

Troubleshoot Windows Client with Generative AI



Tim Warner

Principal Author, Pluralsight

@TechTrainerTim | TechTrainerTim.com



Overview



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

