Training: Microsoft

MS-55342 Supporting and Troubleshooting Windows 11

Microsoft Partner

TRAINING GOALS:

This is a 5-day ILT course that is designed to provide students with the knowledge and skills required to support and troubleshoot Windows 11 PCs and devices in an on-premises Windows Server Active Directory domain environment. These skills include understanding:

- Important Windows 11 features
- How these features are used in an Active Directory
- How to troubleshoot these features

Audience profile:

The primary audience for this course is Desktop Support Technicians (DSTs). These technicians provide Tier 2 support to users with domain-joined computers running the Windows 11 OS, typically in medium to large enterprise organizations.

At Course Completion:

- Describe the processes involved in planning and using a troubleshooting methodology for Windows 11.
- Troubleshoot startup issues and operating system services on a Windows 11 PC.
- Perform system recovery.
- Resolve issues related to hardware devices and device drivers.
- Administer Windows 11 devices.
- Troubleshoot issues related to network connectivity.
- Configure Windows 11 devices by using Group Policy.
- Configure and troubleshoot user settings.
- Configure and troubleshoot resource access.
- Implement remote connectivity.
- Deploy and troubleshoot applications.
- Maintain Windows 11 devices.

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ul. Tatarska 5, 30-103 Kraków, tel.: (12) 298 47 77
ul. Postępu 18B, 02-676 Warszawa, tel.: (22) 417 41 70

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CONSPECT:

- Module 1: Introducing Windows 11
  - Overview of Windows 11
  - New features in Windows 11
  - Highlight significant changes from Windows 10
  - Brief overview of UI changes
  - Includes overview of system architecture, including both Linux and Android subsystems
  - Troubleshooting installation and deployment
  - Overview of required hardware, identifying differences from Windows 10
  - Describe common reasons why devices cannot upgrade to Windows 11
  - Recommendations for typical troubleshooting procedures
  - Introduction to troubleshooting tools
  - Task Manager
  - Resource Monitor
  - Performance Monitor
  - Review of revised Settings app
  - Lab: Using Windows 11 troubleshooting tools
- Module 2: Administering Windows 11 remotely
  - Overview of administration tools
  - Using Remote Desktop
  - Using Quick Assist
  - Using Windows Admin Center
  - Introduction to Windows PowerShell
  - Remoting with Windows PowerShell
  - Enabling PowerShell Remoting
  - Trusted hosts
  - Introduction to provisioning
  - Lab: Administering Windows 11 remotely
- Module 3: Troubleshooting startup and performing system recovery
  - Overview of the Windows 11 Recovery Environment
  - Configuring the Registry
  - Troubleshooting startup settings
  - Recovering BitLocker-protected drives
  - Troubleshooting OS service Issues
  - Recovering a computer

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- Lab: Troubleshooting startup and performing system recovery

- Module 4: Troubleshooting devices and device drivers
  - Overview of hardware troubleshooting
  - Group Policy settings than can control/inhibit hardware installation
  - Troubleshooting device driver failures
  - Lab: Troubleshooting devices and device drivers
- Module 5: Configuring and troubleshooting network connectivity
  - Identifying incorrectly configured network and TCP/IP settings
  - Overview of IPv4 subnet addressing to help identify incorrectly configured devices
  - Determining Network Settings
  - Troubleshooting network connectivity
  - Troubleshooting name resolution
  - Overview of remote access
  - Troubleshooting issues with VPN connectivity
  - Lab: Configuring and troubleshooting network connectivity
- Module 6: Troubleshooting Group Policy
  - Overview of Group Policy
  - Resolving client-configuration failures and GPO application issues
  - Lab: Troubleshooting Group Policy
- Module 7: Configuring and Troubleshooting Security Settings
  - Secure Boot, Trusted Boot, Measured Boot
  - UEFI settings
  - TPM requirements
  - Implementing network security with Windows Defender Firewall and Windows Defender Firewall with Advanced Security
  - Implementing Credential Guard, Exploit Guard, and Application Guard
  - Configuring Windows Hello
  - Troubleshooting sign-in issues
  - Settings
- Module 8: Configuring and Troubleshooting User State
  - Troubleshooting the application of user settings
  - Configuring and troubleshooting UE-V
  - Configuring and troubleshooting Folder Redirection
  - Lab: Configuring and Troubleshooting User State
- Module 9: Configuring and Troubleshooting Resource Access
  - Troubleshooting file permissions issues

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- Troubleshooting issues with printers
- Performing File Recovery in Windows 11
- Lab: Configuring and Troubleshooting Resource Access

- Module 10: Troubleshooting applications
  - Troubleshooting desktop apps
  - Managing Universal Windows apps
  - Overview of Application Control
  - Troubleshooting AppLocker Policy application
  - Troubleshooting application compatibility Issues
  - Configuring Kiosk mode
  - Lab: Troubleshooting applications
- Module 11: Maintaining Windows 11
  - Monitoring and troubleshooting Computer Performance
  - Overview of Windows Update
  - Configuring Windows Update for Business
  - Troubleshooting Windows updates
  - Lab: Maintaining Windows 11

REQUIREMENTS:

- Networking fundamentals, including Transmission Control Protocol /Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Domain Name System (DNS).
- Microsoft Active Directory Domain Services (AD DS) principles.
- Understanding of the Public Key Infrastructure (PKI) components.
- Windows Server fundamentals.
- Microsoft Windows Client essentials; for example, experience with Windows 10 or 11 or knowledge from the M70697A: Implementing and Managing Windows 11 course.

Difficulty level



CERTIFICATE:

Certificate of completing an authorized Microsoft training

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TRAINER:

Microsoft Certified Trainer

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