

Microsoft Endpoint Configuration Manager: Troubleshooting Client Features

WorkshopPLUS

Duration: 4 Days [Remote / Onsite]
Difficulty Level: 300 - Advanced

Description

This offering provides participants with the skills required to examine common Microsoft Endpoint Configuration Manager Client Feature issues. You will use related tools and resources to resolve the issues you encounter. This instructor-led workshop includes presentations, demonstrations, discussions, and hands-on labs. Participants will gain knowledge and insight into the techniques and processes of troubleshooting various Configuration Manager Client issues.

Objectives

- Work closely with Microsoft engineers to gain real world knowledge and insight during hands-on labs and discussions.
- Understand the tools and resources and the concepts of troubleshooting the Microsoft Endpoint Configuration Manager Client
- Discover how to solve common issues with the following:
    - Client Installation and Health
    - Inventory, Metering, and Remote Tools
    - Compliance Settings
    - Deploying Software
    - Software Updates
    - Operating System Deployment

Outcomes

Learn troubleshooting techniques for Microsoft Endpoint Configuration Manager Client Features.

Methodology

Learn by example

Participate in group discussions and learn from presentations and demonstrations.

Hands-on

- Prepare and use an environment for a hands-on experience.
- Access resources and labs for up to six months after the workshop.

Scope

This offering is scoped for Microsoft Endpoint Configuration Manager Client Features.

Agenda

Day 1

- Troubleshooting Tools and Resources
- Client Installation and Health
- Inventory, Metering, and Remote Tools

Day 2

- Compliance Settings
- Deploying Packages
- Deploying Applications

Day 3

- Software updates
- Operating System Deployment

Day 4

- Cloud Management Gateway

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Delivery Outline

Requirements	
Participants ▪ Microsoft Endpoint Configuration Manager Administrators **Skill Requirements** ▪ Intermediate to advanced knowledge of Windows operating systems, Microsoft Endpoint Manager **Time Commitment** ▪ Four full-day engagement. It is recommended to attend the entire engagement.	**Delivery Requirements** ▪ Computer with Windows 10 or later, audio equipment, internet access and at least 1 Mbps bandwidth per participant ▪ Microsoft/Windows Live ID to connect to the virtual environment ▪ Microsoft Teams for remote deliveries ▪ A modern browser capable of rendering web sites using current web standards

Education		
Day 1	Troubleshooting Tools and Resources	▪ Learn basic troubleshooting skills and the use of common tools for achieving that goal.
Day 1	Client Installation and Health	▪ Learn how to troubleshoot the client installation and check client status and how to use alerts and Client Health Reports.
Day 1	Inventory, Metering, and Remote Tools	▪ Learn in-depth information and processes for inventory collection, software metering, and remote tools.
Day 2	Compliance Settings	▪ Learn about concepts and the process flow of Compliance Settings.
Day 2	Deploying Packages	▪ Learn about the package model of software distribution in detail. This includes best practices, workflows, and troubleshooting methods.
Day 2	Deploying Applications	▪ Learn the specifics of the application model. This includes best practices, workflows, and troubleshooting methods.
Day 3	Software updates	▪ Learn the techniques used to troubleshoot Software Update problems.
Day 3	Operating System Deployment	▪ Learn how to avoid common pitfalls and successfully use Operating System Deployment with Configuration Manager.
Day 4	Cloud Management Gateway	▪ Learn how to troubleshoot cloud management gateway on client side.

For more information: Please contact your Microsoft Representative for more details.

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