

Module 0: Course Introductions

Module 1: Introduction to Quest vWorkspace

Overview

What is Quest vWorkspace?

Architectural Components and Services

Management Database

Management Console

Connection Broker

VMware/Virtual Iron Integration

Microsoft Hyper-V Integration

Parallels Virtuozzo Integration

Terminal Services Enhancements

Power Tools for Terminal Services

Universal Printing

User Profile Acceleration

vWorkspace Client

Web Access

SSL Gateway

Packaging & Licensing

Enterprise Edition

Desktop Edition

Power Tools for Terminal Services

Lab: (Tentative) Introduction to Quest vWorkspace

Review

Module 2: Installing Quest vWorkspace Features

Overview

Downloading the Software

The vWorkspace Installation Packager

Starting the Installation Packager

Prerequisite Auto-detection & Installation

Microsoft .Net Framework 2.0/3.0

Java

Terminal Services

Internet Information Services

New Install vs. Upgrade

Installing the vWorkspace Management Database

Introduction

Requirements

Supported Versions

Authentication

Setting up the Database during Installation

Options

Setting up the Database post Installation

Verifying Database Setup

Netstat

Windows Services

SQL Server Configuration Manager

SQL Server Management Studio

Best Practices

Installing Connection Broker Server Features

Introduction

Prerequisites

Supported Operating Systems

Microsoft .Net Framework

Java

Integration with VMware VI3 and Virtual Iron

Integration with Microsoft SCVMM/Hyper-V

Integration with Parallels Virtuozzo

Adding the Server to the Management Database

Verifying Installation

Netstat

Windows Services

vWorkspace Management Console

Best Practices

Installing Terminal Server Features

Introduction

Prerequisites

Supported Operating Systems

Terminal Services Service

Terminal Server Licensing

Microsoft .Net Framework

Terminal Server Enhancements (Provision-IT)

Power Tools for Terminal Services

Adding the Server to the Management Database

Verifying Installation

Netstat

Windows Services

vWorkspace Management Console

Best Practices

Installing Connectivity Features

Introduction

Web Access

Prerequisites

Supported Operating Systems

Internet Information Services

Microsoft .Net Framework

Java

Verifying Installation

Best Practices

SSL Gateway

Prerequisites

Supported Operating Systems

Verifying Installation

Windows Services

Control Panel

Best Practices

Peripheral Server Extensions

- Introduction
- Universal Network Print Services
 - Universal Network Print Server Extensions*
 - Universal Print Relay Service for Remote Sites*
- User Profile Storage Service
- Verifying the Installation
- Best Practices

Additional Components

- Introduction
- vWorkspace Management Console
 - Server Installation*
 - Standalone Installation*
- Password Reset Service
- RPD Gateway (Proxy-IT)

Lab: Install the vWorkspace Features

- Connection Broker and Database Setup
- Installing Terminal Server Features
- Installing Connectivity Features
- Installing Peripheral Server Extensions
- Installing Additional Components

Review

Module 3: Introduction to the vWorkspace Management Console

Overview

- Functions
 - Primary Management Tool*
 - Performs Read/Write Database Operations*

- ODBC Connectivity
- Default Permissions

User Interface Elements

- Navigation Panel
- Information/Detail Panel
- Display Toggles
- Menu Bar
- Task Bar
- Context Menus
- Status Bar

Logical Structure

- Top Level Nodes
 - Farm Node*
 - Locations*
 - Quests*
 - Resources*
 - Packaged Applications*
 - Performance Optimization*
 - Virtual IP*
 - File & Registry Redirection*
 - Workload Management*

Customer Information & Licensing

- Customer Information

- Creating a VMAC
- Adding/Viewing/Removing Licenses

Database Configuration

- Creating a New Farm Database
- Connecting to an Existing Farm Database

vWorkspace Farm Properties

- Changing the Farm Name
- Database Caching

Delegating Administration

- Default Permissions
- System Administrator
- Non-System Administrators

Lab: Using the vWorkspace Management Console

Best Practices

Review

Module 4: Working with vWorkspace Client Objects

Overview

- Definition
- Access Control Lists
- Resources
- Client Assignments

Client Types

Client Management

- Adding, Deleting Clients
- Client Assignments

Administrative Permissions

Lab 4A: Working with vWorkspace Client Objects

Module 5: Working with vWorkspace Locations

Overview

Properties for All Locations

Setting Location Specific Properties

Virtualization Servers

Virtualization Entities

Server Object Nodes

- The Connection Brokers Node
- The Terminal Servers Node
- The Desktops Node
- The Other Servers Node

Adding/Deleting/Renaming Locations

- The Virtualization Server Wizard
- Delete Locations
- Rename

Administrative Permissions

Lab: Working with vWorkspace Locations

Module 6: Working with vWorkspace Connection Brokers

Overview

- Introduction
- Functions
- Communications
- Services

Adding/Removing Connection Brokers

Connection Broker Settings for all Locations

- Communication Settings
- License Pooling

Connection Broker Server Properties

- Server Role
- Certificate Management
- Logging

Lab: Working with vWorkspace Connection Brokers

Module 7: Working with Terminal Servers

Overview

- Functions
- Communications
- Services

Adding/Removing Terminal Servers

Terminal Server Folders

TS Server Properties

Lab: Working with Terminal Servers

Module 8: Working with Desktops and Other Servers

Overview

- Purpose
- Concepts & Terminology
 - Datacenters*
 - Datastores*
 - Sysprep*
 - Computer Initialization*
 - PNTools*
 - When to use Desktops vs. Other Servers*

Computer Groups

- Purpose
- Properties
- Using the New Computer Group Wizard
- Populating Computer Groups w/ Computers
 - Add Computers*
 - Import/Re-Sync Computers into a Group*
- Removing Computers from a Group

Managing Power States

Monitoring Tasks and Logs

Task Automation

Administrative Permissions

Lab: Working with Desktops and Other Servers

Module 9: Working with Managed Applications

Overview

Installing Applications on Terminal Servers
Installing Applications on Desktops and Other Servers

Packaged Applications

App-V/SoftGrid Applications

PNTools and Other MSI Packages

Publishing Managed Applications and Desktops

Using the New Application Wizard

Using the Application Wizard

Special Considerations for Terminal Server Applications

Registry and File Redirection

Virtual IP

Module 10: Installing, Configuring, and Using the vWorkspace

AppPortal Client

Overview

Automatic Configuration

Manual Configuration

AppPortal Settings

Launching Managed Applications

Session Status

AppPortal Desktop Integrated Mode

Lab: Installing, Configuring, and Using the vWorkspace

AppPortal Client

Module 11: Configuring and Using the vWorkspace Web Access Server

Overview

The Web Access Management Console

Global vs. Farm Specific Settings

Farms

Add Remove Farms

Manage Farms

Connectivity Settings

Connection Broker Settings

Firewall/SSL VPN Settings

Proxy Server Settings

Authentication

Windows Domains

Two-Factor Authentication

Credentials Pass-Through

Password Management

Client Identification

User Experience

Local Resources

Display

Performance

User Interface

- Content Layout
- Look & Feel
- Messages
- Downloads
- Miscellaneous
- Configuration Settings**
 - General
- Using the vWorkspace Web Access Client**
 - Overview
 - Access URL*
 - The Logon Page
 - The Applications Page
 - View Options*
 - The Info Center
 - The Downloads Page
 - The Session Information Page
 - The Preferences Page
 - General*
 - Display*
 - Local Resources*
 - Performance*
 - Miscellaneous Tools
 - Refresh*
 - Help*
 - Change Your Password*
 - Logout*

Lab: Configuring and Using vWorkspace Web Access

Module 12: The vWorkspace SSL Gateway

- Overview
- Deployment Options
- Server Authentication Certificates
- SSL Gateway Server Configuration
 - RDP Proxy
 - Web Interface (Web Access)
 - Connection Broker
- Options
 - Connectivity Timeout
 - Logging
- Configuring vWorkspace AppPortal to use the SSL Gateway
- Configuring vWorkspace Web Access to use the SSL Gateway
- Lab: vWorkspace SSL Gateway Configuration and Usage

Module 13: Managing Client Sessions

- Overview
- Viewing License Usage Information
- Viewing Client Sessions
 - Desktops
 - Terminal Servers

Client Session Administrative Actions

Desktops

Terminal Servers

Module 14: Assigning Resources to Clients

Overview

Pnshell

Additional customizations

Application Restrictions

Client Settings

Color Schemes

Drive Mappings

Environment Variables

Host Restrictions

Managed Applications

Printers

Registry Tasks

Scripts

Time Zones

User Policy

User Profiles

Wallpapers

Resources Summary Table

Lab: Assigning Resources to Clients

Module 15: Managing User Profiles (MetaProfiles-IT)

Overview

User Profile Storage Server

User Profile Agent

User Profiles Properties

General

Storage Servers

Silos

Defining User Profile Elements

Registry

Special Folders

Lab: Managing User Profiles

Module 16: Universal Printing (Print-IT)

Overview

Features

Components

Printing Scenarios

Auto-Created Client Printers

Introduction

Print-IT Properties on Terminal Servers

Print-IT Properties on Managed Desktops

Print-IT Properties on the vWorkspace Client

Lab: Working with Auto-Created Client Printers

Universal Network Printers

Introduction

Adding Universal Network Print Servers and Printers

Universal Printer Properties

General

Client Assignments

Permissions

Lab: Working with Universal Network Printers

Quest Universal Printer Remote Site Relay

Introduction

Configuring the Remote Site Relay Print Server

Adding Remote Site Relay Printers into the Farm

Lab: Working with Universal Printer Remote Site Relay

Module 17: Quest Experience Optimized Protocol

Overview

Features

Licensing

Graphics Acceleration (GA)

vWorkspace Management Console - Managed Applications

Global

Per Application

vWorkspace Management Console - Client Settings

Multimedia Redirection (MMR)

vWorkspace Management Console - Client Settings

AppPortal Connection Settings

Web Access

Local Text Echo

vWorkspace Management Console - Client Settings

Web Access Settings

Local Text Echo Client Settings

Bi-Directional Audio

Lab: Quest Experience Optimized Protocol

Module 18: USB Device Management

Overview

USB for Terminal Servers

USB for Desktops

Quest vWorkspace Virtual USB Hub Client

Module 19: Using Workload Evaluators to Balance Terminal Server Loads

Overview

The Workload Management Process

Defining Workload Evaluators

Assigning Workload Evaluators

Terminal Servers

Managed Applications

Lab: Using Workload Evaluators

Module 20: Performance Optimization for Terminal Servers

Overview

CPU Management

Shares

Virtual Memory Optimization

Rebasing

Binding

Max-IT Master Policy

Max-IT Server Policy

Viewing Virtual Memory Optimization Results

Lab: Performance Optimization for Terminal Servers