Course : Windows 11, maintenance and troubleshooting

Practical course - 3d - 21h00 - Ref. W1M
Price : 1800 € E.T.

★★★★ **4 / 5**

In this course, you'll learn the methods and techniques you need to solve the various problems you may encounter when using and administering Windows 11: system, hardware, network, security and applications.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Acquire a problem-solving methodology for Windows 11
- ✓ Use integrated and third-party maintenance tools
- ✓ Troubleshoot system, hardware, network, security and application problems
- ✓ Setting up automatic maintenance
- ✓ Recover information from clients and computers

Intended audience
Systems and network technicians, Windows administrators.

Prerequisites
Good knowledge of Windows 10/11 workstation administration.

Practical details
Theoretical input, exchanges, experience sharing, demonstrations, tutorials and case studies

Teaching methods
Active teaching based on exchanges, examples, practical exercises and evaluation throughout the course.

Course schedule

PARTICIPANTS
Systems and network technicians, Windows administrators.

PREREQUISITES
Good knowledge of Windows 10/11 workstation administration.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

1. Problem-solving methodology

- Presentation of a method.
- Identification of areas for resolution.
- Troubleshooting tools for Windows 11.

Hands-on work
Application of the methodology to a concrete case.

2. Troubleshooting system problems

- Identifying startup problems with Windows RE.
- The contribution of virtualization with Hyper-V to troubleshooting.
- Tools and options for getting started with BCDEDIT.
- Managing system files using restore points.
- Backup, System image and File history.
- Register database.

Hands-on work
Use the various Windows RE tools. Install a virtual machine under Windows 11 with Hyper-V. Create a troubleshooting USB key.

3. Troubleshooting hardware problems

- Device management (updates, uninstallation, signature, etc.).
- Install and configure device drivers.
- Setting up and using virtual hard disks.

Hands-on work
Installation and provisioning of device drivers.

4. Network and security troubleshooting

- Defender settings (antivirus, antimalware).
- Optimization of firewall rules.
- Encryption with Bitlocker.
- TCP/IP, DNS, DHCP settings. VPN connection.
- Authentication problems under Windows 11.
- Rights and sharing.
- The different levels of UAC (User Account Control).

Hands-on work
List the causes of network problems using the OSI model. Use the various Windows 11 tools and functions to identify and resolve network problems.

5. Application troubleshooting

- Install and remove applications from the Windows Store.
- Use PowerShell to manage the provisioning of Store applications.
- Web browser settings.
- Monitor applications: dependent services and startup.

Hands-on work
Remove applications from the Store using Powershell Appx commands. Disable services. Optimize applications launched at startup.

6 Supervision and optimization

- The new Windows 11 Settings menu options.
- Monitoring tools.
- The different monitors (resources, reliability, performance).
- Remote control tools.

Hands-on work
Detect a problem using the monitors. Check the health of your Windows 11.

Dates and locations

REMOTE CLASS
2026 : 20 May, 20 July, 19 Oct., 18 Nov.

PARIS LA DÉFENSE
2026 : 20 May, 20 July, 19 Oct., 18 Nov.