

Active Directory: Troubleshooting

WorkshopPLUS

Duration: 4 days | **Focus Area:** Availability and Business Continuity | **Difficulty:** Advanced

The Active Directory Troubleshooting 4-day WorkshopPLUS course provides participants with the skills required to understand and successfully troubleshoot Active Directory (AD) problems, including AD-related critical services, DNS issues, logon failures, Active Directory replication failures, as well as DFSR related issues. There is an optional module on troubleshooting domain controller performance. Students learn the tools used in Active Directory troubleshooting to help them accelerate time to resolution.

This workshop contains Level 300 content. Students are expected to already know Active Directory concepts. Students who do not have this knowledge might be unsatisfied since this course does not teach core concepts, except those needed specifically to understand troubleshooting. Please review the student criteria information (on the next page) and contact your Microsoft Services representative to ensure that this workshop is appropriate to the student's experience and technical expertise.

◆ OUTCOMES ◆

01

The dependencies of Active Directory on DNS, and how to troubleshoot and diagnose DNS issues, including Windows Server Read Only Domain Controller (RODC) features

02

BEST PRACTICES

- How to diagnose and correct common DFSR problems that lead to Sysvol replication issues.
- How to identify and troubleshoot key domain controller performance issues (optional, as time allows in the class).

03

WAY FORWARD

Recommendations and guidance on how to apply the knowledge acquired to resolve real problems at the workplace

◆ CAPABILITIES ◆

Hands-on, interactive learning with expert instructors in a classroom environment.



OUR EXPERTISE

Learn from industry experts that help enterprise customers solve their most challenging problems.



HANDS ON

Practice the concepts you learned in the classroom by engaging in hours of hands-on lab exercises.



IN-DEPTH LEARNING

Deep technical training that equips you to overcome challenging problems in the real world.

AGENDA

Duration: 4 days

This workshop runs a FULL 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Module 1: Introduction to Active Directory Troubleshooting. Introduces the basic methodology for troubleshooting Active Directory issues.

Module 2: Troubleshooting Critical Services and Flexible Single Master Scenarios. Introduces students to the Active Directory Critical services. The module covers FSMO roles and key troubleshooting scenarios.

Module 3: Troubleshooting Active Directory Issues Related to DNS.

Explains why AD is reliant on DNS and covers what AD administrators need to know about how AD uses DNS including the symptoms, causes, and resolution to DNS problems. Note: this workshop assumes the student is already familiar with DNS.

Module 4: Troubleshooting Client Logon and Authentication. Guides students through common logon scenarios for client logon and authentication issues, including Secure Channel, Kerberos, and Tokensize problems. The module also covers auditing AD and delegation of administration.

Module 5: Troubleshooting Active Directory Replication. Focuses on the replication topology and the tools and methods used to diagnose and resolve AD replication issues. A wide range of troubleshooting scenarios are discussed along with solutions. The module builds on the troubleshooting tools covered in previous modules. RODC replication and troubleshooting are explained. There is an in-depth discussion of common issues with USN Rollback, Linger Objects, Secure Channels and trusts.

Module 6: Troubleshooting DFSR. Covers the role of DFSR in an Active Directory domain and the replication process. The module discusses a range of troubleshooting scenarios, tools, and solutions for DFSR.

Module 7 (Optional, as time allows): Troubleshooting Domain Controller Performance. Focuses specifically on typical performance issues and causes. The module identifies operating system performance and hardware issues. Third-party drivers and agents issues are discussed. Performance troubleshooting tools are introduced and explained. To reinforce learning, many common troubleshooting scenarios are introduced and discussed in depth.

STATS

1000+
COURSES
COMPLETED

95%
CUSTOMER
SATISFACTION



ADDITIONAL DETAILS

Target Audience

To ensure the high quality knowledge transfer students expect from this 4-day workshop, class size is limited to a maximum of 16 students who meet the following criteria:

- Senior or top-level IT staff possessing an in depth understanding of Windows Server 2008/2012/2016.
- Operating-environment infrastructure architects with a solid understanding of AD.
- Windows Server 2008/2012/2016 Server administrators with a solid understanding

of AD. • Escalation support staff (top-tier only).

Hardware Requirements: Minimum requirements per student: An Intel Core-i5 based PC with the following specifications:

- 4-GB RAM
- 128-GB HDD
- Windows 7 SP1 or later
- Office 2013 Professional Plus
- Internet access with at least 1 Mbps

NEXT STEPS: If you are interested in this workshop for your organization, contact your Microsoft Account Representative.