

System Center 2012 R2 Configuration Manager Troubleshooting Workshop



Workshop

An in-depth look at troubleshooting Configuration Manager.

Business Drivers

Professionals today are tech-savvy and increasingly mobile. They work anywhere, anytime, and on any device they need to get the job done.

IT's challenge: Fuel user productivity while keeping everything compliant and secure. This workshop helps IT administrators to develop the skills necessary to successfully keep System Center Configuration Manager in healthy condition.

With System Center 2012 R2 Configuration Manager, you can keep software up-to-date, set security policies, and monitor status while giving your users access to preferred applications from the devices they choose. To ensure smooth operation of Configuration Manager, administrators require deep knowledge of the product.

Overview

This four-day Workshop Course provides participants with the skills required to analyze common System Center 2012 R2 Configuration Manager issues, along with hands-on experience in utilizing related tools and resources for resolving the encountered problems. The workshop consists in instructor-led presentation, demonstrations, discussion and hands-on-labs. Attendees will gain insight into the techniques, and the process of troubleshooting Configuration Manager.

Troubleshooting Configuration Manager

In this Workshop, students will understand the tools and resources as well as concepts of troubleshooting Configuration Manager and how to solve common issues in these areas:

- Management Point
- Client health
- Site replication
- Inventory, Metering, and Remote Tools
- Compliance settings
- Content management
- Software distribution
- Software updates including System Center Endpoint Protection
- Operating System Deployment
- Backup and recovery

Throughout the Workshop, students have the opportunity to gain real-world knowledge and insight from our experienced Premier Field Engineers during hands-on-labs and discussions.

Technical Highlights

After attending this workshop, students will be able to:

- Support complex Configuration Manager environment
- Troubleshoot multi-components issues
- Identify the cause of server and client issues
- Provide Microsoft Support with in-depth information as part of reactive cases by using the skills learnt on this workshop.

Target Audience

To ensure the highest quality knowledge transfer expected by attendees of this four-day workshop, class size is limited to a maximum of 8 (16 with 2 instructors) students who meet the following criteria:

- **Advanced knowledge and experience with Configuration Manager 2012 is required.**
- **Basic knowledge of Windows Server 2012 and a recent client operating system like Windows 7 and above.**

Hardware Requirements

Contact your TAM if the necessary hardware needs to be provided.

If you are attending an open enrollment workshop, the hardware will be provided for you.

Syllabus

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

Module 1 – Troubleshooting Tools and Resources

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

Module 2 – Management Point

This module presents functionality, installation, Client communication and Troubleshooting of Management Point.

Module 3 – Client Health

In this module students will learn how to troubleshoot Client installation and check Client status. They will also learn how to utilize alerts and Client Health Reports.

Module 4 – Site Replication

This module covers the fundamentals, Performance tuning and troubleshooting techniques of Data Replication Service in Configuration Manager.

Module 5 – Inventory, Metering, and Remote Tools

Successful Inventory collection is required for many Configuration Manager functions. This module will provide students with in-depth information on processes for Inventory collection, Software Metering and Remote Tools.

Module 6 – Compliance Settings

In this module students will learn about concepts and process flow of Compliance Settings.

Module 7 – Content Management

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

Module 8 – Distributing Software

This module will discuss the Application and Package models in detail. This includes best practices, workflows and troubleshooting methods.

Module 9 – Software updates

This module will discuss the techniques used to troubleshoot Software Updates and Endpoint Protection definition updates problems.

Module 10 - Operating System Deployment

In this module students will learn how to avoid common pitfalls and successfully execute Operating system Deployment using Configuration Manager.

Module 11 – Backup and Recovery

This module explains Site server backup, customization and considerations as well as recovery strategies and options.