



Unified Endpoint Management Training Guide

NOTE: The document covers details of what will be covered in individual modules

This document is for common for on-prem, MSP and cloud. It will be handled contextually during training

1.0.0 Installation & Setup

***For DC Cloud refer**

<https://www.manageengine.com/products/desktop-central/help/cloud-architecture.html>

<https://www.manageengine.com/products/desktop-central/help/cloud-agent-installation.html>

1.0.1 Desktop Central Architecture

- What is Client-server model approach?
- How to manage LAN and WAN clients with DesktopCentral?
- What is a forwarding server?
- How to configure DesktopCentral with/without forwarding server?
- What is a distribution server?
- How to manage a domain and a workgroup setup with DesktopCentral?
- What is agent refresh policy?

(<https://www.manageengine.com/products/desktop-central/desktop-central-lan-architecture.html>)

(<https://www.manageengine.com/products/desktop-central/desktop-central-wan-architecture.html>)

1.0.2 Installing Desktop Central

- Understanding the system requirements
 - ✓ Agents
 - ✓ DesktopCentral Server
 - ✓ Forwarding Server
 - ✓ Distribution server

(Information on system requirements & supported operating systems for agent & server)

(<https://www.manageengine.com/products/desktop-central/system-requirements.html>)

- How to Install the Desktop central Server

https://www.manageengine.com/products/desktop-central/help/getting_started/installing_desktop_central.html

1.0.3 Configuring Pre-requisites for DesktopCentral Server

- How to Configure the MSSQL Database (optional)?
- How to Configure the Firewall/End point Protection/Anti-Virus?
 - ✓ Ports required for DesktopCentral
 - ✓ Adding windows firewall rules to allow required ports
 - ✓ Adding exclusion to Antivirus program
- What are the ports required?
- How to configure Mail Server for email notifications?
 - ✓ Configure O635
 - ✓ Configure SMTP
- How to Change Server Ports, Communication mode, etc?
- How to create custom groups?
 - ✓ Static
 - ✓ Static unique
 - ✓ Dynamic

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/creating_custom_groups.html

1.0.4 Securing the DesktopCentral server

- How to Secure the server with a self signed or Third Party certificate?
- How to enabling secure communication for Agent (LAN & WAN)?
- How to restrict users from uninstalling agent?
- How to restrict users from opening console from WAN?
- How to manage security for Legacy Operating systems?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/importing_ssl_certificates.html

- How to Configure the Forwarding Server?
 - ✓ Forwarding server architecture
 - ✓ Installing Certificate

<https://www.manageengine.com/products/desktop-central/secure-communication-of-mobile-users-using-forwarding-server.html>

- How to configure NAT settings?
 - ✓ Assigning FQDN
- How to configure User login and role based administration for DesktopCentral server?
 - ✓ Two Factor authentication creation

- ✓ Password policy

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/desktop_central_user_management.html

1.0.5 Managing Domains/Workgroups

- How to add multiple domains/workgroups?
- How to Discover machines that are part of the Domain/Work group?
- How to manage credentials for domains/workgroups?

1.0.6 Adding Computers to manage

- How to add existing machines from domain?
- How to configure Modern Management?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/defining_scope_of_management.html

1.0.7 Installing the Agent in Client Computers

- How to install agent from the DesktopCentral Console?
- How to install Using Windows GPO?
- How to install using Script?
- How to install agent Manually?
- How to install using computer names in Remote offices?
- How to install the agent automatically for future machines that are added to the domain?
- How to Identify different error messages in agent installation

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/managing_computers_lan.html

1.0.8 Configuring Agent Settings

- How to configure Mac and Linux settings
- How to Customize Agent tray icon options
- How to enable Automatic Configuration
- How to Configure firewall Manually
- What are the ports to be opened in the Firewall (Agent)

1.0.9 Creating Remote Offices (RO)

- How to configure FQDN (Fully Qualified Domain Name) for RO?
- Understanding Direct and Through Distribution server connections
- How to Install Distribution Servers?

- How to customize connection bandwidth (Replication policy, Remote settings)?
- How to configure proxy for RO?
- How to configure Image Repository in RO for OS deployment?
- How to configure IP Scopes?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/managing_computers_wan.html

2.0.0 Patch Management

Scope: DesktopCentral Patch management does not leverage SCCM or WSUS or Windows update. DesktopCentral uses ManageEngine's detection logic to detect the patches and to deploy them.

2.0.1 Patch Management Workflow

- Understanding detection logic from ManageEngine
- Understanding patch testing from ManageEngine patch team
- How to Identify missing patches

https://www.manageengine.com/products/desktop-central/help/patch_management/patch_management_life_cycle.html#Patch-Management-Life-Cycle

2.0.2 Patch Management Architecture

- How to Manage OS & Third party patches
- How to manage a patching process for a DMZ

https://www.manageengine.com/products/desktop-central/help/patch_management/patch_management_architecture.html#The-Patch-Management-Architecture

2.0.3 Supported platforms

- Understanding the types of supported patches
- Overview of Linux patch management

https://www.manageengine.com/products/desktop-central/patch_management_supported_application.html

2.0.4 Connectivity settings

- How to Configure Proxy settings
- Configure direct connection or Via proxy

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/patch_management_setup.html

2.0.5 Patch DatabaseUpdate

- How to configure patch database update manually
- How to synchronize patch database update Automatically

2.0.6 Patch Scan

- How to initiate a patch Scan manually
- Automatic Patch scan

(NOTE: The Patch scan is automatic everyday as when the patch database gets updated)

https://www.manageengine.com/products/desktop-central/help/patch_management/scan_systems_missing_patches.html#Patch-Management-Software-Scan-Systems-for-Vulnerability

2.0.7 System Health Policy

- How to configure system health policy?

2.0.8 Different GUI Patch views

- Understanding Computer view
- Understanding Patch view

2.0.9 Identify Missing Patches

- How to Export the views into reports?
- How to Create filters with different view?

2.1.0 Deployment Policy

- How to schedule deployment?
- How to choose Wake On LAN option?
- How to customize the user notification?
- How to customize reboot policy?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/configuring_deployment_templates.html

2.1.1 Manual patch deployment from the server

- How to install a patch to all the required systems?
- How to install all the missing patches on the computer?
- How to link the Deployment policy?
- How to get notification for installed/failed patches?
- Understanding the execution status GUI view

https://www.manageengine.com/products/desktop-central/help/patch_management/installing_missing_patches.html

2.1.2 Test and approve for patches

- How to create test groups?
- How to customize auto approval settings?

2.1.3 Define automatic patch deployment

- How to create an automatic patch task?
- How to schedule a patch Deployment?
- How to link deployment policy?
- How to get notification for installed/failed patches?
- Understanding the execution status GUI view

https://www.manageengine.com/products/desktop-central/help/patch_management/patch_management_configurations.html#Patch-Management-Module-Setting-Up

2.1.4 Exclude patch from being reported as missing

- How to decline a patch for a group?
- How to customize declined patches based on criteria?

2.1.5 Verify the status of Patch Deployment

2.1.6 Patch Management Reports

- Understanding Vulnerable Systems report
- Understanding Vulnerable Patches report
- Understanding Latest Patches report
- Understanding Patch summary based on Remote office
- Understanding supported patches view

2.1.7 Patch clean up settings

- How to configure patch clean up automatically?

https://www.manageengine.com/products/desktop-central/help/patch_management/viewing_downloaded_patches.html#Configuring_Patch_Clean_Up_Settings

2.1.8 Patch Management Alerts

- How to configure Notification when a task is complete?

3.0.0 Software Deployment

3.0.1 Setting up Software Deployment

- How to configure network Share?
- How to configure HTTP share?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/software_deployment_setup.html

3.0.2 Creating Packages from Templates

- How to create a package from a template?
- Understanding 'How-to-doc' for commercial applications
- How to request new application templates?

https://www.manageengine.com/products/desktop-central/help/software_installation/software_deployment_templates.html

3.0.3 Creating Software Packages Manually

- How to create MSI Packages?
- How to create EXE Packages - Silent switches?
- How to configure perform Pre- and Post- installation tasks?

https://www.manageengine.com/products/desktop-central/help/software_installation/windows_software_installation.html

3.0.4 Deploying the Software

- How to deploy a package (s) to all computers/users?
- How to link deployment policy?
- How to deploy with run as user?

https://www.manageengine.com/products/desktop-central/help/software_installation/windows_software_installation.html

3.0.5 Self-service portal

- What is a self-service portal?
- How to configure Self-Service Portal?
 - ✓ Publishing a package to a specific custom group
 - ✓ Without approval
 - ✓ With approval (SDP)
- Deployment via Self-service portal

https://www.manageengine.com/products/desktop-central/help/software_installation/self_service_portal.html

3.0.6 Verifying the status of deployment

- Understanding different remarks

4.0.0 Asset Management

Scope of asset management: DesktopCentral asset management can get asset details for machines that have the client. We cannot add asset details for other devices like Router, phone etc.

4.0.1 Asset Scan

- How to initiate the manual asset Scan?
- How to schedule file scan?
- How to schedule the asset Scan?
- Understanding the protocols used by Agents to scan the machine.
- Understanding the events when Agent can scan the machines.

https://www.manageengine.com/products/desktop-central/help/inventory/schedule_inventory_scanning.html#Schedule-Inventory-Scanning

4.0.2 Details collected by Agent during the Inventory scan

- Understanding the details from the Asset scan
 - ✓ Users and Groups
 - ✓ Hardware/Software
 - ✓ Security/Bitlocker status
 - ✓ Antivirus/Firewall status
 - ✓ Bitlocker Recovery key view
 - ✓ User logon history
 - ✓ Hardware/Software changes history

4.0.3 System Security Data

- How to view bitlocker key?
- How to view USB usage?
- How to get reports of AntiVirus details?
- How to get details of Firewall?

https://www.manageengine.com/products/desktop-central/help/inventory/inventory_asset_management.html

4.0.4 Configure Email Alerts

- How to configure alerts for hardware/Software changes?
- How to configure alerts for license usage?
- How to configure alerts for disk space?

4.0.5 Software Metering

- How to configure software metering?

https://www.manageengine.com/products/desktop-central/help/inventory/software_metering.html

4.0.6 Manage Software Licenses

- How to add license details?
- How to configure license compliance status?
- How to group Similar Software?
- How to associate computers to license?

https://www.manageengine.com/products/desktop-central/help/inventory/manage_software_licenses.html#Manage-Software-Licenses

4.0.7 Configure Prohibited Software

- How to configure end user notification?
- How to configure end user requests for prohibited application install?
- How to configure 'user requests' for a prohibited application?

https://www.manageengine.com/products/desktop-central/help/inventory/configure_prohibited_software.html#Configure-Prohibited-Software

4.0.8 Manage software category

- How to categorize software category?

https://www.manageengine.com/products/desktop-central/help/inventory/manage_software_categories.html#Manage-Software-Category

4.0.9 Block Executable

- How to configure block executable based on path/hash value?

4.1.0 Modern Management

- How to add devices to Modern Management?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/configuring-modern-management.html

5.0.0 Configurations

5.0.1 Understanding User and Computer Configurations

- When to create user configuration?
- When to create computer configuration?

<https://www.manageengine.com/products/desktop-central/help/configurations.html>

5.0.2 Using Configuration Templates

- Understanding and using predefined templates
- Understanding and using user defined templates

5.0.3 Using Collections

- How to create a baseline of configurations?

5.0.4 Some Important Configurations

- How to Secure USB Devices?
- How to apply Security Policies?
- How to deploy Custom Scripts.
- How to perform file folder Operations?
- How to manage the User & Groups?
- How to distribute certificate?
- How to deploy printer installation?

User:

https://www.manageengine.com/products/desktop-central/help/user_configuration/user_configurations.html#User-Configurations

Computer:

https://www.manageengine.com/products/desktop-central/help/computer_configuration/computer_configurations.html#Computer-Configurations

5.0.5 Securing USB Devices

- How to enable the Disable USB Devices?
- Understanding the User Level / Computer Level
 - ✓ Mouse
 - ✓ Disk Drive
 - ✓ CD ROM
 - ✓ Portable Devices
 - ✓ Bluetooth
 - ✓ Image
 - ✓ Printer
 - ✓ Modem

5.0.6 Understanding Configuration States

- How to check the configuration status?

https://www.manageengine.com/products/desktop-central/help/managing_configurations_collections.html#Managing-Configurations-and-Collections

7.0.0 Tools

7.0.1 Remote Control

- Understanding remote control settings
 - ✓ What are the Ports used for Remote Control?
 - ✓ How to configure prompt for User Confirmation?
 - ✓ How to Log connection reasons?
 - ✓ Understanding mode of Communication
 - ✓ How to enable video Recording?
- Viewing the Remote Desktop
 - ✓ How to disable Remote keyboard and mouse?
 - ✓ How to swap between multiple monitors?
 - ✓ How to initiate live Chat, Voice/video calling?
 - ✓ How to collaborate with other technicians?
 - ✓ How to configure Blacken Monitor while using remote control?
 - ✓ How to transfer the Files between two Computers during a remote session?
 - ✓ How to Shadow user.

7.0.2 System health with System Tools

- How to schedule Tasks?
 - ✓ Check Disk
 - ✓ Clean Disk
 - ✓ Disk Defragmentor

7.0.3 Using Chat/Voice/Video call

- How to initiate chat/voice/video calls?

7.0.4 System Manager

- Understanding different system manager functions
 - ✓ Virtual CMD editor
 - ✓ Registry editor
 - ✓ File manager
 - ✓ User/Group management
 - ✓ Event viewer
 - ✓ Printers/Shares
 - ✓ Device manager

7.0.5 Define and Apply Power Schemes

7.0.6 Shutdown Remote Computers

- How to configure shutdown remotely?

- How to schedule Shutdown?
 - ✓ Shutdown
 - ✓ Lock Computer
 - ✓ Standby
 - ✓ Hibernate

7.0.7 Shutdown computers in specific Custom Groups

7.0.8 Wake up Remote Computers Wake On LAN (WoL)

- How to WoL manually?
- How to schedule WoL?

https://www.manageengine.com/products/desktop-central/help/wake_on_lan_tool.html#Wake-on-LAN-Tool

8.0.0 Reports

8.0.1 Active Directory Reports

- How to schedule to update AD Reports?
- How to configure Email Reports?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/configuring_active_directory_update_interval.html

8.0.2 User Logon Reports

- How to enable User Logon Reporting?
- How to view Logon History & Reports?

https://www.manageengine.com/products/desktop-central/help/user_logon_tracking/setting_up_user_logon_reports.html

8.0.3 Power management reports

- Understanding system uptime/downtime report

8.0.4 Configuration Reports

- Understanding configuration reports by User
- Understanding configuration reports by Computer
- Understanding configuration reports by Type

https://www.manageengine.com/products/desktop-central/help/reports/viewing_configuration_reports.html

8.0.5 USB usage reports

- Understanding USB usage reports

8.0.6 Create Custom Reports

- How to create custom reports?
 - ✓ Based on Computer
 - ✓ Based on Hardware
 - ✓ Based on Software

8.0.7 Create Custom Query Reports

- Understanding query reports

8.0.8 Inventory Reports

- How to view software Reports?
- How to view hardware Reports?
- How to view license Compliance Reports?

https://www.manageengine.com/products/desktop-central/help/reports/custom_query_report.html

9.0.0 Mobile Device Management

Note: Mobile Device Management is available as standalone product(both on-prem and cloud versions available) and as well as add-on to DesktopCentral.

9.0.1 Supported Operating systems

- Understanding supported operated systems
 - ✓ iPhones and iPads running iOS 4 or later versions
 - ✓ Smartphones and tablets running Android 2.2 or later versions
 - ✓ Windows phones running 8.0 or later versions
 - ✓ Windows desktops, laptops and Surface Pro tablets running 10.0 or later versions
 - ✓ Mac OS
 - ✓ Apple TV OS

9.0.2 Pre-Requisites MDM

- How to configure NAT Settings
 - ✓ Public FQDN set up

NOTE : We need to have a public IP/FQDN that will not change in future, since this will be the only point of contact for the mobile devices
- How to configure Proxy?

NOTE : To reach the notification services on internet (APNS/FCM/WNS) to wake up the device
- How to Configure Mail Server?
- How to create APNs Certificate for iOS?
- How to configure Authentication Policy?
 - ✓ AD Integration

https://www.manageengine.com/mobile-device-management/help/getting_started/installation_and_setup.htm

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9.0.3 Privacy and Security

- How to configure server security?
- How to configure privacy security?
- How to configure data privacy?

https://www.manageengine.com/mobile-device-management/help/configuring_mobile_device_manager/mdm_privacy_and_security.html

9.0.4 Device Enrollment

- How to configure Manual Enrollment?
 - ✓ By myself : for the administrator to enroll the device next to him
 - ✓ Through user invites : To send email invite where the end user will have to follow the instructions on the email to complete enrollment.
- How to configure bulk Enrollment?
- How to configure Self-Enrollment?
- Understanding iOS enrollment
 - ✓ Enrollment via Apple Configurator
 - ✓ Enrollment via Apple DEP
- Understanding android enrollment
 - ✓ QR code enrollment above 6.0 And
 - ✓ NFC enrollment 5.0
 - ✓ Zero touch
- Understanding windows enrollment
 - ✓ Windows ICD Enrollment
 - ✓ Enrolling Laptops, Desktops and Surface Pro
 - ✓ Azure Autopilot method

9.0.5 Profile Management

- How to create Profiles?
 - ✓ Android
 - ◇ KIOSK
 - ◇ Restrict Factory reset
 - ◇ Restrict app installation by end user and app un-installation
 - ◇ network restrictions (WiFi/Bluetooth/NFC)
 - ◇ prevent device connection with USB
 - ◇ restriction of web browser on the device
 - ✓ iOS
 - ◇ How to put the device in the Kiosk mode?
 - ◇ How to restrict app installation and un-installation by end user?
 - ◇ How to restrict factory reset?
 - ◇ How to prevent device connection with USB?
 - ◇ How to post restriction of web browser on the device?
 - ✓ Windows
 - ◇ How to put the device in the Kiosk mode?

- ◇ How to enforce pass code?
- ◇ How to distribute certificate?
- ◇ How to prevent unauthorized Microsoft account connection to device?

✓ Chrome OS

- ◇ How to create a user based profile
 - ◇ Understanding profiles related to the certificate, WiFi and VPN distribution to the devices.
 - ◇ Understanding restriction of web browser on the device based profile
 - ◇ Understanding the kiosk, ethernet configuration and certificate distribution.
- How to create groups?
 - How to associate profiles to Groups & Devices?

https://www.manageengine.com/mobile-device-management/help/profile_management/mdm_profile_management.html

9.0.6 Conditional Exchange access(CEA)

- Understanding CEA
- How to configure Conditional Exchange Access(CEA)?
- How to configure access policy?

NOTE: Require exchange global admin credentials to configure with this feature will not affect accessing email accounts using OWA on a web browser

https://www.manageengine.com/mobile-device-management/help/profile_management/mdm_conditional_exchange_access.html

9.0.7 App Management

- How to create an application repository?
- How to add store and enterprise app (in-house)
- Understanding the distribution of Apps to Devices & Groups
- How to Blacklist & White list of Apps?
(Applicable on corporate own devices)
- How to initiate a silent app installation/un-installation/update?
- How to integrate of VPP/AFW?

https://www.manageengine.com/mobile-device-management/help/app_management/mdm_app_management.html

9.0.8 Geo Tracking of Devices

- How to turn on location history on the devices?

- How to view the location from the server console?

https://www.manageengine.com/mobile-device-management/help/security_management/location_tracking.html

NOTE : More effective on company owned devices, to prevent users to turn off the tracking on the device

9.0.9 Kiosk Mode

- How to configure single app Kiosk mode?
- How to configure multiple app Kiosk mode?

9.1.0 Content Management

- How to add a document to the repository?
- How to distribute documents?

https://www.manageengine.com/mobile-device-management/help/content_management/mdm_document_distribution.html

9.1.1 Automate OS update

- Understanding the pre-requisites for the OS update.
- How to enforce OS update?
- How to configure OS update policy?

https://www.manageengine.com/mobile-device-management/help/os_update_management/mdm_automate_os_updates.html

9.1.2 Remote Troubleshoot

- Understanding pre-requisites for remote control
- How to enable remote control for mobile devices?
- How to initiate a remote control for mobile devices?
- How to initiate remote chat with end user?

https://www.manageengine.com/mobile-device-management/help/asset_management/mdm_remote_troubleshoot.html

NOTE: Remote view is applicable on android and iOS devices, remote control feasible with Sony and Samsung android devices. End user will have to approve to showcase the device screen to the admin)

9.1.3 Asset Management

- How to collect the hardware and software asset from the managed devices.?
- How to schedule a scan?
- How to view the scanning status?

https://www.manageengine.com/mobile-device-management/help/asset_management/mdm_asset_management.html

[ent.html](#)

9.1.4 Reports

- Understanding different MDM reports

<https://www.manageengine.com/mobile-device-management/help/reports/reports.html>

9.1.5 Security Management

- How to configure complete Wipe?
 - ✓ factory reset
- How to configure Corporate Wipe?
 - ✓ wipes only the MDM managed applications/configurations and management
- How to clear pass code?
- How to initiate a remote Lock?
 - ✓ lock the device screen
- How to restart and shutdown the device?
- How to put the device in lost mode?

https://www.manageengine.com/mobile-device-management/help/security_management/mdm_security_management.html

9.1.6 Integrations

- How to integrate MDM with ServiceDesk Plus?
- How to integrate MDM with Asset Explorer?

https://www.manageengine.com/mobile-device-management/help/integrations/mdm_integrations.html

10.0.0 HelpDesk

10.0.1 Integration with Help Desk Application

- Ticketing
- Alerts

10.0.2 Integration with ManageEngine ServiceDesk Plus(SDP)

- Understanding workflow Integration
 - ✓ Asset Data
 - ✓ Software Deployment
 - ✓ Announcement & Chat
- How to integrate SDP with DesktopCentral
- What are the features that are integrated?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/dc_sdp_integration.html

10.0.3 Integration with other Help Desk Application

- How to integrate with Zendesk?
- How to integrate with Jira?
- How to integrate with SpiceWorks?
- How to integrate with ServiceNow?

https://www.manageengine.com/products/desktop-central/help/configuring_desktop_central/servicenow_integration.html

10.0.4 Audit Actions performed using Desktop Central

- How to view Remote Control operations alerts?
- How to view Inventory Alerts?
- Understanding Audit log viewer

How to configure alert data?

11.0.0 OS Deployment

11.0.1 Understanding OS deployment with DesktopCentral

- What is the OS Deployment?

<https://www.manageengine.com/products/os-deployer/help/imaging-overview.html>

11.0.2 Pre-requisites for OS deployment

- How to create an image repository?
- How to create a driver repository?
- How to download and install Win PE?

<https://www.manageengine.com/products/desktop-central/os-imaging-deployment/how-to-install-winpe-tool.html>

11.0.3 Image Creation

- How to create an image?
- How to create an image online?
 - ✓ How to use auto shrink feature for disk partition?
- How to create image offline?

11.0.4 Deployment Template

- How to configure SID change post deployment?
- How to configure to add domain change post deployment?
- How to configure to add new users post deployment?
- How to install applications post deployment?
- How to configure partition extension
- How to configure naming pattern
 - ✓ with naming pattern
 - ✓ with MAC address

11.0.5 Bootable media creation

- How to create WinPE media?
 - ✓ USB
 - ✓ ISO
 - ✓ PXE

<https://www.manageengine.com/products/os-deployer/help/creating-winpe-media.html>

11.0.6 Image Deployment

- How to deploy the image using pass code?

- How to deploy image using MAC address?
- How to schedule the deployment?
- How to deploy image to remote offices?
- How to deploy the image offline?

<https://www.manageengine.com/products/os-deployer/help/creating-os-image.html>

<https://www.manageengine.com/products/os-deployer/help/offline-imaging.html>

12.0.0 Miscellaneous Configurations / Settings

12.0.1 How to create Creating Custom Users and Computer Groups?

12.0.2 How to Personalize Web Console?

- Rebranding

12.0.3 How to Schedule Database Backup?

12.0.4 How to Schedule Database optimization?

- How to use DesktopCentral mobile application?
- How to configure Remote DB access?

13.0.0 Privacy Settings

13.0.1 How to Mask Personal data (PII)?

13.0.2 Understanding DPO Dashboard

13.0.3 Understanding System Hardening dashboard

<https://www.manageengine.com/products/desktop-central/dpo-dashboard.html>

DesktopCentral Vs DesktopCentral MSP

NOTE: The Desktop central MSP version has the following differences from DesktopCentral enterprise

- We need to create customer profiles in order to manage them.
- OS deployment is not available in DesktopCentral MSP
- AD integration is available only for agent installation in DesktopCentral MSP
- Remote office is a must in DesktopCentral MSP.

For other differences, please check the link below

<https://www.manageengine.com/desktop-management-msp/faq.html#1>

DesktopCentral On-Prem Vs DesktopCentral Cloud

Sno	Features	OP	Cloud
1	Supported operating system	Windows, macOS, Linux, Android, iOS, iPad OS, tvOS, Chrome OS	Windows, macOS, Linux, Android, iOS, iPad OS, tvOS, Chrome OS
Patch Management			
1	Automated patch management	✓	✓*
2	Patch management for third-party applications	✓	✓*
3	Service pack deployment	✓	✓*
4	Patch management for Windows drivers and BIOS	✓	✓*
5	Patch management for server applications	✓	✓*
6	Antivirus definition updates	✓	✓*
7	Test and approve patches	✓	✓*
Software deployment			
1	Install free and commercial software	✓	✓*
2	Uninstall free and commercial software	✓	✓*
3	Self service portal	✓	✓*
4	5000+ predefined templates	✓	✓*
5	Automatically update software templates	✓	✓*

Miscellaneous			
1	Branch office management	✓	✓
2	Roaming user management	✓	✓
3	Multi-technician support	✓	✓
4	Role-based administration	✓	✓
5	Two factor authentication	✓	✓
6	Active Directory authentication	✓	✓
7	Distribution server for bandwidth optimization	✓	✓
8	Audit-ready reports	✓	✓#
Mobile device management			
1	MDM	✓	✓
Add-ons			
1	Failover server	✓	Not required
2	Secure gateway server	✓	Not required
3	Multi-language pack	✓	✓
4	Security add-on	✓	x
Asset management			
1	Hardware and software inventory tracking	✓	✓
2	Detect and automatically uninstall blacklisted software	✓	✓
3	Block malicious executables	✓	✓
4	Software metering	✓	✓
5	Software license management	✓	✓
Configurations			
1	USB device management	✓	✓
2	Power management	✓	✓
3	Execution of custom scripts	✓	✓
4	Certificate distribution	✓	✓
5	Printer management	✓	✓
6	Manage files, folders, users, groups	✓	✓
7	Permission management	✓	✓
8	100+ predefined templates	✓	✓

OS deployment		
1	OS imaging and deployment	✓
2	Remote office deployment	✓
3	Hardware-independent deployment	✓
4	Multiple boot options	✓
5	Image customization using deployment templates	✓
Remote control		
1	HIPAA and PCI compliant remote control	✓
2	Integrated file sharing tool	✓
3	Built-in communication channels	✓**
4	Record remote sessions	✓
5	Collaborative troubleshooting	✓
6	Shadow users	✓
7	Blacken end user's monitor	✓
8	Multi-monitor support	✓
9	Audit session details	✓