

# AppSense Specialist course overview



AppSense training

## AppSense education and certification provides and validates the skills required for successful user virtualization solutions



### Overview

This two-day instructor-led course provides the necessary techniques to install, perform advanced configuration and monitor user virtualization solutions using the AppSense Environment Manager product in enterprise environments. Formal instructor-led training quickly gets the delegate familiar with the two components of AppSense Environment Manager, policy and personalization. This course prepares administrators to perform AppSense Environment Manager installations and advanced administrative tasks. This is the AppSense Specialist curriculum and contains some subject matter for the AppSense Specialist exam, (APP-200).

### Delivery Method

Instructor-led online or classroom

### Duration

2 Days

### About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.

### Audience

The audience for this course is IT professionals, senior consultants and senior systems administrators wishing to become AppSense consultants.

They will be interested in configuring, installing, troubleshooting and monitoring AppSense Environment Manager in enterprise environments, undertaking exams to prove his or her knowledge/skills/experience related to AppSense technologies.

### Prerequisites

Before beginning this course, students should possess moderate to advanced Microsoft Windows administrative skills, including:

- Understanding of user profiles (v1 and v2)
- Understanding of networking
- Understanding of Windows operating systems
- Understanding of the registry
- Understanding of security best practices. For example, file system permissions, authentication methods, Kerberos etc
- Hands-on experience with:
  - IIS
  - SQL
  - Windows Registry settings
- Attendance of 3 day AppSense Professional level course

### Objectives

**At the completion of this course, successful students will be able to:**

- Understand and implement the functionality of each component of the AppSense Environment Manager product, identifying where and when they should be implemented
- Implement a complete profile management solution

- Understand and implement the security mechanisms used to install, configure and monitor AppSense Environment Manager including the accounts needed to maintain the EM SQL databases
- Understand and implement the AppSense Management Center to deploy configurations and agents & 3rd party alternatives for agent deployment
- Implement an enterprise wide deployment system to deliver and maintain AppSense software from a single (or multiple) console
- Understand the functionality and implementation methods used in troubleshooting AppSense Environment Manager policies
- How to enable AppSense Environment Manager personalization and create custom configurations to enable application personalization virtualization
- Configure AppSense Environment Manager for use with App-V Applications
- Gain visibility of personalization activity and use remediation tools such as 'profile roll-back'
- Implement application lockdown to remove unwanted functionality such as menu items and other components from the OS and application user interface
- Understand and implement self-healing
- Discuss the role and use of triggers, conditions and actions in creating an AppSense Environment Manager policy configuration
- Describe policy vs. personalization
- Create, configure and deploy an environment policy configuration
- Describe how AppSense Environment Manager enables and manages user personalization
- Enable, configure and test user personalization
- Perform personalization analysis and a manual archive and rollback of an application's

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## Course agenda

### Module 1: Introducing the AppSense User Virtualization Platform

Topics include:

- Describe the role of CCA with AppSense Management Center in the context of EM
- Describe an N-Tier architecture solution
- Relate the importance of underlying technologies on performance of user virtualization
- List the areas where underlying technologies can impact on user virtualization
- Interpret the role of each component in the AppSense Environment Manager three tier architecture

### Module 2: Endpoint components

Topics include:

- Differentiating between stand-alone and enterprise installations
- Examine the boot sequence and identify the EM services in the sequence of events
- Performing testing of PVC injection into managed applications
- Examining the aemp file

### Module 3: AppSense Environment Manager - Policy

Topics include:

- Relate the basic components of a policy configuration
- Navigating the AppSense Environment Manager console
- Creating and configuring a AppSense Environment Manager Configuration, including:
  - Triggers
  - Nodes
  - Conditions
  - Actions
- Lockdown and self-heal functionality

### Module 4: AppSense Environment Manager - Personalization

Topics include:

- Policy vs. personalization
- Compare and contrast desktop settings and session Data
- Plan for personalization of MS Office applications using application groups
- Analyze and create archives of personalization data from the AppSense Environment Manager console

### Module 5: Configuration assistant

Topics include:

- Enable data collection to collect data for the configuration assistant
- Use the configuration assistant to analyze collected data and produce reports to enable correct configuration of personalization

### Module 6: Upgrades and migration

Topics include:

- Considering migration options provided by AppSense
- Upgrade considerations
- Describe types of data that should/should not be stored in personalization
- New tools available to aid migrations

### Module 7: Troubleshooting and debugging

Topics include:

- Using the logging tools
- Using the server configuration utility to troubleshoot
- Test end to end communication
- Ensure correct design, deployment and application of configuration files.
- Monitoring and auditing
- Using the AppSense support script

## Further Information

For further information regarding AppSense courses and certifications, please visit:

[www.AppSense.com/education-and-certification](http://www.AppSense.com/education-and-certification)