
QWS 7000: Install, Configure and Manage Quest vWorkspace 7.0 - Course Summary

About this Course

This 4 ½ day instructor-led course gives students the knowledge to effectively implement and manage Quest vWorkspace Version 7.0 in a diverse environment; preparing them to centrally manage desktop resources, to integrate with mainline hypervisors and to publish desktop resources to remote users in order to streamline and secure their virtual desktop environment.

At Course Completion

At course completion students will have a solid understanding of a centrally managed desktop environment including how to install, configure, manage and troubleshoot Quest vWorkspace 7.0 in a virtual desktop and/or terminal server environment. In addition, students will obtain the requisite knowledge to deploy and support Quest vWorkspace 7.0.

Audience Profile

The primary audiences for this course are IT professionals focusing on desktop configuration, which could include Network Administrators, Enterprise Desktop Administrators, Field Consultants, Terminal Server Administrators and any other technical worker that is responsible installing, configuring or managing virtual desktop infrastructure technologies in a customer environment or their company environment

Course Pre-requisites

Quest has been asked to provide guidance to assist in the selection of candidates that will benefit most from product-specific technical instruction.

The information below outlines the preferred knowledge and experience that candidates should possess in order to excel in Quest's technical Implementation and Management class for Quest vWorkspace.

Note: This candidate profile has been compiled by a group of Quest Subject Matter Experts (SME's).

Before attending this course, students must possess the following:

- Working understanding of the following protocols: TCP/IP, DNS, WINS, DHCP
- 3+ years experience with the Windows operating system
- Working knowledge of security best practices including file system permission, authentication methods and permissions and Kerberos
- Working knowledge of server and network hardware

- 2+ years experience working with Microsoft Terminal Services
- Working understanding of Internet Information Services
- Familiarity with Microsoft SQL Server administration
- Working knowledge of application virtualization
- Conceptual understanding of Active Directory terminology and object types
- Conceptual understanding of server and desktop virtualization
- 2+ years experience with one or more of the of the following virtualization platforms
 - Microsoft Hyper-V / System Center Virtual Machine Manager
 - Parallels Virtuozzo
 - VMware Virtual Infrastructure (VirtualCenter, vCenter ,vSphere, etc.)

Complete Course Summary by Module:

Mod 0: Course Introductions

Mod 1: Introduction to Quest vWorkspace - This module covers an introduction to Quest vWorkspace and reviews the product architecture, packaging and licensing requirements.

Mod 2: Product Installation – This module covers the vWorkspace installer, demonstrates creating the management database and teaches students how to install the Connection Broker Service features, Terminal Server features, Peripheral Server extensions and the connectivity features.

- Lab 2A: Installing the vWorkspace Management Database and Connection Broker Features
- Lab 2B: Installing the vWorkspace Terminal Server Features
- Lab 2C: Installing the vWorkspace Connectivity Features
- Lab 2D: Installing the vWorkspace Peripheral Server Extensions

At module completion the student will have been taught how to install and configure the following Quest vWorkspace components:

- Management Database
- Connection Brokers
- Terminal Server Enhancements
- Power Tools for Terminal Services
- Web Access Server
- Secure Socket Layer Gateway
- MetaProfiles Storage Server and Agent
- Universal Network Printing Extensions
- Password Management Server
- vWorkspace AppPortal and Web Client

Mod 3: vWorkspace Management Console – This module covers the vWorkspace Management console functions, interface, structure and features.

- Lab 3A: Performing Initial vWorkspace Farm Configuration Tasks
- Lab 3B: Configuring vWorkspace Connection Brokers and Terminal Servers
- Lab 3C: Configuring Management Servers and Virtualization Entities
- Lab 3D: Managing vWorkspace Client Objects
- Lab 3E: Delegating Administration
- Lab 3F: Installing vWorkspace Licenses

At the end of this module students will have been taught the purpose and structure of the vWorkspace management console. In addition, students will be taught vWorkspace licensing, database configuration, delegated administration, client object classification, locations and the vWorkspace broker; its communication methods and integration mechanisms.

Mod 4: Desktops and Other Servers - This module covers desktop and server groups in the vWorkspace console and how to create, enhance and manage virtual machine members in the groups.

- Lab 4A: Settings for Desktops and Other Servers
- Lab 4B: Creating Computer Groups
- Lab 4C: Populating Computer Groups with Computers

At the end of this module students will have been taught the purpose of computer and server groups in the vWorkspace console and how to manage them using power operations, task automation, virtual machine provisioning and task automation.

Mod 5: Managing Applications - This module covers how to deploy, stabilize, manage and publish installed and packaged applications in a vWorkspace environment.

- Lab 5A: Installing Applications
- Lab 5B: Creating and Connecting to Managed Applications
- Lab 5C: Using Virtual-IP

At the end of this module students will have been taught methods for installing applications in a terminal server and virtual desktop environment, how to publish applications and desktops to end users, stabilizing applications with redirect-it and Virtual IP and optimizing the end user experience with Quest's Experience Optimized Protocol.

Mod 6: Configuring and Using vWorkspace AppPortal - This module covers the installation and configuration of the vWorkspace AppPortal client.

- Lab 6A: Using the vWorkspace AppPortal Client

At the end of this module students will have been taught how to setup a connection to a vWorkspace farm and configure various options security, display and user experience.

Mod 7: Managing Clients Sessions - This module covers the management objects within the vWorkspace console used to administer client sessions.

- Lab 7A: Assigning Resources to Clients

At the end of this module students will have been taught how to utilize vWorkspace resource objects to streamline administration of client sessions .

Mod 8: Configuring and Using Universal Printing - This module covers the features and configuration of the Quest vWorkspace Universal Printer Service to enable driverless printing in a virtual environment.

- Lab 8A: Managing and Using Auto-Created Client Printers
- Lab 8B: Universal Network Printers

At the end of this module students will have been taught the issues that vWorkspace Universal Printing addresses and how to configure it for client printing, LAN printing and WAN printing.

Mod 9: Managing User Profiles - This module covers the purpose and configuration of the Quest vWorkspace MetaProfile service to streamline the logon process by establishing and maintaining user persistence across virtual desktops and/or terminal servers.

- Lab 9A: Configure and Use MetaProfiles

At the end of this module students will have been taught how to use MetaProfiles' Storage Server and Agent Service to eliminate profile issues in a virtual desktop environment.

Mod 10: Enabling Web Access - This module covers the quest vWorkspace Web Access component.

- Lab 10A: Configuring and Using Web Access Server

At the end of this module students will have been taught the purpose and function of Web Access and how to configure it to enable end user access to their application set via a web browser.

Mod 11: Securing vWorkspace Access - This module covers the features and configuration of the Quest vWorkspace SSL gateway.

- Lab 11A: Configure and Use the SSL Gateway

At the end of this module students will have been taught the purpose, function and administration of the Quest vWorkspace SSL gateway in order to secure the connection to the Quest vWorkspace solution for remote users.

Mod 12: Managing Terminal Server Workloads - This module covers the function and configuration of workload evaluators in Quest vWorkspace.

- Lab 12A: Using Workload Evaluators

At the end of this module students will have been taught how to configure the workload evaluators in vWorkspace to efficiently load user connection requests.

Mod 13: Terminal Server CPU Management and Virtual Memory Optimization - This module covers how terminal server CPU management and Virtual Memory Optimization can be used to improve the performance of your terminal server, thereby increasing consolidation ratios.

At the end of the module students will have been taught the challenges of CPU and virtual memory management in a terminal server environment and how to configure vWorkspace CPU management and Virtual Memory Optimization.