

Using Remote Assistance	268
Enabling Remote Assistance	269
Inviting someone to help you via a Remote Assistance session	270
Responding to a Remote Assistance invitation	273
Creating a Knowledge Base	275
Creating a Self-Service Help Portal	275
Using Satisfaction Surveys	276
Tracking Help Desk Performance	278
Using Help Desk Management Software	279
CHAPTER 16: Using Group Policy	281
Understanding Group Policy	281
Enabling Group Policy Management on Windows Server 2019	282
Creating Group Policy Objects	283
Filtering Group Policy Objects	289
Forcing Group Policy Updates	292
CHAPTER 17: Managing Software Deployment	293
Understanding Software Licenses	294
Using a License Server	297
Deploying Network Software	298
Deploying software manually	298
Running Setup from a network share	299
Installing silently	300
Creating an administrative installation image	301
Pushing out software with Group Policy	302
Keeping Software Up to Date	302
CHAPTER 18: Managing Mobile Devices	305
The Many Types of Mobile Devices	306
Considering Security for Mobile Devices	307
Managing iOS Devices	308
Understanding the iPhone	308
Understanding the iPad	309
Integrating iOS devices with Exchange	309
Configuring an iOS device for Exchange email	311
Managing Android Devices	314
Looking at the Android OS	314
Perusing Android's core applications	315
Integrating Android with Exchange	316