

## Course Overview

The *DesktopNow Application Manager 10* training course is a 2-day course that provides the necessary foundation to administer and maintain application management using the Desktop Suite. This course contains the subject matter to prepare candidates for the Application Manager 4.0 exams. Participants may register for course up until 1 business day prior to the course start date. And to optimize the training experience, we recommend students obtain a headset prior to the course start date.

## Course Objectives

- The objective of this workshop is for each student to know the configuration and management principles of Application Manager, including
  - Describe the components of the DesktopNow v10 Suite
  - Identify the steps in the installation of the DesktopNow v10 Suite
  - Explain Deployment Agent installation and configuration
  - Explain Management Center reporting and package deployment
  - Identify the steps in building the configuration
  - Discuss the default configuration, global settings, advanced settings, and features
  - Describe privilege management and its components
  - Explain high availability in a DesktopNow environment
  - Discuss network load balancing
  - Identify considerations for the SQL databases
  - Identify the steps in implementing additional Management Center servers
  - Discuss enterprise troubleshooting tips

## Course Duration

2 days

## Course Pricing

**US:** \$2,250

**UK:** £1,100

**Germany:** € 1,270

**Australia:** \$2,000

## Delivery Method

This class is offered in an instructor-led online format. You only require access to the Internet for the training.

## Recommended Prerequisites

Windows Administration Experience

## Audience

This workshop style course is intended for:

- Individuals who will use DesktopNow 10 Application Manager for Application Access Control and Application Network access control.

## Registration Information

You may register online at <http://training.ivanti.com>. Contact us at [training@ivanti.com](mailto:training@ivanti.com) for more information.

## Course Outline

### Day 1

#### **Module 1: Introducing the DesktopNow Suite**

#### **Module 2: DesktopNow Components and Installation**

- Identify and define the DesktopNow components and the roles.
- Perform and verify an Enterprise Installation

#### **Module 3: Package Deployment**

- Management Center Infrastructure
- Installing the Deployment Agent
- Installing Application Agents & Configurations
- Advanced Package Management
- Managing the Management Center
- Enterprise Reporting
- Package Management
- Failover Servers

### Day 2

#### **Module 4: Application Manager - Application Access Control & Application Network Access Control**

- Overview
- AM Components
- Application Access Control
- How Rules are Assigned
- Building the Configuration
- ANAC
- Default Config & Global Settings
- Advanced Settings & Features

#### **Module 5: Application Manager - User Privilege Management & Discovery**

- Privilege Management
- Components
- The User Privilege Rule Element
- Privilege Discovery Mode

#### **Module 6: Enterprise Administration**

- High Availability
- Network Load Balancing
- Adding Management Servers

Troubleshooting Tips