

Training: Microsoft
MS-55342 Supporting and Troubleshooting Windows 11

Microsoft
Partner

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 that 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