

# 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 that 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)