

# Supporting and Troubleshooting Windows 11 (ehem. MOC 10982)

## Überblick

Dieser viertägige Kurs vermittelt den Teilnehmern die Kenntnisse und Fähigkeiten, um Windows 11-Desktops und -Geräte in einer lokalen Windows Server Active Directory-Domänenumgebung zu supporten und Fehler zu beheben. Zu den Kursthemen gehören unter anderem wichtige Windows 11-Features und deren Verwendung sowie Fehlerbehebung in einer Active-Directory-Umgebung.



Dauer:  
**4 Tage**



Preis:  
**2.150,00 € (2.558,50 € inkl. MwSt.)**

## Kursinhalt

### 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

### 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

### 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

#### Troubleshooting devices and device drivers

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

#### 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

#### Troubleshooting Group Policy

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

#### 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

#### Configuring and Troubleshooting User State

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

#### Configuring and Troubleshooting Resource Access

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

#### Troubleshooting applications

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

## Maintaining Windows 11

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

## Voraussetzungen

- Kenntnisse im Bereich Netzwerk, einschließlich TCP/IP, UDP und DNS
- Kenntnisse zu den Prinzipien der Microsoft-Active-Directory-Domain-Services (AD DS)
- Verständnis der Komponenten der Public Key Infrastructure (PKI)
- Grundkenntnisse zu Windows Server und Windows Clients

## Zielgruppe

Dieser Kurs richtet sich an Desktopsupporttechniker, die für die Betreuung von Domänen eingebundenen Windows 11-Desktops verantwortlich sind.

## Termine

### Supporting and Troubleshooting Windows 11 (ehem. MOC 10982)

13.04.2026 - 16.04.2026    Potsdam Zentrum

29.06.2026 - 02.07.2026    Potsdam Zentrum

31.08.2026 - 03.09.2026    Potsdam Zentrum

16.11.2026 - 19.11.2026    Potsdam Zentrum

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