

ManageEngine - Endpoint Central (Formerly Desktop Central)

Course Description:

This course is designed to provide participants with a thorough understanding of ManageEngine Endpoint Central. It covers everything from installation and configuration to advanced features like patch management, software deployment, and power management.

Audience Profile:

- IT Administrators
- System Administrators
- Network Administrators
- IT Support Engineers

Prerequisite:

- Basic knowledge of networking concepts
- Familiarity with system administration tasks
- Understanding of Windows OS and Active Directory

Course Objective:

By the end of this course, participants will be able to:

- Install and configure Endpoint Central
- Manage patches and software deployments
- Configure power management and remote control features
- Generate reports and integrate with help desk applications

Module-wise Table of Contents (TOC):

Module 1: Introduction to Endpoint Central

- Overview of Endpoint Central
- Key Features and Benefits

Module 2: Installing and Configuring Endpoint Central

- Installing Endpoint Central
- Configuring Endpoint Central Server

Module 3: Discovering and Adding Domains/Workgroups

- Discovering the Domains
- Adding Domains/Workgroups
- Adding Computers to Manage
- Adding Remote Offices
- Installing Distribution Servers

Module 4: Agent Management

- Configuring Agent Settings
- Installing the Agent in Client Computers
- Configuring Firewall in Client Computers
- Verifying Agent Installation Status

Module 5: Patch Management

- Patch Management Workflow
- Setting up Patch Management
- Updating Patch Database
- Synchronizing Patch Database Periodically
- Identifying Missing Patches
- Installing Missing Patches
- Defining Automatic Patch Deployment
- Excluding Patches from Being Reported as Missing
- Scheduling Patch Deployment
- Verifying the Status of Patch Deployment
- Patch Management Reports
- Patch Management Alerts

Module 6: Software Deployment

- Setting up Software Deployment
- Adding Software Packages
- Deploying the Software
- Verifying the Status of Deployment

Module 7: Asset Management

- Scanning for Assets
- Configuring Email Alerts
- Managing Software Licenses
- Configuring Prohibited Software
- Generating Inventory Reports

Module 8: Configuration Management

- Understanding Configuration States
- Using Configuration Templates
- Using Collections
- Configuration Status Report

Module 9: Power Management

- Defining and Applying Power Schemes
- Shutting Down Remote Computers
- Shutting Down Computers in Specific Custom Groups

- Waking Up Remote Computers
- Power Management Report

Module 10: Device Management

- Enabling/Disabling USB Devices
- User Level vs. Computer Level

Module 11: Remote Control and System Tools

- Using Remote Control
- Utilizing System Tools

Module 12: Reporting

- Active Directory Reports
- User Logon Reports
- Creating Custom Reports
- Creating Custom Query Reports

Module 13: Integrations

- Integration with Help Desk Applications
- Integration with ManageEngine ServiceDesk Plus

Module 14: Auditing and Miscellaneous Settings

- Auditing Actions Performed Using Endpoint Central
- Miscellaneous Configurations and Settings