M365-19 - MOC 55342 - SUPPORTING AND TROUBLESHOOTING WINDOWS 11

Categoria: **MS 365**

INFORMAZIONI SUL CORSO

Durata:	Categoria:	Qualifica Istruttore:	Dedicato a:	Produttore:
5 Giorni	MS 365	Microsoft Certified Trainer	Professionista IT	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)