

Microsoft Endpoint Configuration Manager: Troubleshooting Client Features

WorkshopPLUS

Focus Area: Change and Configuration Management

Duration: 4 days

Difficulty: 300- Advanced

Overview

The WorkshopPLUS Microsoft Endpoint Configuration Manager: Troubleshooting Client Features provides participants with the skills required to analyse common Microsoft Endpoint Configuration Manager Client Feature issues, along with hands-on experience in utilizing related tools and resources for resolving the encountered problems. The session consists of an instructor-led presentation, demonstrations, discussions and hands-on labs. Attendees will gain insight into the techniques and the process of troubleshooting various Configuration Manager Client issues.

Objectives

After attending this course, the participants will be able to:

- Troubleshoot multi-component issues
- Identify the cause of client issues
- Provide Microsoft Support with in-depth information as part of reactive cases using the skills learnt

In this WorkshopPLUS, the participants will have the opportunity to gain real world knowledge and insight from our experienced Microsoft Engineers during hands-on labs and discussions. The participants will understand the tools and resources as well as concepts of troubleshooting Microsoft Endpoint Configuration Manager Client and learn how to solve common issues in the following areas:

- Client Installation and Health
- Inventory, Metering, and Remote Tools
- Compliance Settings
- Deploying Software
- Software Updates
- Operating System Deployment

Key Takeaways

Course Material

Each module contains scenarios that provide students with expertise, tools, and hands-on experience to help implement and troubleshoot the advanced features of Microsoft Endpoint Configuration Manager.

Note: This WorkshopPLUS does not provide an overview of all the Configuration Manager features.

Hands-on Labs

- Most of the concepts covered above will be supported by hands-on labs and demos.
- Attendees have access to resources and labs for up to 6 months after workshop completion.

Agenda

Day 1

- Module 1: Troubleshooting Tools and Resources
- Module 2: Client Installation and Health
- Module 3: Inventory, Metering, and Remote Tools

Day 2

- Module 4: Compliance Settings
- Module 5: Deploying Packages
- Module 6: Deploying Applications

Day 3

- Module 7: Software updates
- Module 8: Operating System Deployment

Day 4

- Module 9: Cloud Management Gateway

Plan for four full days. Early departure on any day is not recommended.

Course Details

Troubleshooting Tools and Resources

In this module, the participants will learn the basic troubleshooting skills and the use of common tools for achieving that goal.

Client Installation and Health

In this module, the participants will learn how to troubleshoot client installation and check client status. The participants will also learn how to utilize alerts and Client Health Reports.

Inventory, Metering, and Remote Tools

Successful inventory collection is required for many Configuration Manager functions. This module will provide the participants with in-depth information and processes for inventory collection, software metering and remote tools.

Compliance Settings

In this module, the participants will learn about concepts and the process flow of Compliance Settings.

Deploying Packages

In this module, the participants will learn about the package model of software distribution in detail. This includes best practices, workflows and troubleshooting methods.

Recommended Qualifications

- To ensure the high-quality knowledge transfer to attendees of this four-day WorkshopPLUS, the class size is limited to students who meet the following criteria:
- Intermediate to advanced knowledge of Windows operating systems.
- Intermediate to advanced knowledge of Microsoft Microsoft Endpoint Manager or successful completion of Microsoft Premier WorkshopPLUS: Microsoft Endpoint Manager Admin Concepts and Cloud Services.
- At least one year of experience in working with Microsoft Endpoint Manager.

For more information

Contact your Microsoft Account Representative for further details.

Deploying Applications

In this module, the participants will learn the specifics of the application model. This includes best practices, workflows and troubleshooting methods.

Software updates

In this module, the participants will learn the techniques used to troubleshoot Software Update problems.

Operating System Deployment

In this module, the participants will learn how to avoid common pitfalls, and successfully use Operating System Deployment with Configuration Manager.

Cloud Management Gateway

This module provides information about the cloud management gateway troubleshooting on client side

Hardware Requirements

- An Intel Core-i5-based PC
- USB port
- Microsoft/Windows Live ID to connect to the virtual environment
- 4 GB RAM
- 128 GB HDD
- Windows 7 SP1 or later
- Office 2013 Professional Plus
- Internet access with at least 1 Mbps bandwidth per student.