55342 Supporting and Troubleshooting Windows 11

Category: Modern Workplace & M365 | **Vendor:** Microsoft

Duration: 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This is a 5-day ILT course that is designed to provide you 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.

About This Course

This is a 5-day ILT course that is designed to provide you 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.

Who Should Attend

The primary audience for this course is Enterprise Desktop Support Technicians (EDSTs). These technicians provide Tier 2 support to users with domain-joined computers running the Windows 11 OS, typically in medium to large enterprise organizations.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Important Windows 11 features How these features are used in an Active Directory How to troubleshoot these features

Detailed Course Outline

1: Introducing Windows 11

- Overview of Windows 11
- Recommendations for typical troubleshooting procedures
- Troubleshooting installation and deployment
- Introduction to management and troubleshooting tools

2: Administering Windows 11 remotely

- Using Windows Admin Center
- Using Windows PowerShell
- Implementing Remote Management

3: Troubleshooting startup and performing system recovery

- Recovering Windows 11
- Configuring the Registry
- Troubleshooting Windows 11 startup
- Implementing and troubleshooting BitLocker
- Troubleshooting OS service Issues

4: Troubleshooting devices and device drivers

- Overview of hardware troubleshooting
- Troubleshooting device drivers

5: Configuring and troubleshooting network connectivity

- Configuring network connectivity
- Troubleshooting network connectivity
- Implementing and troubleshooting name resolution
- Implementing and troubleshooting remote access

6: Troubleshooting Group Policy

- Overview of Group Policy
- Resolve GPO application issues on client devices

7: Configuring and Troubleshooting Security Settings

- Implementing network security
- Implementing Windows 11 security features
- Configuring and troubleshooting user accounts

8: Configuring and Troubleshooting User State

- Implementing and troubleshooting user state
- Implementing and troubleshooting Folder Redirection

9: Configuring and Troubleshooting Resource Access

- Configuring and troubleshooting file access.
- Configuring and troubleshooting shared folders.
- Implementing and troubleshooting Work Folders.
- Managing and troubleshooting printers.
- Recovering files.

10: Troubleshooting apps

- Troubleshooting desktop apps
- Troubleshooting app compatibility
- Managing UWP apps

11: Monitoring and Maintaining Windows 11

- Monitoring Windows 11
- Optimizing Windows 11 performance
- Managing Windows 11 updates

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Module 1: Introducing Windows 11

- Overview of Windows 11 features
- Troubleshooting procedures
- Installation and deployment
- Management and troubleshooting tools

Module 2: Administering Windows 11 Remotely

- Windows Admin Center
- PowerShell
- Remote management

Module 3: Troubleshooting Startup and Recovery

- System recovery tools
- Registry configuration
- Startup troubleshooting
- BitLocker issues
- OS service troubleshooting

Module 4: Devices and Drivers

- Hardware troubleshooting
- Device driver diagnostics

Module 5: Network Connectivity

- Network configuration
- Name resolution
- Remote access troubleshooting

Module 6: Group Policy

- Group Policy basics
- Resolving GPO issues on clients

Module 7: Security Settings

- Network security
- Windows 11 security features
- User account issues

Module 8: User State

- Folder Redirection
- User state migration and troubleshooting

Module 9: Resource Access

- File and shared folder access
- Work Folders
- Printer management
- File recovery

Module 10: Applications

- Desktop and UWP app troubleshooting
- App compatibility

Module 11: Monitoring and Maintenance

- Performance optimization
- Windows updates

Upcoming Schedule

Available training dates for 55342 Supporting and Troubleshooting Windows 11:

Start Date	End Date	Location	Delivery	Price
16 Nov 2026	19 Nov 2026	Online	Virtual	€2,495.00
14 Dec 2026	17 Dec 2026	Online	Virtual	€2,495.00

Additional Course Details

Nexus Humans 55342 Supporting and Troubleshooting Windows 11 training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the 55342 Supporting and Troubleshooting Windows 11 course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for 55342 Supporting and Troubleshooting Windows 11?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 5-day 55342 Supporting and Troubleshooting Windows 11 course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the 55342 Supporting and Troubleshooting Windows 11 training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for 55342 Supporting and Troubleshooting Windows 11?

Yes, we provide corporate training, dedicated training, and closed classes for 55342 Supporting and Troubleshooting Windows 11. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for 55342 Supporting and Troubleshooting Windows 11?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your 55342 Supporting and Troubleshooting Windows 11 training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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