

20688 - Supporting Windows 8.1

Duration: 5 days

Overview:

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. This five day Microsoft 20688 training course is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. Through this instructor lead, five day Microsoft Official Course, with extensive hands-on labs you will learn how key components of the Windows Operating system work in order to aid in troubleshooting system problems. How to identify and resolve issues with networking, Windows Store apps, security, group policy, Internet Explorer, remote access, and support of mobile devices. [Read on...](#)

Target Audience:

This Microsoft 20688 training course is primarily intended for the Enterprise Device Support Technician (EDST), who provide Tier 2 support to users running Windows desktops and devices in medium to large enterprise organisations, within a Windows domain environment. EDSTs are experienced IT Professionals who focus on a broad range of technical issues for Windows operating systems, devices, cloud services, applications, networking, and hardware support. Key responsibilities include resolving technical issues pertaining to Windows installation and migration, activation, performance, profiles, settings and device synchronisation, local and remote network access, access to applications, access to data and printers, authentication, endpoint security and policy, operating system and data recovery. [Read on...](#)

Module 1: Implementing a Troubleshooting Methodology

Lessons

- Overview of Windows 8.1
- Overview of Troubleshooting Steps

Lab : Troubleshooting Windows 8.1

- Developing a Plan of Action

Module 2: Troubleshooting Startup Issues

Lessons

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

Lab : Troubleshooting Startup Issues

- Resolving a Startup Problem (1)
- Resolving a Startup Problem (2)

Lab : Troubleshoot a Startup Failure

- Recovering a BitLocker Encrypted Drive
- Creating New BitLocker Keys

Module 3: Troubleshooting Hardware and Device Drivers

Lessons

- Overview of Hardware Troubleshooting
- Troubleshooting Physical Failures
- Troubleshooting Device Driver Failures
- Monitoring Reliability
- Configuring the Registry

Lab : Resolving Hardware Device and Device Driver Issues

- Resolving Hardware Issues
- Configuring Group Policy to Control Device Installation

Module 4: Troubleshooting Remote Computers

Lessons

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

Lab : Troubleshooting a Remote Computer

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

Module 5: Resolving Network Connectivity Issues

Lessons

- Determining Network Settings
- Troubleshooting Network Connectivity Issues

Lab : Troubleshooting Network Connections

- Troubleshooting a Network Problem (1)
- Troubleshooting a Network Problem (2)
- Troubleshooting a Wireless Network

Module 6: Troubleshooting Group Policy

Lessons

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

Lab : Troubleshooting the Application of GPOs

- Resolving Group Policy Application (1)
- Resolving Group Policy Object Application (2)

Module 7: Troubleshooting User Settings

Lessons

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

Lab : Troubleshooting Sign-in Problems

- Resolving Sign In Problem (1)
- Resolving Sign In Problem (2)

Lab : Troubleshooting the Application of User Settings

- Resolving Folder Redirection Problem (1)

Module 8: Configuring and Troubleshooting Remote Connectivity

Lessons

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

Lab : Configuring Network Access Protection Client Settings

- Configuring and Verifying NAP Client Connectivity

Lab : Configuring and Testing DirectAccess

- Configuring DirectAccess Client-Side Settings

Pre-requisites:

Before attending this course, students must have:

- 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
- Understanding of the Public Key Infrastructure (PKI) components and working knowledge of the fundamentals of Active Directory Certificate Services (AD CS)
- Windows Server 2008 R2 or Windows Server 2012 fundamentals
- Microsoft Windows Client fundamentals; for example, working knowledge of Windows XP, Windows Vista, Windows 7 and/or Windows 8
- Fundamentals of management and experience using the Microsoft Office 2013 system or the Microsoft Office 2010 system
- Windows Automated Installation Kit (WAIK) components including Windows PE, Windows SIM, VAMT, ImageX, USMT, and DISM concepts and fundamentals

At Course Completion:

After completing this course, students will be able to:

- Describe the processes involved in planning and using a troubleshooting methodology for Windows 8.1.
- Troubleshoot startup 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 computers that are domain-joined.
- [Read on...](#)

Module 9: Troubleshooting Resource Access within a Domain

Lessons

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

Lab : Troubleshooting Resource Access within a Domain

- Resolving a Logon Script Problem
- Resolving a File Permissions Issue

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

Lessons

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

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

- Troubleshooting Workplace Join
- Troubleshooting Work Folders
- Troubleshooting OneDrive for Business
- Implementing Work Folders

Module 11: Troubleshooting Applications

Lessons

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

Lab : Troubleshooting Desktop Apps

- Troubleshooting AppLocker Policy Application

Lab : Troubleshooting Internet Explorer Issues

- Resolving a Windows Internet Explorer Issue

Module 12: Maintaining Windows 8.1

Lessons

- 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

Lab : Maintaining Windows 8.1

- Troubleshooting a Performance Problem

Module 13: Recovering Windows 8.1

Lessons

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

Lab : Troubleshooting a Windows 8.1 Computer (1)

- Recovering Files in Windows 8.1

Lab : Troubleshooting a Windows 8.1 Computer (2)

- Recovering a Windows 8.1 Computer