

55342 Supporting and Troubleshooting Windows 11

Price: 2495

Duration: 4 days

Delivery Methods: Virtual

Overview

This is a 5-day course is designed to provide you 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.

Course Objectives:

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

Course content

Module 1: Introducing Windows 11

- Overview of Windows 11
- Recommendations for typical troubleshooting procedures
- Troubleshooting installation and deployment
- Introduction to management and troubleshooting tools

Module 2: Administering Windows 11 Remotely

- Using Windows Admin Center
- Using Windows PowerShell
- Implementing Remote Management

Module 3: Troubleshooting Startup and Performing System Recovery

- Recovering Windows 11
- Configuring the Registry
- Troubleshooting Windows 11 startup
- Implementing and troubleshooting BitLocker
- Troubleshooting OS service Issues

Module 4: Troubleshooting Devices and Device Drivers

- Overview of hardware troubleshooting
- Troubleshooting device drivers

Module 5: Configuring and Troubleshooting Network Connectivity

- Configuring network connectivity
- Troubleshooting network connectivity
- Implementing and troubleshooting name resolution
- Implementing and troubleshooting remote access

Module 6: Troubleshooting Group Policy

- Overview of Group Policy
- Resolve GPO application issues on client devices

Module 7: Configuring and Troubleshooting Security Settings

- Implementing network security
- Implementing Windows 11 security features
- Configuring and troubleshooting user accounts

Module 8: Configuring and Troubleshooting User State

- Implementing and troubleshooting user state
- Implementing and troubleshooting Folder Redirection

Module 9: Configuring and Troubleshooting Resource Access

- Configuring and troubleshooting file access.
- Configuring and troubleshooting shared folders.
- Implementing and troubleshooting Work Folders.

- Managing and troubleshooting printers.
- Recovering files.

Module 10: Troubleshooting Apps

- Troubleshooting desktop apps
- Troubleshooting app compatibility
- Managing UWP apps

Module 11: Monitoring and Maintaining Windows 11

- Monitoring Windows 11
- Optimizing Windows 11 performance
- Managing Windows 11 updates

Who Should Attend

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

Course Schedule

Date	Time	Price	Options
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