LAB GUIDE

MSP Foundations

nerdio

Identity Cheat Sheet

New Customer (Greenfield)

If the customer doesn't have need for physical hardware or domain services, try Microsoft Entra ID with Entra Join.

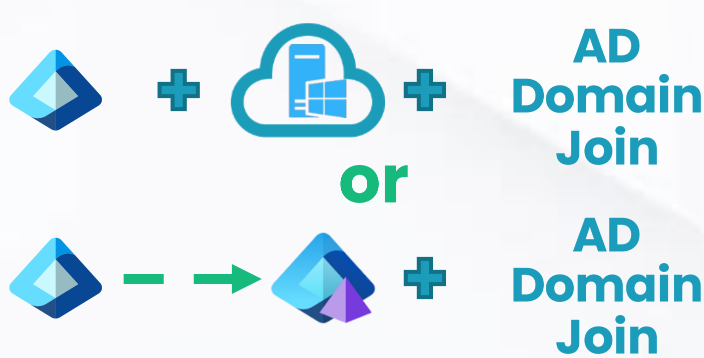
Customer has a physical domain controller already.

If the customer has a physical domain controller and can't / won't move away from it, use Entra Connect to create synchronization with **Microsoft Entra ID**. You can then hybrid Entra join or use AD domain join to join virtual machines to the domain.

Customer has no infrastructure but needs a domain controller

If the customer has no physical infrastructure but needs a domain controller, try **Microsoft Entra ID**, **Active Directory Domain Services (VM DC)**, **or** **Microsoft Entra Domain Services**.

If you choose Microsoft Entra Domain Services, Microsoft will create a managed virtual domain controller for you. Microsoft Entra is then used to manage users / groups / access. Your AVD machines can be joined to the domain via AD Join and physical endpoints can be directly Entra joined to Entra ID.



VM Series Use Cases

B-Series

Accrues credits for capacity bursting.
Use for:
Web servers, small databases, development environments.

D-Series

For general computing requiring consistent CPU and low memory usage.
Use for:
Enterprise apps, app servers, medium-traffic web servers.

E-Series

For RAM-intensive general computing.
Use for:
Database servers, RDS Session Hosts.

DI-Series

Offers virtual cores for CPU-intensive workloads with less of a need for RAM.
Use for:
Web servers, gaming, video encoding.

F-Series

Offers non-virtual cores for CPU-intensive workloads.
Use for:
Web servers, gaming, video encoding.

N-Series

These series families include GPUs.
Use for:
If you need a dedicated GPU, start here!

Azure Storage Use Cases

Standard HDD

- *For low disk I/O applications.*

Use for:

- ***Test Environments***
- ***Proxy Servers***
- ***Archived Servers***

Standard SSD

- *For non-disk I/O-heavy applications.*

Use for:

- ***Domain Controllers***
- ***File Servers***
- ***Most VDI Workloads***

Premium SSD

- *For disk I/O-intensive applications.*

Use for:

- ***Virtual Desktops***
- ***SQL Servers***
- ***Application Development***

Ultra SSD

- *For disk-intensive workloads.*

Use for:

- ***SAP HANA***
- ***Top-tier Databases***
- ***Transaction-heavy workloads***

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LAB GUIDE

MSP Foundations - Day 1

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Day 1 - Lab 1

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Day 1 – Lab 1| Walkthrough
AD User Management (hybrid)

Nerdio Manager allows you to create a connection between Nerdio Manager and Active Directory.

The installation process has the following workflow:

1. Create an AD User Management Connection
2. Install the Hybrid Connection Manager (HCM)
3. Configure the Hybrid Connection's Credentials

Notes: *There is no additional Nerdio cost to utilize AD User Management, but Service Bus Relay Hybrid Connections do have an additional Azure cost for each connection.*

Each domain controller connected to Nerdio Manager counts as a single connection.

https://azure.microsoft.com/en-us/pricing/details/service-bus/

App Service Plan	Hybrid Connection Limit
Basic (Nerdio Default)	5
Standard	25
Premium (v1-v3)	220
Isolated (v1-v2)	220

Day 1 – Lab 1.1 | Walkthrough

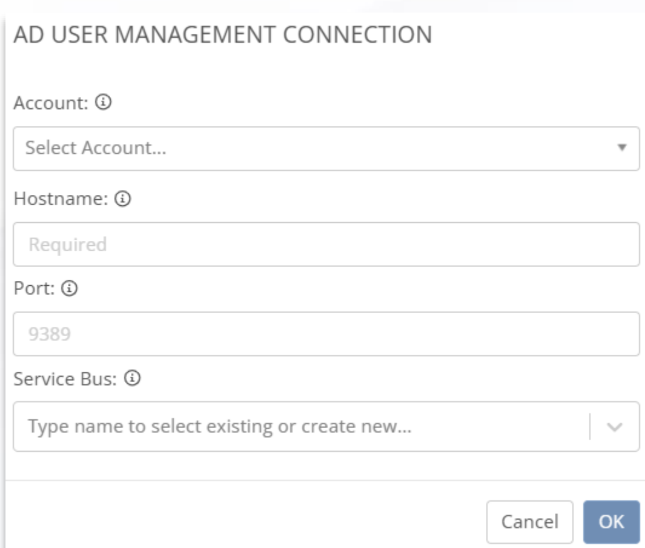
Create an AD User Management connection

1. In Nerdio Manager, at the MSP level, navigate to Settings > AD User Management.

2. Select Add.

3. Enter the necessary info.

- Account: From the drop-down list, select the account that uses this connection.
- **Hostname:** Type the fully qualified domain name for the domain controller where the hybrid connection manager will be installed. (***note*** – domain controller must have internet access).
- **Port**: Type the destination port for the hybrid connection. (***note*** – it is recommended that you use the default port 9389).
- **Service Bus:** From the drop-down list, select an existing service bus relay or create a new one.



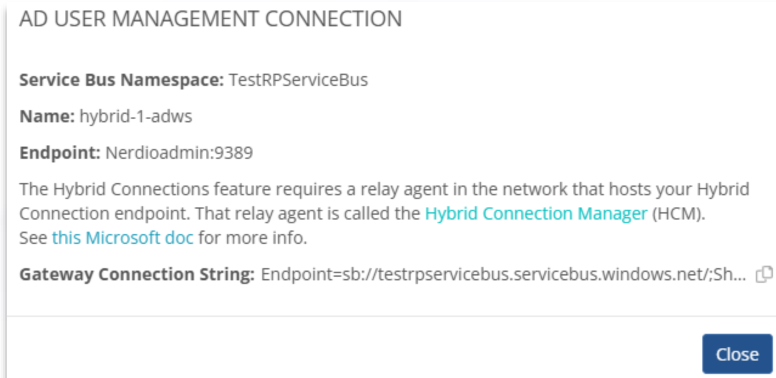
4. Click OK.

Day 1 – Lab 1.2 | Walkthrough

Install the Hybrid Connection Manager

1. In Nerdio Manager, at the MSP level, navigate to Settings > AD User Management.

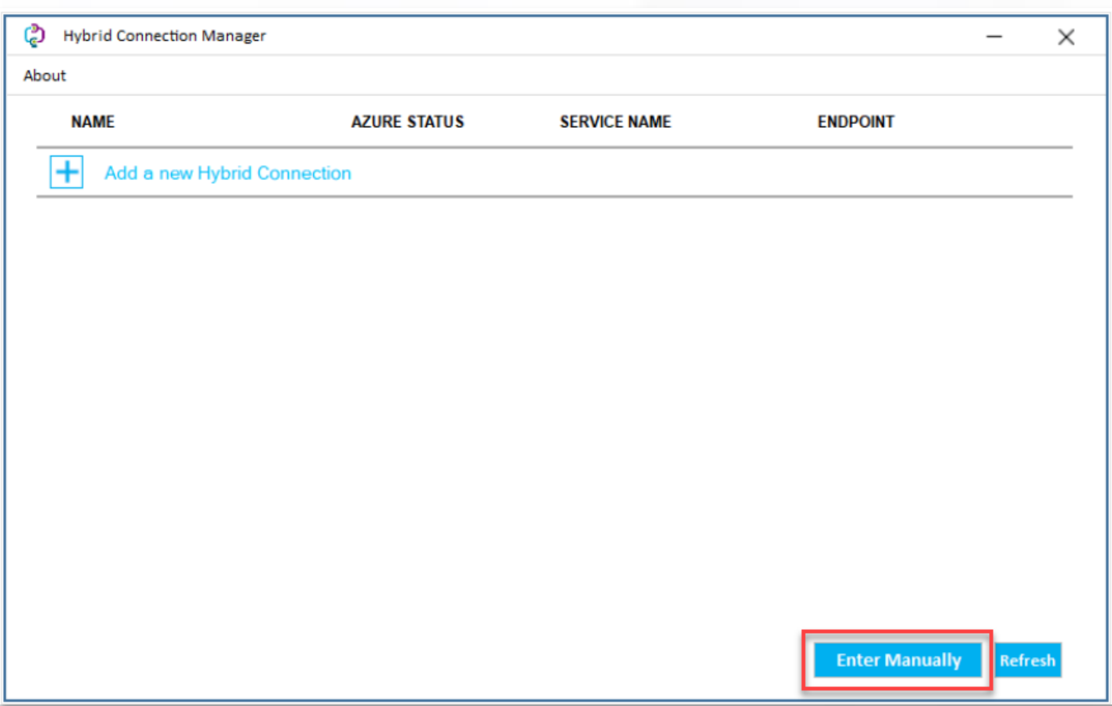
2. Locate the AD User Management connection you wish to work with and select continue configuration.



3. Make a note of the connect information, which is needed in the next step. In addition, use the copy icon to copy the Gateway Connection String to the clipboard.

4. See this Microsoft article for full details about how to install HCM.

https://learn.microsoft.com/en-us/azure/app-service/app-service-hybrid-connections#hybrid-connection-manager



Day 1 – Lab 1.3 | Walkthrough

Configure the Hybrid Connection's Creds

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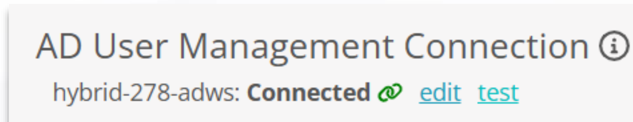
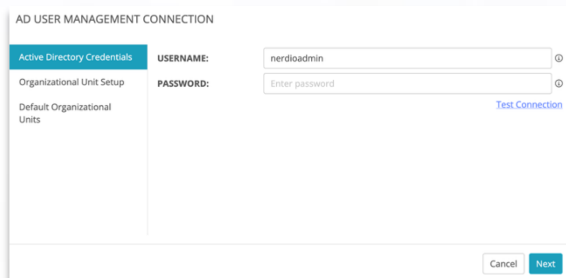
1. In Nerdio Manager, at the Account level, navigate to Settings > Integrations.

2. In the AD User Management Connection tile, select edit.



3. In the Active Directory Credentials tab, enter the following information:

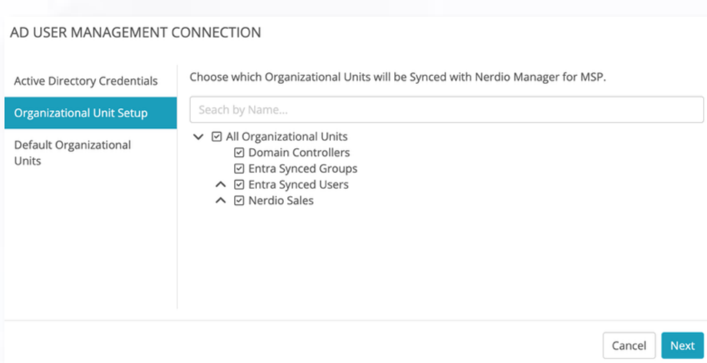
- Username: Type the username.
- Password: Type the password.



4. Click Next.

5. In the Organizational Unit Setup tab, enter the following information:

Organizational Unit: From the list, select the Organizational Unit.

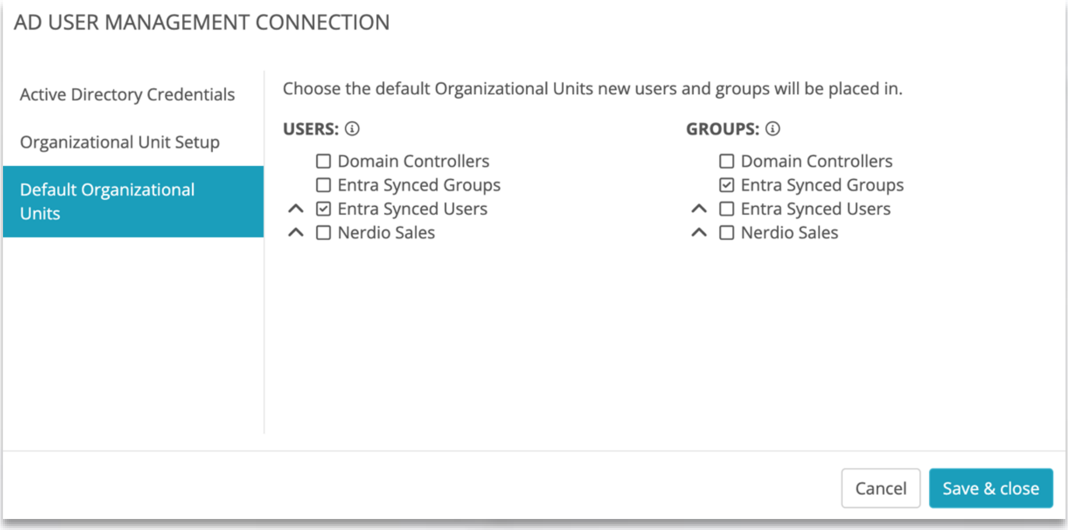


Day 1 – Lab 1.3 | Walkthrough
Configure the Hybrid Connection's Creds

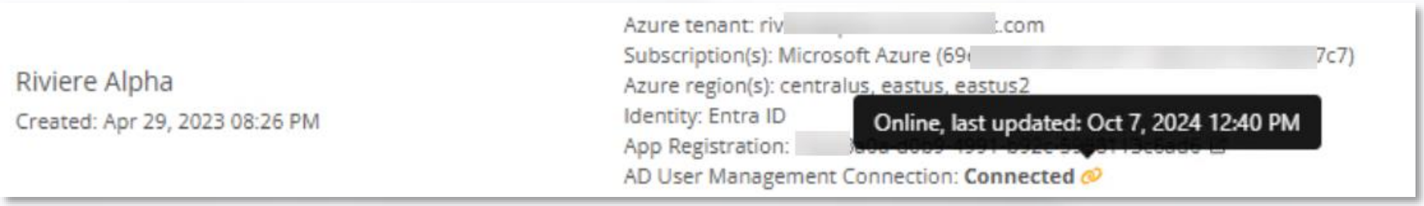
6. Once you have entered all the desired information, click Next.

7. In the Default Organization Units tab, enter the following information:

- Users: From the drop-down list, select the OU that is the default when new users are created.
- Groups: From the drop-down list, select the OU that is the default when new groups are created.



8. Once you have entered all the desired information, select Save & close. *Nerdio Manager attempts to make the connection. You can see the task's status in Integrations Tasks.*



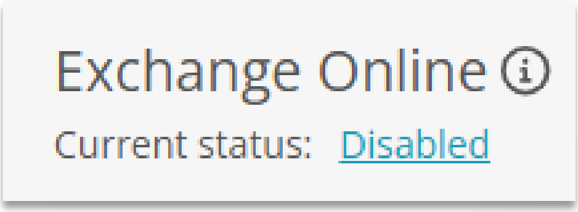
Day 1 - Lab 2

nerdio

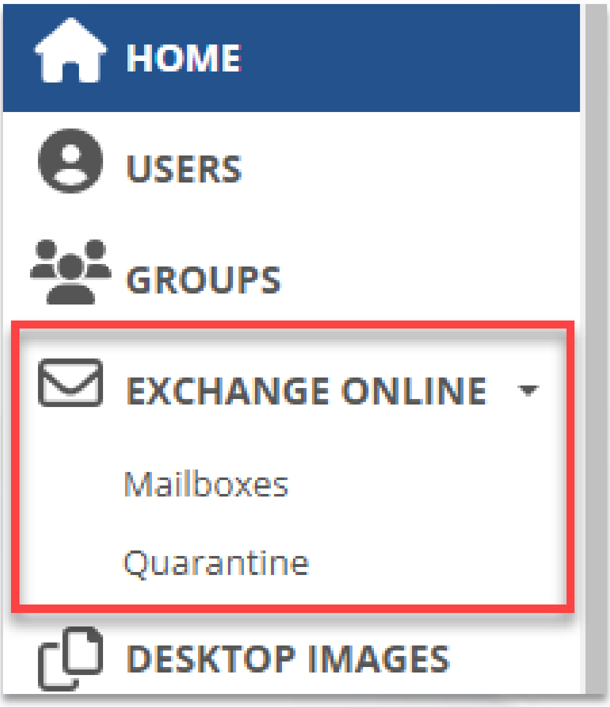
Day 1 – Lab 2.1 | Walkthrough
Exchange Online Management

1. At the account level, navigate to Settings > Integration.

2. In the Exchange Online tile, select Disabled.



3. When prompted, confirm that you want to enable. The Exchange Online menu options are now available for this account.

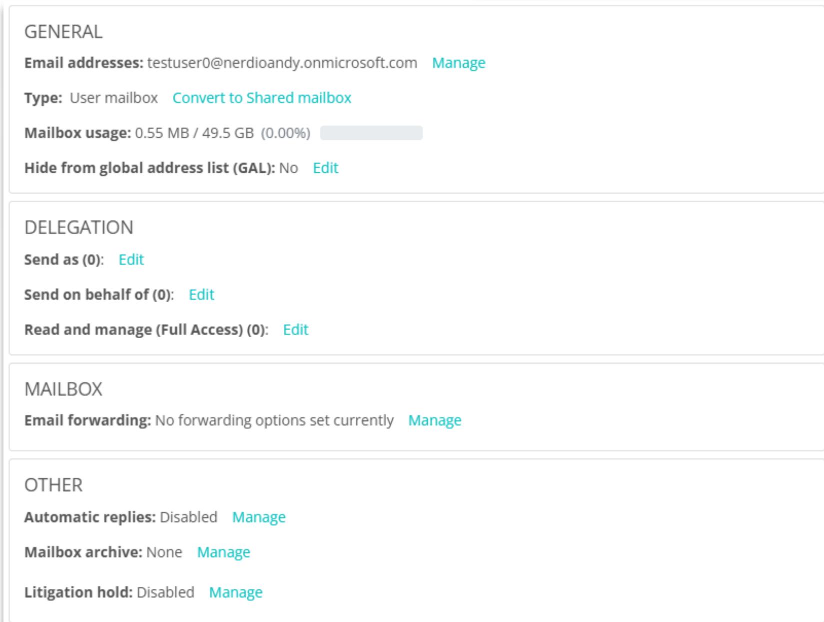


Day 1 – Lab 2.2 | Walkthrough

Manage Mailbox Properties

1. At the account level, navigate to Exchange Online > Mailboxes.

2. Locate the mailbox you wish to work with and select Properties.



3. Manage the following properties:

Email addresses: Select Manage to edit the current email address. In addition, you can add, edit, and delete additional email addresses.

Type: Select Convert to Shared mailbox to convert the mailbox from a regular to a shared mailbox.

Hide from global address list (GAL): Select Edit to toggle this option On/Off.

Delegation: Send as, Send on behalf of, read and manage.

Email forwarding: Select Manage to configure the email forwarding for this mailbox.

Other: Automatic replies: Select Manage to configure the automatic replies for this mailbox.

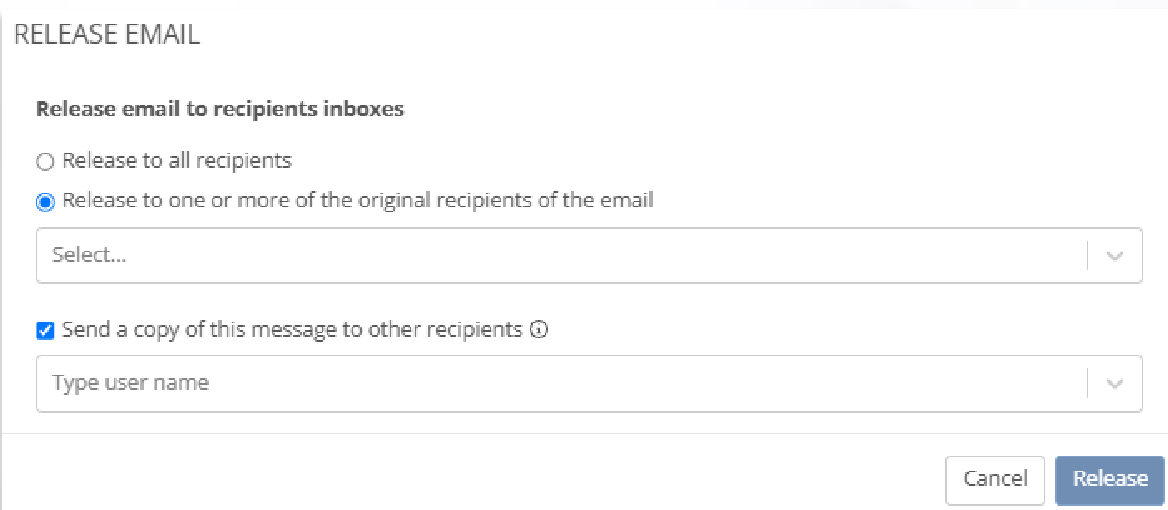
Other: Mailbox archive: Select Manage to configure the mailbox archive for this mailbox.

Other: Litigation hold: Select Manage to configure the litigation hold for this mailbox.

Day 1 – Lab 9.3 | Walkthrough
Manage Exchange Online Quarantine

1. At the account level, navigate to Exchange Online > Quarantine.

2. Locate the quarantined item you wish to work with and select Release.



3. Enter the following information:

- **Release email to recipients' inboxes:** Select the desired option to release to all recipients or selected recipients.
- **Send a copy of this message to other recipients:** Select this option, and select the recipients, to send a copy to other recipients.

4. Select Release.

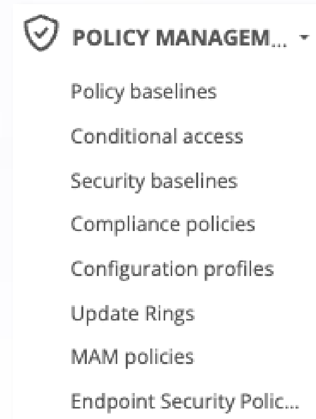
Day 1 - Lab 3

nerdio

Day 1 - Lab 3.1 | Walkthrough

Importing Intune Policies

1. Expand the Policy Management blade and select the policy type you'd like to import. (MSP / Global level).

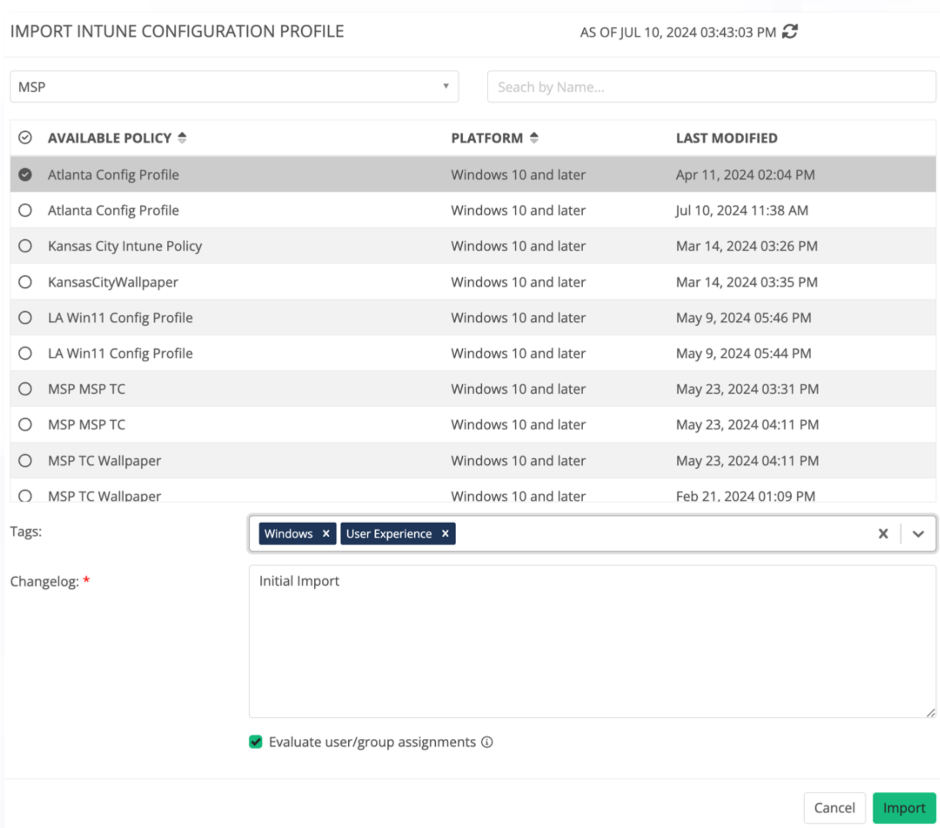


2. Click Import and select a policy from a list of your custom Intune policies.

- *We recommend tagging policies for ease of management.*

3. Add a changelog description and click Import to finish.

Note: Turn on ***Evaluate user/group assignments*** *for policies that are already assigned to endpoints.*



Day 1 – Lab 3.2 | Walkthrough

Editing Policies in Nerdio

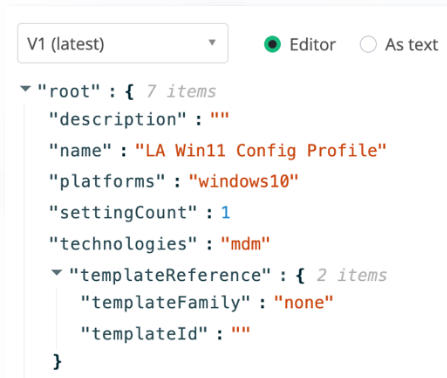
1. Click the dropdown menu next to assign to modify an imported or cloned policy.

- *Nerdio default policies cannot be edited and must be cloned.*

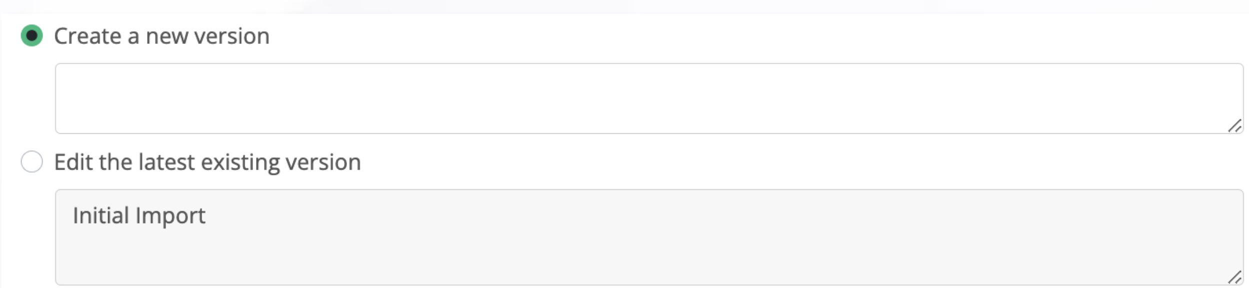
2. Click Edit to modify the policy.

3. Use the Name tab to update the policy name, description and tags, then click Next.

4. Use the settings tab to modify the policy JSON, then click Next.
   - Use the dropdown menu to select the version to modify.
   - Use the radio buttons to toggle between editing JSON in text or via the editor.



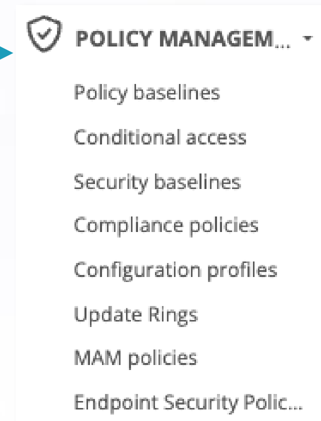
5. Enter information into the Changelog and then click Save & Close to finish.
   - Select **Create a new version** if you are changing functionality in the policy.
   - Select **Edit the latest existing version** if you are resolving a typo or an issue within the version.



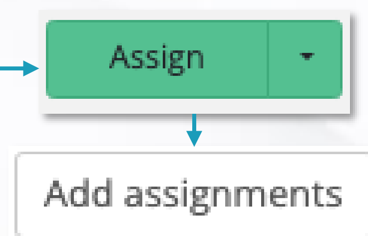
Note: Only custom policies can be edited or changed. To change NMM policies, clone them first and then modify the cloned version.

Day 1 – Lab 3.3 | Walkthrough
Assigning Policies in NMM

1. Expand the Policy Management blade and click the policy type you'd like to assign (MSP / Global level).



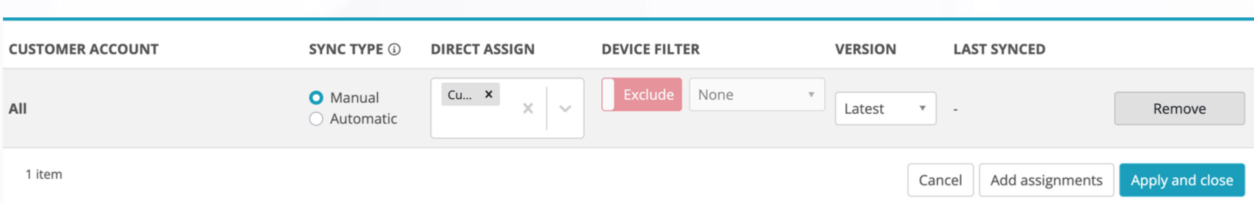
2. Find the target policy and click Assign then Add Assignment.



3. Use the dropdown menu to select the account(s) to assign the policy to.

Selecting Add will add the policy to any new accounts selected without modifying the original assigned list (if applicable).

Selecting Overwrite will remove any original assignments and assign the policy to the accounts you've defined in this menu.



4. When you're finished, click Confirm then Apply and Close .

Day 1 – Lab 3.3 | Walkthrough
Assigning Policies in NMM

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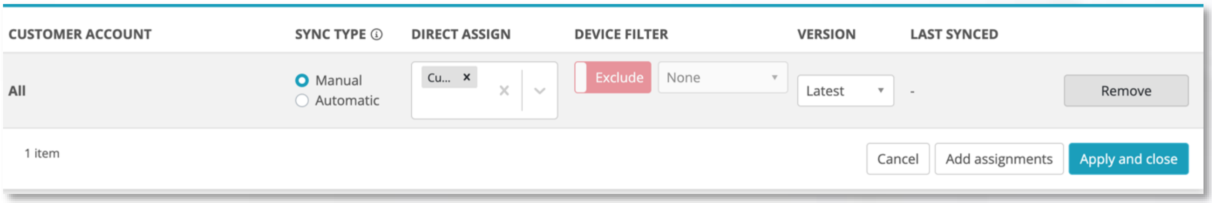
5. Once you've added the assignments, select your Sync Type:
   - **Automatic** will automatically cascade any changes made to the policy to the customer accounts you've assigned it to, keeping everything aligned.
   - If you set the sync type to **Manual**, you'll need to return to this page to update versions and apply them to push updates to the customer account level.

6. Select the Version you want to assign
   - Selecting **Latest** will apply the latest version to the account when it is synced.
   - Selecting a **Specific Version** will only assign the selected version, it will not automatically change as new versions become available.

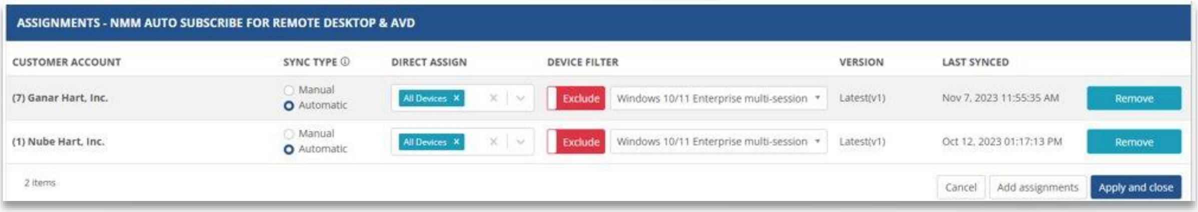


7. When you're finished making your selections, click Apply and Close to commit your changes.

Granular policy assignment allows for applying specific settings to targeted users, groups, or devices.

You will have tailored policy management to meet specific client needs. As well as more efficient operations through precise control over policies.

This is the view when assigning policies. You can now see Direct Assign and Device Filter after you add the assignment and before applying and saving.



Day 1 – Lab 3.4 | Walkthrough
Group Templates

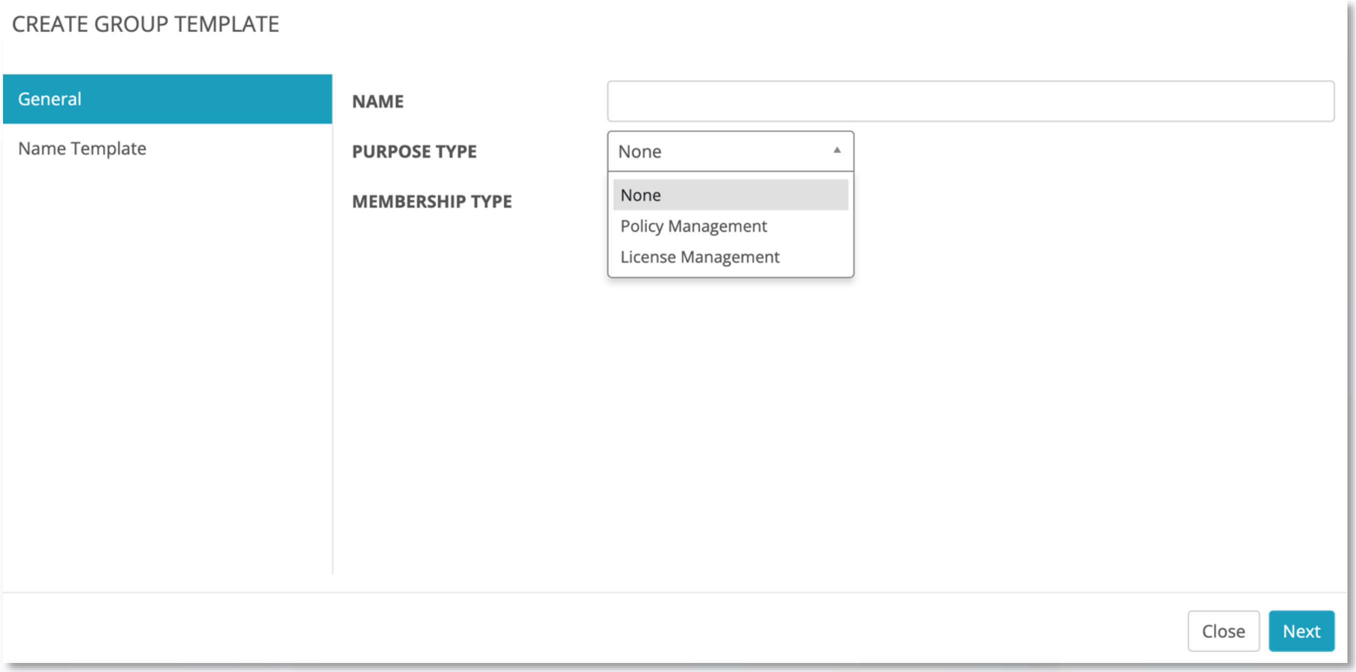
Group templates allow you to directly assign policies at the MSP level to users and devices that belong to a group that is defined in the group template.

For example, you can create a group template for all Microsoft devices that are not personally owned. This gives you additional flexibility when assigning policies.

Once you create your group templates, they may be used for policy assignments at the MSP level.

The following "purpose types" are available:

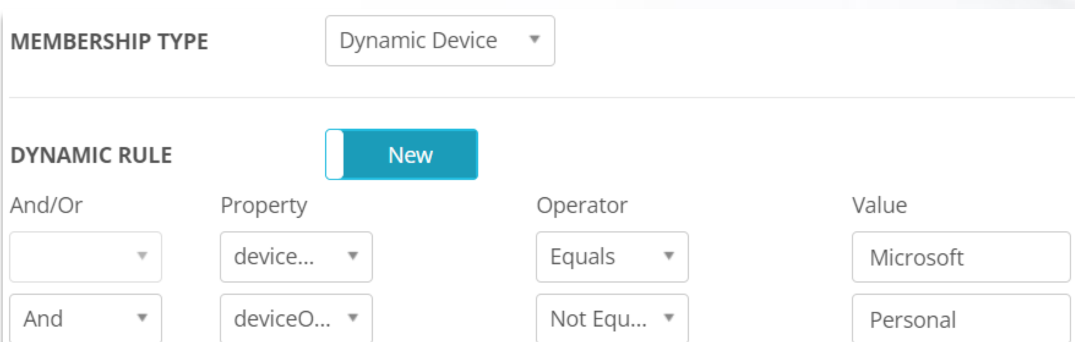
- **None:** Use this for any kind of dynamic group you'd like to create
- **Policy Management:** Use this for managing policy assignment.
- **License Management:** Use this for managing Microsoft license assignment.

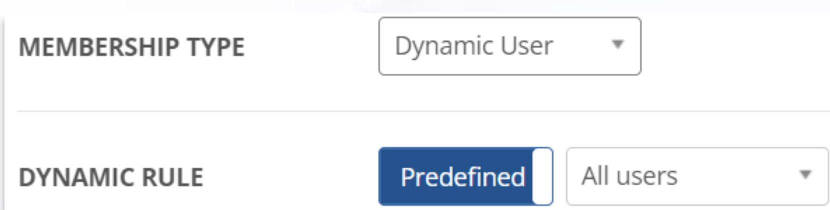


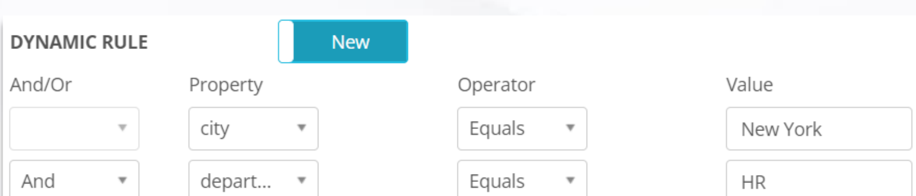
Day 1 – Lab 3.4 | Walkthrough
Group Templates

The following template membership types are available:

- **Assigned:** Select this type to include any user and/or device assigned to any group
- **Dynamic Device:** Select this option to include all devices or specific devices.
- **Dynamic User:** Select this option to include all users or specific users.







Day 1 – Lab 3.5 | Walkthrough

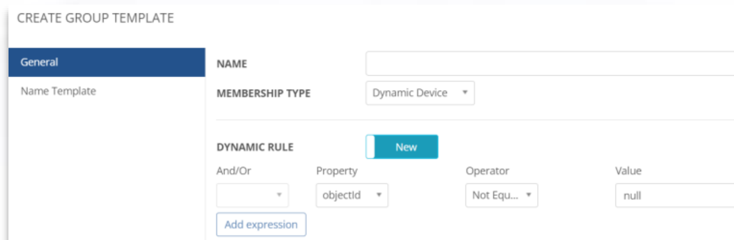
Create a Group Template

1. At the MSP level, navigate to Group Templates.

2. Select add new group template.

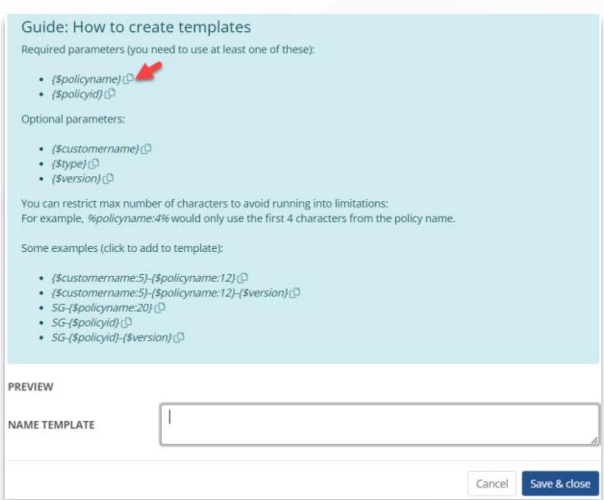
3. In the General tab, enter the follow information.

- **Name:** Type the group template name.
- **Purpose Type**: From the drop-down list, select the purpose.
- **Membership Type:** From the drop-down list, select the membership type, as described above.
- **Dynamic Rule:** For Dynamic User or Dynamic Device, build the dynamic rule, as described above.



Note: Select Add expression to add more to the rule.

4. In Name Template tab, enter the following information to generate a unique group name per policy.



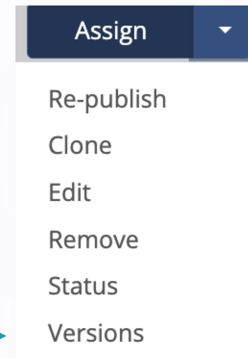
5. Select Save & close when finished.

Day 1 – Lab 3.6 | Walkthrough
Changelog, Statuses & Rollbacks

Review the Changelog

Use the change log to document and review policy changes.

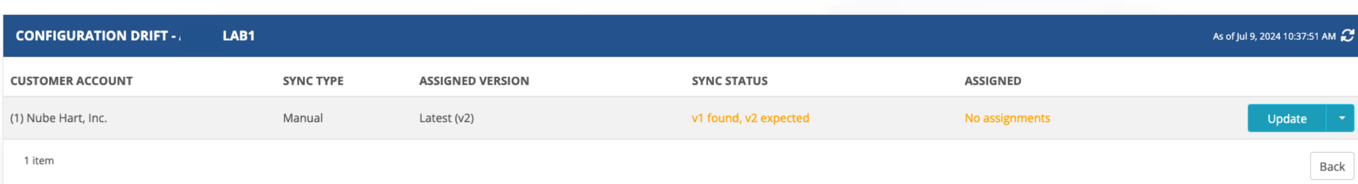
1. Find the policy you'd like to review and use the dropdown menu to click Versions.



Check Policy Statuses

Check the status to track endpoint compliance from a single pane of glass.

1. Find the policy and use the dropdown menu to click status.
   - Use the **Update** button to update to more recent versions at the customer account level.
   - Use the **Fix Drift** button to resolve detected drift issues.
   - Use **Rollback** to swap to a previous version.



Update, Rollback Policy Versions

Check the status to track endpoint compliance from a single pane of glass.

1. Find the policy and use the dropdown menu to click status.

Day 1 - Lab 4

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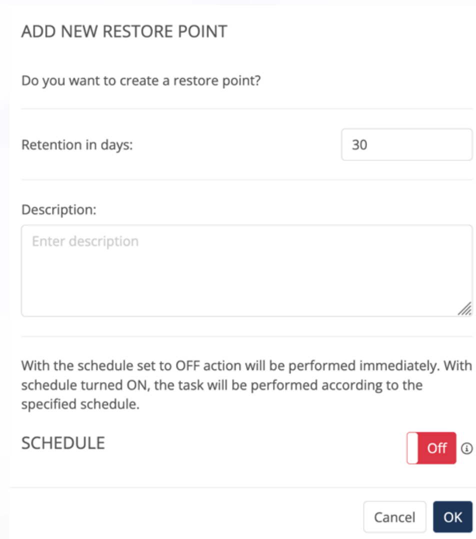
Day 1 – Lab 4.1 | Walkthrough
Recovery Services

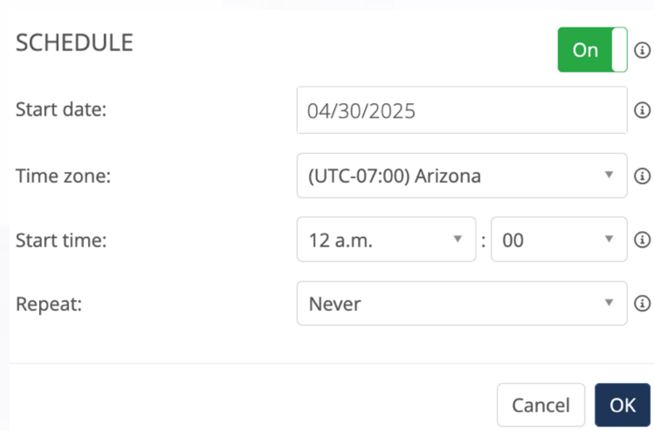
1. In Nerdio Manager, at the MSP level, navigate to Recovery Services.

2. Click Create Restore Point.

3. Choose your retention settings and add a description.



4. Move the SCHEDULE slider over to on and choose when you would like these snapshots to happen.



5. Click OK and the snapshots will run on that schedule.

You will be able to check your snapshots, what policies, baselines, profiles, etc are being backed up each time. As well as delete, changed, and new items from day to day,

Day 1 - Lab 5

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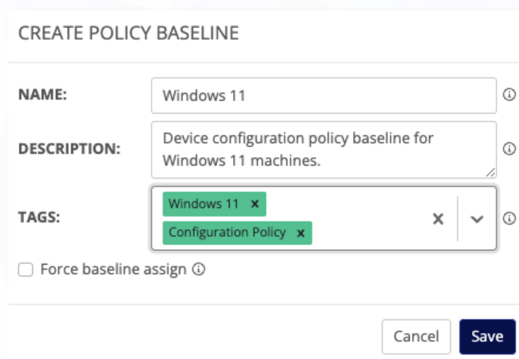
Day 1 – Lab 5.1 | Walkthrough
Configuring Intune Policy Baselines

1. Expand the Policy Management blade and click Policy Baselines (MSP / Global level).

2. Click Add Baseline.

3. Configure the following:

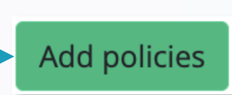
- *A clear name for the baseline.*
- *A description of its function.*
- *Tags for ease of management.*



4. When you're finished, click Save.

5. Once saved, click the Policy Count to add policies.

5. Click Add Policies to add policies to the baseline. Then click Apply and Close.



Day 1 – Lab 5.1 | Walkthrough
Configuring Intune Policy Baselines

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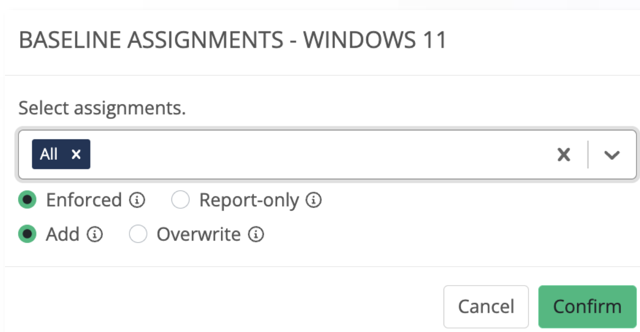
6. Arrange the policy baselines in order of priority. The weight of priority is from the top-down.

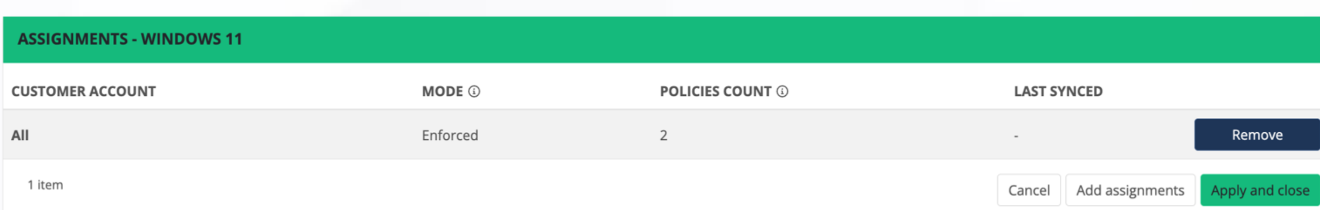
7. Click Assign and Add Assignments.

8. Choose the baseline behavior.
   - Enforced baselines apply to and configure endpoints.
   - Report-only track drift and changes on endpoints.

9. Choose to add or overwrite the assignments.
   - Adding assignments will add new entries to the existing list of assigned accounts.
   - Selecting overwrite will overwrite the list of currently assigned accounts.



10. When you're finished, click Confirm.



11. Then click Apply and Close to assign the baseline to the selected accounts.

Day 1 – Lab 5.2 | Walkthrough

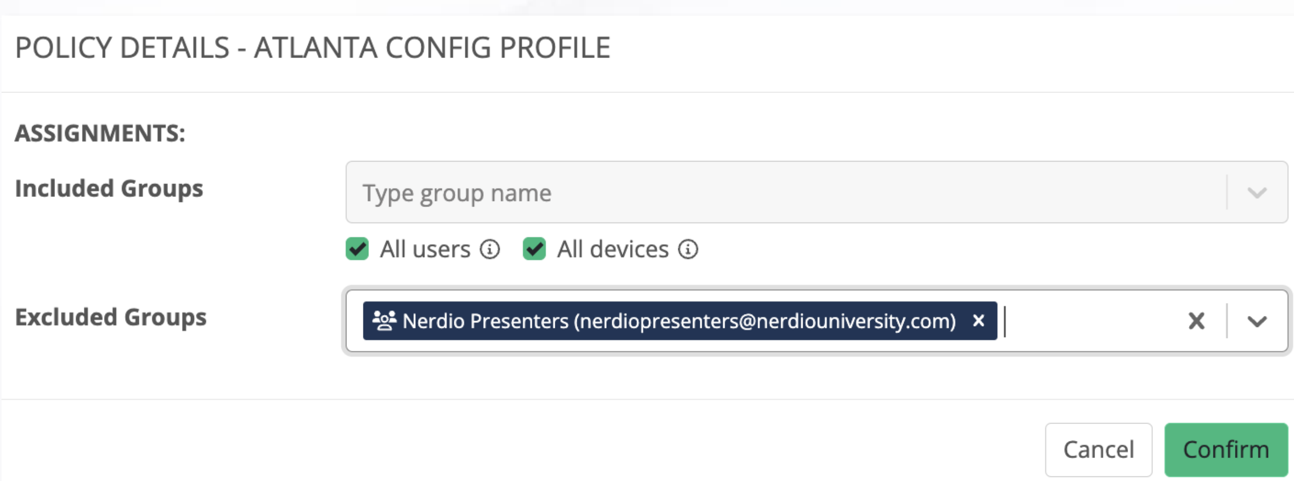
Assigning Policies to Endpoints

1. From the customer account level, go to Policy Management and select the policy type you'd like to assign.

2. Locate the policy you'd like to deploy and click Assign.

3. Select an option for assignment.
    - Using Included Groups will allow you to select groups to assign the policy to.
    - Or, you can select all users and / or all devices and use exclusions.

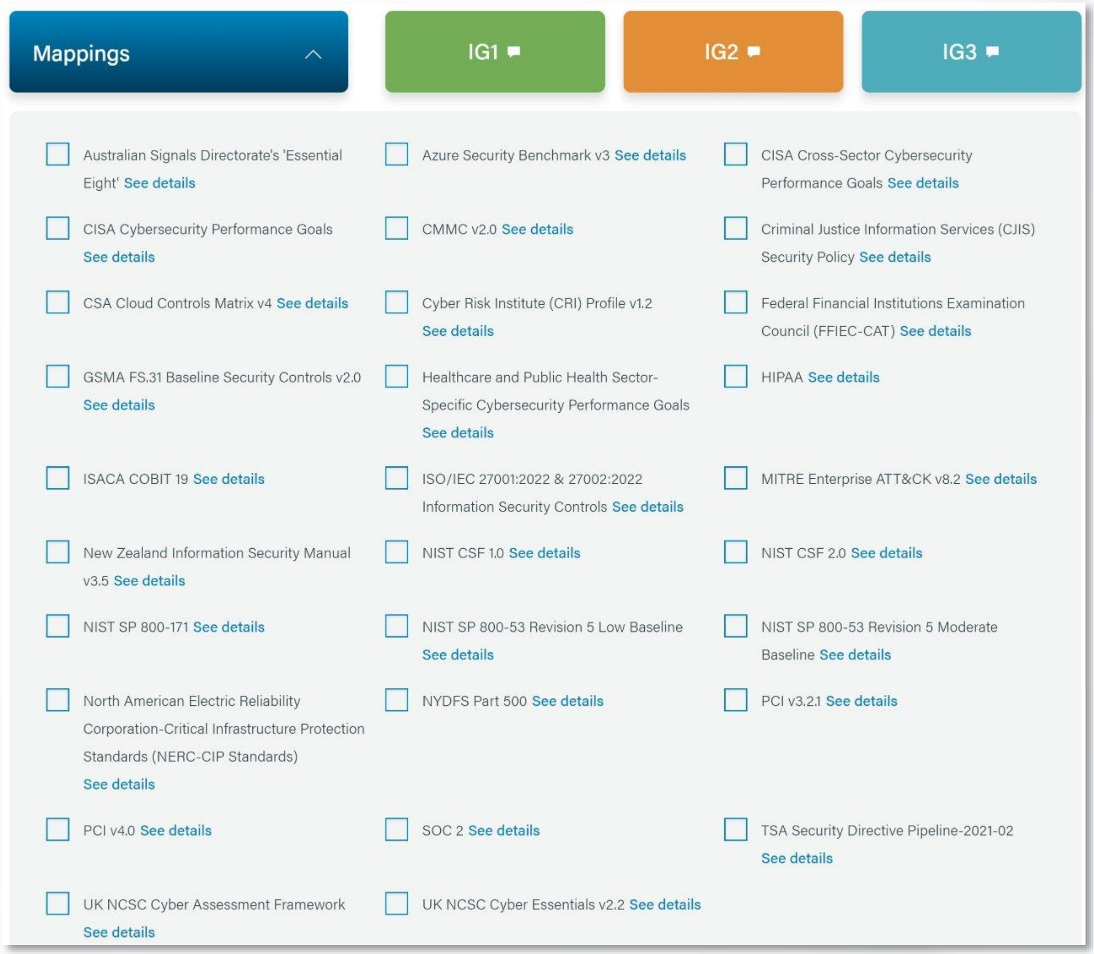
4. Once assigned, your
    - Using **Included Groups** will allow you to select groups to assign the policy to.
    - Or you can select **all users** and / or **all devices** and use exclusions.



Day 1 – Lab 5.3 | Walkthrough
CIS Baselines

Pre-configured templates that align with CIS standards and automatic updates that keep policies CIS-compliant.

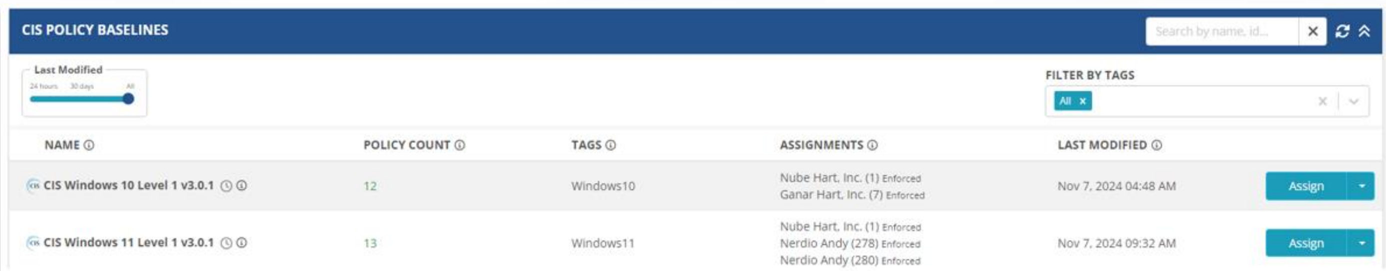
- Pre-configured for easy CIS-compliant deployment.
- Ensure consistency and reduce manual effort with centralized control.
- Keep policies CIS-compliant with automatic updates



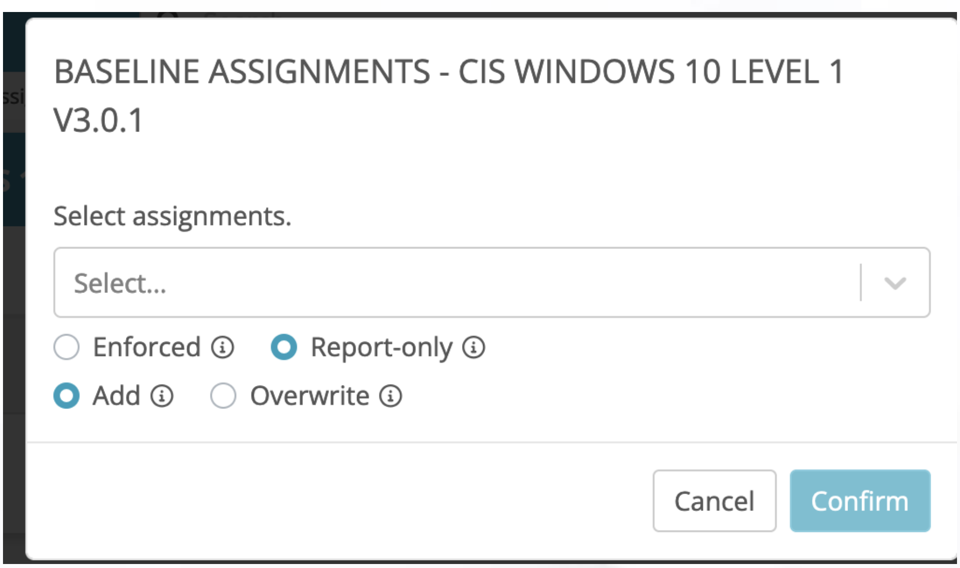
Day 1 – Lab 5.3 | Walkthrough
CIS Baselines

1. Navigate to Policy Management, at the MSP level, and choose CIS Policy baselines.

Note: The policies are already built for Windows 10 & 11, CIS Level 1.



2. Click Assign, Add Assignments, and then fill out the information listed below.



3. Click Confirm and then Apply and close.

Day 1 - Lab 6

Day 1 – Lab 6.1 | Walkthrough

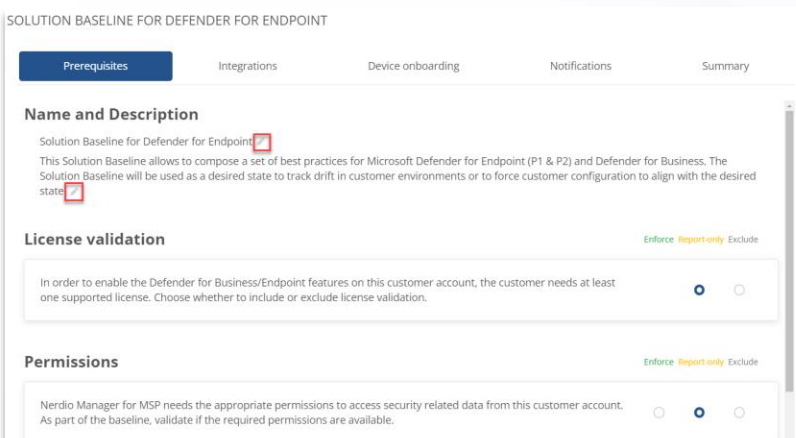
Configure Solution Baselines

1. In Nerdio Manager, at the MSP level, navigate to Solution Baselines.

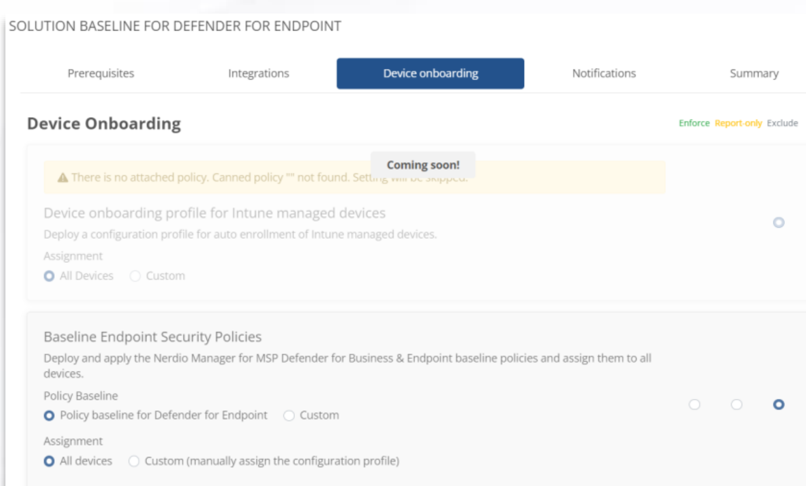
2. Locate the Solution Baseline you wish to work with.

3. From the action menu, select Configure baseline.

4. In the Prerequisites tab, enter the needed information.



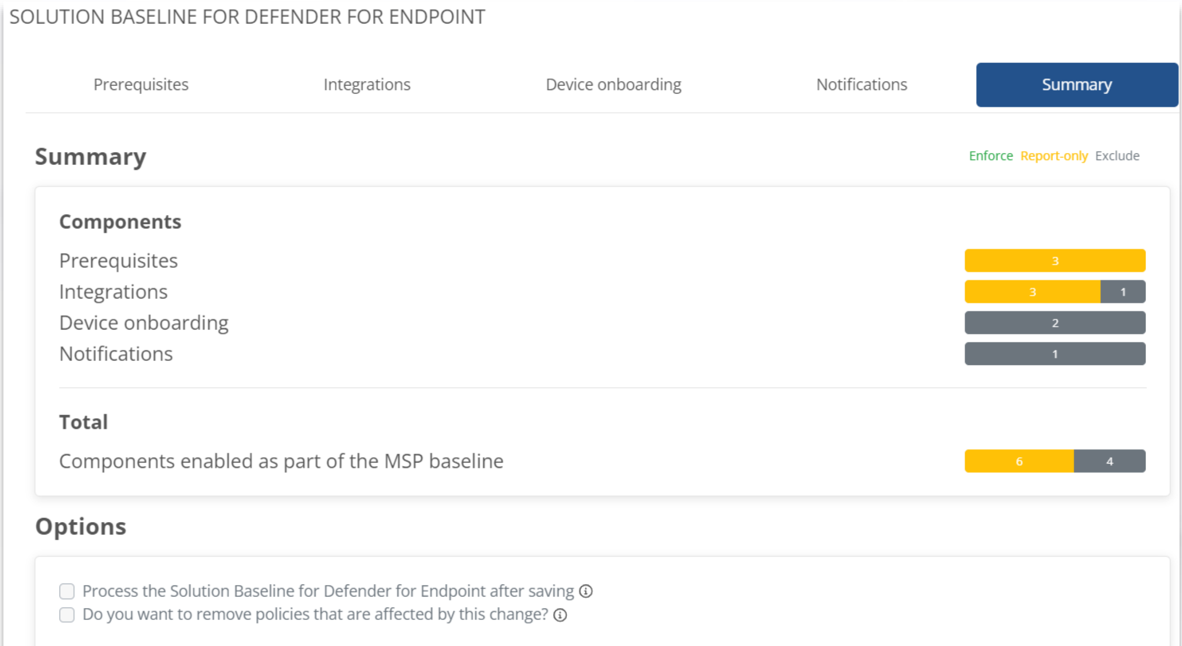
5. In the Integrations tab, enter the needed information.



Day 1 – Lab 6.1 | Walkthrough

Configure Solution Baselines

7. In the Summary tab, review the changes.



8. Set the following options:

- Process the Solution Baseline for Endpoint after saving: Select this option to apply the solution baseline to the assigned accounts.
- Do you want to remove policies that are affected by this change?: If this option is selected, policies from this solution baseline are removed from the tenant if they don't have any other assignments.

9. Once reviewed, select Save & close.

Note: *Some baselines may have a different tab order.*

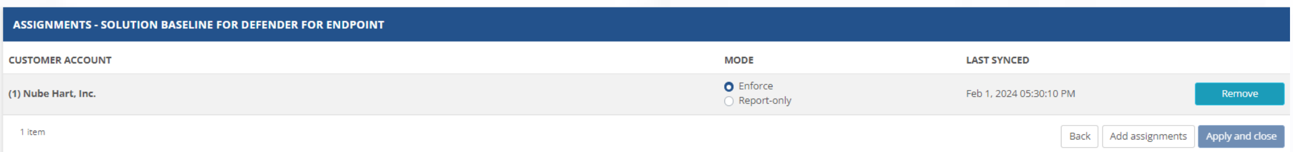
Day 1 – Lab 6.2 | Walkthrough

Assign Accounts to a Solution Baseline

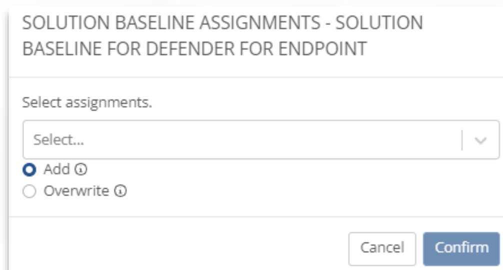
1. In Nerdio Manager, at the MSP level, navigate to Solution Baselines.

2. Locate the Solution Baseline you wish to work with.

3. From the action menu, select Assign.



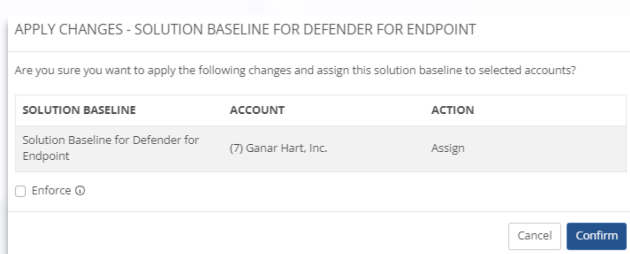
4. Select Add assignments.



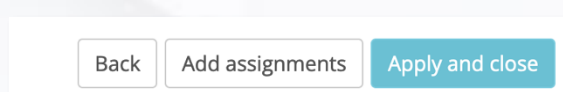
5. Enter the following information:

- **Assignments:** From the drop-down list, select the account(s) to assign.
- **Add / Overwrite:** Select whether to add the selected accounts to the existing assignments or replace (overwrite) the existing assignments with the new selections.
- Optionally, select **Remove** to remove an assignment.

6. Review and click Confirm.



7. When you are done with all changes, select Apply and close.



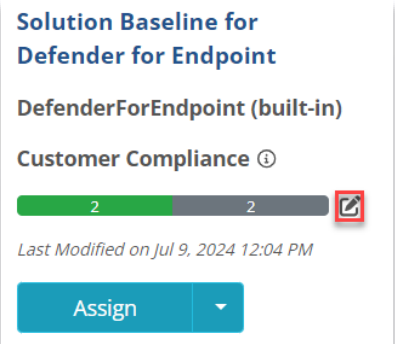
Day 1 – Lab 6.3 | Walkthrough

View the status of Solution Baselines

1. In Nerdio Manager, at the MSP level, navigate to Solution Baselines.

2. Locate the Solution Baseline you wish to work with.

3. From the action menu, select Status overview.



4. The status page uses the following colors:

- **Green:** Valid (Satisfied)
- **Yellow:** Mismatch (Drifted)
- **Red:** Not Found (Drifted)
- **Gray:** Excluded

STATUS - SOLUTION BASELINE FOR INTUNE — As of Sep 18, 2024 07:49:02

CUSTOMER	MODE	STATUS	BASELINE SETTINGS
(91) Nerdio Golf Inc.	Enforced	5 / 3 (+4) / 4 (+4) / 1	View details
(1) Nube Hart, Inc.	Enforced	11 / 4 (+2) / 1 (+2) / 1	View details
(7) Ganar Hart, Inc.	Enforced	15 / 4 / 1 / 1	View details

5. Optionally select View details.

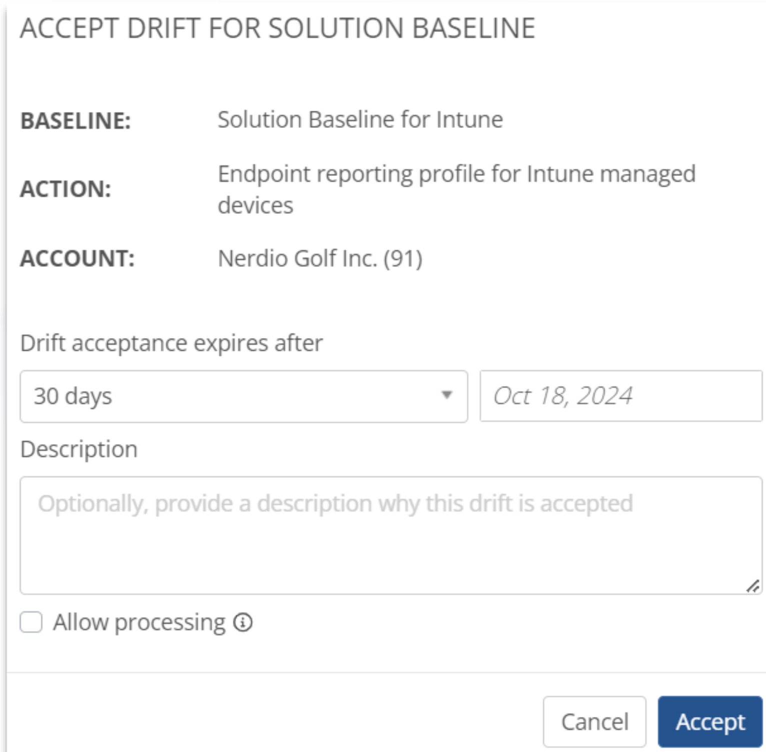
Baseline Settings — Filter By Result: All / Satisfied / Drifted

SETTINGS	MODE	RESULT	ACTUAL STATE	DESIRED STATE	
Allow BYOD	Enforced	Unavailable	State is unavailable	Disabled	Accept Drift
Allow Windows enrollment	Enforced	Unavailable	State is unavailable	Enabled	Accept Drift
Delete devices based on last check-in date	Report-only	Unavailable	State is unavailable	Disabled	Accept Drift
Deploy basic Enrollment Status Page	Report-only	Unavailable	State is unavailable	Enabled	Accept Drift
Deploy Entra Joined Standard User profile	Enforced	Mismatch	Status: Mismatch Assignment: Mismatch	Status: Valid Assignment: Custom	Accept Drift
Enable WUfB Reports	Enforced	Unavailable	State is unavailable	Enabled	Accept Drift
Endpoint reporting profile for Intune managed devices	Enforced	Mismatch	Status: Mismatch Assignment: Mismatch	Status: Valid Assignment: Custom	Accept Drift
Intune features	Report-only	Mismatch	Disabled	Enabled	Accept Drift
LAPS policy for Intune managed endpoints	Enforced	Mismatch	Status: Mismatch Assignment: Mismatch	Status: Valid Assignment: Custom	Accept Drift
Mark devices noncompliant if no compliance p olicy is assigned	Enforced	Unavailable	State is unavailable	Disabled	Accept Drift

Day 1 – Lab 6.3 | Walkthrough

View the status of Solution Baselines

6. For any drifted setting, select Accept Drift.

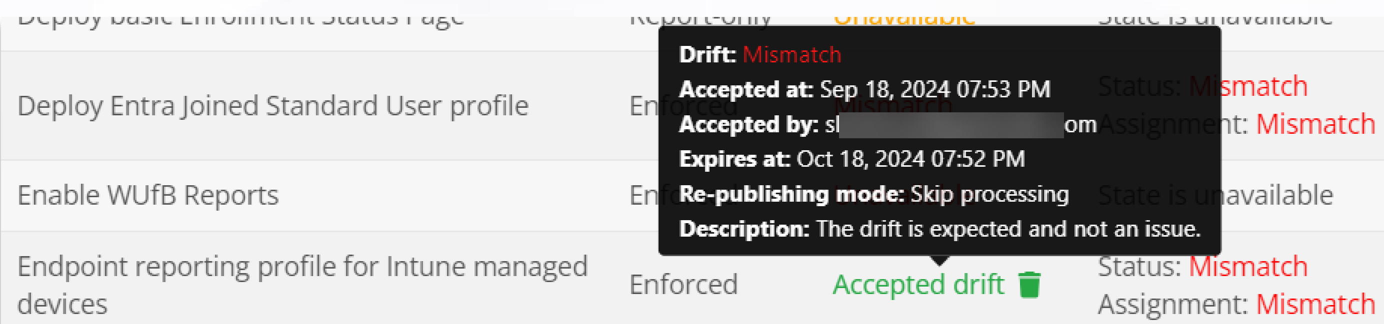


7. Enter the following information:

- **Drift acceptance expires after:** From the drop-down list, select the drift expiration. Alternatively, type a date.
- **Description:** Optionally, type a description about why this drift was accepted.
- **Allow processing**: Select this option for the next republishing to try to sync the policy.

8. Once you have entered the desired information, select Accept.

9. Hover over Accepted drift to see its details.



Day 1 - Lab 7

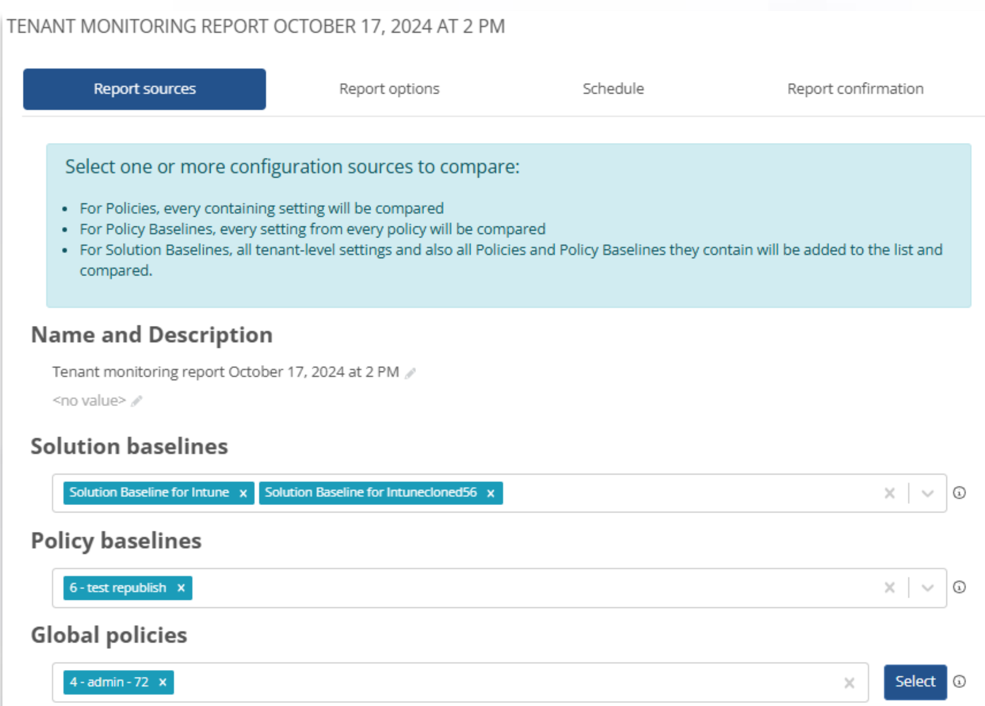
Day 1 – Lab 7 | Walkthrough
Tenant Monitoring

1. At the MSP-level, navigate to Tenant Monitoring.

2. Select Add Report.

3. In the Report Sources tab, enter the following information:

- **Report name:** Type the report name.
- **Report description:** Type the report description.
- **Solution baselines:** From the drop-down list, select the solution baseline(s) to include in the report.
- **Policy baselines**: From the drop-down list, select the policy baseline(s) to include in the report.
- **Global policies:** Select Select to select the global policies to include in the report.



Day 1 – Lab 7 | Walkthrough
Tenant Monitoring

4. In the Report options tab, enter the following:

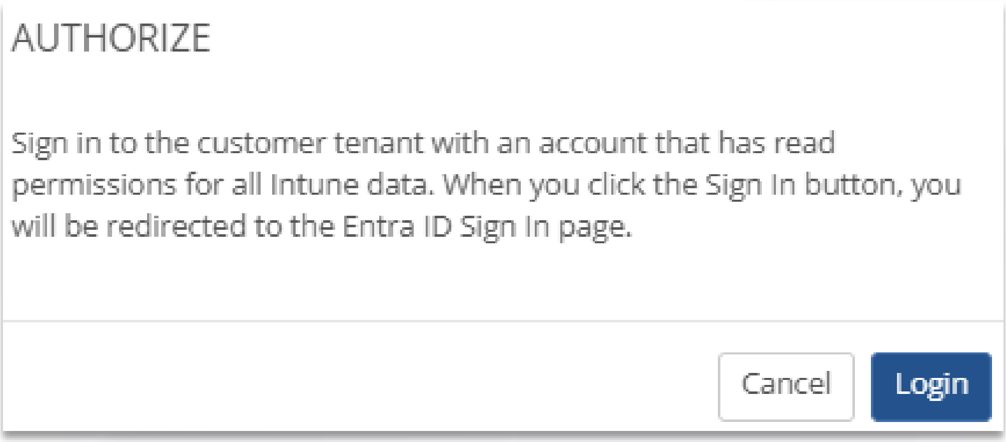
Select report type

- From the drop-down list, select the report type.

> **Note:**
>
> - Select **Base** to configure the report for existing account(s).
> - Select **Prospect** to configure the report for a prospect account.

Select target accounts:

- For a Base report, from the drop-down list, select the existing account(s) to include in the report.
- For a Prospect report, select +Add and follow the prompts to sign in to the customer tenant.

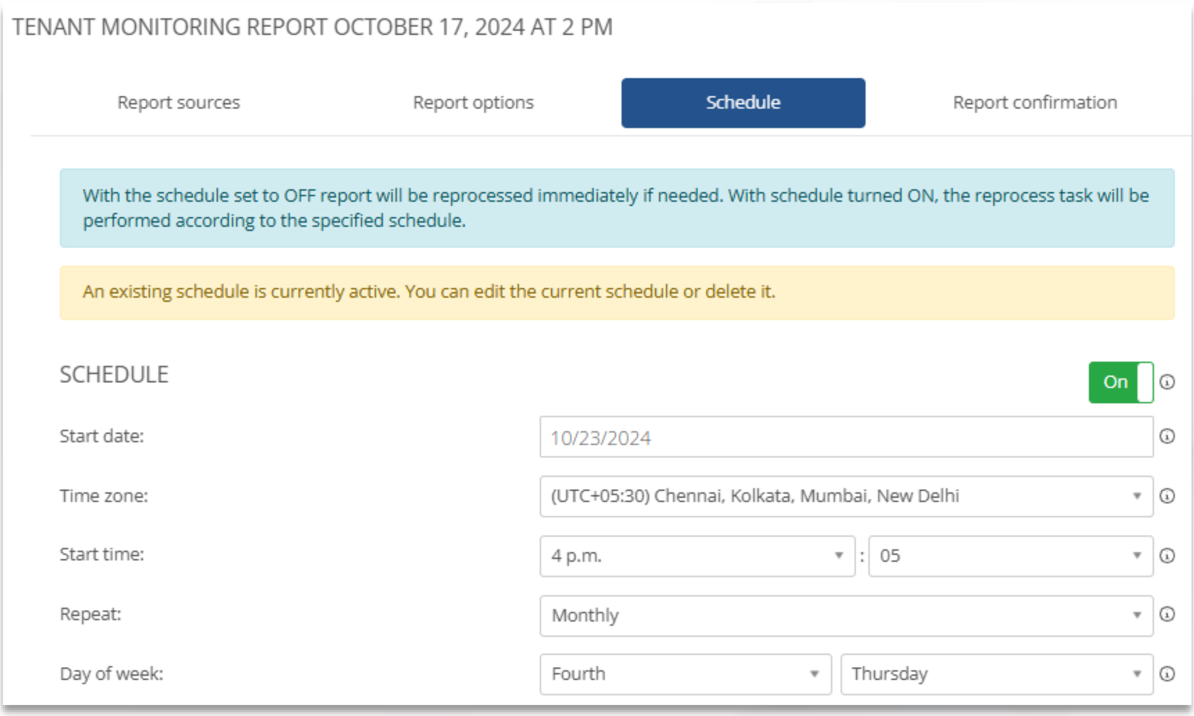


- Ignore policy names: Select this option to ignore policy names.
- Hide the actual values for settings: Select this option to hide the actual values for the settings on the report.

Day 1 – Lab 7 | Walkthrough
Tenant Monitoring

5. In the Schedule tab, enter the following:

Schedule: Optionally, toggle On this option and enter the desired schedule.



6. In the Report Confirmation tab, review the report configuration and enter the following information.

Reprocess report: Select this option reprocess the report.

7. When finished, click Save & Close.

Day 1 - Lab 8

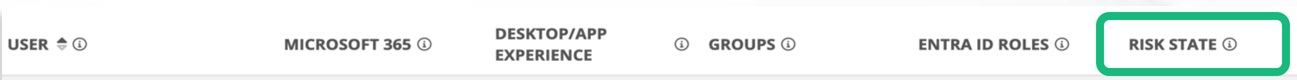
nerdio

Day 1 – Lab 8 | Walkthrough

Risky Users

1. Navigate to your customer account and click on the Users blade.

2. Find a user and check the RISK STATE column.
   - You can also filter different user states at the top of the page



Reduce security risks.

Ensure compliance with security protocols.

Provide safer and more efficient client accounts.

Day 1 - Lab 9

Day 1 – Lab 9 | Walkthrough
Vulnerability Dashboard

nerdio

Nerdio Manager provides an MSP-level, per-vulnerability overview of vulnerabilities detected by Defender for Endpoint in the customers' environments. It allows you to search, sort, and filter the list of vulnerabilities. In addition, you can view a vulnerability's details such as exposed devices and affected software.

1. At MSP-level, navigate to Reports > Vulnerabilities.

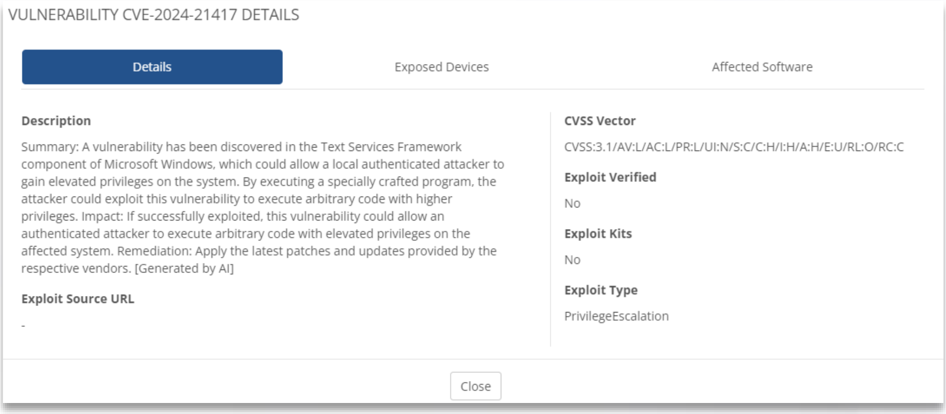
VULNERABILITIES Search... Filter 0 As of Sep 12, 2024 12:49:48 PM

NAME	ACCOUNTS AFFECTED	ENDPOINTS AFFECTED	CVSS/SEVERITY	AGE (PUBLISHED/UPDATED)	EXPLOIT TYPE	
CVE-2023-52168	1	1	9.8 (Critical)	2 months (Jul 2, 2024 07:00 PM / Jul 31, 2024)	Remote	Properties
CVE-2024-30080	1	2	9.8 (Critical)	3 months (Jun 10, 2024 07:00 PM / Jun 13, 2024)	Remote	Properties
CVE-2024-38063	2	57	9.8 (Critical)	30 days (Aug 13, 2024 10:00 AM / Sep 10, 2024)	Remote	Properties
CVE-2024-38140	2	29	9.8 (Critical)	1 months (Aug 12, 2024 03:00 AM / Aug 16, 2024)	Remote	Properties
CVE-2024-38199	2	29	9.8 (Critical)	1 months (Aug 12, 2024 03:00 AM / Aug 15, 2024)	Remote	Properties
CVE-2022-28755	1	13	9.6 (Critical)	2 years (Aug 9, 2022 03:00 AM / Oct 24, 2022)	Not available	Properties
CVE-2023-39213	1	13	9.6 (Critical)	1 years (Aug 8, 2023 03:00 AM / Aug 15, 2023)	PrivilegeEscalation, Remote	Properties
CVE-2023-39216	1	5	9.6 (Critical)	1 years (Aug 8, 2023 03:00 AM / Aug 11, 2023)	PrivilegeEscalation, Remote	Properties

For any vulnerability, select Properties to see its details.

Day 1 – Lab 9 | Walkthrough
Vulnerability Dashboard

1. The details tab shows the details of the vulnerability.


VULNERABILITY CVE-2024-21417 DETAILS

Details | Exposed Devices | Affected Software

Description

Summary: A vulnerability has been discovered in the Text Services Framework component of Microsoft Windows, which could allow a local authenticated attacker to gain elevated privileges on the system. By executing a specially crafted program, the attacker could exploit this vulnerability to execute arbitrary code with higher privileges. Impact: If successfully exploited, this vulnerability could allow an authenticated attacker to execute arbitrary code with elevated privileges on the affected system. Remediation: Apply the latest patches and updates provided by the respective vendors. [Generated by AI]

Exploit Source URL

-

CVSS Vector

CVSS:3.1/AV:L/AC:L/PR:L/UI:N/S:C/C:H/I:H/A:H/E:U/RL:O/RC:C

Exploit Verified

No

Exploit Kits

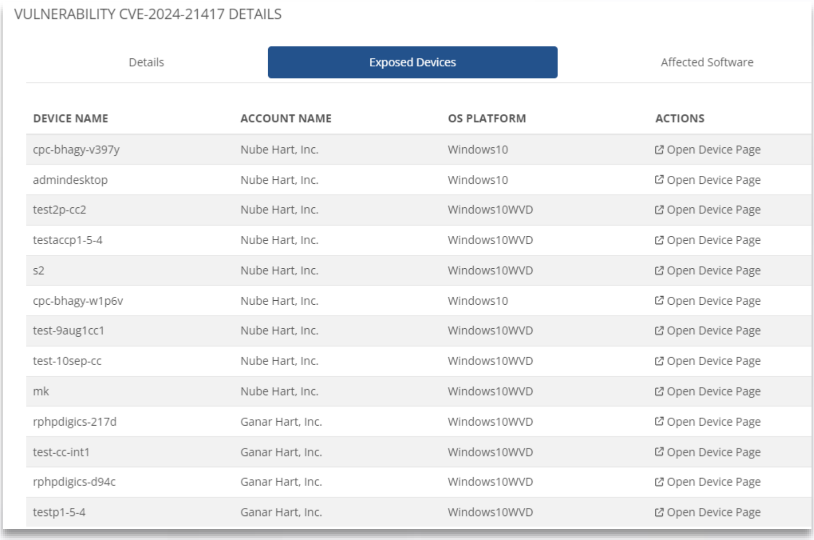
No

Exploit Type

PrivilegeEscalation

Close

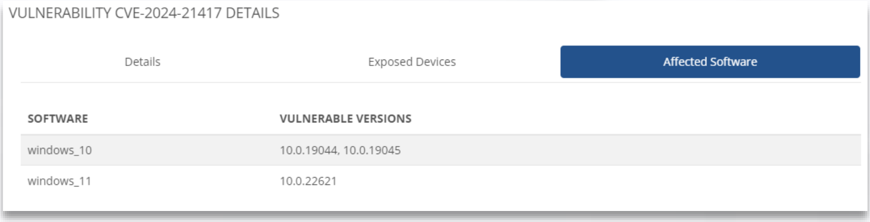
2. The Exposed devices tab shows the devices that are exposed to the vulnerability.


VULNERABILITY CVE-2024-21417 DETAILS

Details | Exposed Devices | Affected Software

DEVICE NAME	ACCOUNT NAME	OS PLATFORM	ACTIONS
cpc-bhagy-v397y	Nube Hart, Inc.	Windows10	Open Device Page
admindesktop	Nube Hart, Inc.	Windows10	Open Device Page
test2p-cc2	Nube Hart, Inc.	Windows10WVD	Open Device Page
testaccp1-5-4	Nube Hart, Inc.	Windows10WVD	Open Device Page
s2	Nube Hart, Inc.	Windows10WVD	Open Device Page
cpc-bhagy-w1p6v	Nube Hart, Inc.	Windows10	Open Device Page
test-9aug1cc1	Nube Hart, Inc.	Windows10WVD	Open Device Page
test-10sep-cc	Nube Hart, Inc.	Windows10WVD	Open Device Page
mk	Nube Hart, Inc.	Windows10WVD	Open Device Page
rphpdigics-217d	Ganar Hart, Inc.	Windows10WVD	Open Device Page
test-cc-int1	Ganar Hart, Inc.	Windows10WVD	Open Device Page
rphpdigics-d94c	Ganar Hart, Inc.	Windows10WVD	Open Device Page
testp1-5-4	Ganar Hart, Inc.	Windows10WVD	Open Device Page

3. The Affected Software tab shows the software affected by the vulnerability.


VULNERABILITY CVE-2024-21417 DETAILS

Details | Exposed Devices | Affected Software

SOFTWARE	VULNERABLE VERSIONS
windows_10	10.0.19044, 10.0.19045
windows_11	10.0.22621

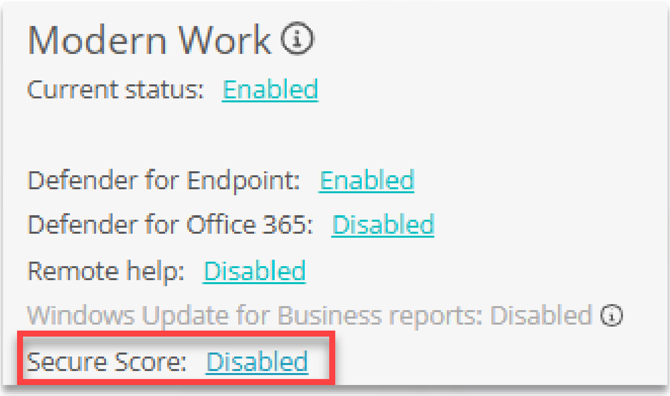
Day 1 -
Lab 10

nerdio

Day 1 – Lab 10 | Walkthrough
Secure Score

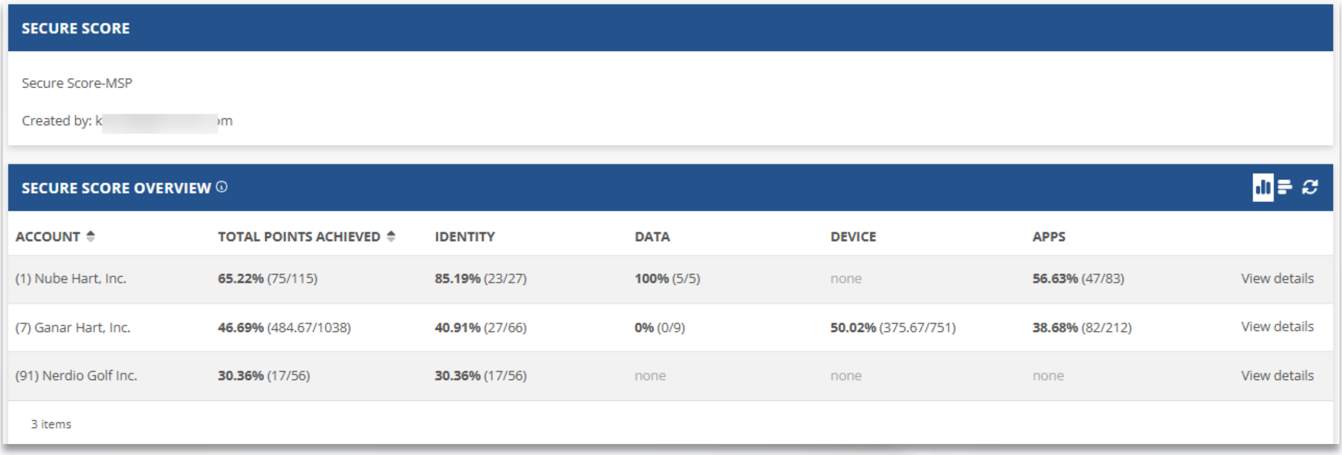
1. At the account level, navigate to Settings > Integration.

2. In the Modern Work tile, next to Secure Score, select Disabled.



3. When prompted, confirm that you want to enable. At the account level, Secure Score is now included in the Secure Scores list.

4. At the account level, navigate to Reports > Secure Score.



SECURE SCORE

Secure Score-MSP

Created by: k[redacted]m

SECURE SCORE OVERVIEW

ACCOUNT	TOTAL POINTS ACHIEVED	IDENTITY	DATA	DEVICE	APPS	
(1) Nube Hart, Inc.	**65.22%** (75/115)	**85.19%** (23/27)	**100%** (5/5)	none	**56.63%** (47/83)	View details
(7) Ganar Hart, Inc.	**46.69%** (484.67/1038)	**40.91%** (27/66)	**0%** (0/9)	**50.02%** (375.67/751)	**38.68%** (82/212)	View details
(91) Nerdio Golf Inc.	**30.36%** (17/56)	**30.36%** (17/56)	none	none	none	View details

3 items

Note: Optionally, at the MSP level, you can create a Global View for Secure Scores. This is in addition to the navigation shown below.

Day 1 -
Lab 11

nerdio

Day 1 - Lab
Winget Commands

Note: This section can only be completed on a Windows device.

1. Open a PowerShell terminal in administrator mode.

2. Run the command *Winget --info*

- *Returns a list of relevant locations, install folders, etc.*

3. Run the command *Winget Source List*

- *Returns a list of Windows Package Manager sources.*

4. Run the command *Winget list*

- *Returns a list of installed applications that can be managed via WinGet..*

5. Run the command *Winget upgrade*

- *Returns a list of installed applications that have an available update.*

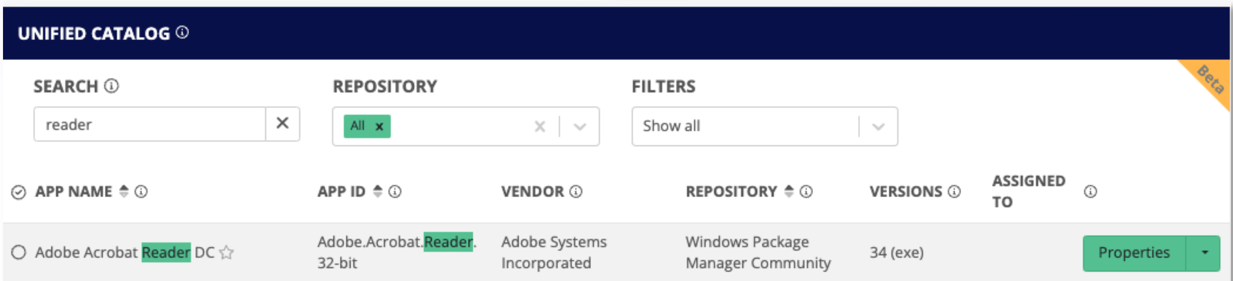
6. (Optional) Run the command *Winget upgrade --all*

- *Updates all listed applications to the current version.*

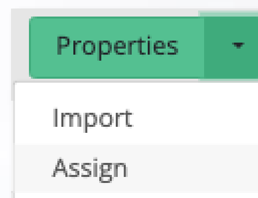
Day 1 - Lab 11.1 | Walkthrough

Assigning Applications for UAM

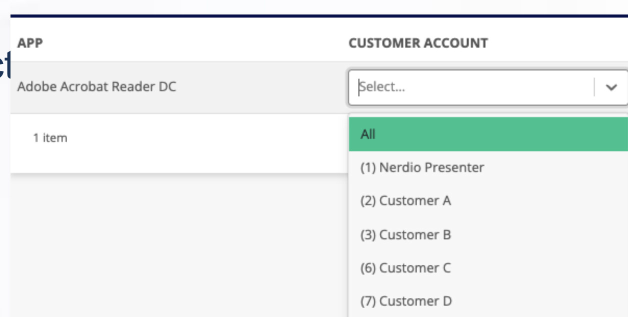
1. Expand the Applications blade and search for the application (MSP / Global level).



2. Click the dropdown arrow next to the app and select Assign.



3. Use the dropdown menu to select accounts.

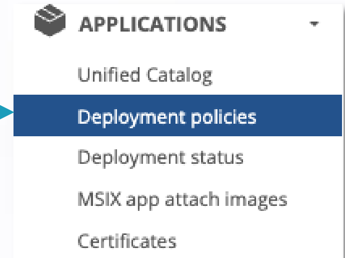


4. Click Add Assignments or Apply and Close to finish.

Day 1 - Lab 11.2 |
Create an application deployment policy

nerdio

1. Expand the Applications blade and click Deployment Policies (customer account level).



2. Click Add to create a new policy.

3. In the *General* tab, give the policy a unique name, and click Next.

(Leave the description blank)

NAME:	FCorpAppPolicy
DESCRIPTION:	

4. In the *Applications* tab, select the apps to deploy and click Next.

Type to search to find and select the following:

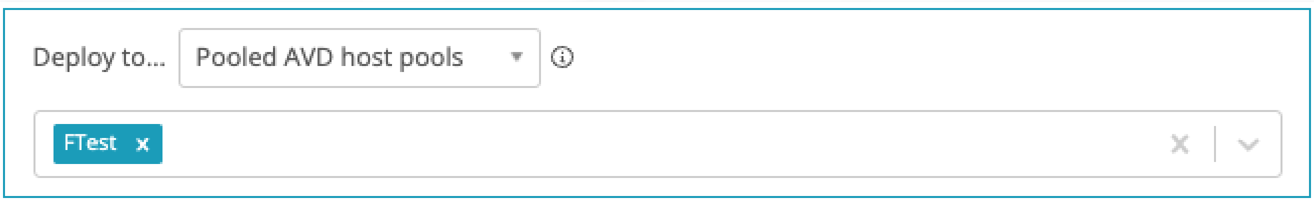
- *Adobe Acrobat Reader DC [latest]*
- *Mozilla Firefox [latest] (Public Winget Community)*

	NAME	INSTALL/UNINSTALL	ACTION NEEDED
☰	Adobe Acrobat Reader DC [latest] (Public MSStore)	◉ Install ○ Uninstall	☐ Reboot after install
☰	Mozilla Firefox [latest] (Public WinGet Community)	◉ Install ○ Uninstall	☐ Reboot after install
	Select applications ...		

Day 1 - Lab 11.2 |
Create an application deployment policy

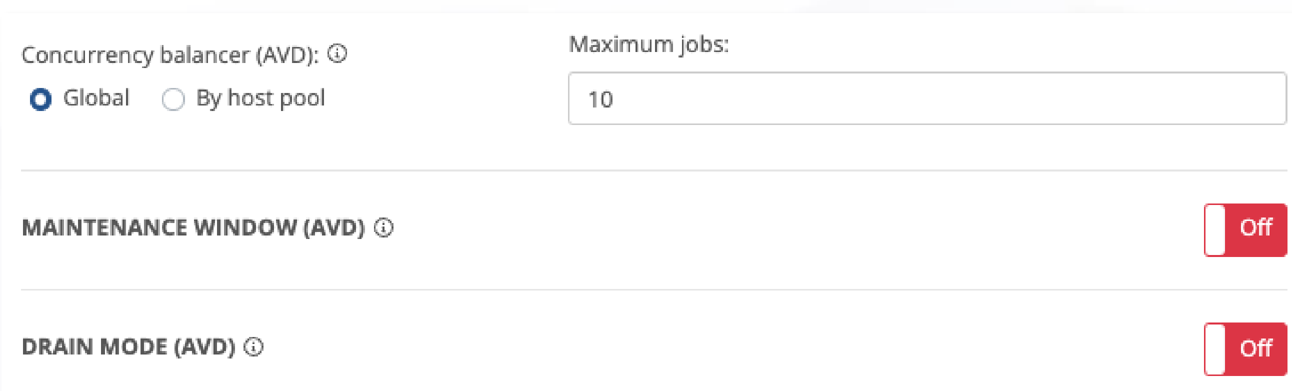
4. In the *Targets* tab, define where to apply the policy and click Next.

- Toggle '*Deploy to…*' to **Pooled AVD Host Pools**.
- Find and select the **host pool you created earlier**.

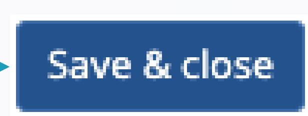


5. In the *Settings* tab, configure how tasks should execute.

- Set the *'Concurrency balancer'* to **By Host Pool**.
- Change the '*Maximum Jobs*' to **2**.



6. Click Save & Close to finish.



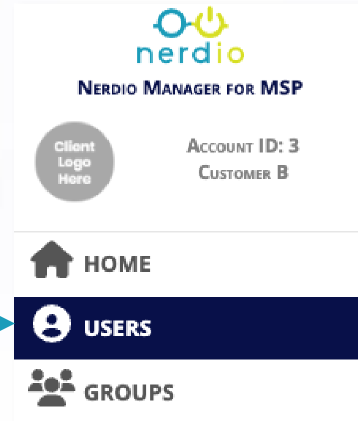
LAB GUIDE

MSP Foundations - Day 2

nerdio

Day 2 - Lab 1

Day 2 - Lab 1 | Add a Customer-Level User in NMM



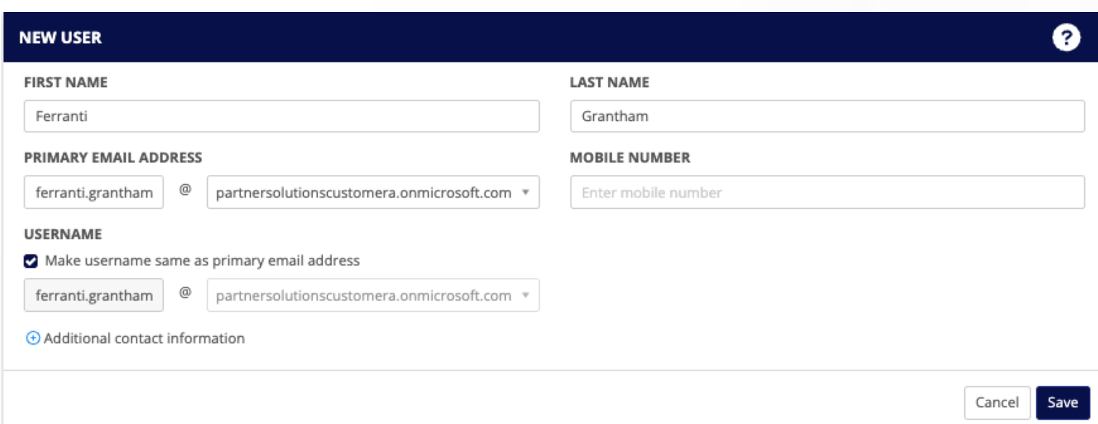
1. Log into the customer account in NMM*.

1. *See your email for a link to your assigned account.*
2. *If you don't have the email, send your business email in the chat to be added.*

2. Click the Users blade.

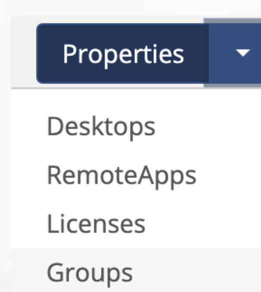
3. Click Add User.

4. Enter the following user details:
   - Your first name.
   - Your last name.
   - Set the primary email address to *Firstname.Lastname.*



5. Click Save and OK to dismiss the password prompt

6. Click the dropdown next to Properties for your user and select Groups.



7. Select MSP Training Camp Tech Day from the list and click OK to add your user to the group.

Day 2 - Lab 2

How does the Approvals Workflow work?

All available tasks in Nerdio Manager are categorized as follows:

- **Destructive:** Delete a VM, delete a user, delete a host, delete a desktop image, delete a host pool, stop a global image, remove a global image, delete a NAT gateway, delete a group, delete a scripted action, etc.
- **Cost Impacting:** Change a VM's size, add a new disk to a server, activate/deactivate a host, power off a host, create a host pool, add a desktop image from a gallery, resize a desktop image, clone a desktop image, clone a host pool, start a global image, clone a global image, create a group, create a scripted action, link/unlink a resource group, etc.
- **User Impacting:** Restart a VM, log off a user, power off and set as image, log off users, send a message to a host, run a scripted action, etc.
- **Setting Changes:** Update host pool properties, update AD settings, update FSLogix settings, add/update Global FSLogix settings, update host properties, create an NSG, create peering, edit a VPN connection, edit NSG rules, etc.

In addition to the built-in task categories noted above, Nerdio Manager allows MSPs to create custom task categories.

Nerdio Manager allows MSPs to configure approval rules for selected tasks and user roles.

Day 2 - Lab 2.1 | Walkthrough
Workflows

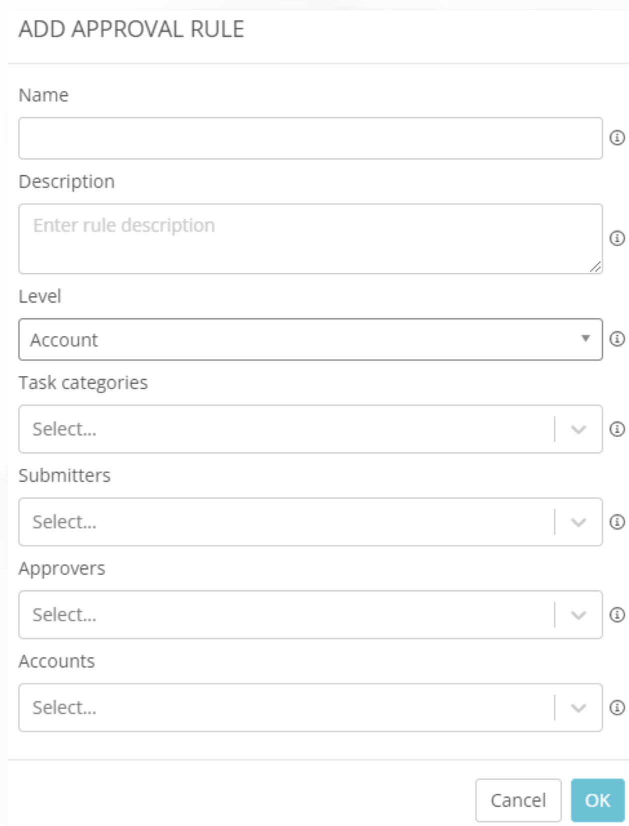
Manage Task Categories

Nerdio Manager allows you to manage task categories. This includes creating, changing, copying, and removing custom task categories. In addition, you can create a copy of a built-in task category.

Manage Approval Rules

Nerdio Manager allows you to manage approval rules. This includes creating, changing, copying, and removing approval rules.

1. Navigate to Workflows > Approval Rules.
2. Select ADD.
3. Fill out the details.
4. Click OK.



Task Categories:

- Choose a pre-canned/custom
- Choose different categories

Approval Rules:

- Use pre-canned or custom
- MSP or customer level
- Assign staff to **submitters** and **approvers** groups.

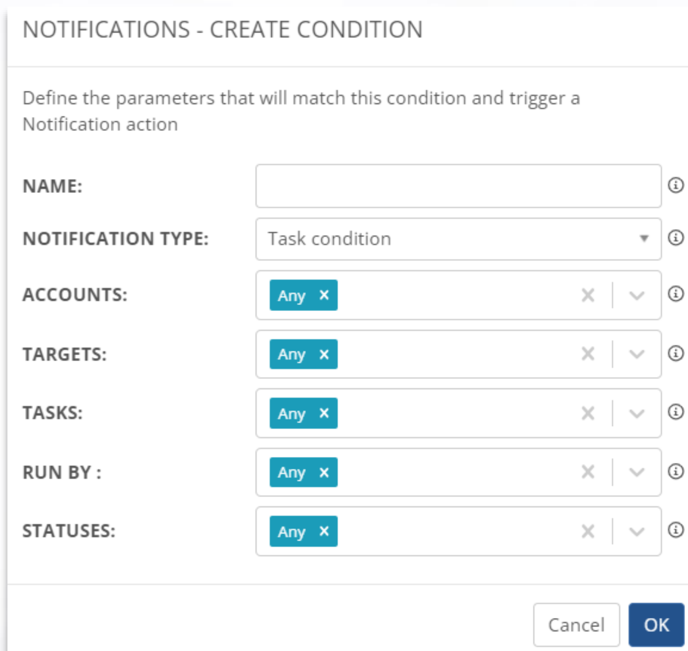
Day 2 - Lab 2.2 | Walkthrough
Notifications - conditions

Notification Conditions

Nerdio Manager allows you to specify which actions or states trigger a notification. You can create conditions for tasks, reservations, usage, backup, Intune, and Defender.

Create a new condition

1. Navigate to Notifications at the MSP level.
2. Select ADD.
3. Fill out the details.
4. Click OK.



Notes:

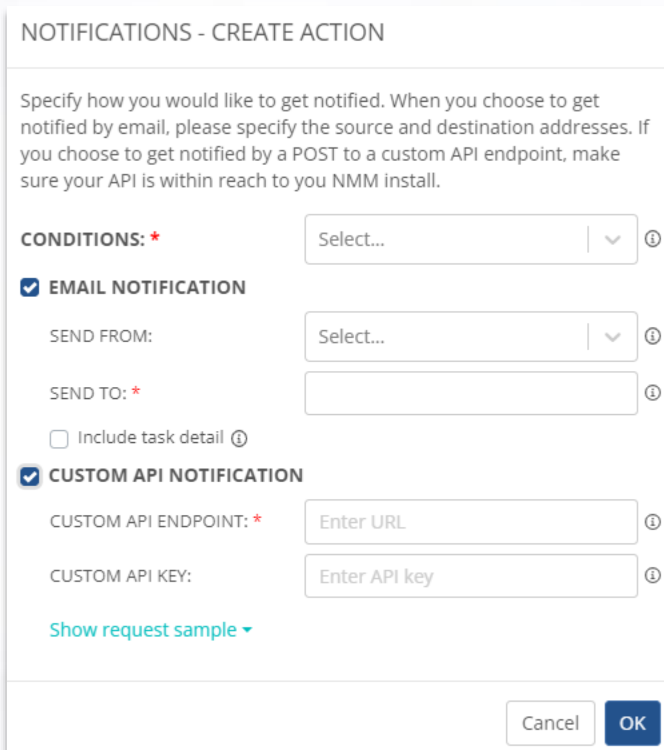
- *You can set up conditions for tasks, behaviors and statuses.*
- *These can be applied to individual accounts, all accounts or a group of accounts.*
- *Conditions can also be focused to specific users.*

Notification Actions

Actions are the notifications to send out if a condition is matched. You may send out a notification via email or custom API.

Create a new action

1. Navigate to Notifications > Actions at the MSP level.
2. Select ADD.
3. Fill out the details.
4. Click OK.



Notes:

- *Creating actions will let you define notification behaviors by selecting destination emails and condition(s) to trigger a notification event.*
- *You can link your own account or choose an automatically created email from the portal.*
- *You can also choose to be notified via Rest API (API must be within reach of the NMM install).*

Day 2 - Lab 3

Day 2 - Lab 3.1 | Walkthrough
FSLogix Overview & Best Practices

What is FSLogix?

1. A user profile container technology.
2. Allows user profiles to roam without losing their customizations.

How does it work?

1. Requires a storage service for profile containers.
   - *(E.g., Azure Files)*
2. Installation of the FSLogix application.
   - *Nerdio automatically installs by default when a new session host is created.*
3. Create FSLogix configuration profiles in Nerdio.
   - *Assign these profiles to customer accounts for centralized management.*

Azure Files

1. Microsoft recommends Premium storage in Azure Files.
2. Lower tiers of storage may cause errors in daily operations.
3. Premium Storage for Azure Files is Nerdio auto-scale compatible.
   - Nerdio auto-scaling ensures there is always enough storage available.

Storage Options

1. UNC Path (File Server)
2. Azure Files (Premium)

See this Nerdio Help Center article for more information on configuring FSLogix.

Day 2 - Lab 3.2 | Walkthrough
RDP Profile Best Practices

What is an RDP Profile?

1. A configuration created in Nerdio that defines the RDP experience for users.

How do RDP Profiles work?

1. Can be created at the global level and then cascaded to customer accounts.
   - *RDP profiles can also be created at the customer account level for granular customization.*
2. Once created, RDP Profiles are assigned to host pools, which are then inherited by all hosts within the pool.

Key items to configure

audiocapturemode
- *Defines whether audio input can be redirected from the local device to the session.*

camerastoredirect
- *Makes the local webcam / camera available in the session.*

devicestoredirect
- *Allows plug in devices to appear in the session(E.g., flash drives).*

drivestoredirect
- *Redirects drives from the local machine to the session.*

redirectprinters
- *Allows local printers to be made available in the session.*

redirectclipboard
- *Allows clipboard sharing between the local device and session.*

Remember, always consider compliance requirements!

See this Nerdio Help Center article for more information on configuring Global RDP Profiles.

Day 2 - Lab 4

nerdio

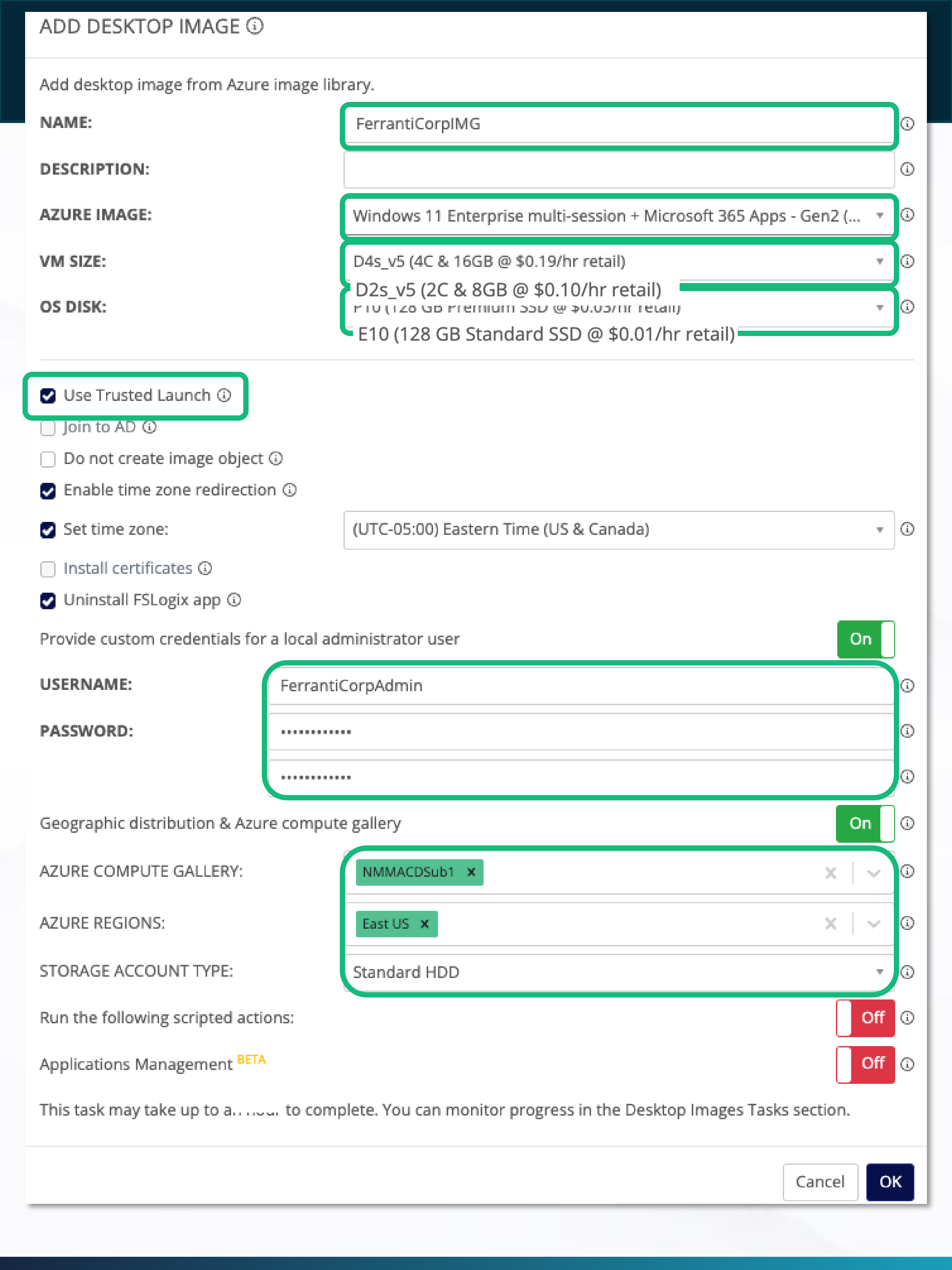
Day 2 - Lab 4 |
Create an Image Source VM

1. Click the *Desktop Images* blade (customer account level).

2. Click Add from Azure Library.

3. Add the following parameters to your image source VM.

Name	Enter a unique name. Save the name for later!
Description	Leave this blank
Azure Image	**Windows 11 (22H2) Enterprise multi-session + Microsoft 365 Apps - Gen2 (multi-session)**
VM Size	**D2s_v5 (2C & 8GB @ $0.19/hr retail)**
OS Disk	**E10 (128 GB Premium SSD @ $0.03/hr retail)**
Trusted Launch	**Check the box** to enable. *(Required for Gen2 VMs)*
Join to AD – FSLogix App	Leave these settings at default.
Local admin credentials	Create unique credentials (do not use “admin”). Save these for use later!
Turn on Geographic distribution & Azure Compute Gallery	Select **NMMACDSub#.** Leave the region set to **East US**. Leave the storage at default.
Click **OK** to create the image source VM.	


ADD DESKTOP IMAGE
Add desktop image from Azure image library.
NAME:
FerrantiCorpIMG
DESCRIPTION:
AZURE IMAGE:
Windows 11 Enterprise multi-session + Microsoft 365 Apps - Gen2 (...
VM SIZE:
D4s_v5 (4C & 16GB @ $0.19/hr retail)
D2s_v5 (2C & 8GB @ $0.10/hr retail)
OS DISK:
E10 (128 GB Standard SSD @ $0.01/hr retail)
Use Trusted Launch
Join to AD
Do not create image object
Enable time zone redirection
Set time zone:
(UTC-05:00) Eastern Time (US & Canada)
Install certificates
Uninstall FSLogix app
Provide custom credentials for a local administrator user
On
USERNAME:
FerrantiCorpAdmin
PASSWORD:
Geographic distribution & Azure compute gallery
On
AZURE COMPUTE GALLERY:
NMMACDSub1
AZURE REGIONS:
East US
STORAGE ACCOUNT TYPE:
Standard HDD
Run the following scripted actions:
Off
Applications Management BETA
Off
This task may take up to a
to complete. You can monitor progress in the Desktop Images Tasks section.
Cancel
OK

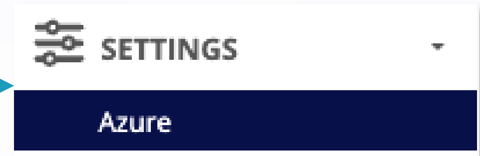
Day 2 - Lab 5

nerdio

Day 2 - Lab 5.1 | Walkthrough

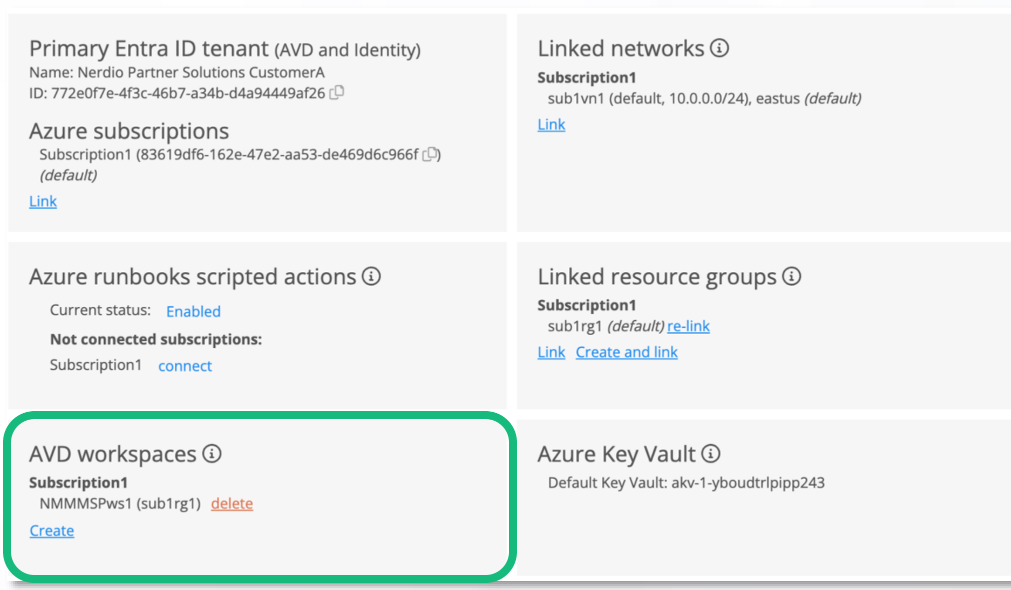
Add AVD Workspaces in NMM

1. Expand the *Settings* blade and click *Azure (customer account level)*

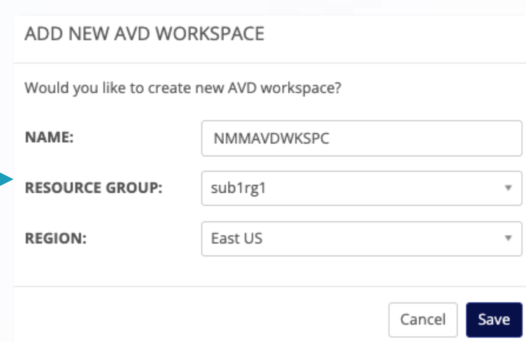


2. Click *Create* in the AVD Workspaces *list.*

- *Existing workspaces in the Resource Group will appear here automatically.*



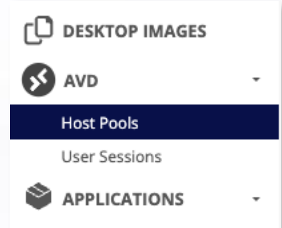
3. Enter a name and select a resource group and region.



4. Click Save to finish.

Day 2 - Lab 5.2 |
Create a host pool

1. Expand the *AVD* blade and click Host Pools *(customer account level).*

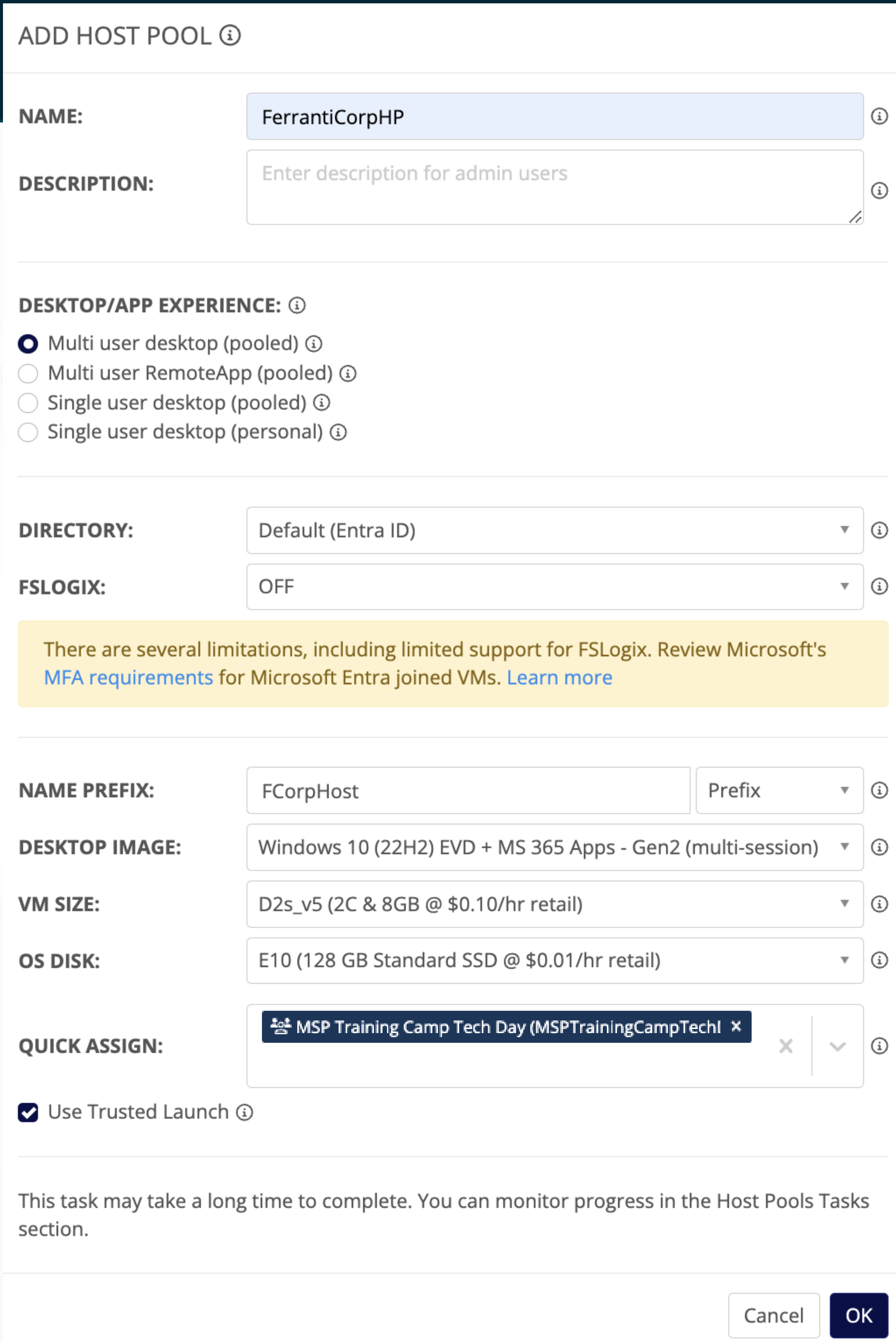


2. Click Add Host Pool.

3. Add the following parameters to your host pool.

Name	Enter a unique name (this is what appears on the user's desktop. (Save the name for later!)
Description	Leave this blank
Desktop / App Experience	**Multi-User Desktop**
Directory	Leave at default.
FSLogix	Leave at default.
Name Prefix	Choose a unique name for your hosts. Each host will be appended with "-xxxx".
Desktop Image	**Windows 10 (22H2) EVD + MS 365 Apps - Gen2 (multi-session)**
VM Size	**D2s_v5 (2C & 8GB @ $0.10/hr retail)**
OS Disk	**E10 (128 GB Standard SSD @ $0.01/hr retail)**
Quick Assign	Type **MSP Training Camp Tech Day** and select it.
Trusted Launch	Leave this box checked to enable Trusted Launch.

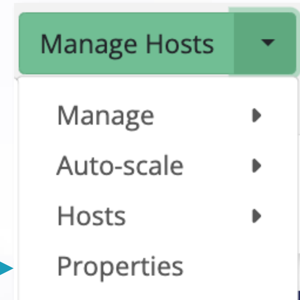
Click **OK** to create your host pool.


ADD HOST POOL
NAME:
FerrantiCorpHP
DESCRIPTION:
Enter description for admin users
DESKTOP/APP EXPERIENCE:
Multi user desktop (pooled)
Multi user RemoteApp (pooled)
Single user desktop (pooled)
Single user desktop (personal)
DIRECTORY:
Default (Entra ID)
FSLOGIX:
OFF
There are several limitations, including limited support for FSLogix. Review Microsoft's MFA requirements for Microsoft Entra joined VMs. Learn more
NAME PREFIX:
FCorpHost
Prefix
DESKTOP IMAGE:
Windows 10 (22H2) EVD + MS 365 Apps - Gen2 (multi-session)
VM SIZE:
D2s_v5 (2C & 8GB @ $0.10/hr retail)
OS DISK:
E10 (128 GB Standard SSD @ $0.01/hr retail)
QUICK ASSIGN:
MSP Training Camp Tech Day (MSPTrainingCampTechI
Use Trusted Launch
This task may take a long time to complete. You can monitor progress in the Host Pools Tasks section.
Cancel
OK

Day 2 - Lab 5.3 |
Adjust Host Pool Settings

1. Find your host pool in *AVD > Host Pools* (customer account level).

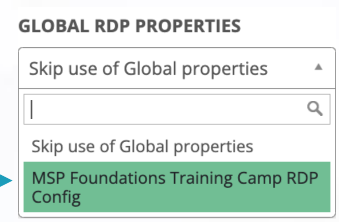
2. Click the dropdown arrow next to *Manage Hosts* and select Properties.



4. Click the *Custom RDP* tab.

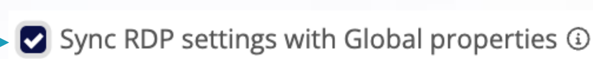
5. Click *All Settings*.

6. Use the dropdown to toggle to the *MSP Foundations Training Camp RDP Config*.



7. Check the box to *Sync RDP settings with Global Properties*.

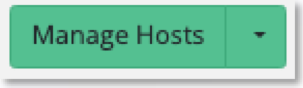
- *This setting allows changes made at the Global / MSP level to be applied here.*



8. Scroll to the bottom and click *Save* to assign the profile settings.

Day 2 - Lab 5.4 |
Deploy Session Hosts

1. Click Manage Hosts next to your host pool in the AVD blade > Host Pools (customer account level).



2. Click Add Session Host.

3. Add the following parameters to create two session hosts.

Host Count	Set to **2**.
Name Prefix	Use the same prefix as the host pool.
Append a Suffix	Leave checked.
Desktop Image	**Windows 10 (22H2) EVD + MS 365 Apps - Gen2 (multi-session)**
VM Size	**D2s_v5 (2C & 8GB @ $0.10/hr retail)**
OS Disk	**E10 (128 GB Standard SSD @ $0.02/hr retail)**
Custom OS Disk Size (GiB)	Leave at default *(128)*.
Do Not Activate	Leave unchecked.
Process hosts in groups of:	Set to **2**.
Number of failures before aborting:	Leave at **5**.
Click **OK** to create your session hosts.	

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ADD HOST TO POOL

If Autoscaling is enabled the newly added host may be deleted or stopped to comply with dynamic auto-scaling parameters.

HOST POOL: FerrantiCorpHP

DESKTOP/APP EXPERIENCE: Multi user desktop (pooled)

HOST COUNT: 2

HOST NAME: FCorpHost | Prefix

DESKTOP IMAGE: Windows 10 (22H2) EVD + MS 365 Apps - Gen2 (multi-...

VM SIZE: D2s_v5 (2C & 8GB @ $0.10/hr retail)

OS DISK: E10 (128 GB Standard SSD @ $0.01/hr retail)

CUSTOM OS DISK SIZE (GIB): 128

DO NOT ACTIVATE:

Process hosts in groups of: 2

Number of failures before aborting: 5

With the schedule set to OFF action will be performed immediately. With schedule turned ON, the task will be performed according to the specified schedule.

SCHEDULE Off

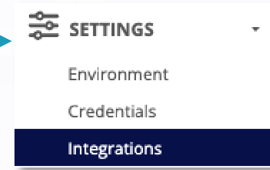
Cancel OK

Day 2 - Lab 6

Day 2 - Lab 6.1 | Walkthrough
Scripted Actions

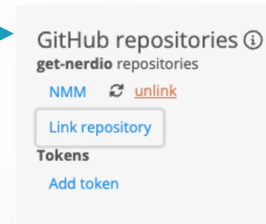
Connect a GitHub Repository

1. Open the *Setting blade* and click *Integrations* (MSP / Global level).



2. Click Link Repository and supply:

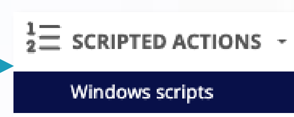
- GitHub account name
- GitHub repository name
- GitHub access token



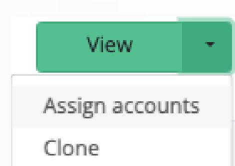
3. Click *OK* to link.

Assign Scripted Actions to Customer Accounts

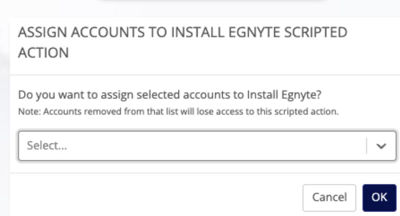
1. Open the *Scripted Actions blade* and click *Windows Scripts* or *Azure Runbooks* (MSP / Global level).



2. Find the target script(s) and click the dropdown arrow > Assign accounts.



3. Select accounts using the dropdown menu, then click OK when finished.



Day 2 - Lab 5.1 | Walkthrough

Scripted Actions

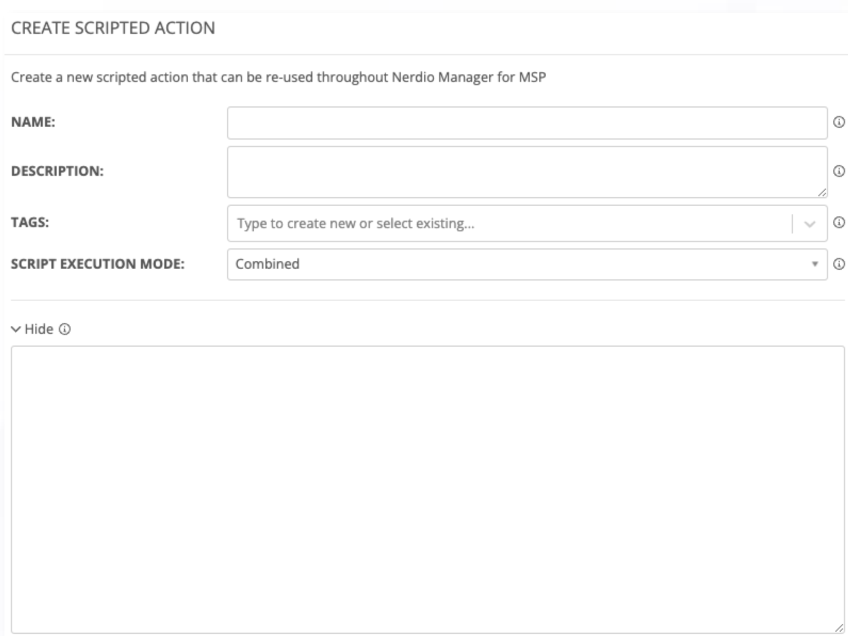
Add new Scripted Actions

1. Open the *Scripted Actions blade* and click *Windows Scripts* or *Azure Runbooks* (MSP / Global level).

2. Click Add Scripted Action.

3. Provide the following:

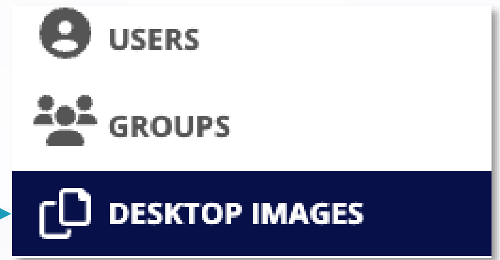
- A name for the Scripted Action
- A description (if applicable)
- Tag(s)
- A script execution mode
  - *E.g., Individual, Individual with restart, combined*



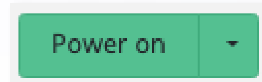
4. Expand the Show menu and enter script. Click OK when finished.

Day 2 - Lab 6.2 |
Update the Image Source VM

1. Click the *Desktop Images* blade (customer account level).

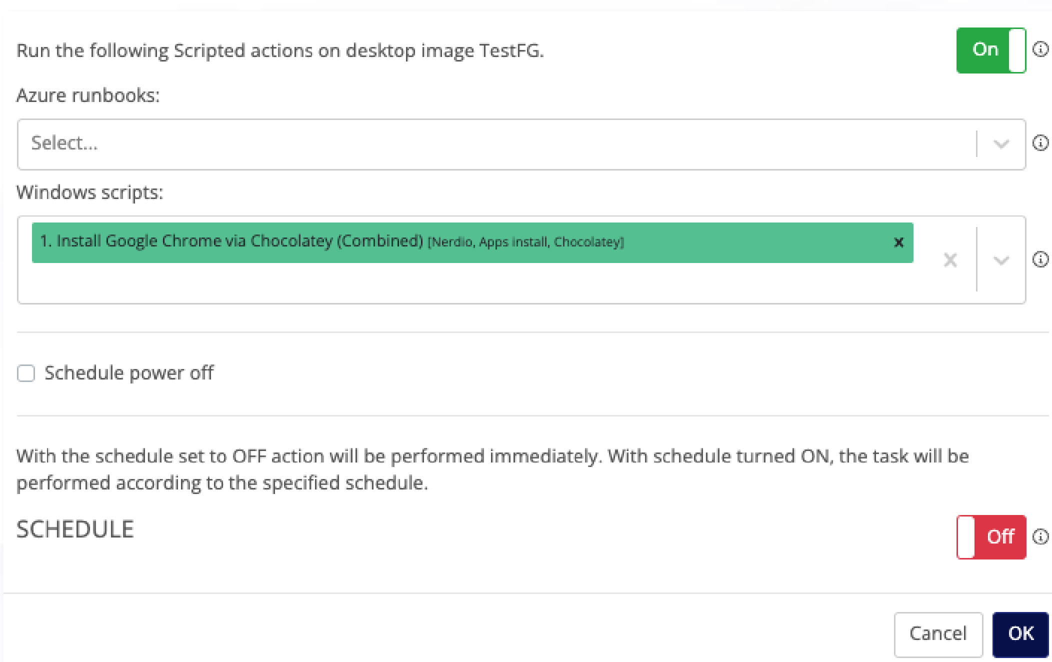


2. Find your image and click Power On.



3. Turn Run the following scripted actions to On.

4. Select Install Google Chrome from the Windows Script list.
   - *For time, we'll use these scripts as a demonstration.*
   - *In practice, use scripted actions to automate updates.*



5. Do not schedule power off. Click cancel.

We'll run this script in a later lab.

Day 2 - Lab 6.3 |
Create an image

1. Find the image source VM you created.

2. Click Power off & set as image or Set as image.

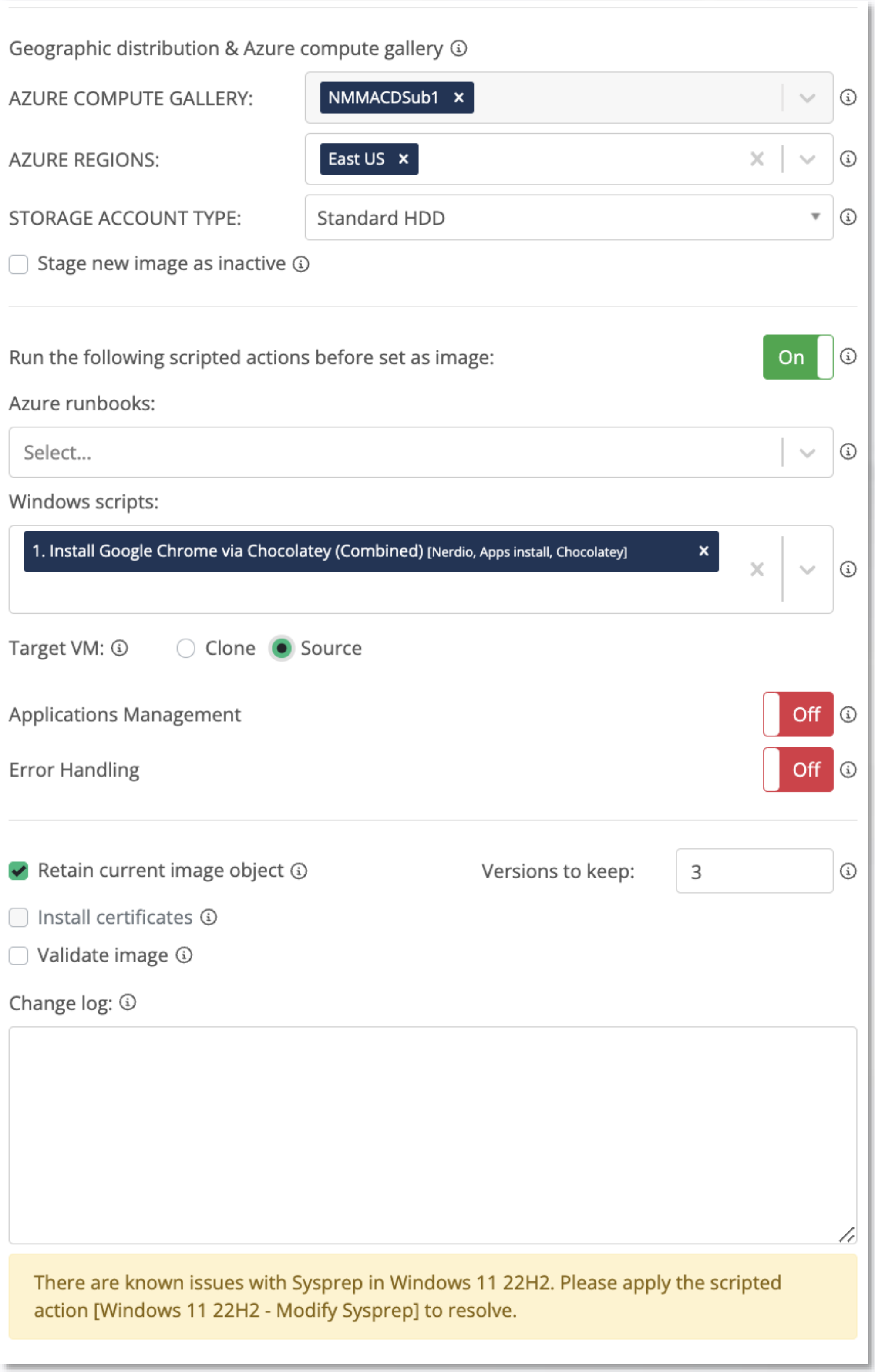
3. Turn Run the following scripted actions before set as image to ON.

4. Select Install Google Chrome via Chocolatey under Windows Scripts.

5. Change the Target to Source.

6. Leave other settings at their default and click OK.

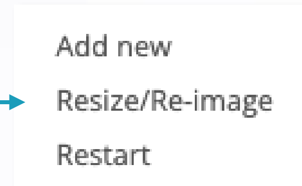
Day 2 - Lab 6.3 |
Create an image



Day 2 - Lab 7

Day 2 - Lab 7 |
Re-image session hosts

1. Expand the action menu next to your host pool in AVD > Host Pools.

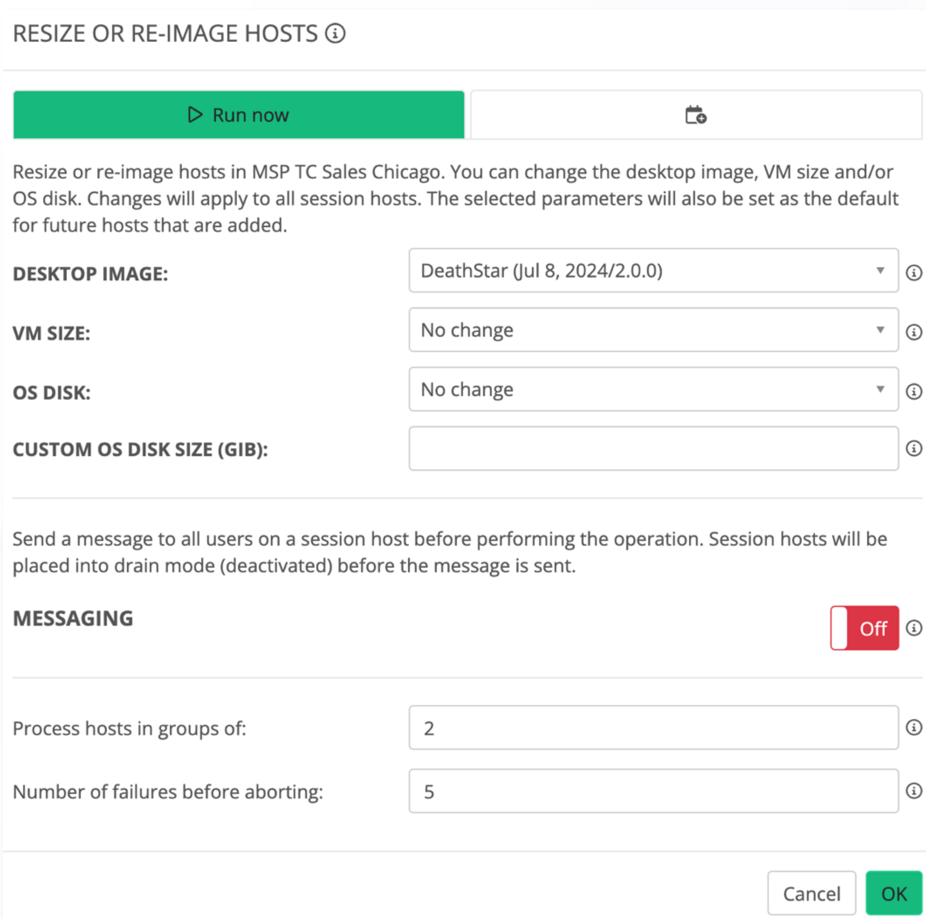


2. Then click Resize / Re-image under the Hosts tree.

3. Toggle the Desktop Image to the custom image you created earlier.

4. Turn off Messaging and click OK.

5. Click OK.

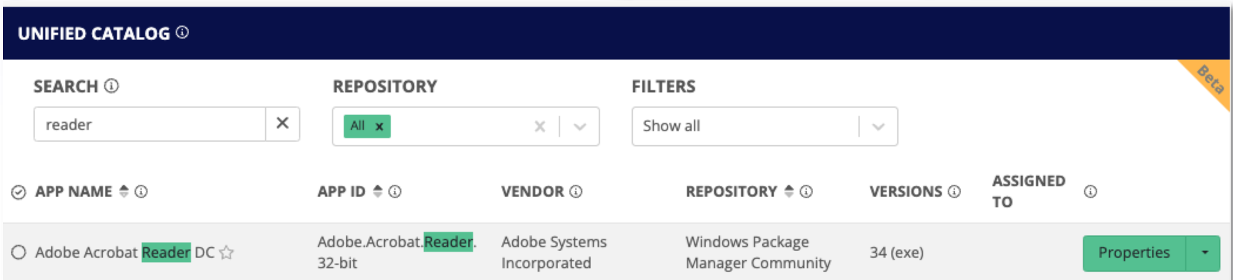


Day 2 - Lab 8

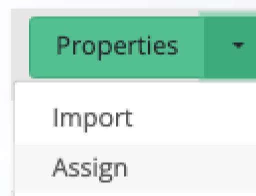
Day 2 - Lab 8.1 | Walkthrough

Assigning Applications for UAM

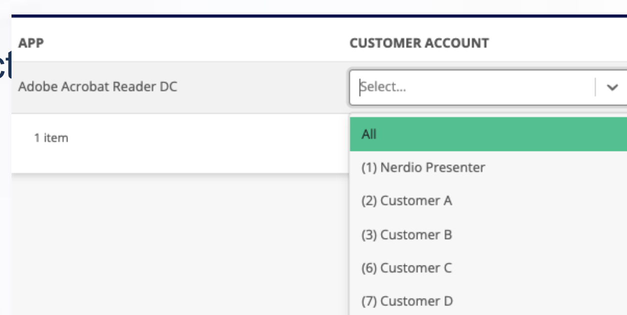
1. Expand the Applications blade and search for the application (MSP / Global level).



2. Click the dropdown arrow next to the app and select Assign.



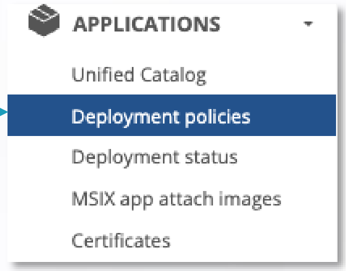
3. Use the dropdown menu to select accounts.



4. Click Add Assignments or Apply and Close to finish.

Day 2 - Lab 8.2 |
Create an application deployment policy

1. Expand the Applications blade and click Deployment Policies (customer account level).



2. Click Add to create a new policy.

3. In the *General* tab, give the policy a unique name, and click Next.

(Leave the description blank)

4. In the *Applications* tab, select the apps to deploy and click Next.

Type to search to find and select the following:

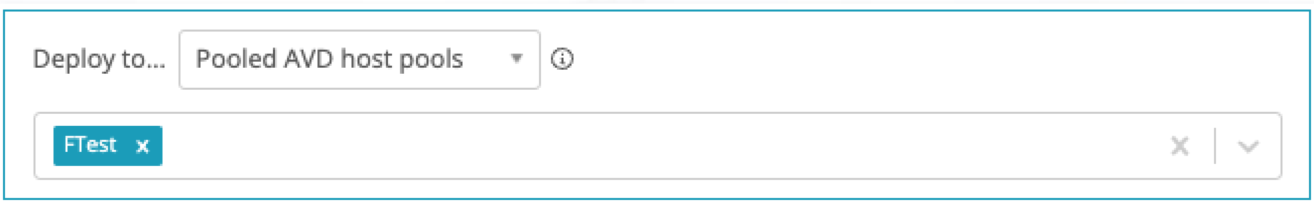
- *Adobe Acrobat Reader DC [latest]*
- *Mozilla Firefox [latest] (Public Winget Community)*

	NAME	INSTALL/UNINSTALL	ACTION NEEDED
	Adobe Acrobat Reader DC [latest] (Public MSStore)	Install Uninstall	Reboot after install
	Mozilla Firefox [latest] (Public WinGet Community)	Install Uninstall	Reboot after install
	Select applications ...		

Day 2 - Lab 8.2 |
Create an application deployment policy

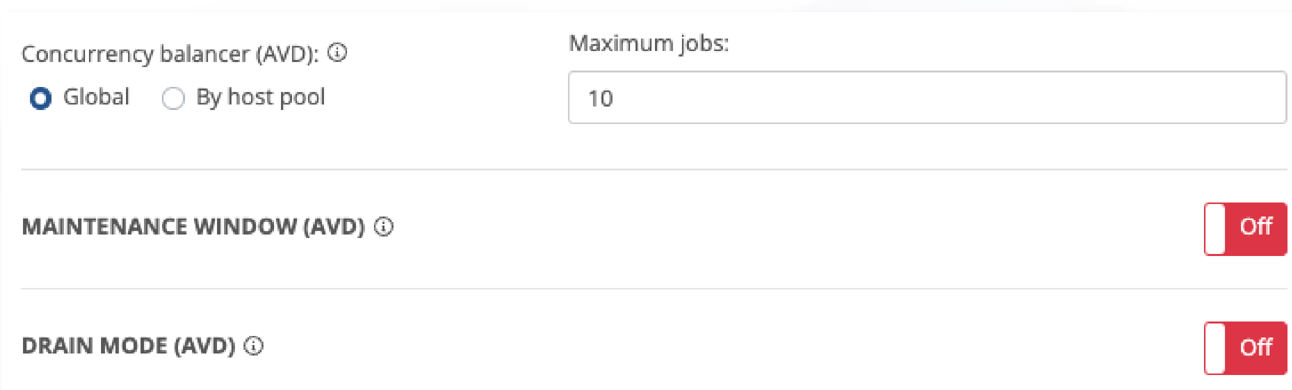
4. In the *Targets* tab, define where to apply the policy and click Next.

- Toggle '*Deploy to…*' to **Pooled AVD Host Pools**.
- Find and select the **host pool you created earlier**.



5. In the *Settings* tab, configure how tasks should execute.

- Set the *'Concurrency balancer'* to **By Host Pool**.
- Change the '*Maximum Jobs*' to **2**.



6. Click Save & Close to finish.

Day 2 - Lab 9

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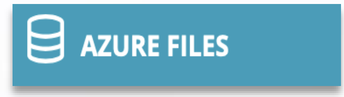
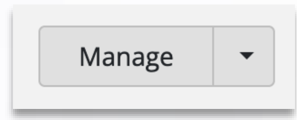
Day 2 - Lab 9.1 | Walkthrough
Auto-scale for Azure File shares

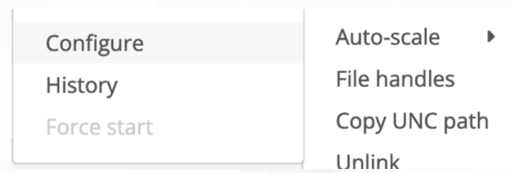
1. Navigate to Customer > Azure Files



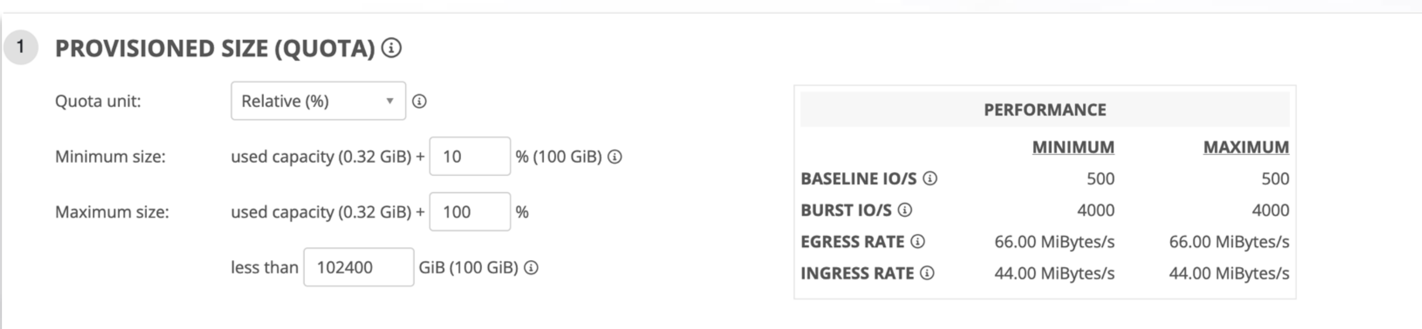
2. Then click the down arrow next to Manage for the share you want to work with.



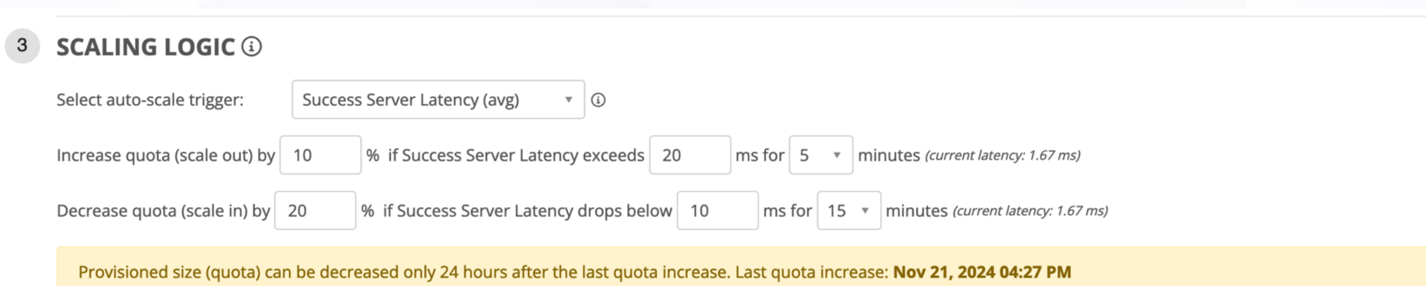
3. Select Configure in the menu.



4. Configure the Provisioned Size (quota) section. Default settings can work to scale OUT when it gets within 10%.



5. Configure the Scaling logic section, if need be. This will scale OUT when the average or maximum time used to process a request by Azure storage is slower.

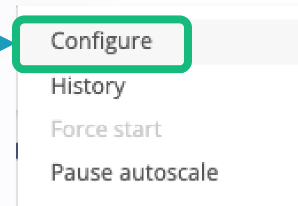


Day 2 - Lab 9.2 | Walkthrough

Configure Auto-scale (Pooled)

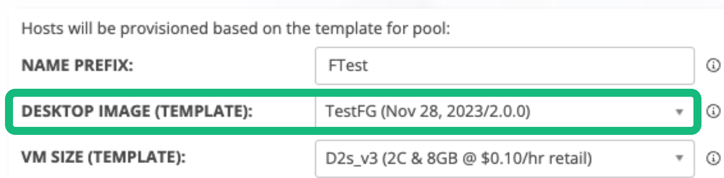
1. Expand the action menu next to your host pool in AVD > Host Pools.

2. Then click Configure next in the Auto-scale tree.

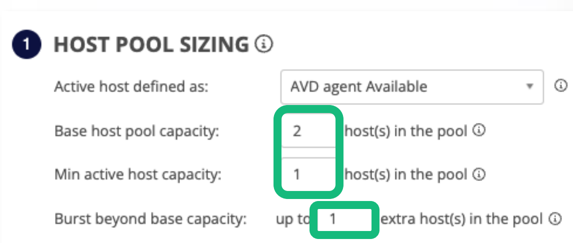


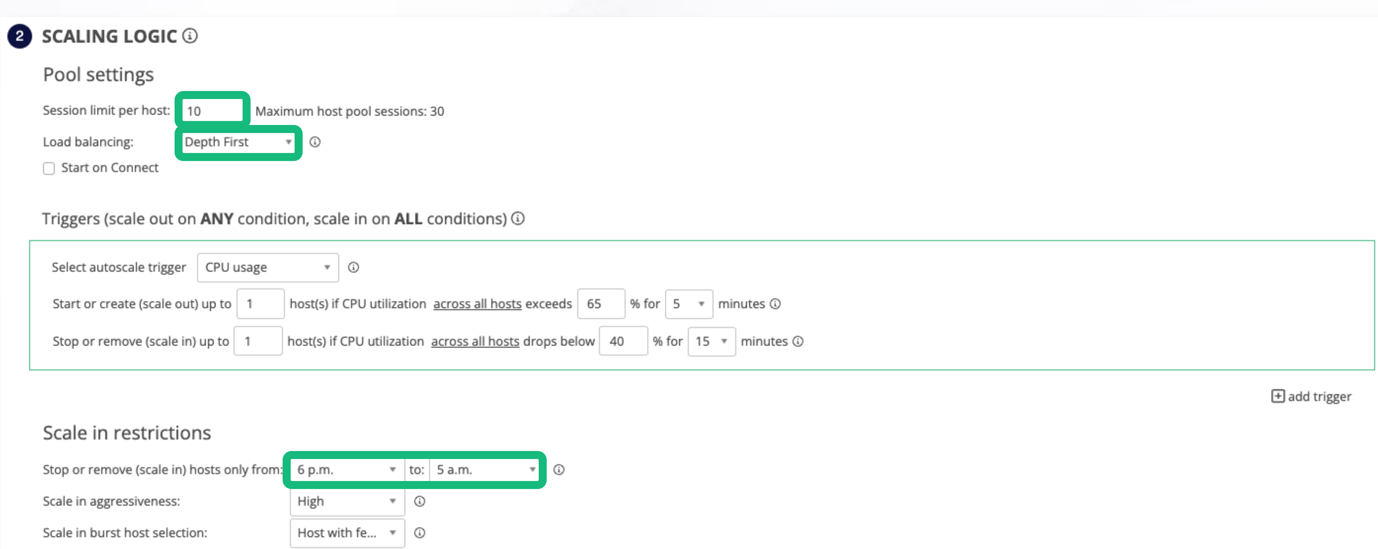
To keep API call volume low, please <u>do not</u> turn Auto-scale on in the lab sandbox environments.

3. Select the Desktop Image you created earlier.



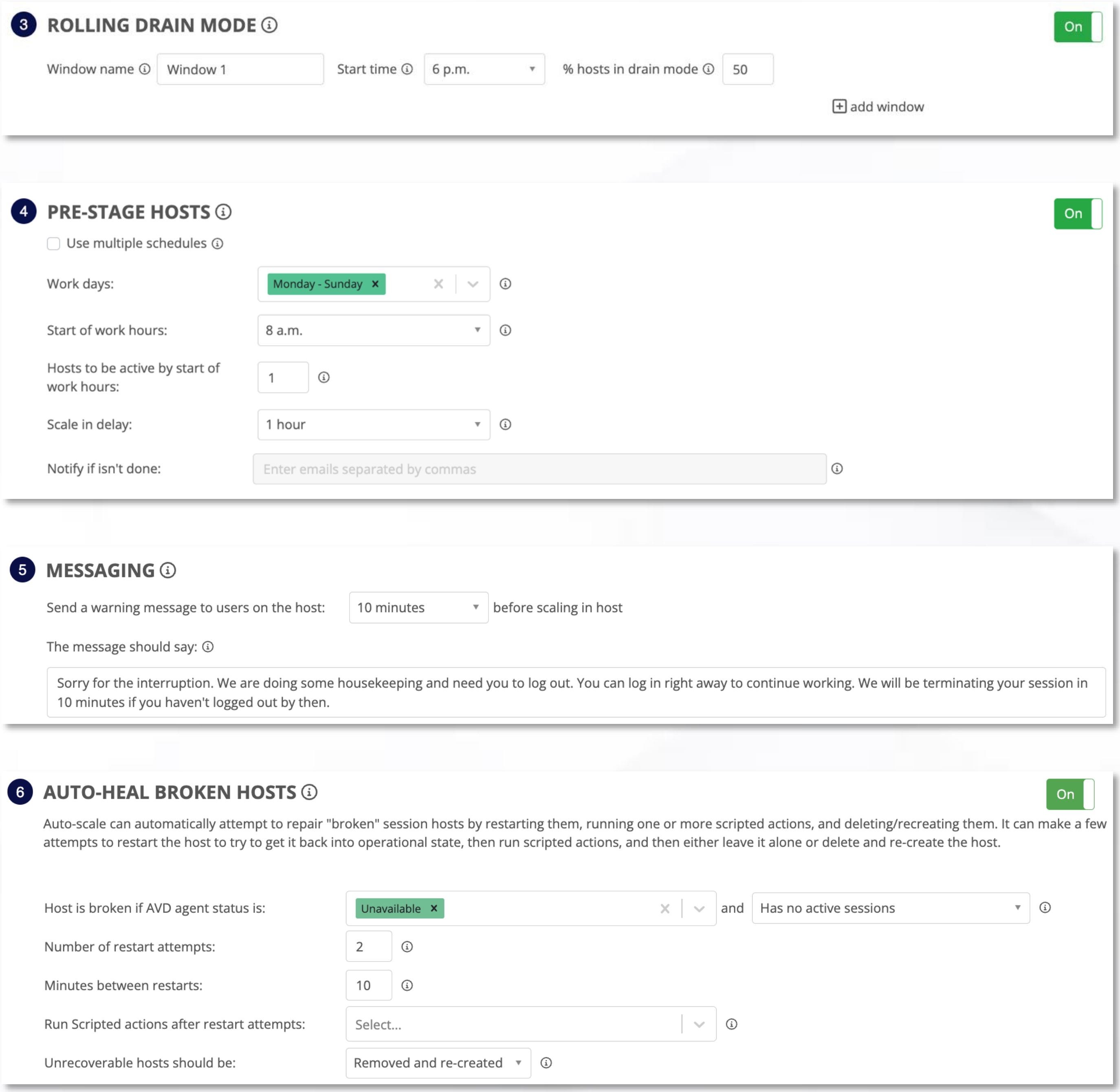
4. Configure each section to match the associated screenshot.





Day 2 - Lab 9.2 | Walkthrough

Configure Auto-scale (Pooled)



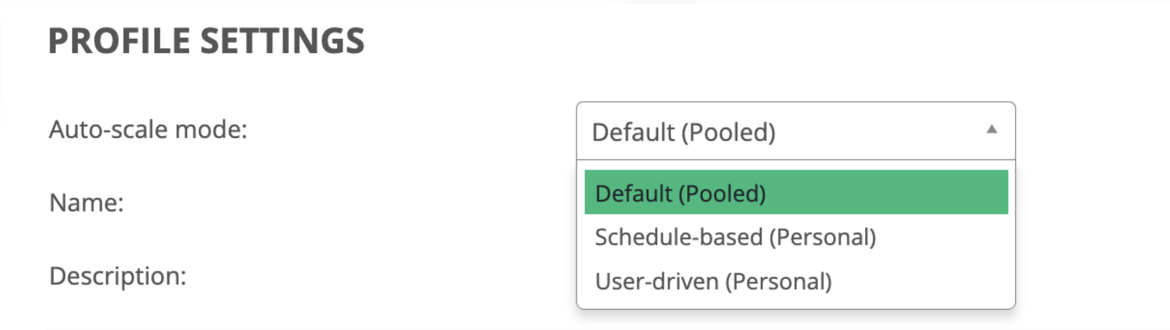
5. When you are finished, click Save.

To keep API call volume low, please do not turn Auto-scale on in the lab sandbox environments.

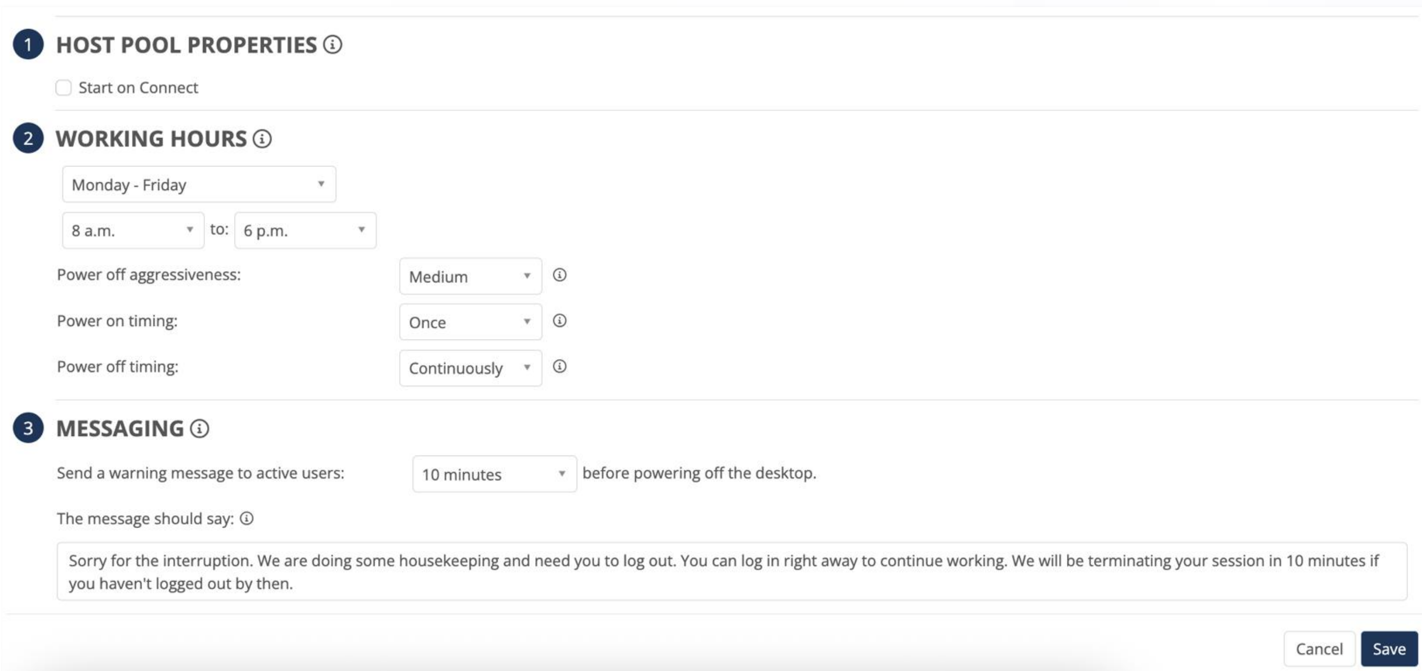
Day 2 - Lab 9.3 | Walkthrough
Configure Auto-scale profiles (Schedule-based)

1. Navigate to Settings at the global/MSP level. Then click Add auto-scale profile.

2. Choose the Auto-scale mode: Schedule-based (Personal)



3. Configure the global profile settings and click Save.



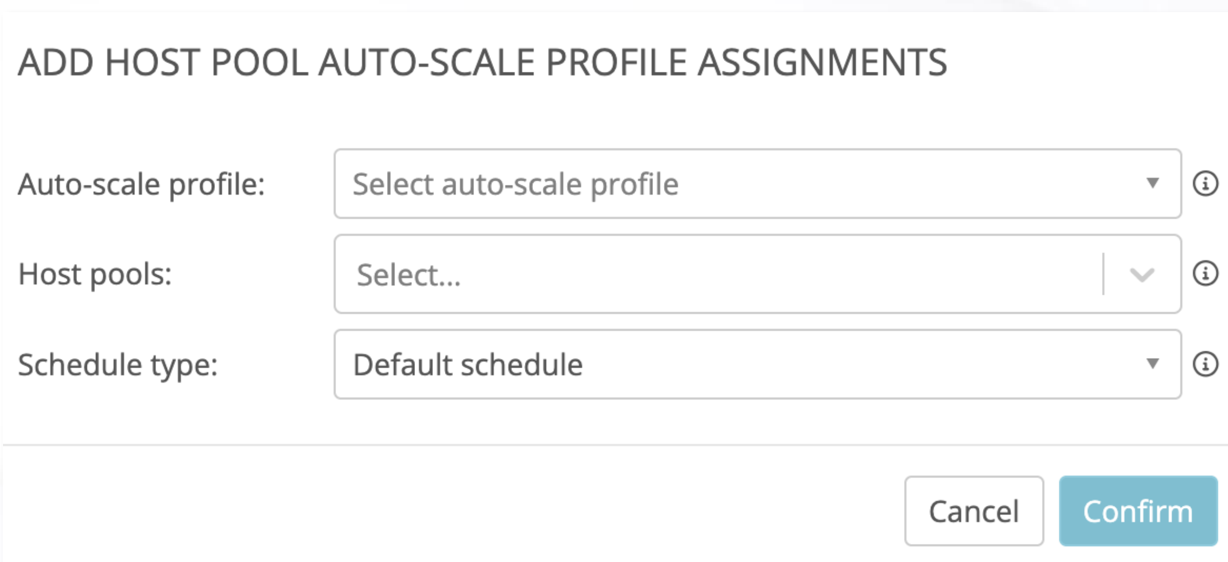
Day 2 - Lab 9.3 | Walkthrough

Configure Auto-scale profiles

4. Next, you have to assign these profiles to the needed host pools.

Click the dropdown next to the profile and choose Assignments.

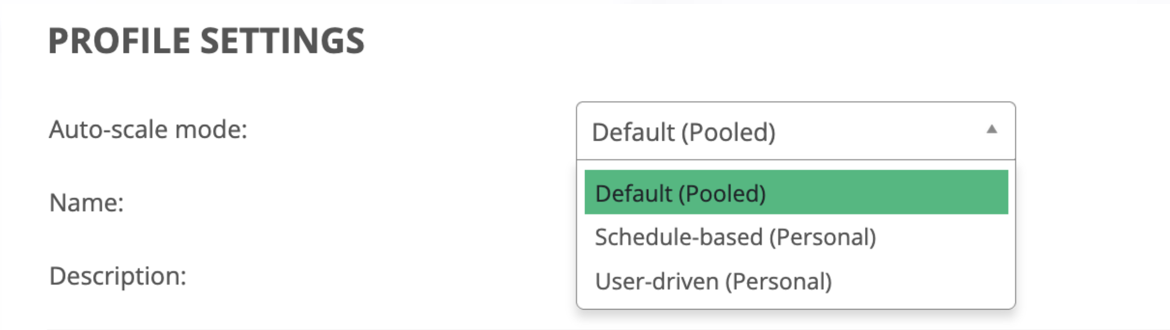
5. Click on Add Assignments select the profile, host pools, and schedule. Then click Confirm.



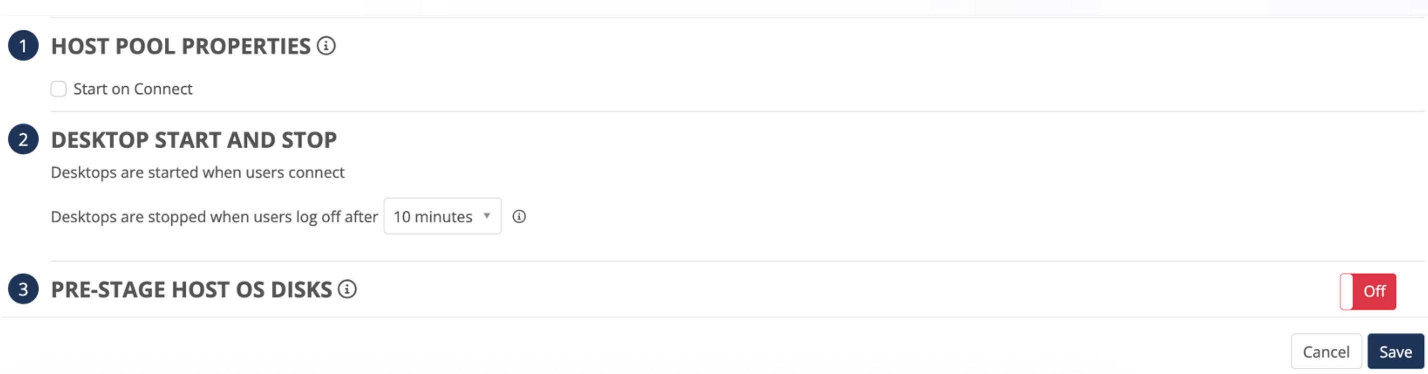
Day 2 - Lab 9.3 | Walkthrough
Configure Auto-scale profiles (Schedule-based)

1. Navigate to Settings at the global/MSP level. Then click Add auto-scale profile.

2. Choose the Auto-scale mode: User-driven (Personal)



3. Configure the global profile settings and click Save.



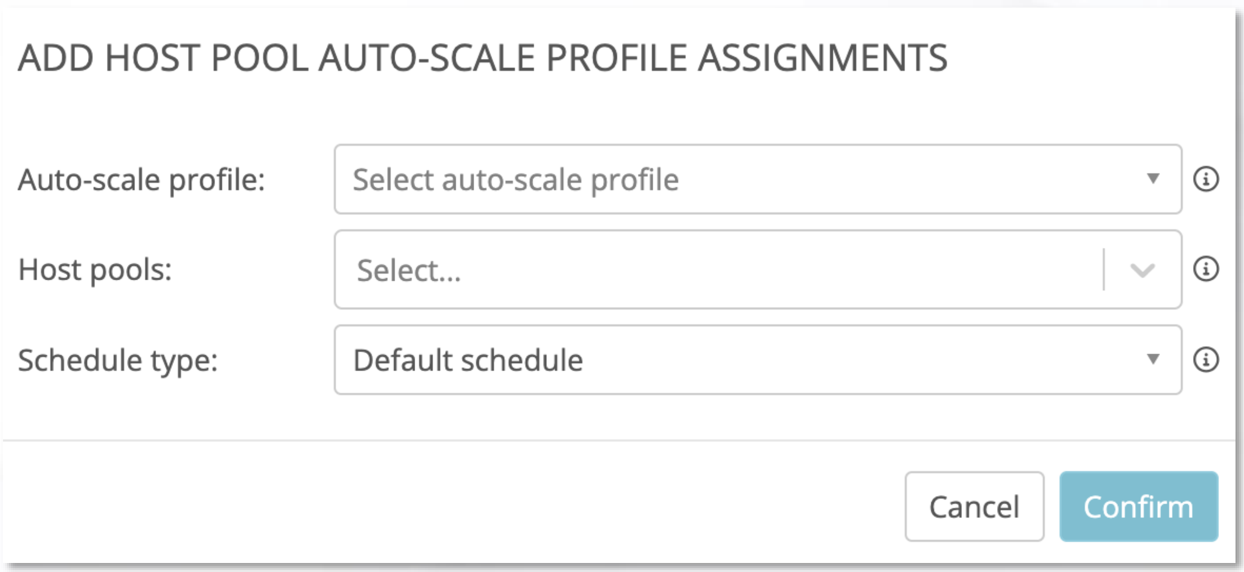
Day 2 - Lab 9.3 | Walkthrough

Configure Auto-scale profiles

4. Next, you have to assign these profiles to the needed host pools.

Click the dropdown next to the profile and choose Assignments.

5. Click on Add Assignments select the profile, host pools, and schedule. Then click Confirm.



Day 2 - Lab 10

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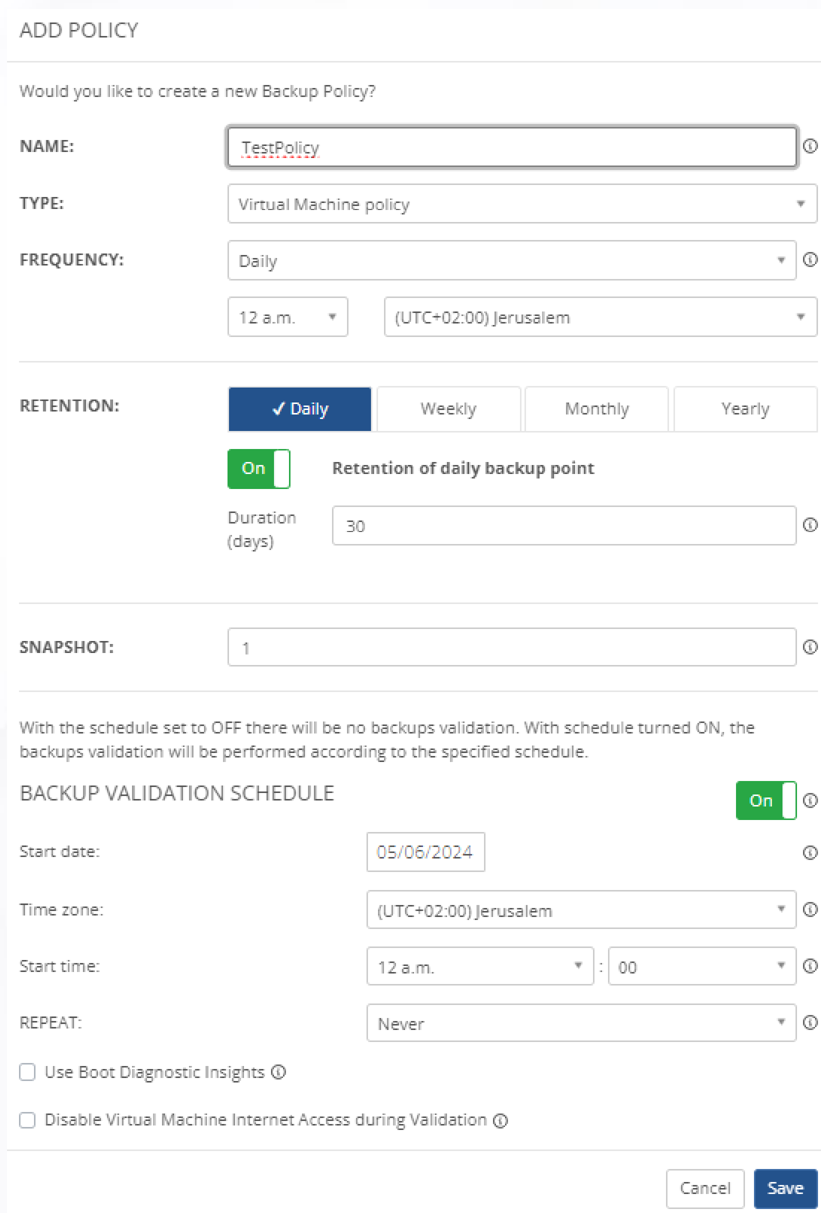
Day 2 - Lab 10.1 | Walkthrough
Create a new backup policy

Notes:

You must create one policy for Azure Files shares and a second for virtual machines (including servers, session hosts and image source VMs). Vaults typically have at least two policies.

1. Go to Customer > Settings > Integrations.
2. In the Backup recovery vaults, policies and assignments tile, locate the vault you wish to work with.
3. Select Add policy.
4. Enter the needed info.
5. Choose your retention settings for daily, weekly, monthly, and yearly.



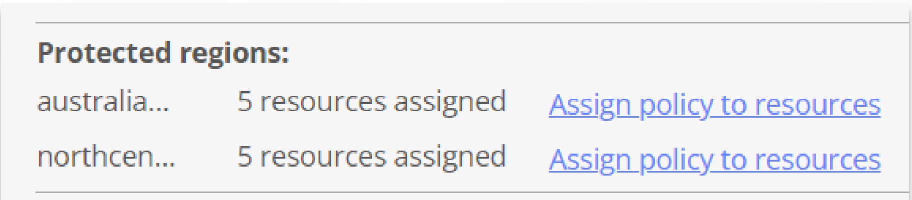
Day 2 - Lab 10.1 | Walkthrough

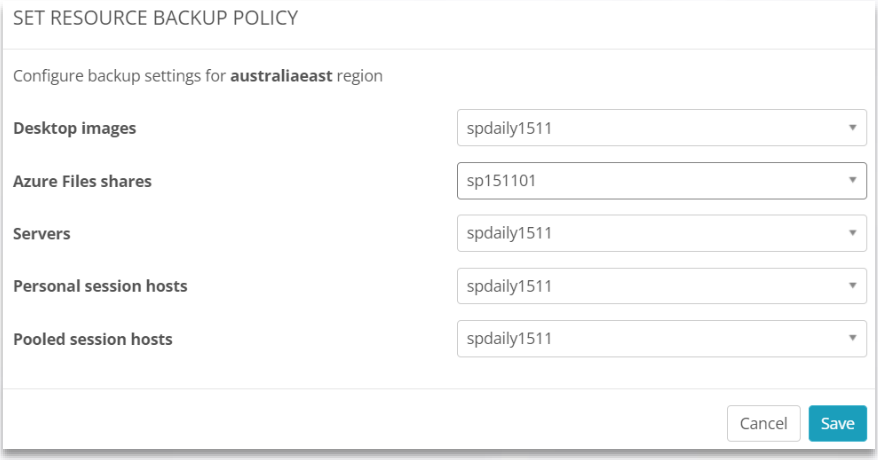
Assign a new backup policy

Notes:

Assignments determine what is to be protected. Assignment must be done by Azure region as determined by the region you selected for the vault when you first created it.

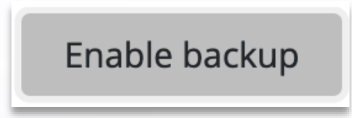
1. Go to Customer > Settings > Integrations.
2. In the Backup recovery vaults, policies and assignments tile, scroll down to Protection regions.
3. Locate the protected region you wish to work with, select Assign policy to resources.
4. Select the backup policy for each of the resources.
5. Once you have entered all the desired info, select Save.



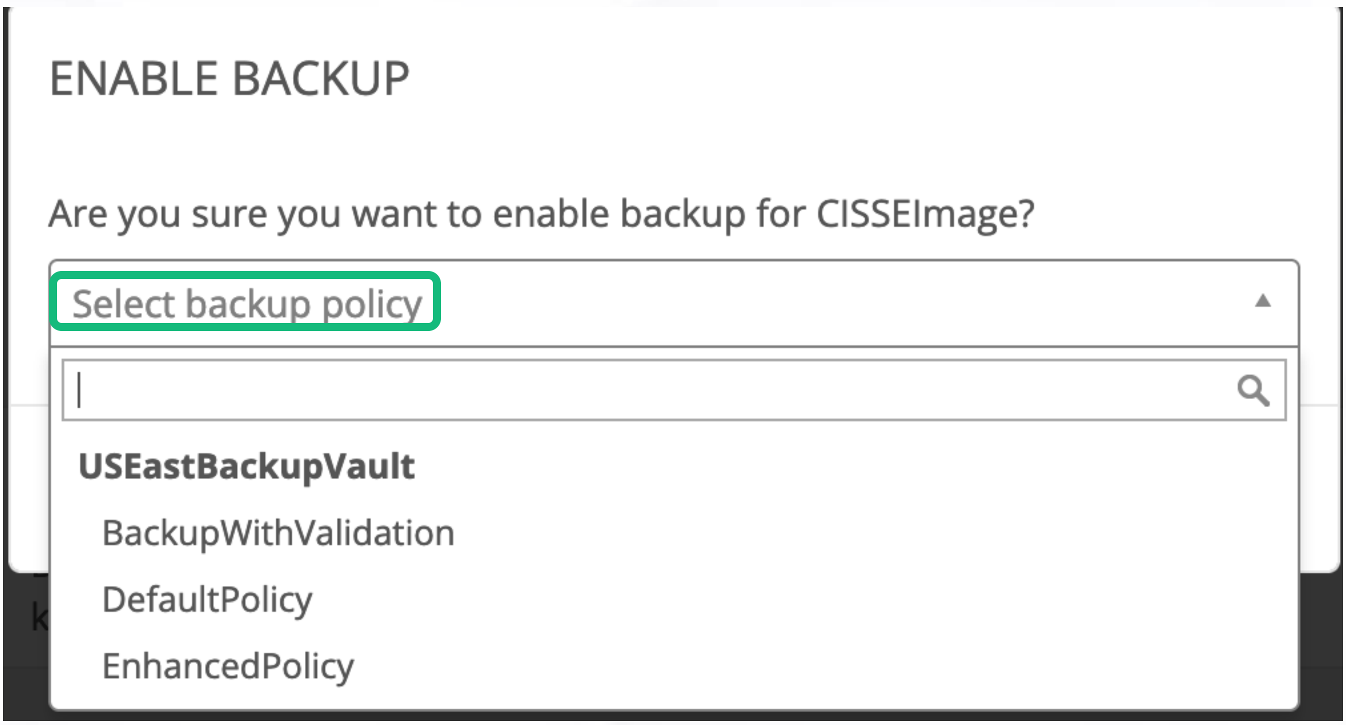


Day 2 - Lab 10.2 | Walkthrough
Enable backups for Azure resources

1. Go to Customer > Backup. Then choose Enable backup on the resource you want to protect.



2. Choose the backup policy that has been created for this resource.



3. Click OK.

Notes:

You can back up servers, images, hosts and Azure Files shares.

You can restore individual files/folders from Azure Files shares.

You can restore the entire contents of a server, hosts, images, etc.

You can validate your backups on resources (not Azure Files).

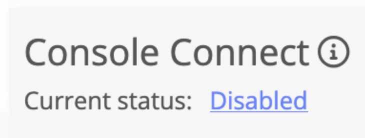
Day 2 - Lab 11

Day 2 - Lab 11.1 | Walkthrough
Enable Console Connect

Notes:

Before you can use Console Connect, you must enable it at the MSP level.

1. At the MSP level, navigate to Settings > Integrations.



2. **Classic UI**: In the Console Connect tile, select Disabled.

   New UI: Scroll down to Console Connect, select the arrow to expand the settings sections, and then select Disabled.

3. When prompted, confirm that you wish to enable Console Connect.

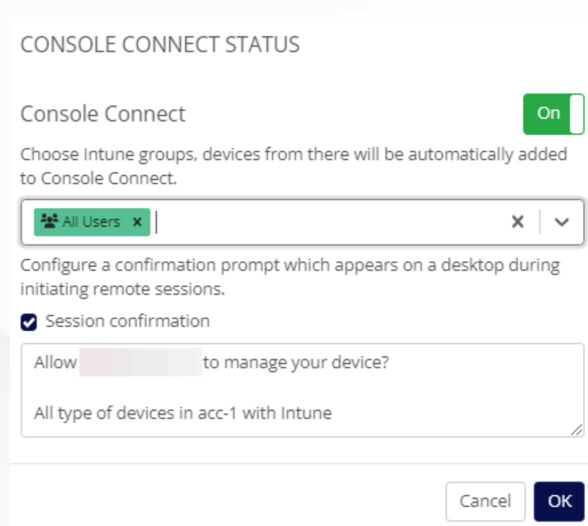
Enable it at the account level:

Before you can use Console Connect, you must enable it at the MSP level.

1. At the Account level, navigate to Settings > Integrations.

2. **Classic UI**: In the Console Connect tile, select Disabled.

   New UI: Scroll down to Console Connect, select the arrow to expand the settings sections, and then select Disabled.



Day 2 - Lab 11.1 | Walkthrough
Install Console Connect

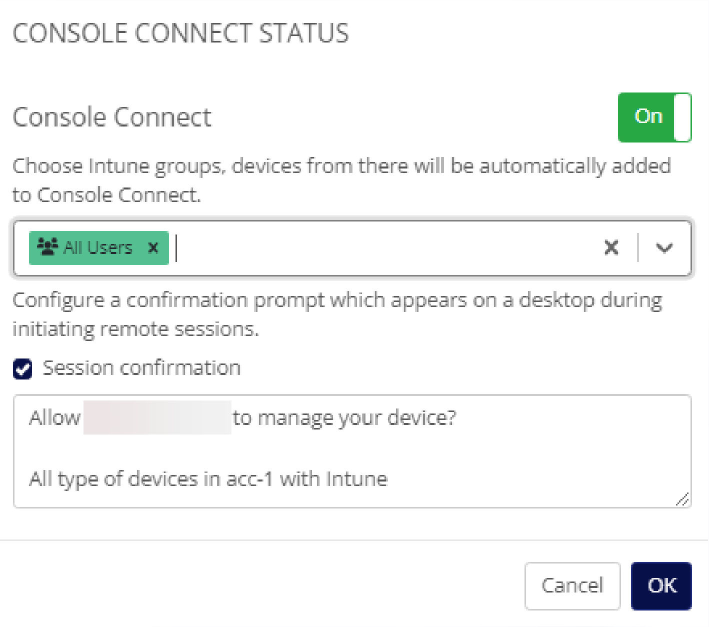
1. Enter the following information:

Toggle Console Connect to ON.

Choose Intune groups, devices that will be added.

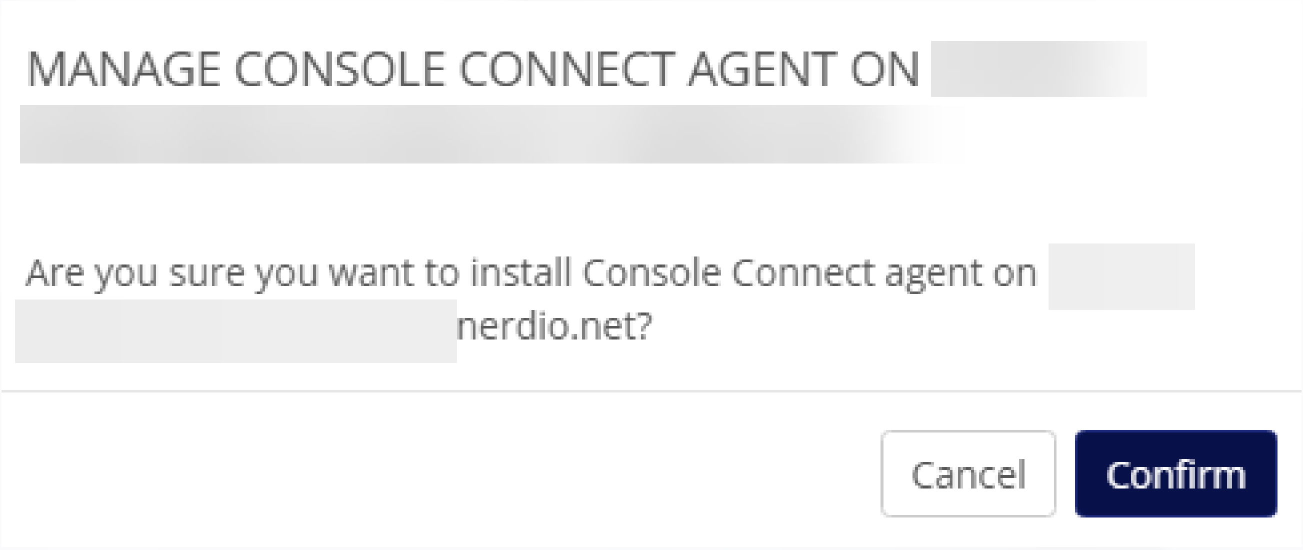
Configure a prompt if needed.

Add session confirmation text.



Install the agent on an AVD session host.

1. At the Account level, locate the AVD host pool you wish to work with and select Manage Hosts.
2. Locate the session host you wish to install agent on.
3. From the action menu, select Console Connect > Install CC.



Day 2 - Lab 11.1 | Walkthrough

Install Console Connect

Install the agent on a server.

1. At the Account level, navigate to Servers.
2. Locate the server you wish to install agent on.
3. From the action menu, select Console Connect > Install CC.
4. On the confirmation pop-up select Confirm.

Install the agent on an Intune device.

1. At the Account level, Intune > Devices.
2. Locate the Intune device you wish to install agent on.
3. From the action menu, select Console Connect > Install CC.
4. On the confirmation pop-up select Confirm.

Install the agent on a desktop image.

1. At the Account level, Desktop Images.
2. Locate the desktop image you wish to install agent on.
3. From the action menu, select Console Connect > Install CC.
4. On the confirmation pop-up select Confirm.

Day 2 - Lab 11.2 | Walkthrough

Connect to a session

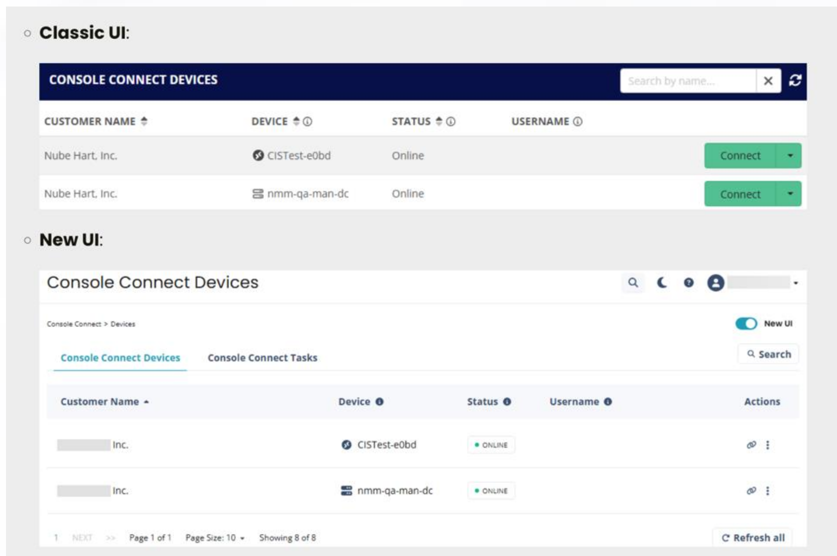
Notes:

You must enable Console Connect for an Account before you can use it.

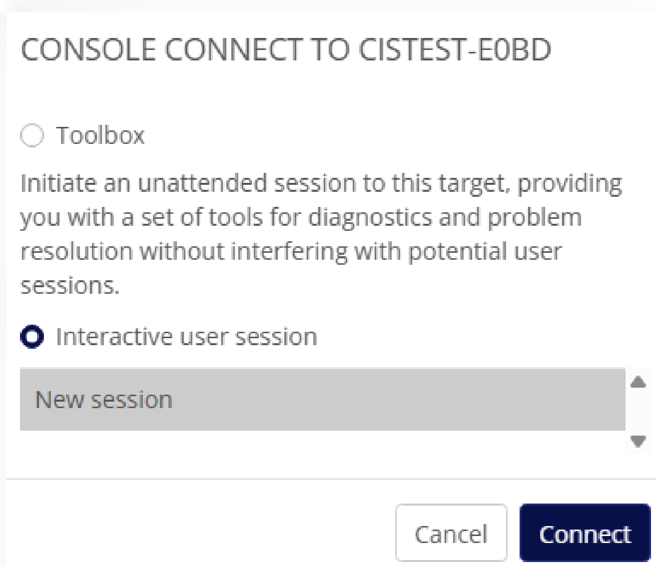
The agents must be installed ahead of time, and devices be powered on.

To connect to a session:

1. At the MSP level, Console Connect blade.
2. Locate the device you wish to connect to and select Connect or click on the icon.



1. Select Interactive user session and select Connect.
2. On the confirmation pop-up select Confirm.



Day 2 - Lab 11.2 | Walkthrough
Connect to a session

You can connect to an unattended session with the toolbox option.

You can connect to a session that also provides a list of powerful tools to help understand, diagnose, and resolve issues..

1. At the MSP level, Console Connect blade.
2. Locate the device you wish to connect to and select Connect or click on the icon.
3. Select Toolbox and select Connect.
4. Once the session is initiated, you may select the tool you would like to use.