



20688: Supporting Windows® 8.1

Duration: 5 Days

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

Gain the knowledge and skills you need to support the Windows 8.1 operating system and solve technical troubleshooting problems in a Windows 8.1 and Windows Server® 2012 R2 networking environment. Through this Microsoft® Official Course, with extensive hands-on labs, participants will learn how key components of the Windows Operating system work to aid in troubleshooting system problems. They will also learn how to identify and resolve issues with networking, Windows Store apps, security, group policy, Internet Explorer, remote access, and support of mobile devices. This course uses new versions of Desktop Optimization Package (MDOP), Application Compatibility Toolkit (ACT), Windows Performance Toolkit (WPT), Microsoft Message Analyzer, and is the first course that uses the popular Sysinternals tools, and other tools.

Target Audience

This course is intended for:

- Enterprise Desktop/Device Support Technicians (EDSTs), who provide Tier 2 support to users running Windows desktops and devices in medium to large enterprise organizations, within a Windows domain environment.

Prerequisites

To attend this course, candidates must have an understanding/working knowledge of:

- Networking fundamentals, including Transmission Control Protocol /Internet Protocol (TCP/IP), User Datagram Protocol (UDP), and Domain Name System (DNS),
- Microsoft Active Directory® Domain Services (AD DS) principles and fundamentals of AD DS management,
- Public Key Infrastructure (PKI) components,
- Fundamentals of Active Directory Certificate Services (AD CS),
- Windows Server 2008 R2 or Windows Server 2012 fundamentals,
- Microsoft Windows Client fundamentals,
- Fundamentals of management and experience using the Microsoft Office 2013/2010 system,
- Windows Automated Installation Kit (WAIK) components including Windows PE, Windows SIM, VAMT, ImageX, USMT, and DISM concepts and fundamentals.



Course Objectives

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

- Describe the processes involved in planning and using a troubleshooting methodology for Windows 8.1.
- Troubleshoot start-up issues and operating system services on a Windows 8.1 system.
- Resolve issues related to hardware devices and device drivers.
- Troubleshoot computers remotely.
- Troubleshoot issues related to network connectivity.
- Troubleshoot client configuration failures and GPO application issues.
- Troubleshoot issues related to user settings.
- Troubleshoot remote connectivity issues.
- Resolve issues related to accessing resources from domain-joined computers.
- Resolve issues related to accessing resources from non-domain-joined computers.
- Troubleshoot issues related to application installation and operation.
- Maintain Windows 8.1 following deployment.
- Design and implement extranet connectivity for Windows 8.
- Recover a computer running Windows 8.1.

Course Topics

Module 1: Implementing a Troubleshooting Methodology

- Overview of Windows 8.1
- Overview of Troubleshooting Steps

Module 2: Troubleshooting Startup Issues

- Overview of the Windows 8.1 Startup Recovery Environment
- Troubleshooting Startup Settings
- Troubleshooting Operating System Services Issues
- Recovering BitLocker-Protected Drives

Module 3: Troubleshooting Hardware and Device Drivers

- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures

- Troubleshooting Device Driver Failures
- Monitoring Reliability
- Configuring the Registry

Module 4: Troubleshooting Remote Computers

- Using Remote Desktop
- Using Remote Assistance
- Remoting with Windows PowerShell®

Module 5: Resolving Network Connectivity Issues

- Determining Network Settings
- Troubleshooting Network Connectivity Issues



Course Topics, *Continued*

Module 6: Troubleshooting Group Policy

- Overview of Group Policy Application
- Resolving Client Configuration Failures and GPO Application Issues

Module 7: Troubleshooting User Settings

- Troubleshooting Sign-in Issues
- Troubleshooting the Application of User Settings

Module 8: Configuring and Troubleshooting Remote Connectivity

- Troubleshooting VPN Connectivity Issues
- Troubleshooting NAP Issues
- Troubleshooting DirectAccess

Module 9: Troubleshooting Resource Access Within a Domain

- Troubleshooting File Access Issues
- Troubleshooting File Permissions Issues
- Troubleshooting Printer Access Issues

Module 10: Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members

- Configuring Workplace Join
- Configuring and Troubleshooting Work Folders
- Configuring and Troubleshooting OneDrive Access

Module 11: Troubleshooting Applications

- Troubleshooting Desktop App Installation Issues
- Troubleshooting Desktop Apps
- Managing Windows Store Apps
- Troubleshooting Internet Explorer
- Implementing Client Hyper-V®

Module 12: Maintaining Windows 8.1

- Managing Windows Activation
- Monitoring and Configuring Performance Options in Windows 8.1
- Protecting Windows 8.1 from Malware and Viruses
- Applying Application and Windows Updates

Module 13: Recovering Windows 8.1

- File Recovery in Windows 8.1
- Recovery Options in Windows 8.1

LABS INCLUDED

