

AppSense Education provides the skills required for successful user virtualization solutions



Course Overview

The AppSense Support 2.0 course is a comprehensive troubleshooting course providing the necessary skills to enable AppSense DesktopNow administrators and support desk team members to troubleshoot and resolve a high percentage of first line support incidents associated with AppSense DesktopNow.

Course Objectives

This instructor-led course provides the necessary foundation to analyze and troubleshoot issues with the installation and configuration of AppSense DesktopNow. Formal instructor-led training will take the student through the troubleshooting methodologies used within the AppSense Support Team, and then apply those techniques to identify and isolate problems arising in the individual components of AppSense DesktopNow.

This course prepares support staff to perform AppSense DesktopNow support tasks such as:

- Use the AppSense troubleshooting methodology to categorizing problems correctly
- Recognizing and eliminating supporting technologies that may affect the DesktopNow solution
- Recognizing and troubleshooting the individual components of the DesktopNow solution

This course contains the subject matter to prepare candidates for the AppSense Certified Support Engineer 2.0 exam.

Audience

This course is intended for the following audiences:

- Customer support team
- Channel Partner & System Integrator support team

Prerequisites

Before beginning this course, students should be familiar with Windows profiles and possess moderate to advanced Microsoft Windows administrative skills including:

- Performing administrative tasks associated with Windows XP , Windows 7, Windows Server 2003 Windows Server 2008
- Knowledge of NTFS Permissions, how the Windows registry works, Windows system services and system drivers
- Familiarity with Windows Active Directory (AD) including Group Policy Objects, AD sites, AD group/user accounts
- Microsoft SQL Server administration
- An understanding of Windows troubleshooting techniques and tools such as Task Manager, Performance Monitor, Event Viewer, etc
- Attendance of the AppSense Professional 2.0 Course and/or passing the AppSense Professional 2.0 Exam is highly recommended

AppSense Support Engineer 2.0

ILT-SUP-100 course description

Course agenda and modules

Module 1 - Troubleshooting Methodologies & Fundamentals

- Describe the four phases of the AppSense Support Methodology
- Detail the concepts and elements that can affect the DesktopNow solution
- AppSense Support best practices to help avoid problems whilst investigating and fixing issues

Module 2 - Troubleshooting AppSense Endpoints

- Tools available to aid troubleshooting
- Verifying endpoint components and functionality
- Troubleshooting the Client Communication Agent
- Troubleshooting Environment Manager software and functionality at the endpoint
- Troubleshooting Application Manager software and functionality at the endpoint
- Troubleshooting Performance Manager software and functionality at the endpoint
- Enabling endpoint product logging and evaluating the collected logs

Module 3 - Troubleshooting Web Servers

- Discovering how AppSense uses the Web servers
- Checking the Configuration of the servers
- Enabling and examining server Logs
- Testing the connection to SQL from the servers
- Fundamentals of NLB troubleshooting

Module 4 - Troubleshooting Databases

- Understanding how AppSense uses SQL
- Checking Connectivity to the SQL servers
- Tools used to troubleshooting Replication issues
- Clarifying user accounts and permissions needed to verify SQL functionality

About AppSense

AppSense is the leading provider of enterprise workspace management solutions that enable productive, secure workforces across desktop and mobile environments. The AppSense workspace management suite has been deployed by over 3,000 customers worldwide with over 6 million endpoints under management. Our solutions including DesktopNow, MobileNow and DataNow reduce IT complexity and improve the deployment and management of devices, applications, and data across the enterprise. The company is headquartered in Sunnyvale, CA with offices around the world.

Contact us

For more information on our IT solutions visit appsense.com or email us at education@appsense.com

AppSense Support Engineer 2.0 Certification Exam (APP-SUP-100)



Skills measured by exam APP-SUP-100

The AppSense Support 2.0 Certification Exam measures your level of knowledge and skill to support and troubleshoot AppSense DesktopNow.

In order to pass the exam, candidates should be proficient with all four products within DesktopNow:

- AppSense Environment Manager
- AppSense Application Manager
- AppSense Performance Manager
- AppSense Management Center

The exam is weighted across all three DesktopNow tiers. Questions are drawn from a large pool of questions, making it highly unlikely that the same questions or topic mix will appear in any given sitting. The percentages of questions asked for each product area are broken down as follows:

The percentages indicate the relative weight of each major topic area on the exam.

Topic	Weight
AppSense Troubleshooting Methodology	10%
Troubleshooting Endpoints	40%
Troubleshooting AppSense Servers	25%
Troubleshooting AppSense Databases	25%

Preparation

In preparing for the exam, candidates should attend the AppSense Support 2.0 course. 100% of the exam questions can be answered from the AppSense Support 2.0 Student Guide and Exercise Guide:

Successful candidates will have:

- Participated in the course's lectures and discussions
- Performed and practiced the hands-on exercises
- Reviewed and studied the Student Guide and Exercise Guide

Alternatively, if candidates do not wish to attend the AppSense Support 2.0 course, they could also prepare by reviewing and studying the DesktopNow Product Documentation and gaining hands-on experience installing, configuring, administering, troubleshooting and maintaining DesktopNow.

Benefits of becoming AppSense Certified

AppSense is the leading provider of workspace management solutions to enterprise organizations.

Our pioneering desktop solutions are validated by leading vendors, such as Microsoft, Citrix, Cisco and VMware. Becoming an AppSense Certified Support Engineer validates you have the knowledge and skill to troubleshoot and support a DesktopNow solution to ensure a secure, tailored user experience across all platforms, improving your organization's user productivity and security while reducing operational and capital costs.

By meeting the standards of an AppSense technical certification program, you demonstrate that you are prepared to take on AppSense projects. AppSense values our growing community of certified IT professionals and offers exclusive benefits, such as access to participate in application beta programs, beta training courses and exams and official AppSense Certified logos.

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AppSense Support Engineer 2.0 Certification Exam (APP-SUP-100)

Tested knowledge and skills

Topic area	Required knowledge and skills
Basic Methodologies	<ul style="list-style-type: none">Understand the four I's (Identify – Investigate – Isolate – Implement fix) and their applicationUnderlying technologies and components and their effect on DesktopNowCorrectly categorize problems and procedures within the four I's
Troubleshooting AppSense Endpoints	<ul style="list-style-type: none">Identify tools available to help troubleshoot DesktopNow and when to use themIdentify endpoint components and correct functionality behaviorIdentify troubleshooting steps for AM, PM, EM Policy & EM PersonalizationEnable Logging for all Endpoint componentsView and interpret the log files
Troubleshooting AppSense IIS Servers and Communications	<ul style="list-style-type: none">Understand how AppSense uses IIS web serversTools and techniques used to troubleshoot and verify functionality of the serversIdentify which server components have logging capability, how to enable and where the log files can be foundHow to test communication to and from the web servers
Troubleshooting SQL	<ul style="list-style-type: none">Understand how AppSense uses the SQL serverUnderstand the SQL database components relating to DesktopNowHow to test communication to SQL from the web serversUtilize tools that can be used to verify functionality of SQL, including Mirroring and ReplicationIdentify and test database permissions and roles