# Troubleshoot Windows Client with Generative Al

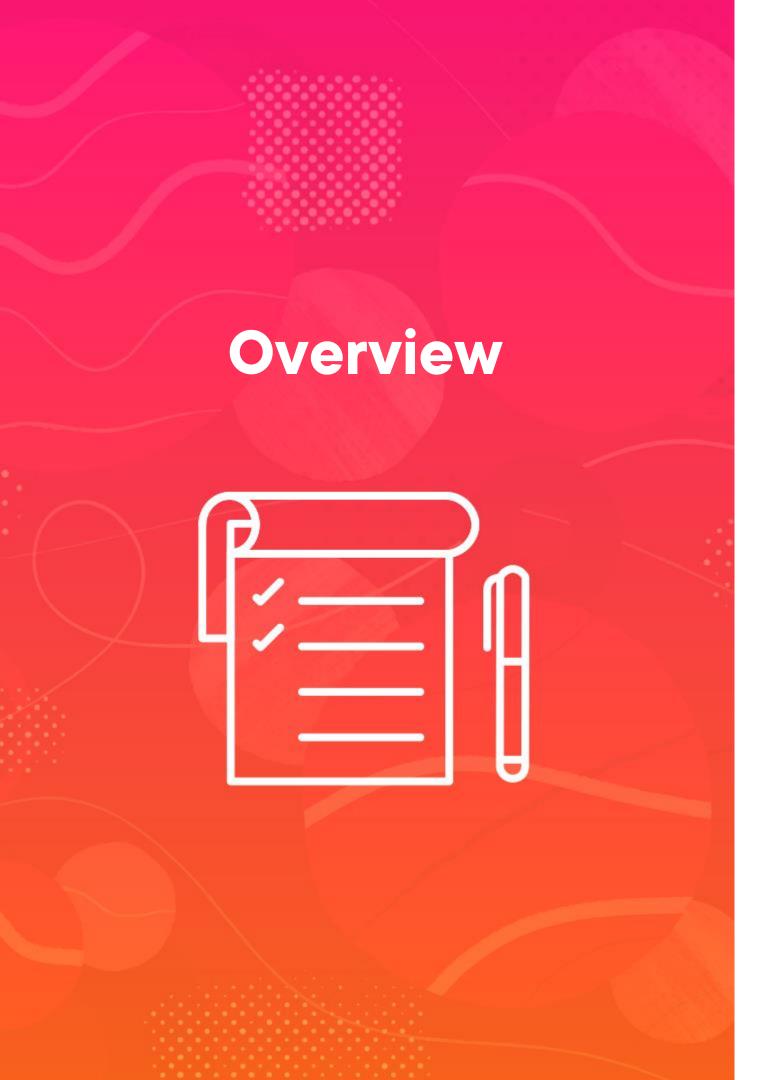


**Tim Warner** 

Principal Author, Pluralsight

@TechTrainerTim | TechTrainerTim.com





How Windows Client troubleshooting is different from troubleshooting Windows Server

**Scenarios** 



# Windows Client Troubleshooting



## Hallmarks of Windows Client Troubleshooting



**End user involvement** 



Focus on user profile: apps, settings, data



More agile update management



Counterbalance between security and user experience

## Scenarios



### Windows 10 Connectivity and App Crashes

#### **User Description:**

"I've been experiencing intermittent network connectivity issues on my Windows 10 laptop, and several applications, including MS Office and our internal CRM system, are crashing frequently. I've tried restarting the system, but the problem persists. Can you please assist?"



### Windows 10 Possible Ransomware Compromise

#### **User Description:**

"I received an email with an attachment that looked legitimate, so I opened it. Shortly after, my files became encrypted, and a ransom note appeared on my desktop. I immediately disconnected my computer from the network. Please help!"

#### **Affected System Information:**

OS: Windows 10 Pro, Version 20H2, Build 19042.985

Hostname: USER-PC123 IP Address: 192.168.1.100 User: tjump@corp.com

Antivirus: Windows Defender (last updated 08/12/2023)

Ransom Message: "All your files are encrypted! Pay X Bitcoin to [Bitcoin Address]."

File Extension of Encrypted Files: .locked Ransom Note Filename: READ\_ME\_NOW.txt

**Email Attachment Details:** 

Sender's Email Address: suspicious@example.com

Attachment Name: invoice.pdf.exe

**Email Subject: "Invoice for Recent Purchase"** 

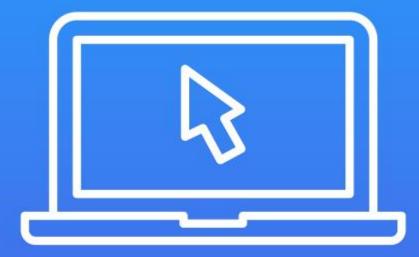
**Initial Observations:** 

Network Isolation: User has disconnected the system from the network. File Encryption: Documents, pictures, and other files are encrypted.

System Behavior: Sluggish performance, unusual CPU usage.



## Demo



#### Summary



#### **Embrace generative AI to:**

- Make your work much more efficient

- "Future proof" your career

Thanks so much!

Courses: timw.info/ps

Blog: azureopenai.blog

email: tim-warner@pluralsight.com