratory
9. Troubleshooting group policies
- Discussing functioning and application of group policies
 - Troubleshooting group policies
 - Laboratory
10. Configuring and troubleshooting user settings
- Troubleshooting log-in
 - Troubleshooting application of user settings
 - Laboratory
11. Troubleshooting online connection
- Troubleshooting remote VPN access
 - Laboratory
12. Troubleshooting resource access
- Troubleshooting file authorizations
 - Troubleshooting printer access
 - Windows 11 file recovery
 - Laboratory
13. Troubleshooting applications
- Troubleshooting desktop applications
 - Managing universal applications
 - Laboratory