

Microsoft Endpoint Configuration Manager: Troubleshooting Infrastructure

WorkshopPLUS

Focus Area: Change and Configuration Management

Duration: 4 days

Difficulty: 300- Advanced

Overview

This four-day WorkshopPLUS provides participants with the skills required to analyse common Microsoft Endpoint Configuration Manager Infrastructure 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 Infrastructure 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:

- Management Point
- Software Update Point
- Updating and Servicing Configuration Manager
- Database Replication
- Content Distribution
- Performance Considerations
- Backup and Recovery

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: Core Site Components

Day 2

- Module 3: Management Point
- Module 4: Updating and Servicing

Day 3

- Module 5: Database Replication
- Module 6: Content Distribution

Day 4

- Module 7: Backup and Recovery
- Module 8: 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.

Management Point

In this module, the participants will learn the functionality, installation, Client communication and Troubleshooting of Management Points.

Updating and Servicing Configuration Manager

In this module, the participants will be provided the techniques used to troubleshoot Configuration Manager Servicing problems.

Database Replication

In this module, the participants will learn the fundamentals, performance tuning, and troubleshooting techniques of Data Replication Service in Configuration Manager.

Content Distribution

Troubleshooting content distribution is an essential part of keeping a Configuration Manager environment in a healthy state. This module will discuss the processes used in distributing content from site servers to distribution points.

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.

Software Update Point

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

Performance Considerations

In this module, the participants will learn how to avoid or address Configuration Manager performance issues with Collections, SQL Server, Data Replication Service, and file backlogs. The module contains methods both for preventing performance bottlenecks and finding the root cause of some issues.

Backup and Recovery

In this module, the participants will learn all basics about the site server backup and its customization. Also covered are considerations for different recovery strategies and options.

Cloud Management Gateway

This module provides information about the cloud management gateway troubleshooting.

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.