Training: Microsoft
## MS-55342 Supporting and Troubleshooting Windows 11

TRANING TERMS

2025-12-09  |  4 days  |  Kraków / Virtual Classroom

## 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.

## 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
- 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
  - 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

TRAINER:

Microsoft Certified Trainer