

# Using Generative AI to Troubleshoot Microsoft Windows

Gain Access to Generative AI



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# Overview



**Introduce generative AI**

**Review OpenAI models**

**Get started with OpenAI**

**Get started with Azure OpenAI Service**



# Exercise Files

Okta Administration: Identity and Access Management

by Tim Warner

You're tasked with implementing Okta for your organization. This course teaches you secure identity management fundamentals and sets the stage for deeper exploration of the Okta service.

Start Course Bookmark Add to Channel Download Course Schedule Reminder

Table of contents Description Transcript **Exercise files** Discussion Related Courses

These exercise files are intended to provide you with the assets you need to create a video-based hands-on experience. With the exercise files, you can follow along with the author and re-create the same solution on your computer.

**Download exercise files**

Course author

Tim Warner

Timothy Warner is a Microsoft Most Valuable Professional (MVP) in Cloud and Datacenter Management who is based in Nashville, TN. His professional specialties include Microsoft Azure, cross-platform...





# **Introduce Generative AI**





# Generative AI

**A type of artificial intelligence (AI) that creates new content, such as images or text, that resembles existing examples, much like an artist might create a new painting inspired by previous works.**



# OpenAI

**An AI research lab consisting of the for-profit OpenAI LP and the non-profit OpenAI Inc. It conducts research in a transparent and collaborative manner, aiming to ensure that artificial general intelligence (AGI) benefits all of humanity.**



# How Does Gen AI Relate To Windows Troubleshooting?

**Reduced Googling**

**Less reliance on Overflow sites**

**Focused "mentor" just for you**

**Faster resolutions than ever  
before**



# The Gen AI Competitive Landscape

**Google Bard (LaMDA)**

**Amazon Bedrock**

**Apple GPT**

**Meta Llama 2**

**IBM Watson**







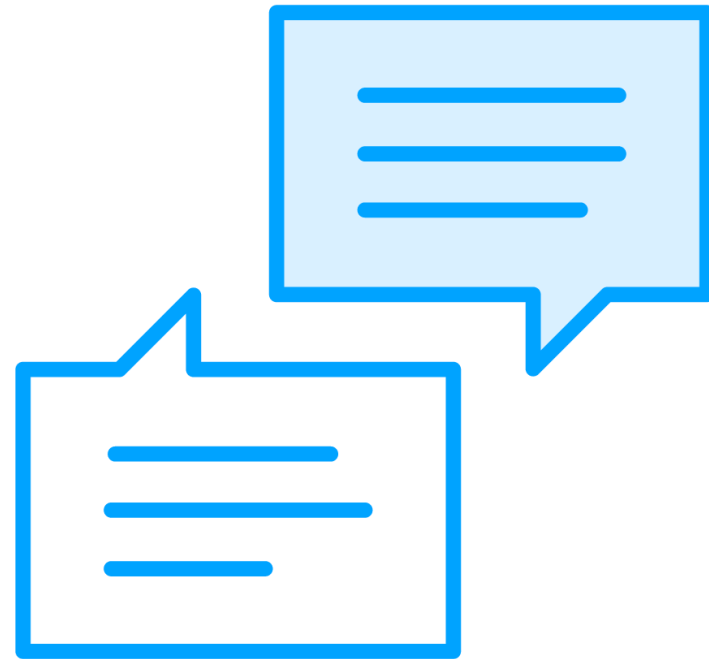
# **Review OpenAI Models**



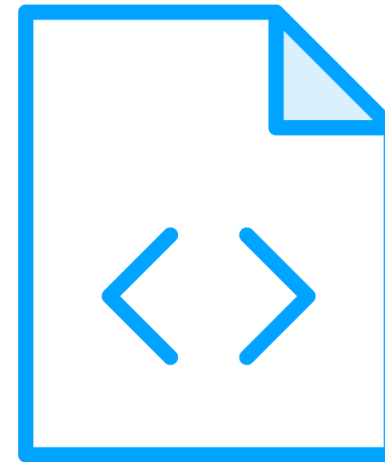
# OpenAI's Generative AI Models



**GPT**  
Text



**ChatGPT**  
Conversational  
text



**Codex**  
Source code  
gpt-3.5-turbo



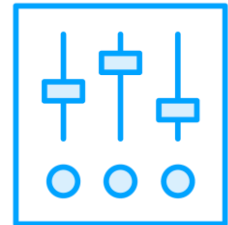
**DALL-E**  
Images



# Microsoft Azure OpenAI Service



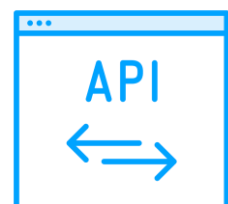
**Microsoft cloud-hosted OpenAI models (GPT-4, GPT-3, DALL-E, Embeddings)**



**Fine-tune your models with your own internal line-of-business data**



**Secure off-Internet access via the Azure Private Link service**



**Native integration with Azure Resource Manager and MS Graph**





# Get Started with OpenAI



# OpenAI ChatGPT



[chat.openai.com](https://chat.openai.com)

Need a free OpenAI account

Free tier: GPT-3.5, no plugins

Plus tier: GPT-4, plugins, beta features

AI may "hallucinate," providing inaccurate information

**Never, ever** share sensitive data in the public ChatGPT endpoint



# How to Access the ChatGPT API

**Public web  
application**

[chat.openai.com](https://chat.openai.com)

**Consume the API  
directly**

**PAYG**

[platform.openai.com](https://platform.openai.com)

**Azure OpenAI  
Service**

**PAYG**

[portal.azure.com](https://portal.azure.com)





# Demo



# 1

**ChatGPT**

**OpenAI APIs & Playground**





# **Get Started with Azure OpenAI Service**



**Demo**



**2**

**Azure OpenAI Service & Playground**



# Summary



**Two choices for accessing ChatGPT:**

- OpenAI
- Microsoft

**Once you're logged into ChatGPT, you're ready to proceed**





**Up Next:**

# **Troubleshoot Windows Server with Generative AI**

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