

# ManageEngine Training



Desktop Central

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- Course Objectives
  - Who Should Attend
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## Course Objectives

Desktop Central training helps you IT staff learn the features offered by Desktop Central and to make them effectively use them to its fullest potential. At the end of this course, you will be able to use Desktop Central to:

- Automate Patch Management of both Microsoft and Non-Microsoft applications
- Distribute software applications to users and computers
- Inventory software and hardware details of the network computers
- Manage software license to ensure compliance and detect unauthorized software usage
- Access remote computers to view/troubleshoot
- Restrict USB device usage
- Define and deploy power settings and go green
- Configure windows desktop and applications

## Who Should Attend

If you are an IT Manager, System Administrator, or an Operator, and have deployed Desktop Central in your network, this training helps you learn the Systems Management options available in Desktop Central and to take advantage of it in meeting your needs.

## Course Agenda

### Installation & Setup

- Installing Desktop Central
  - System Requirements
  - Installing the Server
- Configuring Desktop Central Server
  - Configuring the Firewall
  - Enabling Secure Communication
  - User Administration
  - Configuring Mail Server for email notifications
  - Changing Server Ports, Communication mode, etc.

- Discovering the Domains
- Adding Domains/Workgroups
- Adding Computers to manage
- Adding Remote Offices
- Installing Distribution Servers
- Configuring Agent Settings
- Installing the Agent in Client Computers
  - From the Console
  - Using Windows GPO
  - Using Script
  - Manually
- Configuring Firewall in Client Computers
  - Enable Automatic Configuration
  - Configure Manually
  - Ports to be opened in the Firewall
- Verifying Agent Installation Status

## **Patch Management**

- Patch Management Workflow
- Setting up Patch Management
  - Configure Proxy
  - Define System Health Policy
- Update Patch Database
  - Includes latest patch database
- Synchronize patch database periodically
  - Update manually
  - Schedule periodic updates
- Identify Missing Patches
- Install Missing Patches
  - Install a patch to all the required systems
  - Install all the missing patches to a computer
- Define automatic patch deployment
- Exclude patches from being reported as missing
- Schedule Patch Deployment
- Verify the status of Patch Deployment
- Patch Management Reports
  - Vulnerable Systems
  - Vulnerable Patches
  - Latest Patches
- Patch Management Alerts
  - Notify when a task is complete

## **Software Deployment**

- Setting up Software Deployment
  - Creating a Network Share
- Adding Software Packages
  - MSI Packages
  - EXE Packages
- Deploying the Software
  - Scheduling Deployment
  - Perform Pre- and Post- installation tasks
- Verifying the status of deployment

## **Asset Management**

- Scan for Assets
  - Scan Manually
  - Schedule Periodic Scan
- Configure Email Alerts
- Manage Software Licenses
  - Group Similar Software
- Configure Prohibited Software
- Inventory Reports
  - Software Reports
  - Hardware Reports
  - License Compliance Reports
  - Create Custom Reports

## **Configurations**

- Understanding User and Computer Configurations
- Understanding Configuration States
- Using Configuration Templates
- Using Collections
- Some Important Configurations
  - Securing USB Devices
  - Applying Security Policies
  - File Folder Operations
  - User & Group Management
- Configuration Status Report

## **Green IT – Power Management**

- Define and Apply Power Schemes
- Shutdown Remote Computers
  - Shutdown Manually
  - Scheduled Shutdown
    - Shutdown
    - Lock Computer
    - Standby
    - Hibernate
- Shutdown computers in specific Custom Groups
- Wake up Remote Computers
  - Manually
  - Scheduled Wake up
- Power Management Report

## **Securing USB Devices**

- Enable/ Disable USB Devices
- User Level / Computer Level
  - Mouse
  - Disk Drive
  - CD ROM
  - Portable Devices
  - Floppy Disk
  - Bluetooth
  - Image
  - Printer
  - Modem

## **Tools**

- Remote Control
  - Settings
    - Ports used for Remote Control
    - Prompt for User Confirmation
    - Log connection reasons
    - Mode of Communication
  - Viewing Remote Desktop
    - Disable Remote keyboard and mouse
    - Hide desktop when being controlled remotely
- System Tools
  - Scheduling Tasks
    - Check Disk
    - Clean Disk
    - Disk Defragmentor

## Reports

- Active Directory Reports
  - Schedule Reports Update
  - Email Reports
- User Logon Reports
  - Enable User Logon Reporting
  - View Logon History & Reports
- Create Custom Reports
- Create Custom Query Reports

## HelpDesk

- Integration with any Help Desk Application
  - Ticketing
  - Alerts
- Integration with ManageEngine ServiceDesk Plus
  - Asset Data

## Audit

- Audit Actions performed using Desktop Central
  - Remote Control Operations
  - Inventory Alerts

## Miscellaneous Configurations / Settings

- Creating Custom User / Computer Groups
- Personalizing Web Console
- Schedule Database Backup

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