

# Google Apps Administration

## Description

This course goes beyond the Control Panel to cover common problems and troubleshooting within Google Apps. During this class, you will work with a Google Apps account created just for class, and you'll learn how to identify and solve common Apps issues. You'll learn about commonly used network diagnostic tools, common mail delivery problems and solutions, anti-spam measures such as SPF and DKIM, and much more!

### Niveau

Fondamental

### Course Content

#### Module 1: Troubleshooting Tools and Practices

- Troubleshooting challenges of web vs desktop apps
- Network testing
- Browser and OS issues
- Interacting with users
- Basic troubleshooting approach

#### Module 2: Troubleshooting Email and Groups

- Gmail client issues
- Receiving mail
- Sending mail
- Groups bounce messages caused by suspended accounts
- Other issues with Groups

#### Module 3: Google Message Security

- How the service works
- Configuring server settings
- Adding domains
- Adding users and administrators
- Configuring filtering policies
- Customizing the user experience
- Running reports
- Identifying information resources

#### Module 4: Calendar Management and Troubleshooting

- Creating and managing resources
- Calendar delegation
- Using .ics files
- Other issues

#### Module 5: Interacting with Google Support

- Support channels
- Logging a case
- Life of a case
- Information sources

- Release tracks

## **Module 6: Additional User Management Tasks**

- What happens when a user is created?
- Nicknames
- What happens when you suspend a user?
- What happens when you delete a user?
- What approach should be followed when suspending or deleting a user?

## **Module 7: Domain and Organization Management**

- Administrator accounts
- Multiple domains
- Organizations and policies

## **Module 8: Automation APIs**

- Control Panel limitations
- API overview
- Types of tools
- Sharing files

## **Documentation**

- Digital courseware included

## **Participant profiles**

- People who already have had some exposure to Google Apps and the Control Panel, such as helpdesk people or anyone responsible for day-to-day Google Apps administration

## **Prerequisites**

- Know how to use a Web browser
- Know how to use Word
- Understand the use of a desktop software

## **Objectives**

- Cover common problems and troubleshooting within Google Apps
- Identify and solve common Apps issues
- Identify and use commonly used network diagnostic tools
- Solve common mail delivery problems

## **Classroom Registration Price (CHF)**

1800

## **Virtual Classroom Registration Price (CHF)**

1700

## **Duration (in Days)**

2

## **Reference**

GAP-02