# Windows 8 Overview

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#### Timing for This Module

|  |  |
| --- | --- |
| Delivery Length: 30 Minutes | Additional Lab Time: No Lab |

#### Overview

This course introduces you to Windows® 8, and the topics you will need to support our consumers running Windows 8. This training is relevant for the following support groups:

* Windows 8 Support, both 1:1 and community-based support
* Windows Store support
* Microsoft Account support―formerly known as Live ID support
* Windows-related support programs at our partners, including our OEM partners, and our retail and other channel partners.

This list may not be fully inclusive, as other groups may utilize this training in their own readiness activities.

Note that while this training is relevant for each of these audiences, it may not represent the full scope required for support. This course focuses on the product itself. It does not cover some of the tools and processes needed for Windows Store and Microsoft Account support, or all of the details that may be required by any particular partner support program.

#### Prerequisites

This training is the Windows 8 Upgrade Training. Upgrade in this context means that it is intended to be a skills upgrade training, and should be taken only if the agent has already completed the core Windows support training (equivalent to Windows New Hire).

This training is intended for existing support agents, and assumes that you have already taken the Windows New Hire training or equivalent Windows 7 training. Concepts originally introduced in that training are not being covered again here.

## Training Roadmaps

This course is designed for delivery to the audiences listed above. To meet your training objectives, you may need a reduced delivery length, or changed scope. The roadmaps listed in this section are provided in anticipation of these varying needs. Choose a delivery roadmap that best meets your needs, or deliver with another variation of length and scope.

The following pages describe the individual roadmaps in detail.

**Note**: Total length for each roadmap is rounded up to the next hour.

### Full Delivery Roadmap

This roadmap shows the estimated delivery length for each lesson in the course. Times are rounded to the nearest quarter hour, and the final total is rounded up to the nearest hour.

You can use this as a guide for a full delivery, or to compare with the other roadmaps.

**Note**: Partner TTTs should be using this roadmap for launch, as opposed to the roadmaps listed after this one.

Table 1: Full Delivery Roadmap

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Module** | **Discussion** | **Lab** | **Total Hours** |
| 1 | **Overview** | 0.5 | 0 | **0.5** |
| 2 | **Setup** | 2 | 1.5 | **3.5** |
| 3 | **Activation** | 1.5 | 0.5 | **2** |
| 4 | **The New Windows UI** | 0.75 | 0.25 | **1** |
| 5 | **Windows Store Apps** | 0.75 | 0.25 | **1** |
| 6 | **Windows Store** | 0.75 | 0.25 | **1** |
| 7 | **Apps included with Windows 8** | 2 | 0.75 | **2.75** |
| 8 | **Changes to the Desktop** | 1 | 0.25 | **1.25** |
| 9 | **Connected Accounts** | 0.75 | 0.25 | **1** |
| 10 | **Startup** | 0.75 | 0.75 | **1.5** |
| 11 | **Hardware and Devices** | 0.75 | 0.25 | **1** |
| 12 | **Storage** | 0.75 | 0.25 | **1** |
| 13 | **Virtualization** | 0.5 | 0.5 | **1** |
| 14 | **Networking** | 0.25 | 0 | **0.25** |
| 15 | **Internet Explorer** | 0.75 | 0.25 | **1** |
| 16 | **Updates and Maintenance** | 1 | 1.5 | **2.5** |
| 17 | **Recovery and Troubleshooting** | 1.5 | 1 | **2.5** |
| 18 | **Language** | 0.5 | 0.5 | **1** |
| 19 | **Safety and Security** | 0.25 | 0.25 | **0.5** |
| 20 | **Media** | 0.5 | 0 | **0.5** |
|  | **Assessment** |  |  | **1** |
|  | **Total:** |  |  | **28** |

### Overview Roadmap

This roadmap provides a **4-hour** delivery length option. This is a high-level overview of changes to Windows usage, apps, and the Windows Store. This roadmap is most appropriate for assisting customers with general Windows 8 user interface usage questions, or as a basic introduction for Windows Store support.

**Tip:** This roadmap can also be used as the Partner 4-hour roadmap.

To deliver from this roadmap, use the revised time recommendations for each lesson and lab as shown below, rather than timing provided in the modules.

Table 2: Overview Roadmap

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Module** | **Discussion** | **Lab** | **Total Hours** |
| 4 | **The New Windows UI** | 0.75 | 0.25 | 1 |
| 5 | **Windows Store Apps** | 0.75 | 0.25 | 1 |
| 6 | **Windows Store** | 0.75 | 0.25 | 1 |
| 7 | **Apps included with Windows 8** | 0.5 |  | 0.5 |
|  | **Assessment** |  |  | 0.5 |
|  | **Total:** |  |  | 4 |

### Partner 3-Day Roadmap

This roadmap provides a **3-day** delivery length option focused on a partner support audience. This roadmap, covers a wide scope. Reduced time for the Setup module is the primary area where it is different from a full delivery.

To deliver from this roadmap, use the revised time recommendations for each lesson and lab as shown below, rather than timing provided in the modules.

Table 3: Partner 3-Day Roadmap

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Module** | **Discussion** | **Lab** | **Total Hours** |
| 1 | **Overview** | 0.5 | 0 | **0.5** |
| 2 | **Setup (overview changes)** | 0.25 |  | **0.25** |
| 3 | **Activation** | 1.5 | 0.5 | **2** |
| 4 | **The New Windows UI** | 0.75 | 0.25 | **1** |
| 5 | **Windows Store Apps** | 0.75 | 0.25 | **1** |
| 6 | **Windows Store** | 0.75 | 0.25 | **1** |
| 7 | **Apps included with Windows 8** | 2 | 0.75 | **2.75** |
| 8 | **Changes to the Desktop** | 1 | 0.25 | **1.25** |
| 9 | **Connected Accounts** | 0.75 | 0.25 | **1** |
| 10 | **Startup** | 0.75 | 0.75 | **1.5** |
| 11 | **Hardware and Devices** | 0.75 | 0.25 | **1** |
| 12 | **Storage** | 0.75 |  | **0.75** |
| 13 | **Virtualization** | 0.5 |  | **0.5** |
| 14 | **Networking** | 0.25 | 0 | **0.25** |
| 15 | **Internet Explorer** | 0.75 | 0.25 | **1** |
| 16 | **Updates and Maintenance** | 1 | 1.5 | **2.5** |
| 17 | **Recovery and Troubleshooting** | 1.5 | 1 | **2.5** |
| 18 | **Language** | 0.5 | 0.5 | **1** |
| 19 | **Safety and Security** | 0.25 | 0.25 | **0.5** |
| 20 | **Media** | 0.5 | 0 | **0.5** |
|  | **Total:** |  |  | **23** |

### Partner 2-Day Roadmap

This roadmap provides a **2-day** delivery length option focused on a partner support audience. This roadmap is reduced in length from the main Partner 3-Day Roadmap. Several modules are abbreviated or removed from delivery to save time.

To deliver from this roadmap, use the revised time recommendations for each lesson and lab as shown below, rather than timing provided in the modules.

Table 4: Partner 2-Day Roadmap

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Module** | **Discussion** | **Lab** | **Total Hours** | **Delivery Notes** |
| 1 | **Overview** | 0.5 | 0 | **0.5** |  |
| 2 | **Setup** | 0.25 |  | **0.25** | Overview changes. |
| 3 | **Activation** | 1.5 | 0.5 | **2** |  |
| 4 | **The New Windows UI** | 0.75 | 0.25 | **1** |  |
| 5 | **Windows Store Apps** | 0.75 | 0.25 | **1** |  |
| 6 | **Windows Store** | 0.75 | 0.25 | **1** |  |
| 7 | **Apps included with Windows 8** | 0.5 |  | **0.5** | Briefly introduce each app. |
| 8 | **Changes to the Desktop** | 1 |  | **1** |  |
| 9 | **Connected Accounts** | 0.75 | 0.25 | **1** |  |
| 10 | **Startup** | 0.25 |  | **0.25** |  |
| 14 | **Networking** | 0.25 | 0 | **0.25** |  |
| 15 | **Internet Explorer** | 0.5 |  | **0.5** |  |
| 16 | **Updates and Maintenance** | 1 | 0.5 | **1.5** | Skip the Maintenance exercise in the lab. |
| 17 | **Recovery and Troubleshooting** | 1.5 | 1 | **2.5** |  |
| 18 | **Language** | 0.5 | 0.5 | **1** |  |
| 19 | **Safety and Security** | 0.25 | 0.25 | **0.5** |  |
| 20 | **Media** | 0.5 | 0 | **0.5** |  |
|  | **Total:** |  |  | **16** |  |

### Partner 1-Day Roadmap

This roadmap provides a **1-day** delivery length option focused on a partner support audience. This roadmap is a further reduction from the Partner 2-Day Roadmap. Most modules are abbreviated or removed from delivery to save time.

To deliver from this roadmap, use the revised time recommendations for each lesson and lab as shown below, rather than timing provided in the modules.

Table 5: Partner 1-Day Roadmap

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Module** | **Discussion** | **Lab** | **Total Hours** | **Delivery Notes** |
| 1 | **Overview** | 0.5 | 0 | **0.5** |  |
| 2 | **Setup** | 0.25 |  | **0.25** |  |
| 3 | **Activation** | 0.5 |  | **0.5** | Briefly review changes. |
| 4 | **The New Windows UI** | 0.75 | 0.25 | **1** |  |
| 5 | **Windows Store Apps** | 0.25 | 0.25 | **0.5** | Briefly review module and perform lab. |
| 6 | **Windows Store** | 0.25 |  | **0.25** | Briefly review module and perform lab. |
| 7 | **Apps included with Windows 8** | 0.5 |  | **0.5** | Briefly introduce each app. |
| 8 | **Changes to the Desktop** | 0.5 | 0.25 | **0.75** | Briefly review module and perform lab. |
| 9 | **Connected Accounts** | 0.5 | 0.25 | **0.75** | Briefly review module and perform lab. |
| 10 | **Startup** | 0.25 |  | **0.25** | Overview changes. |
| 15 | **Networking** | 0.25 | 0 | **0.25** |  |
| 16 | **Internet Explorer** | 0.25 |  | **0.25** | Overview changes. |
| 17 | **Updates and Maintenance** | 0.5 |  | **0.5** | Briefly review changes. |
| 18 | **Recovery and Troubleshooting** | 0.5 | 0.5 | **1** | Briefly review changes and perform lab exercise 3. |
| 19 | **Language** | 0.25 |  | **0.25** | Overview changes. |
| 20 | **Safety and Security** | 0.25 |  | **0.25** |  |
| 21 | **Media** | 0.25 | 0 | **0.25** | Overview changes. |
|  | **Total:** |  |  | **8** |  |

## Introduction to Windows 8

What is Windows 8 all about? Windows has been reimagined to focus on your life. The beautiful, fast, and fluid design is perfect for a range of hardware: from compact, touch-enabled tablets and lightweight laptops, to PCs and large, powerful all-in-ones with high-definition screens. It’s smooth, intuitive, and gives you instant access to your people, apps, and stuff, so you spend less time searching and more time doing.

The new Windows Store provides apps to help you work more efficiently, or get you the latest games so you can compete with friends. Apps can work together, too, so you can share photos, maps, contacts, links, and whatever else you want.

No matter what you want to do, you can get it done quickly in Windows 8. Whether you’re completing a project, playing a game, or reading a book, with Windows 8, you can use touch, mouse, and keyboard together—seamlessly—to do what you want, the way you want. No need to choose one or the other. It starts quickly and it’s cloud-connected so you can access your photos, documents, and settings on any Windows 8 PC.

### Discussion: Review the Windows 8 Product Guide

1. Take a few minutes to review the Windows 8 Product Guide, here: <http://go.microsoft.com/fwlink/?LinkId=251529>
2. Discussion questions:
   1. How much experience do you have with Windows 8 already?
   2. What change areas are most interesting to you?
   3. What do you most want to learn more about?

### Windows 8 Editions

Windows 8 is available for consumers in two editions.

Table : Windows 8 editions

|  |  |  |
| --- | --- | --- |
| **Edition** | **Architecture** | **Description** |
| Windows 8 | x86/x64 | This is the mainstream consumer version of Windows 8. It provides all of the main benefits of Windows 8 discussed earlier. |
| Windows 8 Pro | x86/x64 | Windows 8 Pro includes all the features of Windows 8, plus features for encryption, virtualization, PC management, and domain connectivity. Windows Media Center is available for purchase as an economical “media pack” add-on to Windows 8 Pro.  If you are an enthusiast or you want to use your PC in a business environment, you will want Windows 8 Pro. |

### Windows RT

Windows RT is a new family of Windows (like Windows Phone or Windows Embedded). While the interface for Windows RT is nearly identical to Windows 8, Windows RT is not considered to be an edition of Windows 8.

Table : Windows RT

|  |  |  |
| --- | --- | --- |
| **Version** | **Architecture** | **Description** |
| Windows RT | ARM | Also known as Windows on ARM or WOA. This edition is available pre-installed on PCs and tablets powered by ARM processors. It helps enable new thin and lightweight form factors with impressive battery life.  Windows RT includes touch-optimized desktop versions of the new Microsoft Word, Excel, PowerPoint, and OneNote. |

#### Upgrade Paths

One question that frequently follows a discussion of editions is “What are the paths to upgrade to these editions?” A table is provided below.

In addition to upgrade paths, Windows 8 provides “Migration” options during installation. This helps make it much easier to get Windows 8 installed and retain your user accounts, files, and configuration options, even when your current Windows version does not have a direct upgrade path to your desired Windows 8 edition.

The table uses the following values:

* **Yes**: Upgrade path.
* **Mig**: Setup offers to migrate files, or files and settings.
* **FP**: There is a feature pack you can install for this path.
* **-**: No migration path.

Table 8: Windows 8 upgrade paths

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Upgrade From:** | **Upgrade To 🡪** | **Windows 8** | **Windows 8 Pro** | **Windows RT** |
| Windows XP SP3+ | | Mig | Mig | - |
| Windows Vista® SP1+ | | Mig | Mig | - |
| Windows 7 Starter, Home Basic, Home Premium | | Yes | Yes | - |
| Windows 7 Professional, Ultimate | | Mig | Yes | - |
| Windows 8 Preview Editions  (Developer Preview, Consumer Preview, Release Preview) | | Mig | Mig | - |
| Windows 8 | | Yes | FP | - |
| Windows 8 Pro | | Mig | Yes | - |
| Windows RT | | - | - | - |

In Windows 7 you can move between editions with Windows Anytime Upgrade (WAU). Windows 8 uses a similar mechanism―feature packs. This is discussed in the “Add Features to Windows 8” topic in the Activation module of this course. Because Windows 8 now provides easier migration paths even when there is not a direct upgrade path, you can also move between editions and retain your files and settings. See the Setup module in this course for more information on Migration options.

#### Features

The table below shows a more detailed list of features, with an indication of which versions include each feature.

Table 9: Windows 8 and Windows 8 features

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature name** | **Windows 8** | **Windows 8 Pro** | **Windows RT** |
| Start screen, Semantic Zoom, Live Tiles | x | x | x |
| Windows Store | x | x | x |
| Apps (Mail, Calendar, People, Photos, SkyDrive®, Music, Video) | x | x | x |
| Microsoft Office (Word, Excel®, PowerPoint®, OneNote®) |  |  | x |
| Internet Explorer® 10 | x | x | x |
| Device encryption |  |  | x |
| Connected standby | x | x | x |
| Microsoft account | x | x | x |
| Desktop | x | x | x |
| Installation of x86/64 and desktop software | x | x |  |
| Updated File Explorer | x | x | x |
| Windows Defender | x | x | x |
| SmartScreen® | x | x | x |
| Windows Update | x | x | x |
| Enhanced Task Manager | x | x | x |
| Switch languages on the fly (language packs) | x | x | x |
| Better multiple monitor support | x | x | x |
| Storage spaces | x | x |  |
| Windows Media Player | x | x |  |
| Exchange ActiveSync® | x | x | x |
| File history | x | x | x |
| ISO / VHD mount | x | x | x |
| Mobile broadband features | x | x | x |
| Picture password | x | x | x |
| Play To | x | x | x |
| Remote Desktop (client) | x | x | x |
| Reset and refresh your PC | x | x | x |
| Snap | x | x | x |
| Touch and Thumb keyboard | x | x | x |
| Trusted boot | x | x | x |
| VPN client | x | x | x |
| BitLocker® and BitLocker To Go® |  | x |  |
| Boot from VHD |  | x |  |
| Client Hyper-V® |  | x |  |
| Domain Join |  | x |  |
| Encrypting File System |  | x |  |
| Group Policy |  | x |  |
| Remote Desktop (host) |  | x |  |

Many of the features listed in the preceding table will be familiar to you already. Those that are new on Windows 8 will be discussed in this course.

### Removed Features

Windows 8 also removes some features that were present in previous Windows releases. See the following table for a description of these changes.

Table 10: Features removed from Windows 8

|  |  |  |
| --- | --- | --- |
| **Area** | **Removed Feature** | **Description** |
| User Interface | **Start button and Start menu** | The updated user interface in Windows 8 replaces the Start button and Start menu with the new Start Screen.  The updated interface is covered in detail later in the course. |
| **Downloadable support for .HLP files** | As with Windows 7, Windows 8 does not support old-style .HLP files used by some older programs to display help content.  See KB article [917607](http://support.microsoft.com/kb/917607) for more information. |
| Multimedia | **Windows DVD Maker** | Windows 8 does not include a DVD authoring solution. This means that you cannot create DVD movie discs ready for playback on a DVD video player without installing additional software.  You can still use Windows 8 to write DVD data discs without additional software. |
| **DVD Decoder** | Windows 8 does not include software for viewing DVD video. This is offered for purchase as an added feature pack, or a third party DVD decoder can be installed.  See the Media section of this course for more information. |
| Hardware and Drivers | **Standard VGA Driver** | Windows 8 does not include the Standard VGA display driver. This has been replaced with the “Microsoft Basic Display Adapter” driver.  This Basic driver provides a high level of compatibility by performing rendering in the CPU rather than the GPU. This will result in reduced performance compared with a chipset-specific driver, so using Windows 8 with a WDDM-supported display adapter is recommended. |
| **Support for XPDM Drivers** | The Windows Display Driver Model (WDDM), which changed the architecture for display drivers, was introduced with Windows Vista. Drivers using the older Windows XP model are called Windows XP Driver Model (XPDM) drivers.  Windows 8 is the first version that does not support this older type of drivers. This means that if you have an older video card or older PC with only XPDM driver support, you will be limited to the built-in Basic driver in Windows 8. |
| Startup | **F8 during Startup** | Pressing the F8 key during startup does not invoke the boot menu on Windows 8. This was becoming increasingly difficult due to faster startup performance. It is also needed less frequently, now that startup troubleshooting options are automatically offered in the event of a startup issue.  This is discussed more in the Startup section of the course. |
| Storage | **Previous Versions** | The Previous Versions feature and related functionality for persistent restore point creation has been removed in Windows 8.  The new File History feature in Windows 8 bridges the gap between Previous Versions and Backup. See the Recovery and Troubleshooting module for more information on this feature. |
| Networking | **Network Map** | This feature in the Network and Sharing Center in Windows 7 has been removed from Windows 8. |
| **Ad-hoc Wi-Fi networks** | Ad-hoc networks cannot be created using the main networking user interfaces in Windows 8. |
| **Manage Wireless Networks interface** | This interface was used to add, delete and re-order saved wireless networks. It has been removed in favor of providing only the network selection interface, showing currently available networks.  Connection management can still be done using the [netsh.exe](http://go.microsoft.com/FWLink/?LinkID=154213) command line interface. |
| Virtualization | **Virtual PC** | Virtual PC is not available for installation on Windows 8. Client Hyper-V is the replacement virtualization solution. See the Virtualization module for more information. |
| **Windows XP Mode** | Along with Virtual PC, Windows XP Mode is not provided as an option for use with Windows 8. See the Virtualization module for more information. |