

Microsoft® Official Course



20688D

Supporting Windows® 8.1



Welcome!

Thank you for joining us today.

We've worked together with Microsoft Learning Partners and Microsoft IT Academies to bring you a world-class learning experience, including:

Microsoft Certified Trainers + Instructors. Your instructor is a premier technical and instructional expert who meets ongoing certification requirements.

Customer Satisfaction Guarantee. Our Partners offer a satisfaction guarantee and we hold them accountable for it. At the end of class, please complete an evaluation of

today's experience. We value your feedback!

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Hello

- **Instructor:** <Instructor Name>
- <Title or other credentials, e.g. Microsoft Certified Trainer>
- <Affiliation/Company>
- <A few words about my technical and professional experience>

Student Introductions

- Name
- Company affiliation
- Title/function
- Job responsibility
- Programming, networking, database experience
- Product experience
- Your expectations for the course

Facilities

- Class hours
- Building hours
- Parking
- Restrooms
- Meals
- Phones
- Messages
- Smoking
- Recycling

About This Course

- Audience

This course is intended for EDSTs, who are experienced IT professionals who provide support for a broad range of technical issues for Windows operating systems, devices, cloud services, applications, networking, and hardware support. This course is also appropriate for candidates preparing for Microsoft exam 70-688, Managing and Maintaining Windows® 8.1.

About This Course (*continued*)

- Course Prerequisites

This course requires that you meet the following prerequisites:

- Networking fundamentals, including TCP/IP, UDP, and DNS
- AD DS principles and fundamentals of AD DS management
- Understanding of the PKI components, and working knowledge of the fundamentals of AD CS
- Windows Server 2008 R2 or Windows Server 2012 fundamentals
- Windows client fundamentals; for example, working knowledge of Windows XP, Windows Vista, Windows 7, Windows 8, or a combination thereof

About This Course (*continued*)

- **Course Prerequisites**
 - Fundamentals of management and experience using the Microsoft Office 2013 system or the Microsoft Office 2010 system
 - Windows AIK components including concepts and fundamentals of Windows PE, Windows SIM, VAMT, ImageX, USMT, and DISM

About This Course (*continued*)

- Course Objectives

After completing this course, students will be able to:

- Describe a typical troubleshooting methodology and apply it to troubleshooting Windows 8.1.
- Troubleshoot startup settings, Windows operating system services, and recover drives encrypted with BitLocker Drive Encryption.
- Troubleshoot physical hardware failures and hardware device drivers.
- Use Remote Desktop, Windows Remote Assistance, and Windows PowerShell remoting to manage remote computers.
- Configure and troubleshoot network connections.
- Describe how GPOs are applied to computers and resolve client-side configuration failures and GPO application issues.

About This Course (*continued*)

- **Course Objectives**
 - Troubleshoot user sign-in issues and the application of user desktop settings.
 - Troubleshoot VPN connections, NAP, and DirectAccess.
 - Troubleshoot file access issues, file permissions issues, and printer access issues.
 - Configure Workplace Join, Work Folders, and Microsoft SkyDrive access.
 - Troubleshoot desktop app installation and compatibility, Windows Store apps, and Internet Explorer, and configure Client Hyper-V.
 - Monitor and configure performance options in Windows 8.1, protect Windows 8.1 from malicious software and viruses, and update Windows 8.1.
 - Recover files in Windows 8.1, and recover a computer running Windows 8.1.

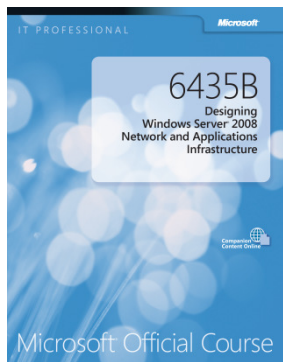
About This Course (*continued*)

- What You Can Expect

This course will provide you with the knowledge and skills 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.

Your Course Materials

Designed to optimize your classroom learning experience.
And support you back on the job.



Microsoft Official Course Handbook

- Organized by Modules
- Includes Labs + Lab Answer Keys
- Module Reviews + Takeaways—great for on-the-job reference



Digital Companion Content

- Supplemental content + helpful links
- Download at:
<http://www.microsoft.com/learning/en-us/companion-moc.aspx>

Course Outline

- Module 1: Implementing a Troubleshooting Methodology
- Module 2: Troubleshooting Startup Issues
- Module 3: Troubleshooting Hardware and Device Drivers
- Module 4: Troubleshooting Remote Computers
- Module 5: Resolving Network Connectivity Issues
- Module 6: Troubleshooting Group Policy
- Module 7: Troubleshooting User Settings
- Module 8: Configuring and Troubleshooting Remote Connectivity

Course Outline *(continued)*

- Module 9: Troubleshooting Resource Access within a Domain
- Module 10: Configuring and Troubleshooting Resource Access for Clients That Are Not Domain Members
- Module 11: Troubleshooting Applications
- Module 12: Maintaining Windows 8.1
- Module 13: Recovering Windows 8.1

Related Courses

20687D: Configuring Windows® 8.1

20689D: Upgrading Your Skills to MCSA Windows® 8

See the full line of Microsoft Training and Certification resources at:
<http://www.microsoft.com/learning/>

Microsoft Certification Program

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Also see:

<http://www.microsoft.com/learning/certification>

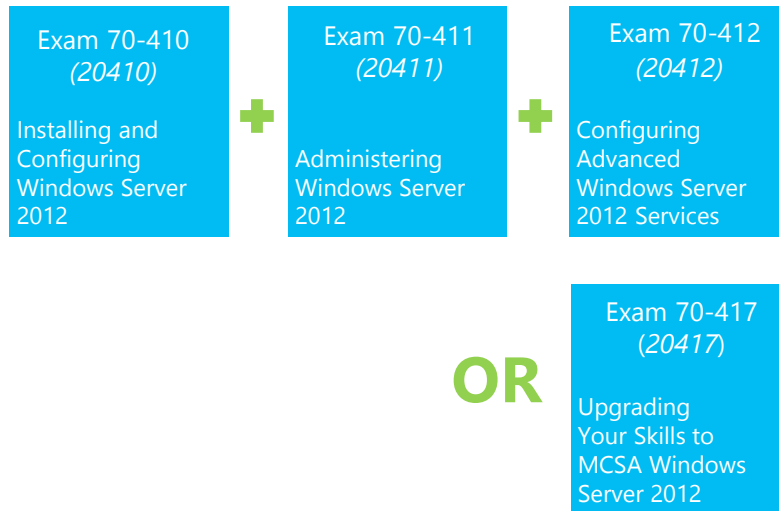
Microsoft Certified
Solutions Expert

Microsoft Certified
Solutions Associate

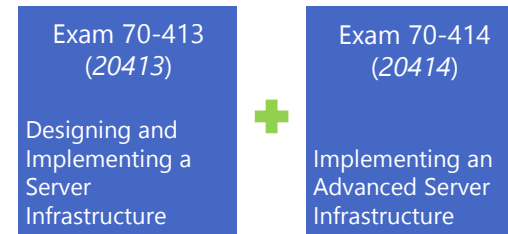


Windows Certification Paths

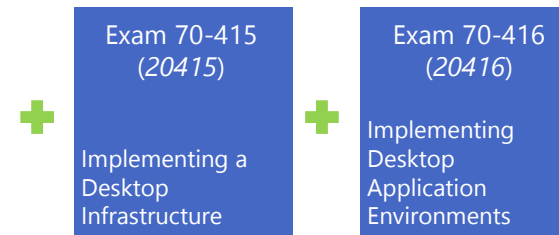
MCSA Windows Server 2012



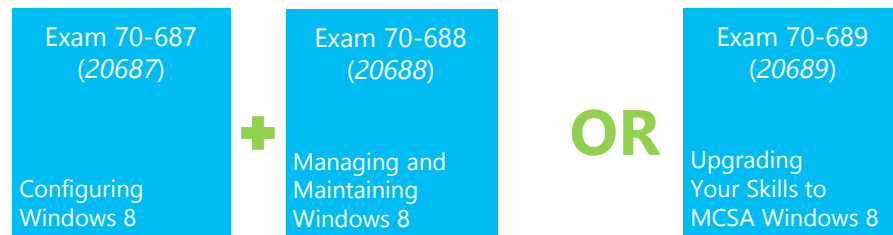
MCSE Server Infrastructure



MCSE Desktop Infrastructure



MCSA Windows 8



Preparing for the Labs

Your lab activities will be centered around a fictitious company that we will call A. Datum Corporation.

By working through the labs, you will learn how to troubleshoot, maintain, and recover Windows 8.1.

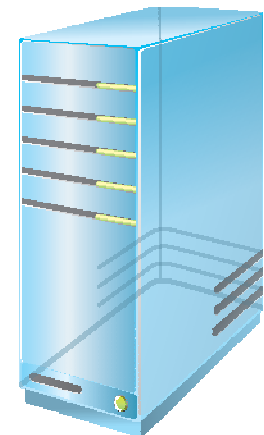
To complete the labs, you will work in a virtual machine environment.

Note: Microsoft has renamed SkyDrive to OneDrive™ and SkyDrive Pro to OneDrive™ for Business, and the course content uses the updated names. However, the virtual machines in this course use the original release of Windows 8.1 Enterprise Edition that refers to the formerly used terms SkyDrive and SkyDrive Pro. Because of this, in the labs and demonstrations, you might see a discrepancy between the course content and the user interface in the virtual machines.



Virtual Machine Environment

Virtual Machine Name:	Use as:
LON-DC1	Domain controller in the Adatum.com domain
LON-SVR1	Member server in the Adatum.com domain
LON-RTR	Member server in the Adatum.com domain
LON-CL1	Member workstation in the Adatum.com domain
LON-CL3	Member workstation in the Adatum.com domain
LON-CL4	Windows 8.1 Enterprise computer in a workgroup
LON-CL5	Virtual hard disk used to start the host computer



Demonstration: Using Hyper-V Manager

In this demonstration, you will learn how to:

- Open Hyper-V Manager
- Navigate the various sections/panes within Hyper-V Manager
 - Virtual Machines, Snapshots, and Actions: Server-specific and virtual machine-specific
- Identify the virtual machines used in the labs for this course
- Take a Snapshot and Apply a Snapshot
- Connect to a virtual machine
- Start and log on to a virtual machine
- Switch between full screen and window modes
- Revert to the previous snapshot
- Shut down a virtual machine
 - When to use Shut Down or Turn off
- Close Hyper-V Manager