

Tachyon v5.2 - Using - Using Experience - Lab Guide

On this page:

- [Document Purpose and Conventions](#)
 - [Lab Information](#)
- [Lab Overview](#)

Document Purpose and Conventions

This document has the following aims:

- To provide instructions to delegates to enable completion of the practical training labs
- Where relevant, provide guidance which can be used during real world implementations

The following conventions are used to highlight important information.

Warning

Hot Tip

Best practice

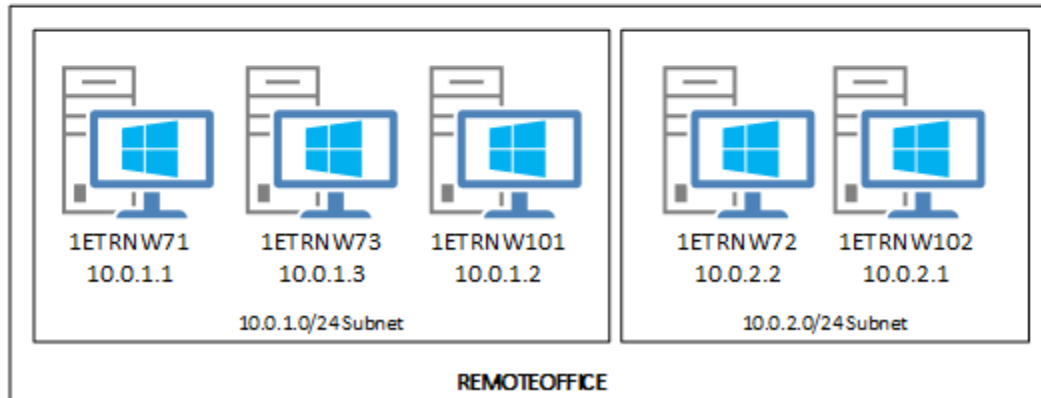
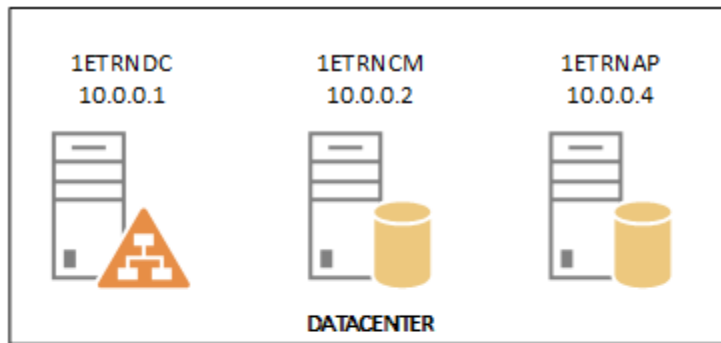
Discussion point

Indicates the virtual machine that should be used for the exercise or task.

Lab Information

The lab environment consists of the following computers:

Computer	Role	Subnet	AD Site
1ETRNDK	Domain controller for the 1ETRN.LOCAL domain. The ConfigMgr package source folder is located on this server.	10.0.0.0/24	Datacenter
1ETRNCM	ConfigMgr server with a local SQL instance. All ConfigMgr roles are installed in this server.	10.0.0.0/24	Datacenter
1ETRNPAP	Application server that will host the ActiveEfficiency server and database. SQL is installed locally.	10.0.0.0/24	Datacenter
1ETRNW71	Windows 7 client computer	10.0.1.0/24	RemoteOffice
1ETRNW72	Windows 7 client computer	10.0.2.0/24	RemoteOffice
1ETRNW73	Windows 7 client computer	10.0.1.0/24	RemoteOffice
1ETRNW101	Windows 10 client computer	10.0.1.0/24	RemoteOffice
1ETRNW102	Windows 10 client computer	10.0.2.0/24	RemoteOffice



✔ The password for all accounts used in the lab environment is: Passw0rd

⚠ Ignore any patching popups on our servers. We have deliberately left them unpatched to show patching via Patch Success and/or Nomad

Unless otherwise indicated, logon to the lab VMs using the following accounts

System	Account
1ETRNDK	1ETRNPAdministrator
1ETRNPAP	1ETRNPAppInstaller
1ETRNCM	1ETRNPISCCMAdmin
1ETRNPW71	1ETRNPUser
1ETRNPW72	1ETRNPUser
1ETRNPW73	1ETRNPUser
1ETRNPW101	1ETRNPUser

Using Experience

This course is designed to teach you how to use the Experience application within Tachyon.

Lab Overview

In this lab you will carry out the following exercises (Ex):

[Ex 1 - Tachyon v5.2 - Using - Using Experience - The Experience Screens](#)

- Using Experience

- The Experience screens
- Overview Screen
- Categories Screen
- Stability Screen
- Responsiveness Screen
- Performance Screen
- Sentiment Screen
- Devices Screen
- Software Screen
- Users Screen
- Surveys Screen
- Screen Configuration
 - Select Metrics
 - Create Favourites
 - Edit Layout

Ex 2 - Tachyon v5.2 - Using - Using Experience - EUC Manager Tasks

- Working with Experience - EUC Manager
 - Using Experience as the EUC Manager
- Creating Surveys - EUC Manager
 - Create a User Sentiment Survey
 - Enable and Deploy the Survey
 - Monitoring the new Survey
 - Respond to a Survey
 - View Responses
 - Adding the new Survey to the Sentiment page
 - Create a General Purpose Survey
 - Enable and Deploy the Survey
 - Monitoring the new Survey
 - Respond to a Survey
 - View Responses
 - Do not disturb

Ex 3 - Tachyon v5.2 - Using - Using Experience - Level 1/2 Operators

- Using Experience as Level 1/2 Operators
 - Identify failing software

Ex 4 - Tachyon v5.2 - Using - Using Experience - Level 3 User

- Using Experience as L3 User
 - Carry out proactive maintenance

Ex 5 - Tachyon v5.2 - Using - Using Experience - The Device View

- The Device view in other Tachyon Platform applications
 - Where is the Device view visible in Tachyon Platform?
- Exploring a device from the Device View
 - Explore a device
- Closing the Device View
 - How to close the Device view
- The Device View tabs and panels
 - The Overview tab and panels
 - The Download tab and panels
 - The Experience tab and panels
 - The Hardware tab and panels
 - The Network tab and panels
 - The Policies tab and panels
 - The Software tab and panels
 - The 1E Client tab and panels

Next Page

[Ex 1 - Tachyon v5.2 - Using - Using Experience - The Experience Screens](#)