Module 1: Introducing Windows 11

Lab: Using Windows 11 troubleshooting tools

**Scenario**

A colleague has just joined the helpdesk at Adatum. It’s your task to teach them how to use the various troubleshooting tools that Windows 11 provides.

**Objectives**

After completing this lab, you will be able to:

* Use some of the Windows 11 troubleshooting tools.

Exercise 1: Learning to use Windows 11 troubleshooting tools

**Scenario**

In this exercise, you will use Task Manager and review reliability history.

Task 1: Examine the device with the Task Manager tool

1. Switch to [**LON-CL1**](urn:gd:lg:a:select-vm) and login as [**ADATUM\AdatumAdmin**](urn:gd:lg:a:send-vm-keys) with the password [**Pa55w.rd**](urn:gd:lg:a:send-vm-keys)
2. Right-click **Start**, and then select **Task Manager**.
3. In Task Manager, select **More details**.
4. Select the **Processes** tab, and then examine the background processes. Which is using the most memory? Hint: Select the **Memory** column.
5. Select the **App history** tab, and then determine whether any apps have been using excessive network resources.
6. Select the **Startup** tab, and then review which apps are configured to load on startup.
7. Select the **Details** tab, and then determine which process is using the most CPU resource. Hint: Select the **CPU** column.
8. Select the **Services** tab, and then determine what is the process identifier (PID) of the **WSearch** service.
9. Close Task Manager.

Task 2: Examine the reliability history

1. On [**LON-CL1**](urn:gd:lg:a:select-vm), click Start, type **[Reli](urn:gd:lg:a:send-vm-keys" \o "Paste text into VM)**, and then select **View reliability history**.
2. Examine the chart for any errors or incidents.

**Note:** There are unlikely to be any errors on a virtual machine that is started only intermittently.

1. Select **OK** to close Reliability Monitor.

**Results**: After completing this exercise, you should have successfully used some of the troubleshooting tools available in Windows 11.