Supporting and Troubleshooting Windows 11 Training

COURSE CONTENT

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

Multisoft Systems' Windows 11 training course is specifically designed for IT professionals who seek to master the intricacies of supporting and troubleshooting Microsoft's latest operating system. This comprehensive course equips participants with the skills necessary to ensure optimal performance and stability of Windows 11 environments in their organizations.

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

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

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

Module 4: Troubleshooting devices and device drivers

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

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

Module 6: Troubleshooting Group Policy

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

Module 7: Configuring and Troubleshooting Security Settings

- ✓ 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

Module 8: Configuring and Troubleshooting User State

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

Module 9: Configuring and Troubleshooting Resource Access

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

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

Module 11: Maintaining Windows 11

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