

Course : Windows 11, maintenance and troubleshooting

Practical course - 3d - 21h00 - Ref. W1M

Price : 2110 CHF E.T.



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.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

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.