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# M365-19 - MOC 55342 - SUPPORTING AND TROUBLESHOOTING WINDOWS 11

Categoria: MS 365

## INFORMAZIONI SUL CORSO







Durata: 5 Giorni

Categoria: MS 365

Qualifica Istruttore: Microsoft Certified Trainer Dedicato a: Professionista IT Produttore: Microsoft

## OBIETTIVI

-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.

# PREREQUISITI

-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 "Implementing and Managing Windows 11" course.

# CONTENUTI

## 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

-Use 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

- -Implement Remote Desktop
- -Manage remote computers using Windows PowerShell

## 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

## Lab: Troubleshooting startup and performing system recovery

- -Explore Windows RE
- -Resolve a startup issue
- -Configure and recover BitLocker
- -Recover a computer after failure

#### 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

-Troubleshoot missing drivers



-Resolve a hardware issue

## 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

- -Troubleshoot a network connectivity issue
- -Troubleshoot name resolution
- -Troubleshoot remote access

#### Module 6: Troubleshooting Group Policy

- -Overview of Group Policy
- -Resolving client-configuration failures and GPO application issues

#### Lab: Troubleshooting Group Policy

-Troubleshoot the application of GPOs on client devices

#### 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

#### Lab: Configuring and Troubleshooting Security Settings

-Resolve a sign-in issue

#### 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

- -Configure UE/V
- -Configure Folder Redirection
- -Troubleshoot Folder Redirection

#### Module 9: Configuring and Troubleshooting Resource Access

- -Troubleshooting file permissions issues
- -Troubleshooting issues with printers



-Performing File Recovery in Windows 11

## Lab: Configuring and Troubleshooting Resource Access

- -Resolve a file access issue
- -Troubleshoot printing
- -Recover files

## 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

- -Troubleshoot AppLocker
- -Provision a kiosk device

## 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

- -Review computer performance
- -Configure Windows Update

## INFO

Materiale didattico: Materiale didattico ufficiale Microsoft in formato digitale Costo materiale didattico: 310 € incluso nel prezzo del corso a Calendario Natura del corso: Operativo (previsti lab su PC)