Supporting and Troubleshooting Windows 11 («55342A»)

Ce cours de 4 jours sur Windows 11 permet d'apprendre à effectuer un support technique et à résoudre des problèmes d'appareils et de PCs Windows 11 dans un environnement Windows Server Active Directory Domain sur site.

Durée: 4 jours
Prix : 3'400.– excl. 8.1% TVA
Documents : Support de cours numérique

Contenu

INFORMATION IMPORTANTE

Cette formation n'est pas une formation Microsoft officielle. Le contenu de cette formation est basé sur le MOC 10982, aujourd'hui abandonné par Microsoft, et développé par la communauté Microsoft.

Module 1: Introducing Windows 11

This module describes the new Windows 11 operating system features and devices, with a particular focus on what's changed since Windows 10. The modules also describes the process of developing and applying a Windows 11 troubleshooting methodology.

Lessons

- 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 1: Using Windows 11 Troubleshooting Tools

- Use Windows 11 troubleshooting tools

Module 2: Administering Windows 11 Remotely

This module describes how to use the various remote administration tools in Windows 11 to resolve issues. It describes the features and functionalities of tools such as Windows Admin Center, Remote Desktop, Quick Assist, and Windows PowerShell.

Lessons

- 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 1: Administering Windows 11 remotely

- Implement Remote Desktop
- Manage remote computers using Windows PowerShell

Module 3: Troubleshooting startup and performing system recovery

This module describes potential problems that can cause startup issues in Windows 11. It also provides an overview of the Windows startup process, including the Windows Recovery Environment (Windows RE) and Boot Configuration Data (BCD). It also describes how to resolve issues related to operating system services and how to recover a computer.

Lessons

- 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 1: 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

This module explores how to troubleshoot issues related to hardware devices and device drivers.

Lessons

- Overview of hardware troubleshooting
- Group Policy settings than can control/inhibit hardware installation
- Troubleshooting device driver failures

Lab 1: Troubleshooting devices and device drivers

- Troubleshoot missing drivers
- Resolve a hardware issue

Module 5: Configuring and troubleshooting network connectivity

This module describes how to identify network settings and troubleshoot issues related to network connectivity in wired and wireless networks, IPv4 and IPv6 connectivity, and name resolution. This module also provides an overview of Remote Access and describes how to troubleshoot issues with VPN connectivity.

Lessons

- 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 1: Configuring and troubleshooting network connectivity

- Troubleshoot a network connectivity issue
- Troubleshoot name resolution
- Troubleshoot remote access

Module 6: Troubleshooting Group Policy

This module provides an overview of Group Policy application and describes how to resolve issues in client configuration GPO application.

Lessons

- Overview of Group Policy
- Resolving client-configuration failures and GPO application issues

Lab 1: Troubleshooting Group Policy

- Troubleshoot the application of GPOs on client devices

Module 7: Configuring and Troubleshooting Security Settings

This module describes various security settings in Windows 11, including Credential Guard, Exploit Guard, and Application Guard. Windows Hello authentication is also covered, in addition to common sign-in issues, how to detect them, and how to troubleshoot these issues. The module also explains ways to secure the startup environment, including Secure Boot and related technologies.

Lessons

- Overview of:
- 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 1: Configuring and Troubleshooting Security Settings

- Resolve a sign-in issue

Module 8: Configuring and Troubleshooting User State

This module provides guidance on configuring and troubleshooting user state synchronization in an on-premises network. This includes managing roaming profiles, UE-V, and folder redirection.

Lessons

- Troubleshooting the application of user settings
- Configuring and troubleshooting UE-V

- Configuring and troubleshooting Folder Redirection

Lab 1: Configuring and Troubleshooting User State

- Configure UE/V
- Configure Folder Redirection
- Troubleshoot Folder Redirection

Module 9: Configuring and Troubleshooting Resource Access

This module describes how to troubleshoot issues with file permissions and printer access. It also describes how to configure and manage file recovery in Windows 11.

Lessons

- Troubleshooting file permissions issues
- Troubleshooting issues with printers
- Performing File Recovery in Windows 11

Lab 1: Configuring and Troubleshooting Resource Access

- Resolve a file access issue
- Troubleshoot printing
- Recover files

Module 10: Troubleshooting applications

This module explains how to troubleshoot common desktop application operations issues. It also describes the Universal Windows apps and the Microsoft Store. The module also explains how to resolve issues related to Application Control and AppLocker policies. Finally, the module covers how to enable and configure Kiosk mode.

Lessons

- Troubleshooting desktop apps
- Managing Universal Windows apps
- Overview of Application Control
- Troubleshooting AppLocker Policy application
- Troubleshooting application compatibility Issues
- Configuring Kiosk mode

Lab 1: Troubleshooting applications

- Troubleshoot AppLocker
- Provision a kiosk device

Module 11: Maintaining Windows 11

This module describes how to identify performance issues in Windows 11. It also explains how to manage and troubleshoot Windows updates.

Lessons

- Monitoring and troubleshooting Computer Performance
- Overview of Windows Update
- Configuring Windows Update for Business
- Troubleshooting Windows updates

Lab 1: Maintaining Windows 11

- Review computer performance
- Configure Windows Update

Objectifs

- Décrire le processus de planification et d'application d'une méthode de résolution des problèmes de Windows 11
- Résoudre des problèmes de démarrage et de services du système d'exploitation sur un PC Windows 11
- Préparer une récupération système
- Résoudre des problèmes de hardware et de pilotes d'un appareil
- Administrer des appareils Windows 11
- Résoudre des problèmes de connexion réseau
- Configurer des appareils Windows 11 avec la stratégie de groupe
- Configurer et résoudre des problèmes liés aux paramètres utilisateur
- Configurer et résoudre des problèmes liés à l'accès aux ressources
- Mettre en œuvre une connexion à distance
- Déployer et résoudre des problèmes liés aux applications
- Effectuer la maintenance d'appareils Windows 11

Public cible

Cette formation s'adresse aux Desktop Support Technicians (DSTs). Ces techniciens proposent un support de niveau 2 aux utilisateurs utilisant des ordinateurs joints à un domaine et munis du système d'exploitation Windows 11, typiquement dans de moyennes et grandes entreprises.

Prérequis

- Connaissances fondamentales en réseau, y compris Transmission Control Protocol / Internet Protocol (TCP/IP), User Datagram Protocol (UDP) et Domain Name System (DNS)
- Principes fondamentaux de Microsoft Active Domain Services (AD DS)
- Connaitre les composants de l'infrastructure à clé publique (PKI)
- Maîtriser les bases de Windows Server
- Fondamentaux de Microsoft Windows Client

- Windows 11 – Technical Fundamentals («WIN11P»)

Avez-vous une question ou souhaitez-vous organiser un cours en entreprise ?

Nous vous conseillons volontiers au +41 22 738 80 80 ou romandie@digicomp.ch. Retrouvez toutes les informations détaillées concernant les dates sur www.digicomp.ch/formations-microsoft-technology/microsoft-modern-workplace-m365/cours-supporting-and-troubleshooting-windows-11