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)