

TROUBLESHOOTING THE MODERN MANAGED CLIENT

Ronni Pedersen & Jörgen Nilsson



Ronni Pedersen

- Cloud Architect, APENTO
- Microsoft MVP: Enterprise Mobility
- MCSE/MCSA/MCITP/MCTS
- ITIL Foundation Certified
- Microsoft Certified Trainer (MCT)

Contact Info

- Mail: rop@apento.com
- Twitter: [@ronnipedersen](https://twitter.com/ronnipedersen)





Jörgen Nilsson

- Principal Consultant
- Microsoft MVP: Enterprise Mobility
- MCSE/MCSA/MCITP/MCTS
- ITIL Foundation Certified
- Microsoft Certified Trainer (MCT)

Contact Info

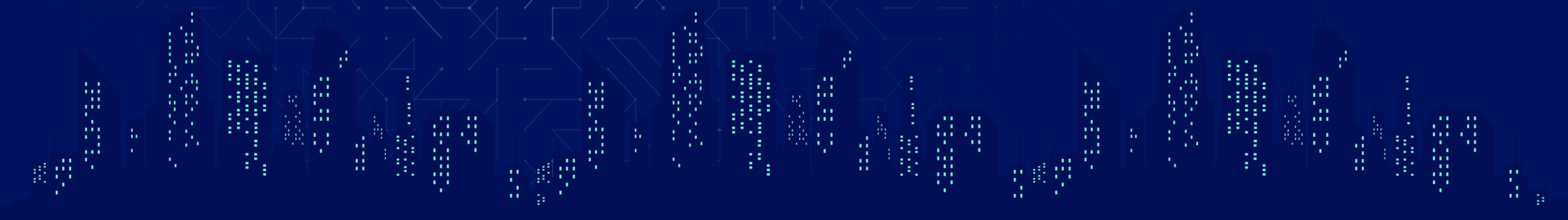
- Mail: Jorgen.nilsson@onevinn.se
- Twitter: [@ccmexec](https://twitter.com/ccmexec)



Agenda

- Tools
- Autopilot
- Troubleshoot enrollment
- Troubleshooting Policies
- Application deployment troubleshooting
- Microsoft 365 apps

Tools



Remote Control

- TeamViewer integrates in the Endpoint Management Portal
- Quick Assist is built-in
 - Lacks UAC support
 - No Logging
 - Maybe OK for smaller organizations



CMTrace

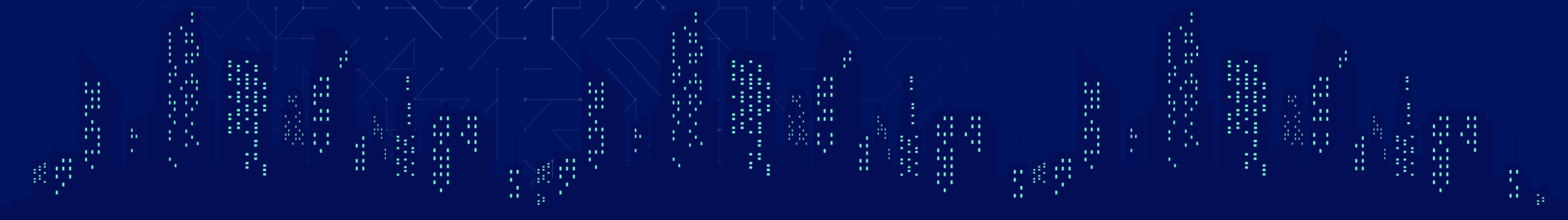
- Great log reader
- Not free but included in the Intune/MEM license
- Deploy it to all clients

[Copy and associate CMTrace using Intune Win32App and PowerShell - CCMEXEC.COM - Enterprise Mobility](#)

More Tools

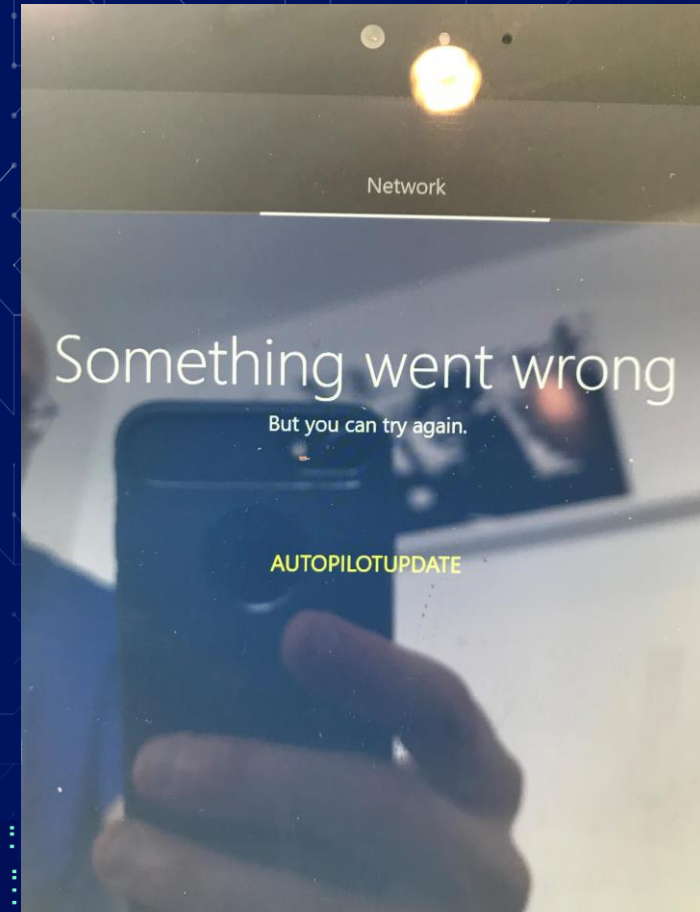
- Wireshark
- Fiddler
- Netmon

AutoPilot



Network

- A network for enrollment is needed
- Guest network, open network
- All ports, URL required and must be open



Network issues

- Pie-Hole blocking all traffic to Microsoft URLs used.
- Home routers/Wi-Fi with IPS.

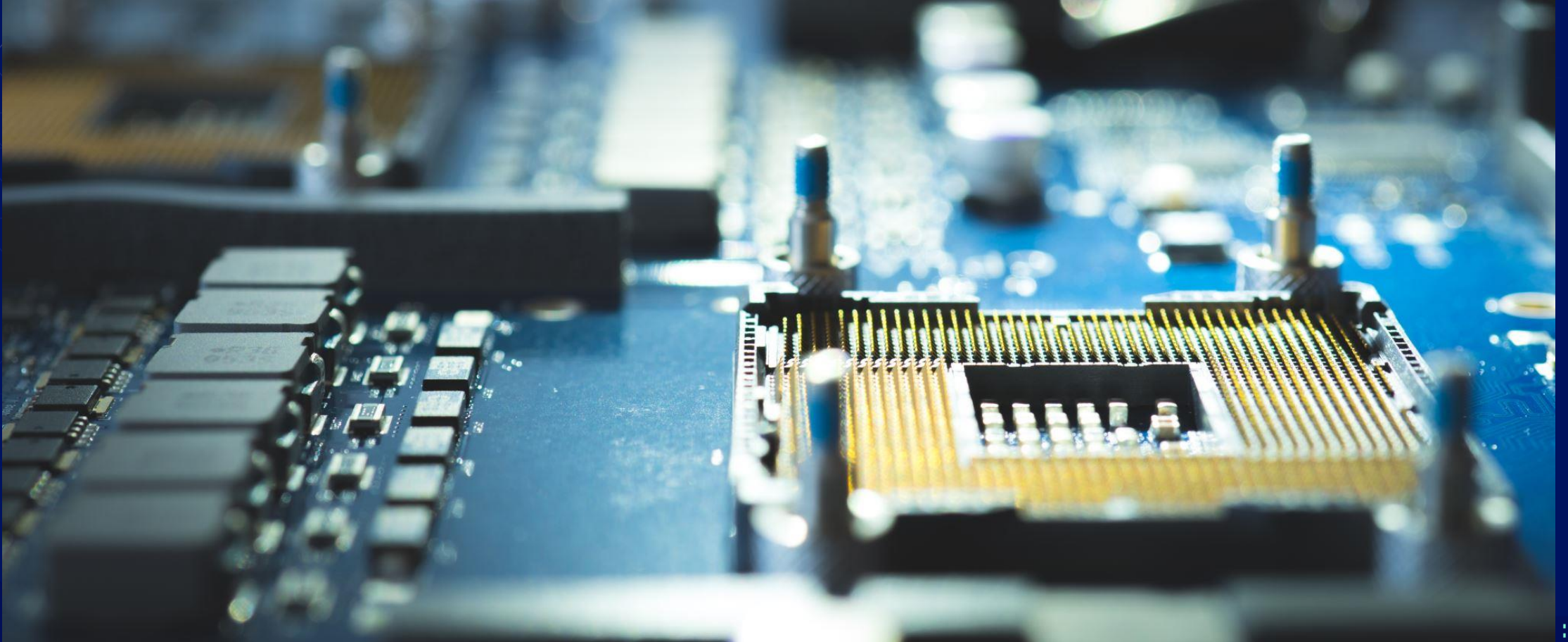
“My son setup our home network, no idea what he did”

“It is a different organization name showing up when I start my computer”

Shift+F10

- Great for troubleshooting, but a security concern.
- Disable by placing `DisableCMDRequest.TAG` in the `C:\Windows\Setup\Scripts` folder – Needs to be there when the computer starts up. Must be added by OEM.

Troubleshooting



Licensing

- User must have the appropriate license assigned
 - EMS
 - Intune
 - M365
- AAD P1 or P2 is required for Automatic enrollment

Something went wrong.

This user is not authorized to enroll. You can try to do this again or contact your system administrator with the error code 801c0003.

Offline account

Try again



Something went wrong.

There was an error with your license. You can try to do this again or contact your system administrator with the error code 80180018.

Offline account

Try again



Subscription based licensing

- Easiest way of upgrading to Enterprise from pro
- Re-activated every 30 days
- Can trigger the “access work or school as ...”
- Important: Hybrid Joined devices will automatically “migrate” from MAK, KMS and AD-based activation to Subscription when a user with a license logs on.

Troubleshoot enrollment

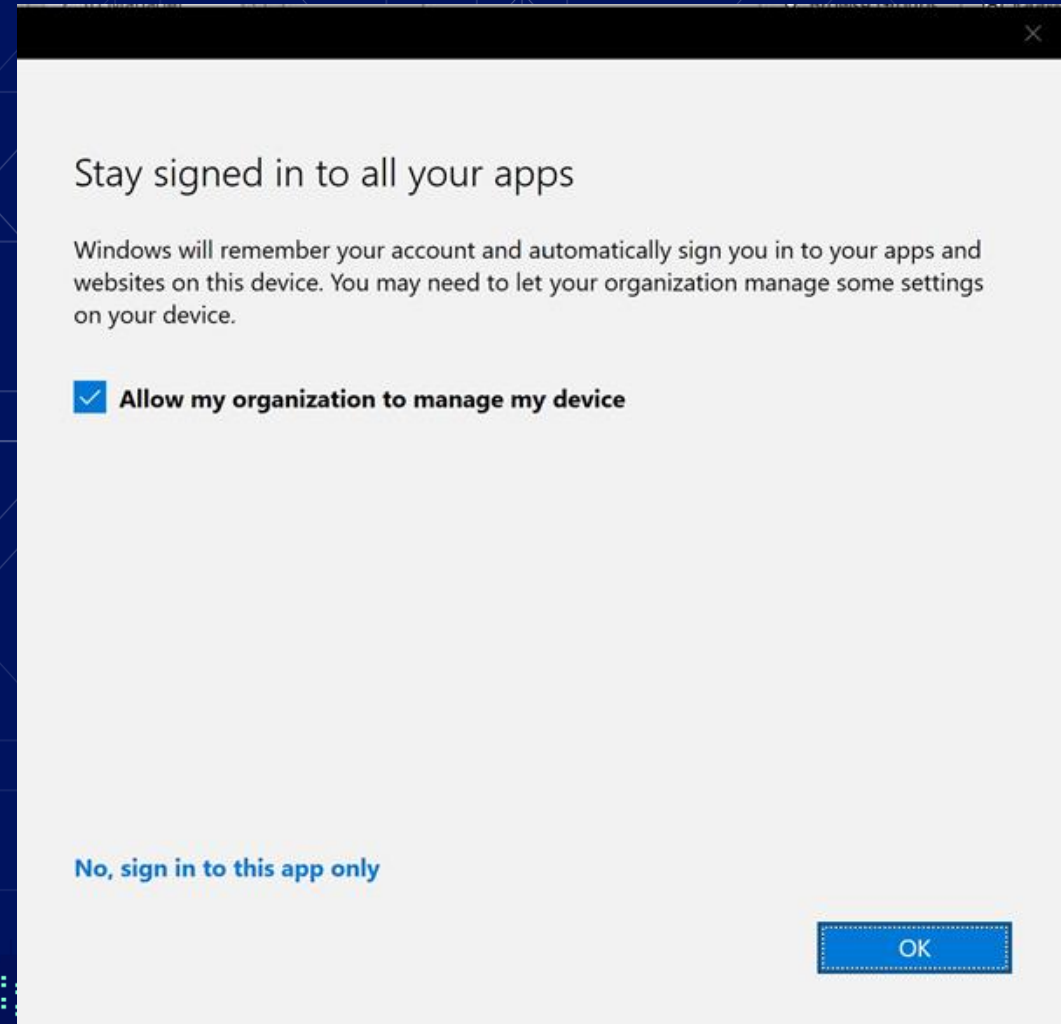
Windows 10 / M365 apps

“Stay signed in to all your apps” dialog in M365 Apps (outlook, Powerpoint, excel....)

Recommended to block on Hybrid Join

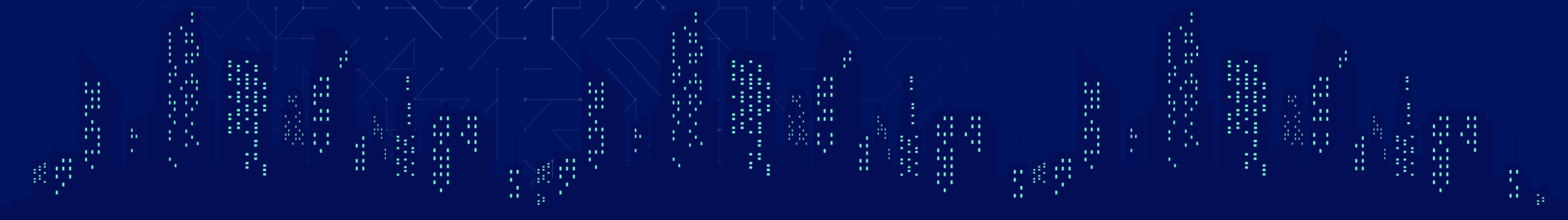
Needs to be blocked on Personal Windows 10 as well.

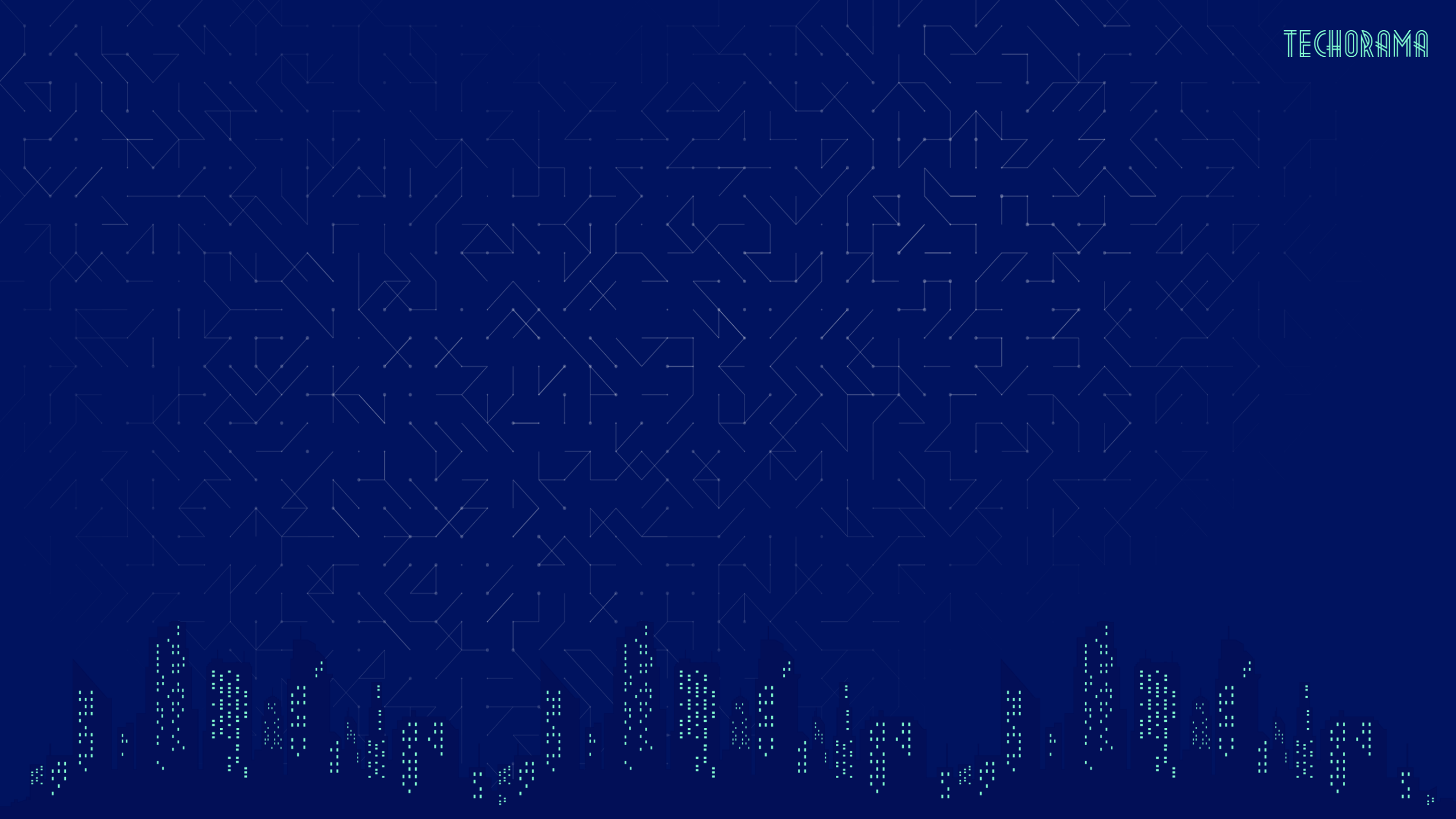
Intune sync will fail otherwise



Troubleshooting Policies

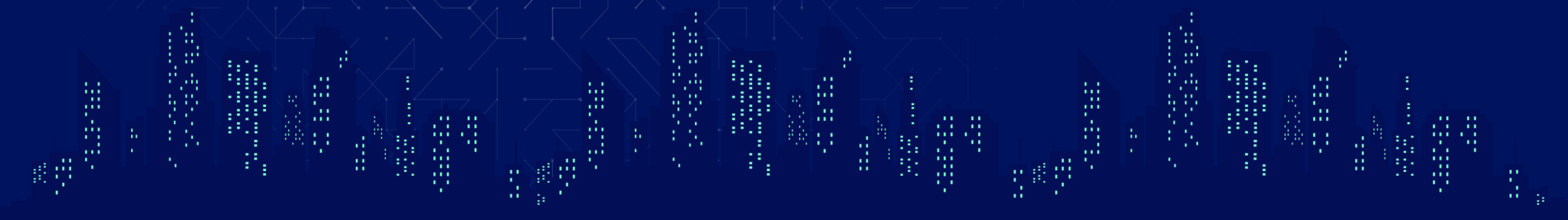
Conflicts

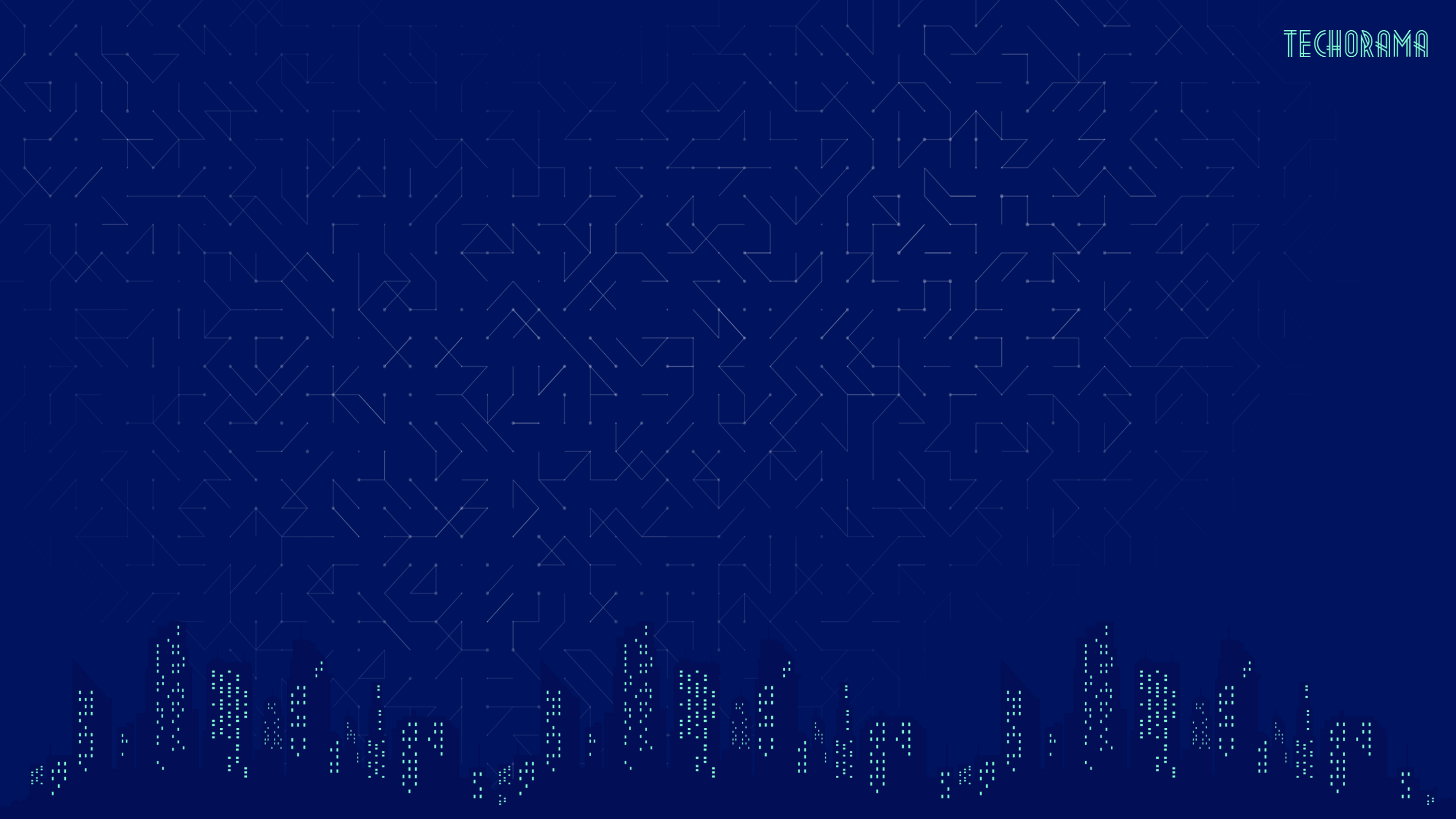




Application deployment troubleshooting

Win32 Apps





Microsoft 365 apps

Microsoft 365 Apps Admin Center

<https://config.office.com/>

- Apps Health
- OneDrive Sync
- Inventory
- Policy Management

Endpoint analytics

All services > Reports > Endpoint analytics

Endpoint analytics | Application reliability (preview) ...

Search (Ctrl+ /)



Overview

Settings

Reports

Startup performance

Proactive remediations

Recommended software

Application reliability (preview)

App reliability score

App performance

Model performance

Device performance

OS versions performance

Healthy, performant applications enable people in your organization to be productive. Review your current app reliability score and see how it compares to the selected baseline. Refer to the insights and recommendations to learn how to improve your App reliability score. [Learn more.](#)

Baseline

Filter

Insights

We don't

App reliability score ⓘ

Insufficient data

App reliability score

0

Baseline ⓘ

50

Summary

