第2章 管理GWS

练习1

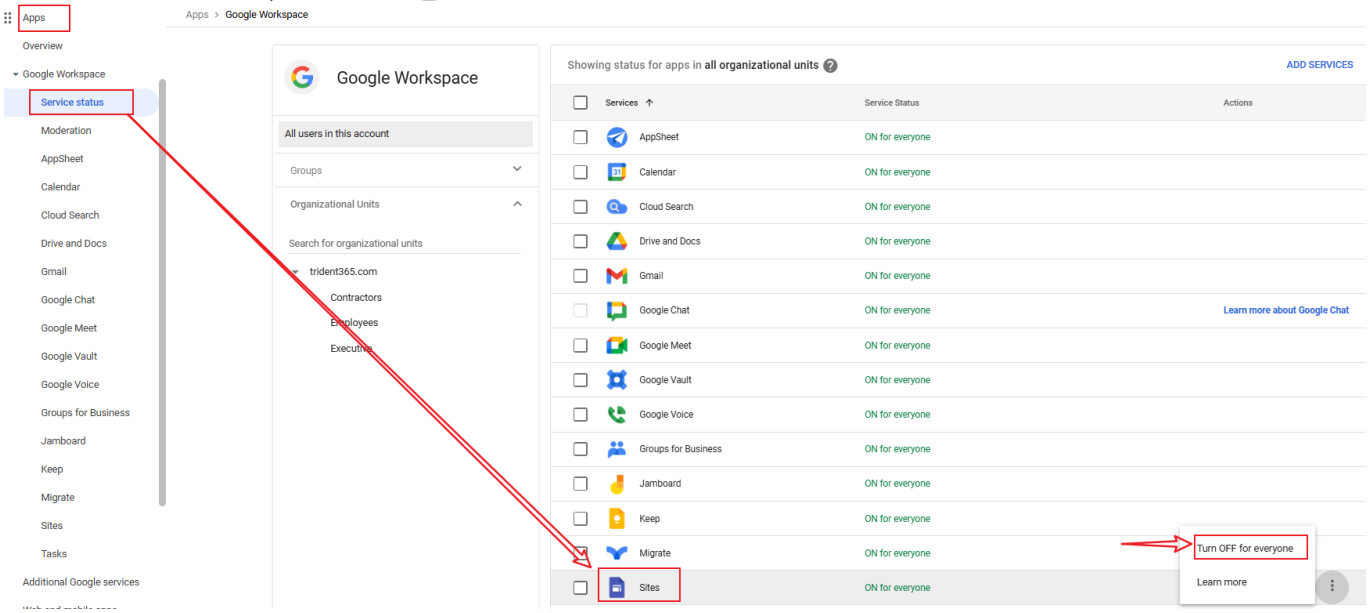
准备GWS的域名，这个在第一章已经完成了，跳过。

练习2

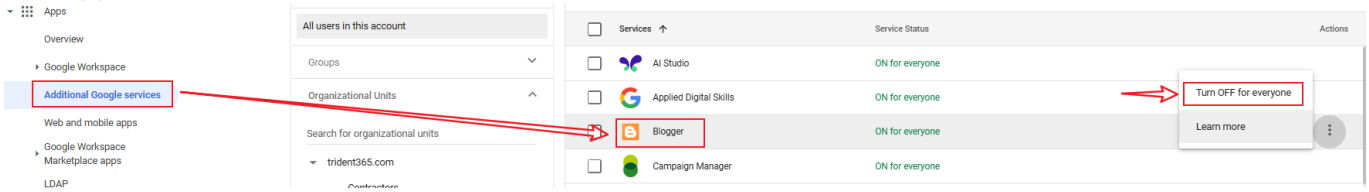
打开或关闭某个Service，主要有以下几类

- Google workspace,包括Gmail，Calendar,Drive,Docs等，属于核心服务
- Additional Google Service,如Blogger，Google Books等，不属于GWS的技术支持范围
- Marketplace apps,这些是第三方应用。

现在要针对所有用户，关闭Sites（谷歌网站）这个服务



然后再关闭Blogger服务，因为它不属于核心服务，所以要选择AdditionalGoogleService，然后找到Blogger，同样的方法OFF。



检查是否生效，从9个点处找到Sites，点击后发现无权访问。

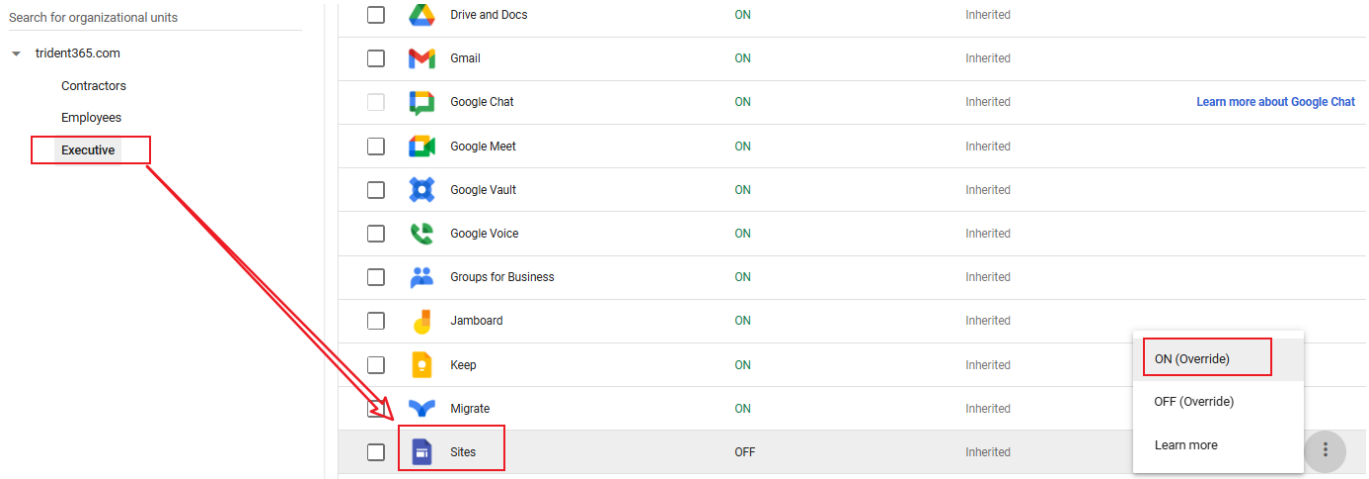
We are sorry, but **you do not have access to Sites.** Please log in to your Admin Console to enable it. Go here to learn more.

Sign in with a different account

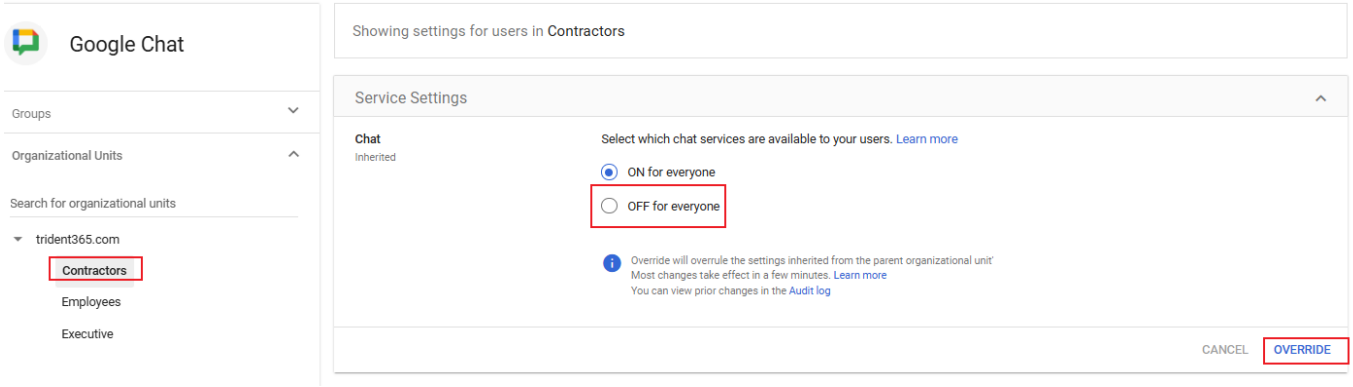
有些服务依赖于其他服务，所有依赖的服务ON之后才能访问

练习2

针对某个OU进行前面关闭的Sites功能的ON操作



只选择Executive这个OU，然后选择Sites，ON，Override，即可 再关闭GoogleChat，有点奇怪的Chat没有3个点可以直接OFF，需要点开后再OFF



练习3

针对Groups，ON某一个服务 新开一个Edge浏览器的无痕浏览，然后以Ellie.gray的账号登录，确认她无法访问GoogleSites

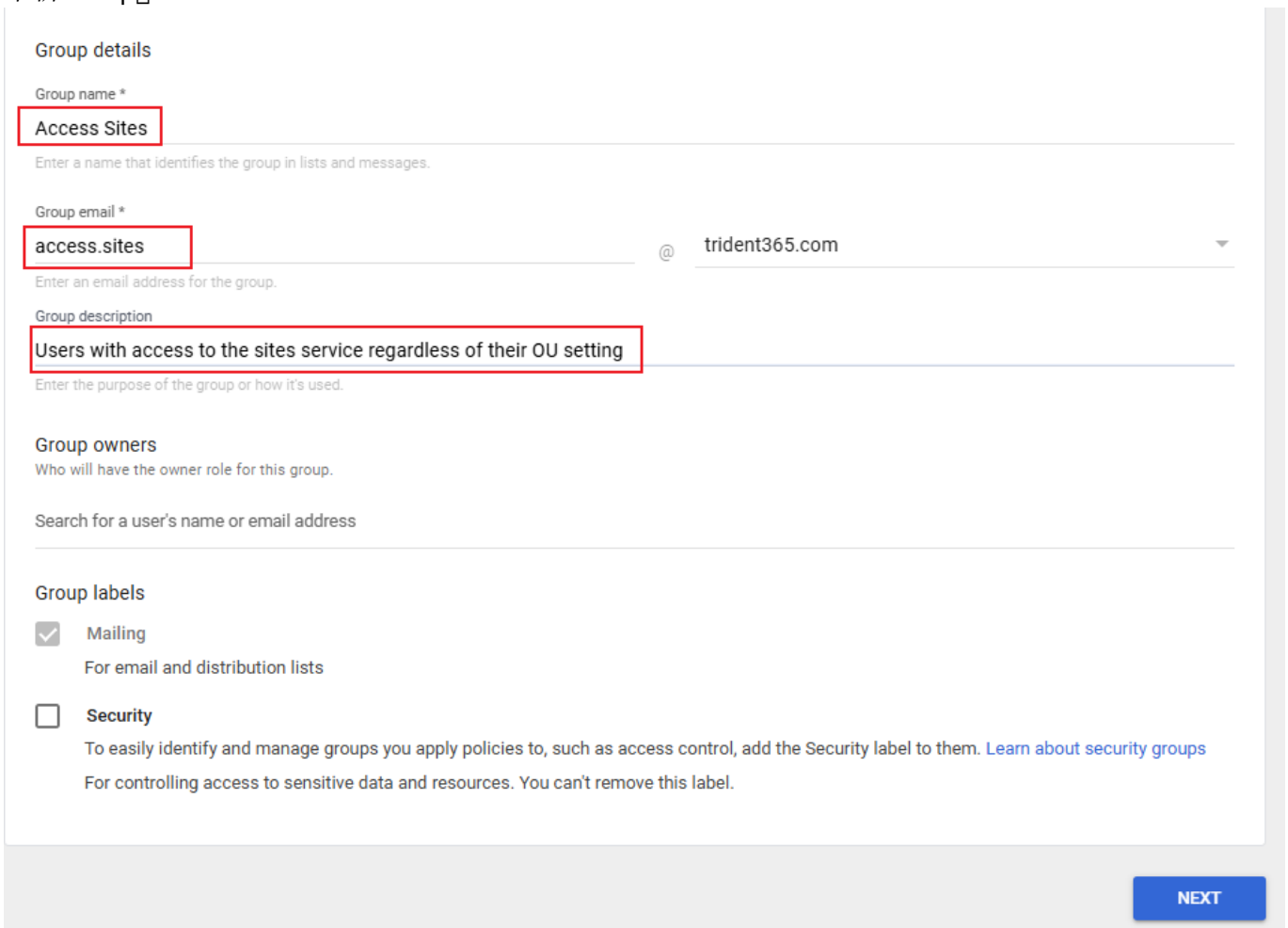


很抱歉，**您无权使用 Google 协作平台。**以下是一些可能的原因：

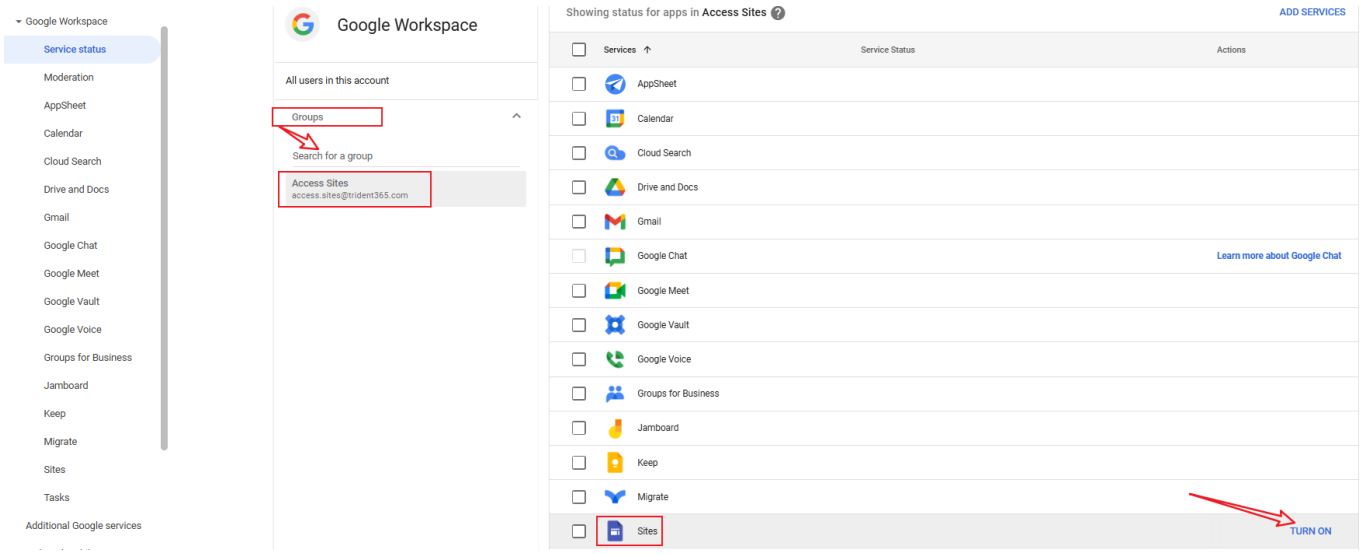
- 管理您账号的组织已为其用户停用这项服务。
- 贵组织的管理员可能暂时停用了您的账号。
- 您的 Google Workspace 订阅可能已不再有效。

如要使用这项 Google 服务，您可能需要尝试使用其他账号登录。如果仍需帮助，请与贵组织的管理员联系。

创建一个新Group



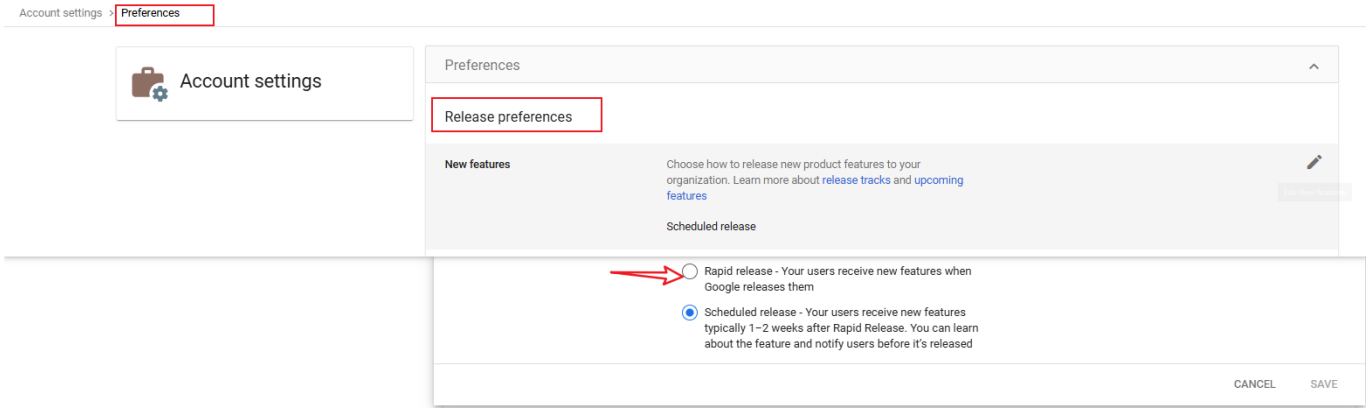
添加Ellie到该组，然后切换到Apps>Google Workspace>Service Status,Groups搜索，找到Access.Sites,然后在右侧找到Sites选择TURN ON 再次访问Sites发现已经可以打开了。



1.如果某个服务已经为整个组织ON了，那么在Group设定中不能把它OFF　2.一个Access Group可以包括任意OU的用户，也可以包含另一个Group□在Member里添加）

练习4

设置服务的发布通道（快慢）



测试1

For a domain that has implemented an organizational hierarchy, at what levels can Google Workspace services such as Sites and Gmail be turned on AND off? (Choose 2)

- At the domain level
- At the organization level
- **At the OU level**
- **At the group level**

What is the correct pathway in the admin console to getting to Google Workspace core services list?

- Admin Console > Apps > Additional Google services
- Admin Console > Apps > SAML apps

- **Admin Console > Apps > Google Workspace**
- Admin Console > Apps > Marketplace apps

All Additional Google services are turned ON by default.

- True
- **False**



有少数Additional Google Service是默认OFF的，如CS First和EarlyAccessApps

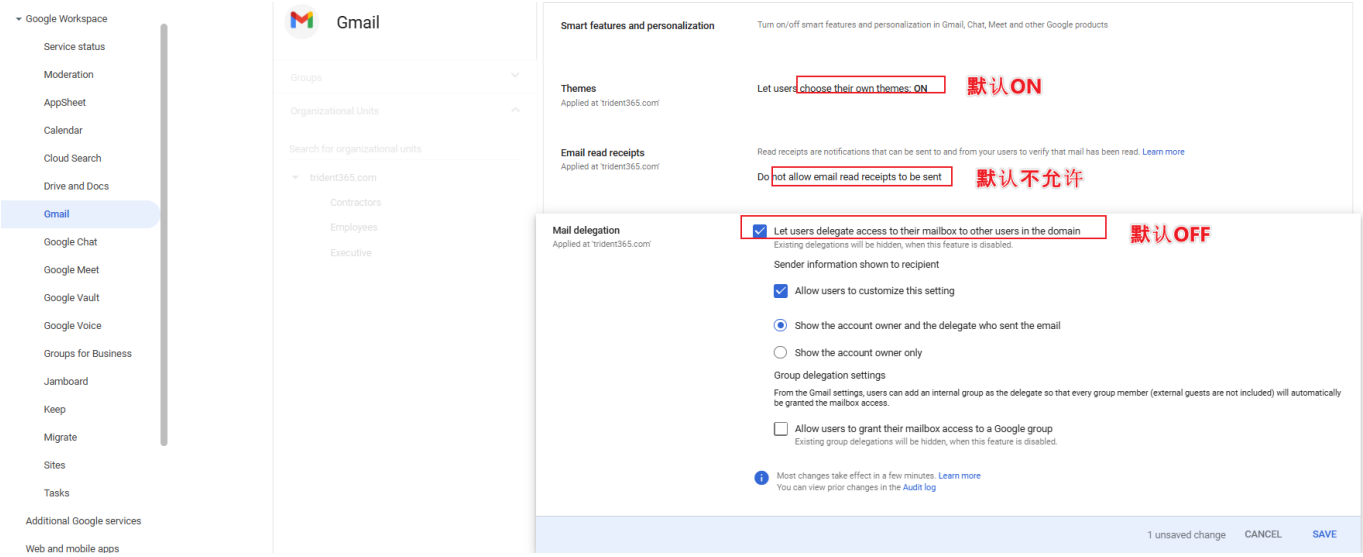
Which four of these apps are Google Workspace core services that are covered in the Google Workspace Terms of Service? (Choose 3)

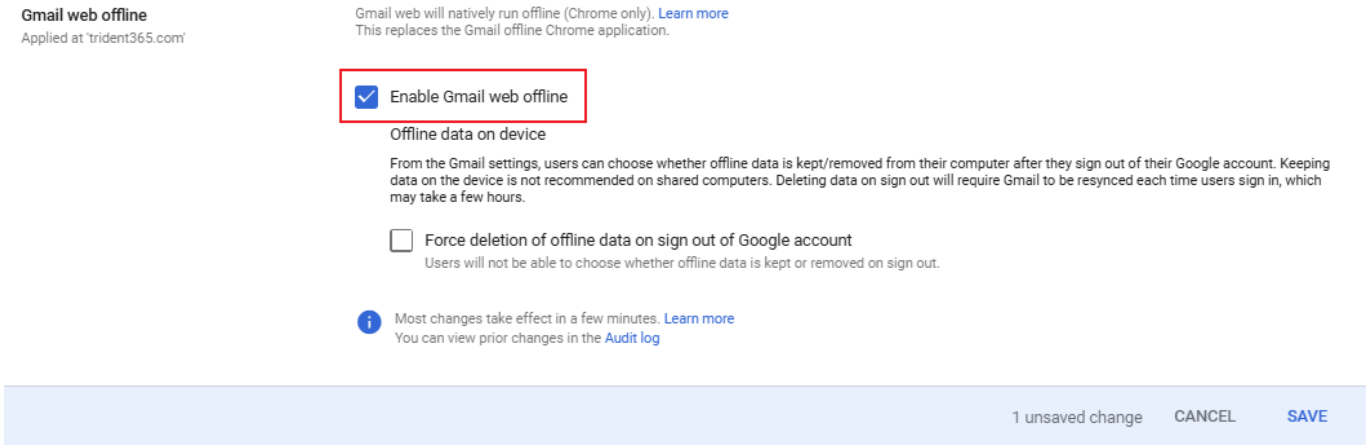
- **Sites**
- Blogger
- Currents
- **Google Drive**
- **Google Calendar**

练习1

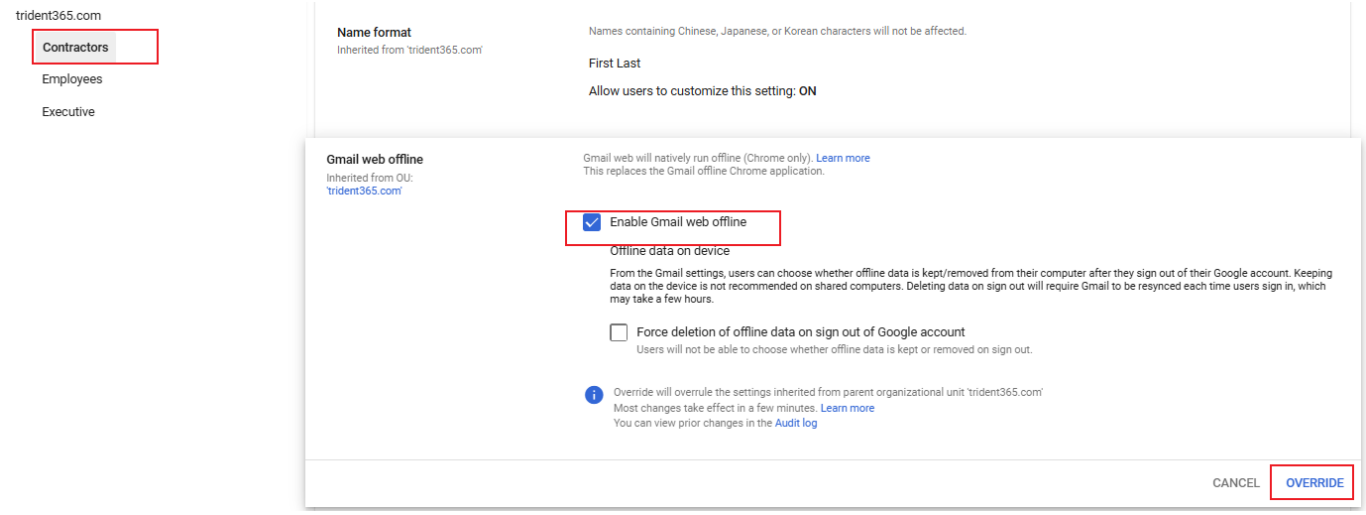
配置Gmail的通用用户设置

- 允许用户选择自己喜欢的主题
- 不允许邮件发送已读回执
- 允许用户代理访问邮箱
- 允许离线Gmail
- 不允许外包商代理访问邮箱或是使用离线Gmail



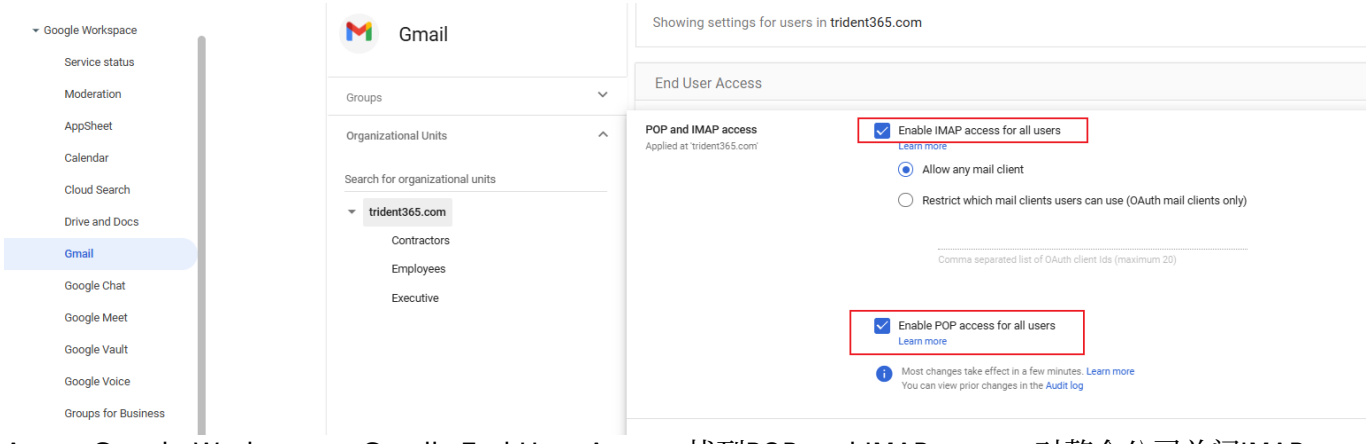


再选择Contractors的OU，关闭Gmail离线模式，也关闭邮件代理访问。

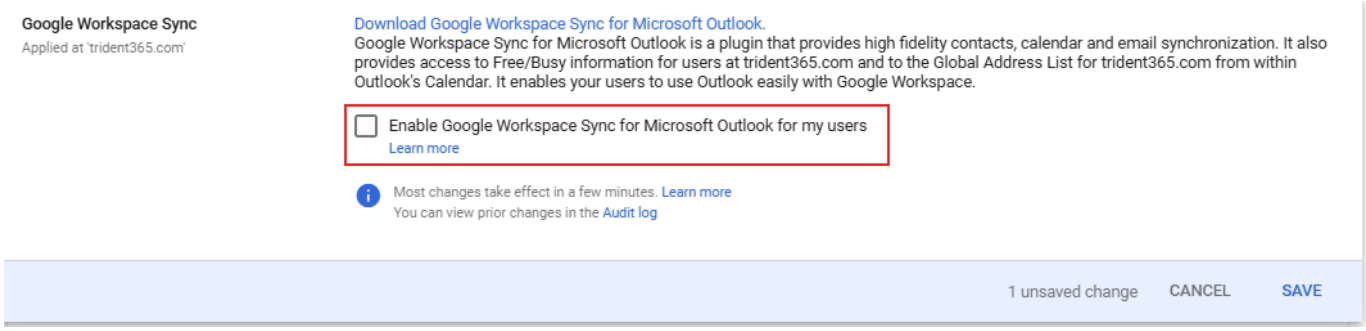


练习2

针对Executives的OU打开GWS同步功能 公司只允许对管理层开放GWSMO（GWS与Outlook的同步）。



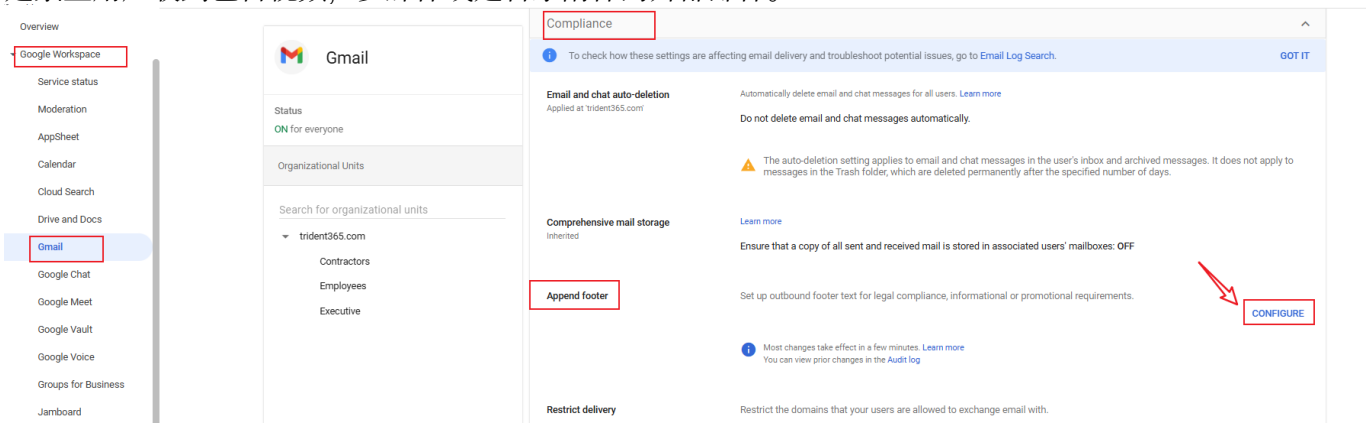
Apps>Google Workspace>Gmail>End User Access,找到POP and IMAP access,对整个公司关闭IMAP和POP访问。

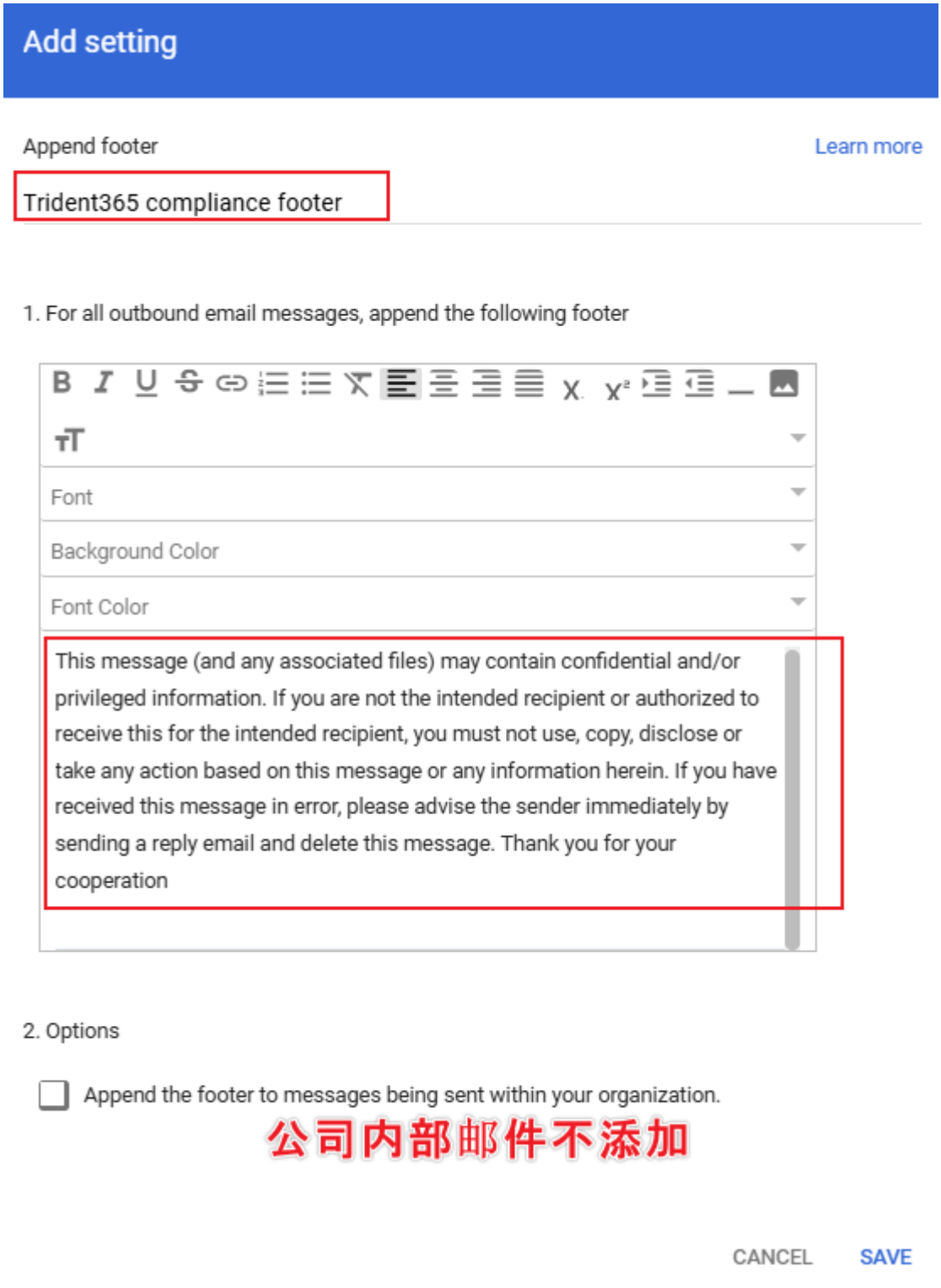


关闭Sync，然后只选择管理层，再打开Sync即可。
https://support.google.com/a/answer/4455451?hl=zh-Hans&ref_topic=22447&sjid=13335410792753334229-AP 如果公司有用户想使用Outlook而不是网页版，那么他们可以使用GWSMO，如果想把所有数据迁移至GWS，则可以使用迁移工具GWMMO。

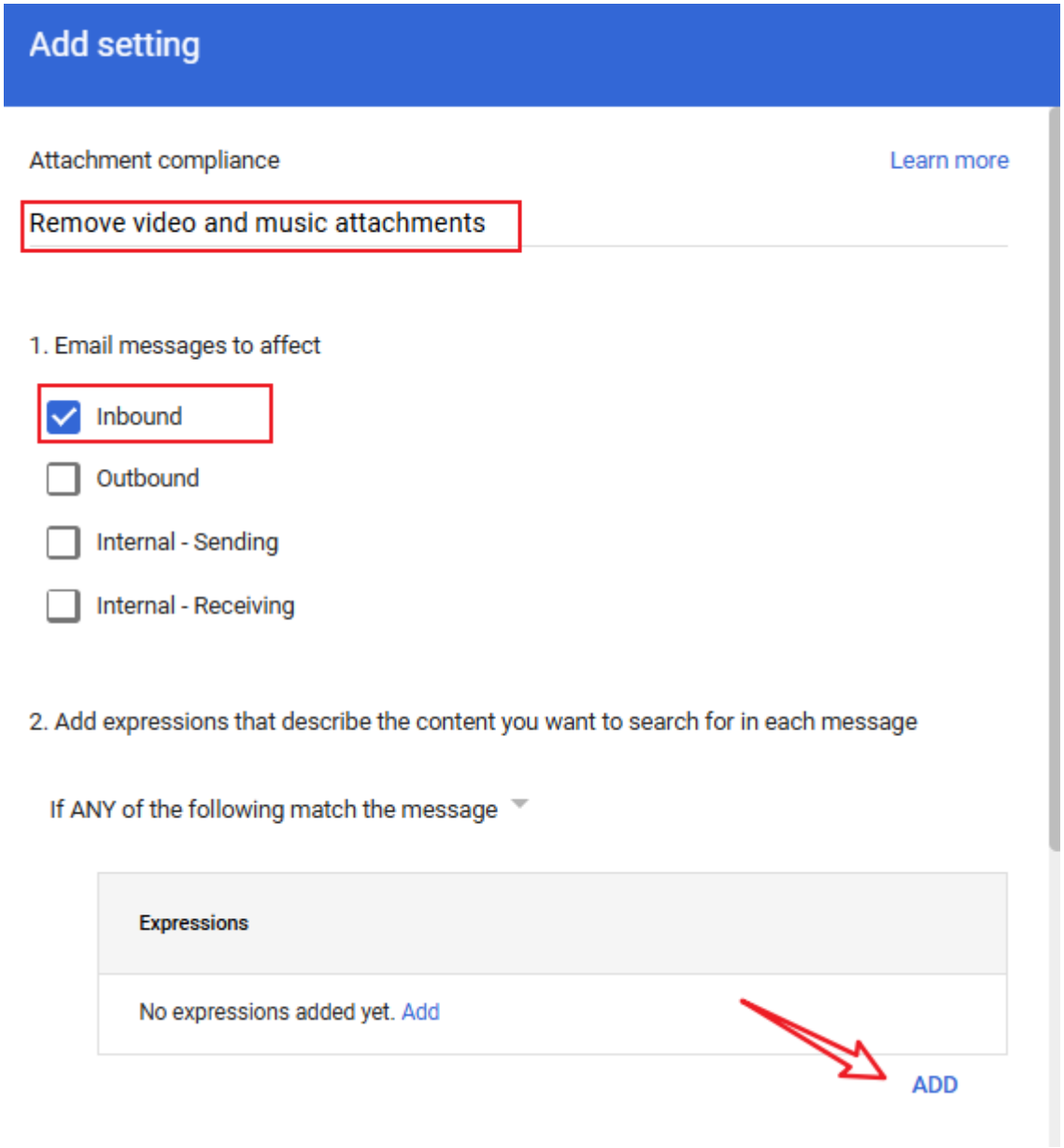
练习3

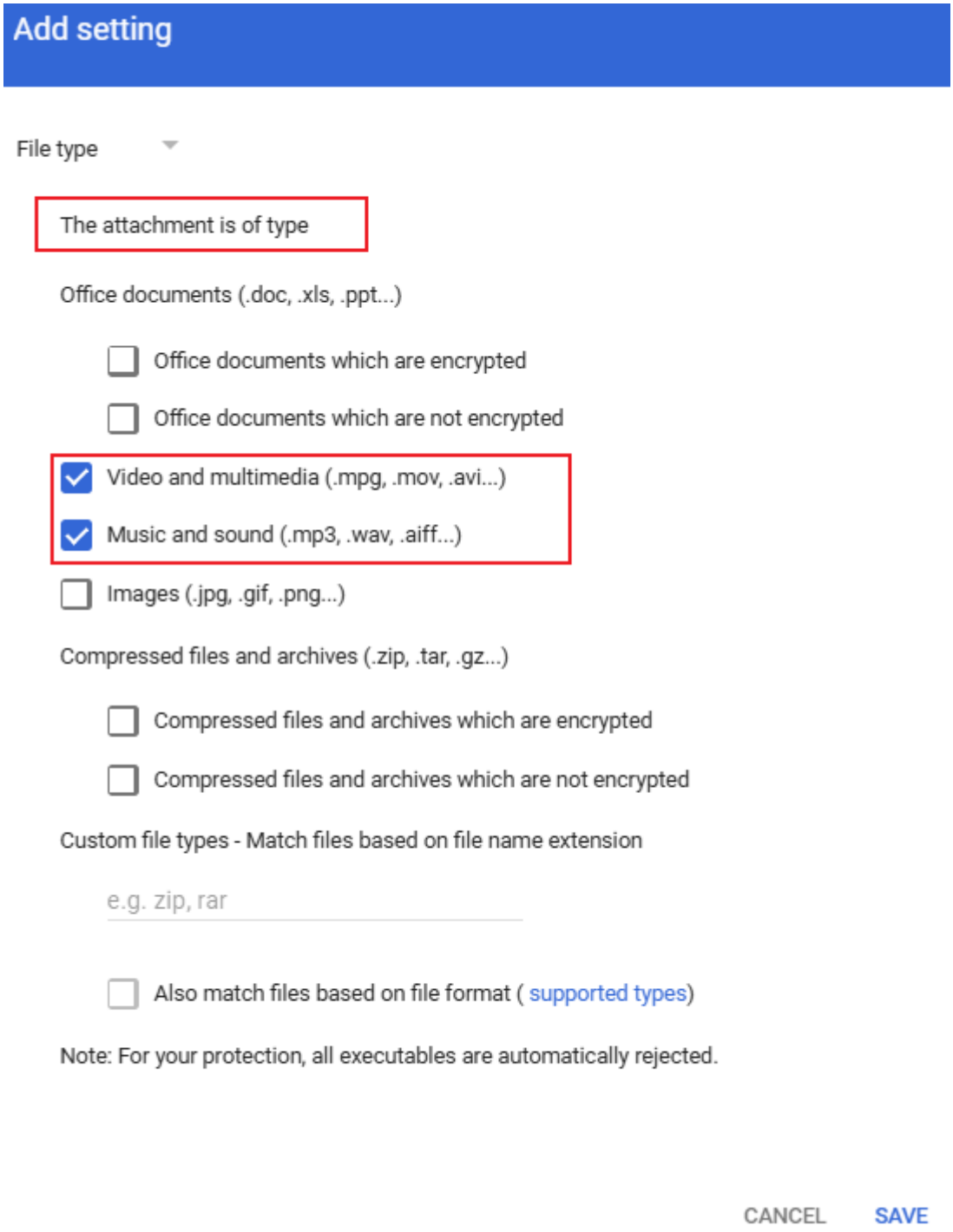
配置合规性政策 IT经理想遵循Google的最佳实践，一个是在邮件末尾添加合规脚注（对外邮件），另一个是禁止用户收到包含视频，多媒体或是音乐附件的外部邮件。

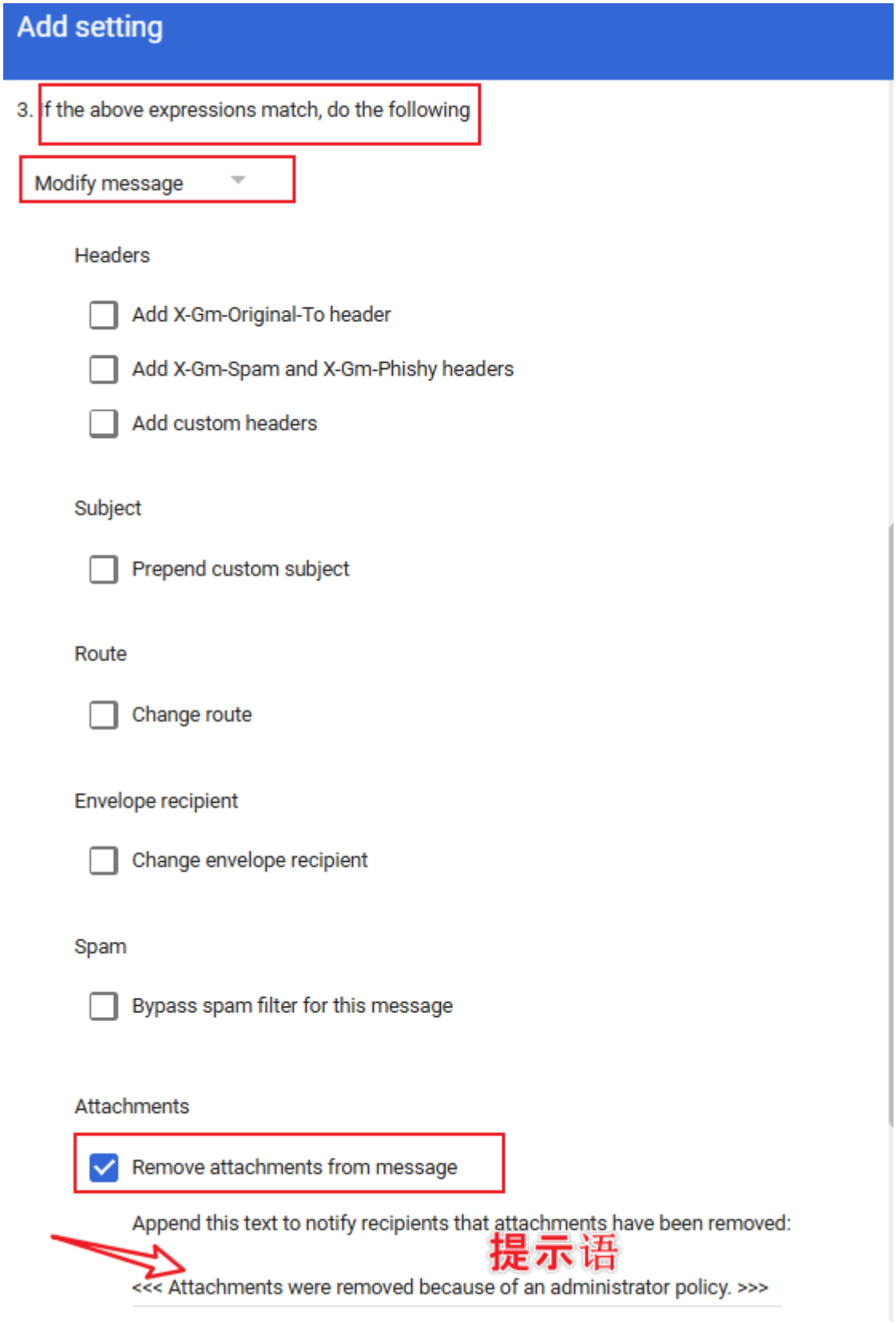



Add setting
Append footer
Learn more
Trident365 compliance footer
1. For all outbound email messages, append the following footer
Font
Background Color
Font Color
This message (and any associated files) may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply email and delete this message. Thank you for your cooperation
2. Options
Append the footer to messages being sent within your organization.
公司内部邮件不添加
CANCEL
SAVE

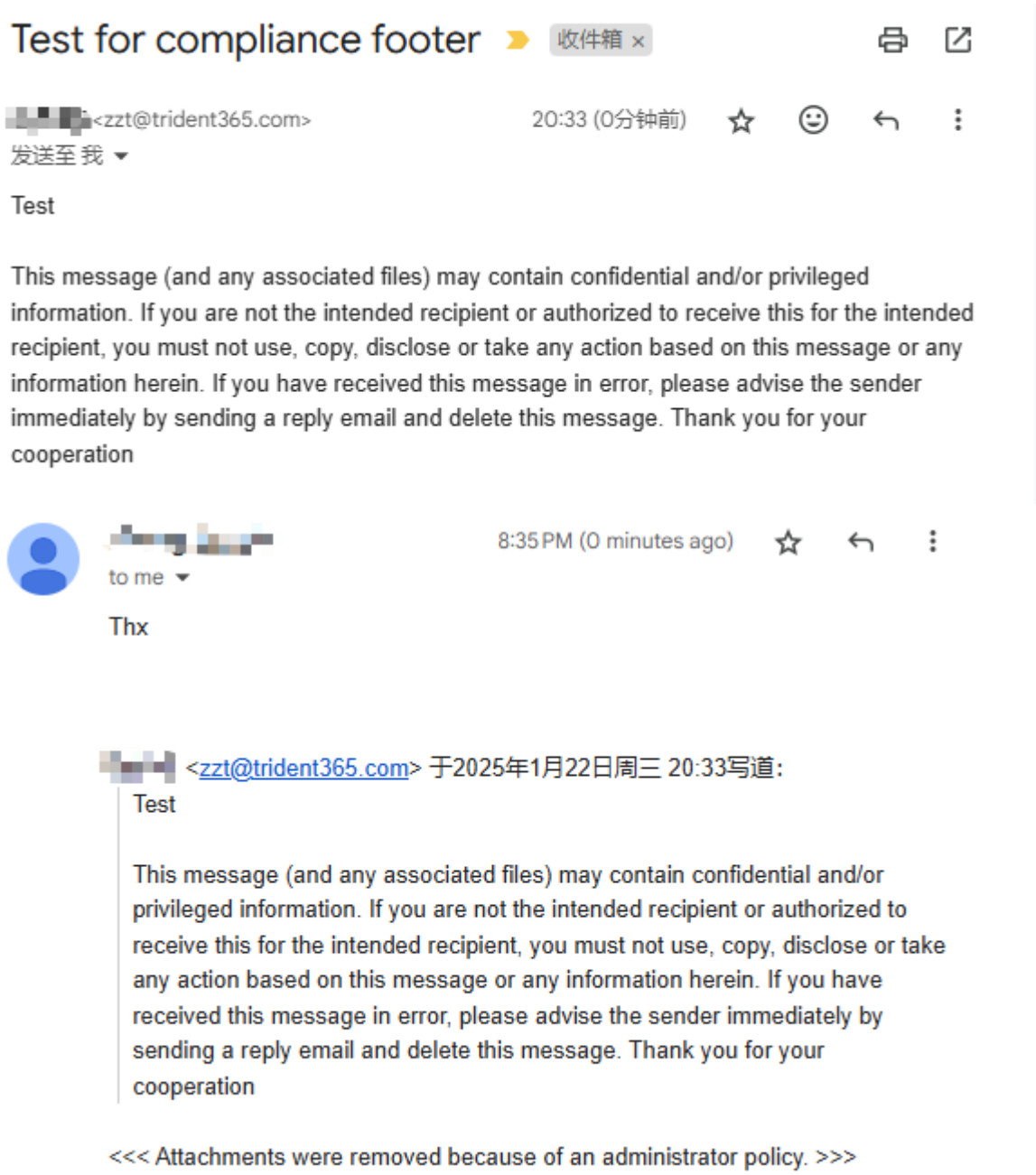
附件设定如下：


Add setting
Attachment compliance
Learn more
Remove video and music attachments
1. Email messages to affect
Inbound
Outbound
Internal - Sending
Internal - Receiving
2. Add expressions that describe the content you want to search for in each message
If ANY of the following match the message
Expressions
No expressions added yet. Add
ADD


Add setting
File type
The attachment is of type
Office documents (.doc, .xls, .ppt...)
Office documents which are encrypted
Office documents which are not encrypted
Video and multimedia (.mpg, .mov, .avi...)
Music and sound (.mp3, .wav, .aiff...)
Images (.jpg, .gif, .png...)
Compressed files and archives (.zip, .tar, .gz...)
Compressed files and archives which are encrypted
Compressed files and archives which are not encrypted
Custom file types - Match files based on file name extension
e.g. zip, rar
Also match files based on file format (supported types)
Note: For your protection, all executables are automatically rejected.
CANCEL
SAVE


Add setting
3. If the above expressions match, do the following
Modify message
Headers
Add X-Gm-Original-To header
Add X-Gm-Spam and X-Gm-Phishy headers
Add custom headers
Subject
Prepend custom subject
Route
Change route
Envelope recipient
Change envelope recipient
Spam
Bypass spam filter for this message
Attachments
Remove attachments from message
Append this text to notify recipients that attachments have been removed:
提示语
<<< Attachments were removed because of an administrator policy. >>>

确认效果：



测试2

Which of the following actions can be taken on a message when an attachment compliance rule is matched? (Choose 3)

- **Modify message**
- **Reject message**
- Deliver message
- **Quarantine message**

Which of these settings do the users control from their Gmail settings? (Choose 2)

- Create a personal email alias
- Name format (eg. First, Last)

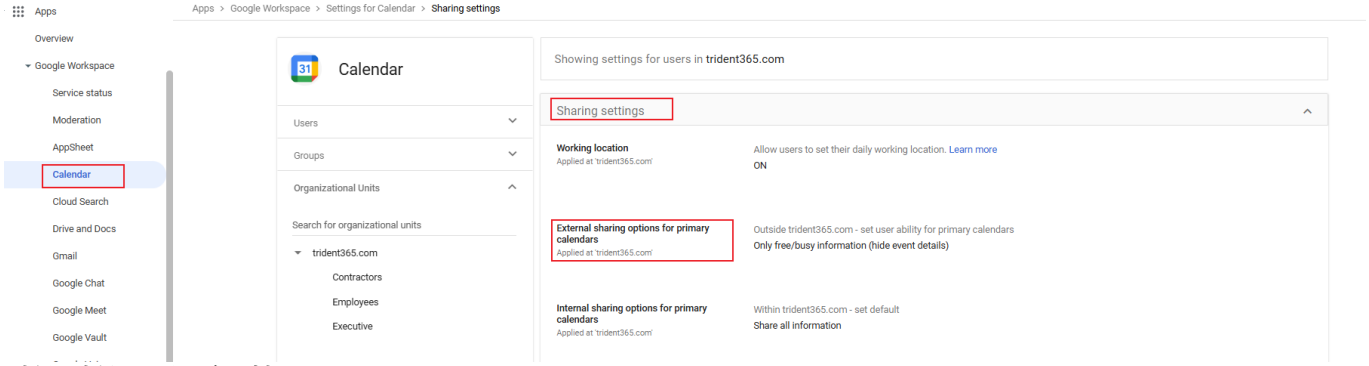
- **Add POP3 accounts to the user's inbox**
- **Display language for the Gmail interface**

Which of the following settings cannot be set from the Gmail service settings?

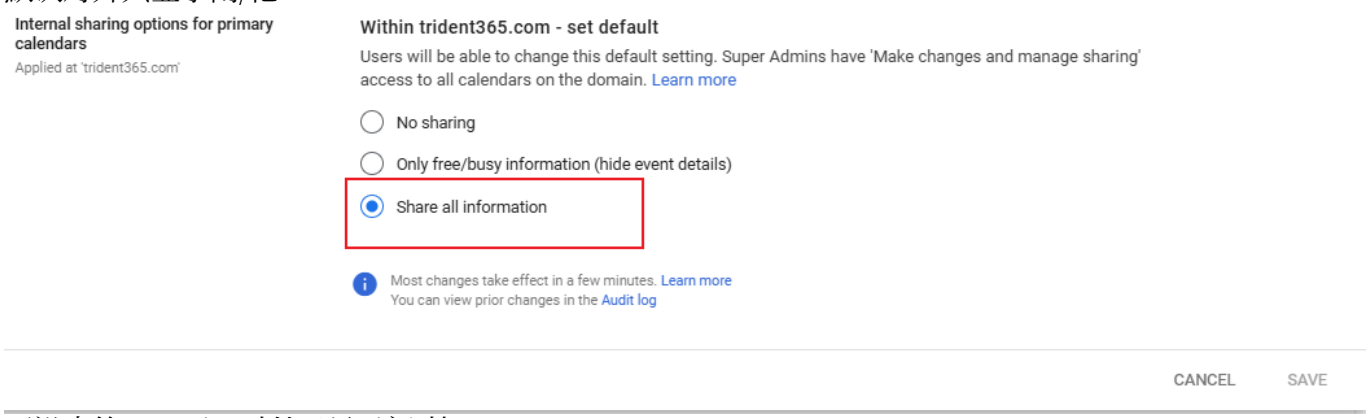
- **Default language**
- Name format
- Allow users to delegate access to their mailbox
- Allow users to set Gmail themes

练习1

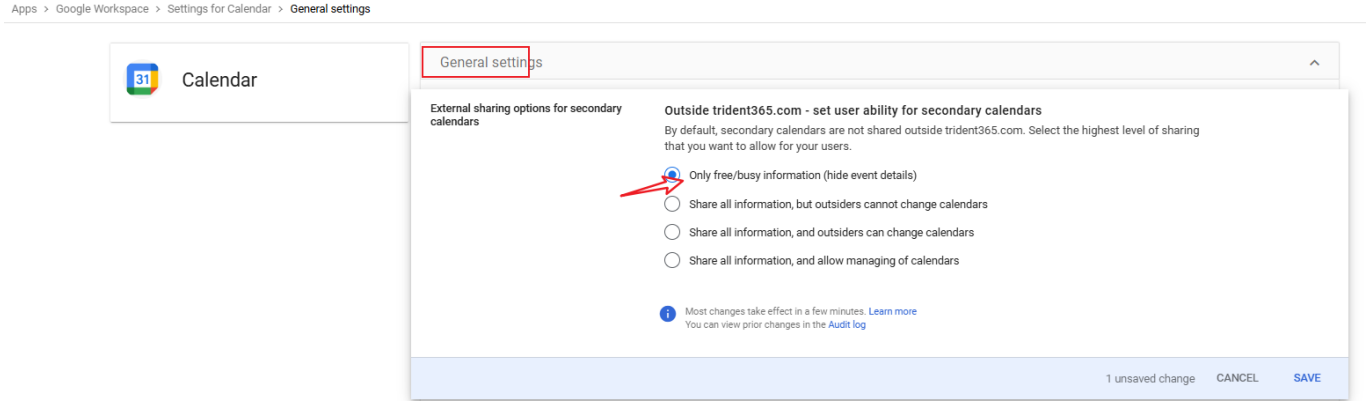
设置日历共享 公司想允许内部，但禁止外部共享日历，对外只能显示闲/忙



默认对外只显示闲/忙



再设定第二日历，对外只显示闲/忙





Primary日历每个用户只有一个，是创建事件的默认日历，也是分享给他人查看时默认显示的日历，无法删除。 而Secondary日历，通常用于组织特定类型的事件，如PJ会议，假期安排或个人兴趣爱好等，可以根据需要创建，删除，隐藏或分享Secondary日历，可以

为不同Secondary日历设定不同的访问权限 。

练习2

设置日历资源 所有用户可以预订会议室，但是Boardroom只有Ellie可以预定，这类似于役员会议室只有高管可以预定一样。 试用的Business Plus版本好像无法查看练习步骤中的内容，这个练习跳过。

测试3

What are Calendar Resources? (Choose 2)

- **Bookable conference rooms**
- Contacts
- **Bookable equipment**
- Calendar dates

What can users control when it comes to their Calendar?

- Users control what they share externally from their secondary calendars
- Users control what they share externally from their primary calendar
- Users can create their own resources
- **Users control what they share internally**

Which Calendar settings can an administrator control for everyone in the organization? (Choose 2)

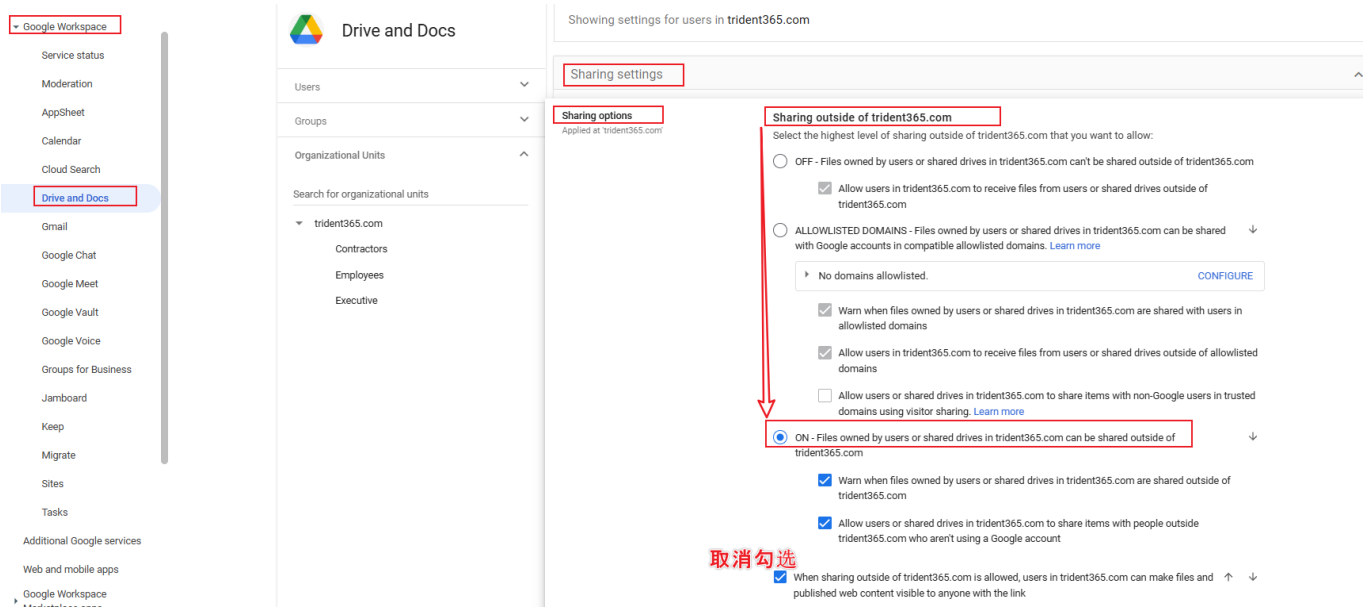
- **Default level of internal sharing for primary calendar**
- Calendar delegation to other users
- **Highest level of external sharing for primary calendars**
- Access to individual calendar labs
- Time zone selections for calendar display

What are recommended to be configured before adding resources to the organization? (Choose 2)

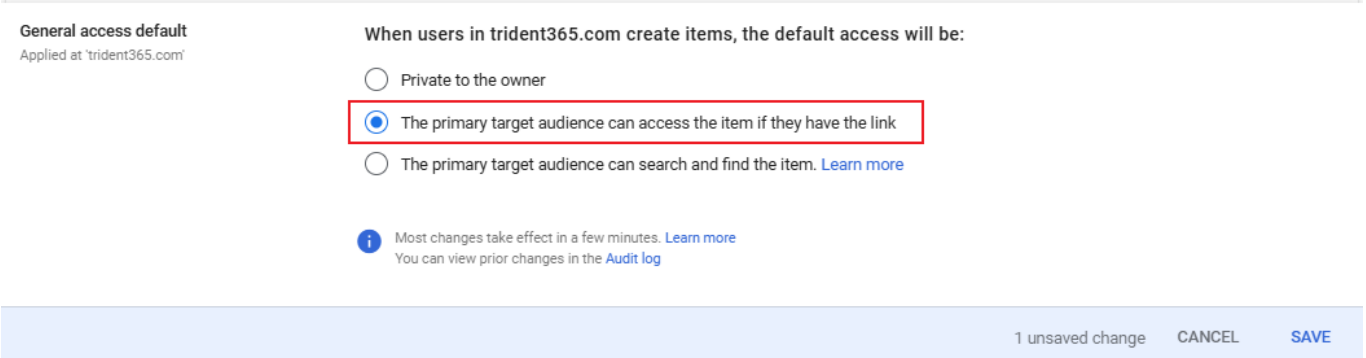
- **Features**
- Groups to provide access to each resource
- Locations
- **Buildings**

练习1

允许用户将资料分享给外部，但不允许发布到网上。内部分享，则是只要有Link就可以查看。



参考资料：1.https://support.google.com/a/answer/60781
2.https://support.google.com/docs/topic/4671185

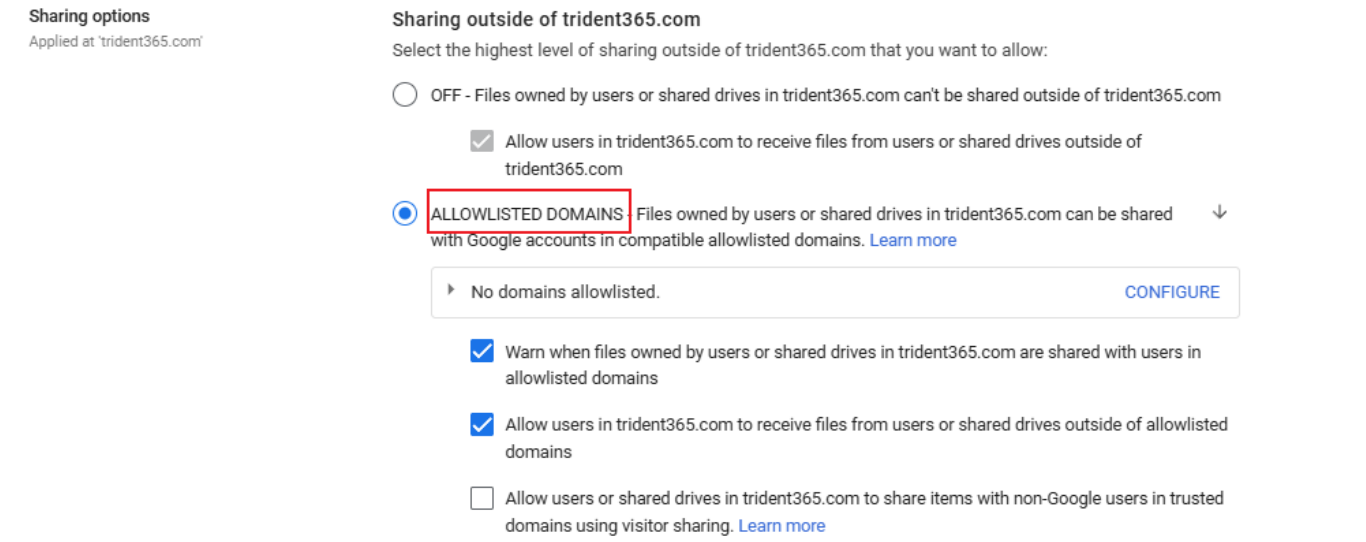


放开Link分享，主要基于2点考虑：

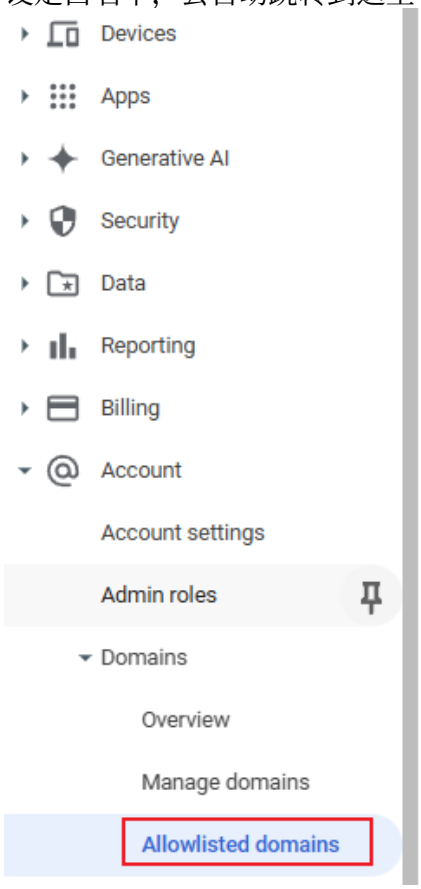
- 便于内部分享，但外部获得链接也无法打开，因为需要组织账户的登录
- 文档的链接不容易出现在搜索结果中（如果大家都用Notion的话，这个搜索结果有可能包含文档链接）

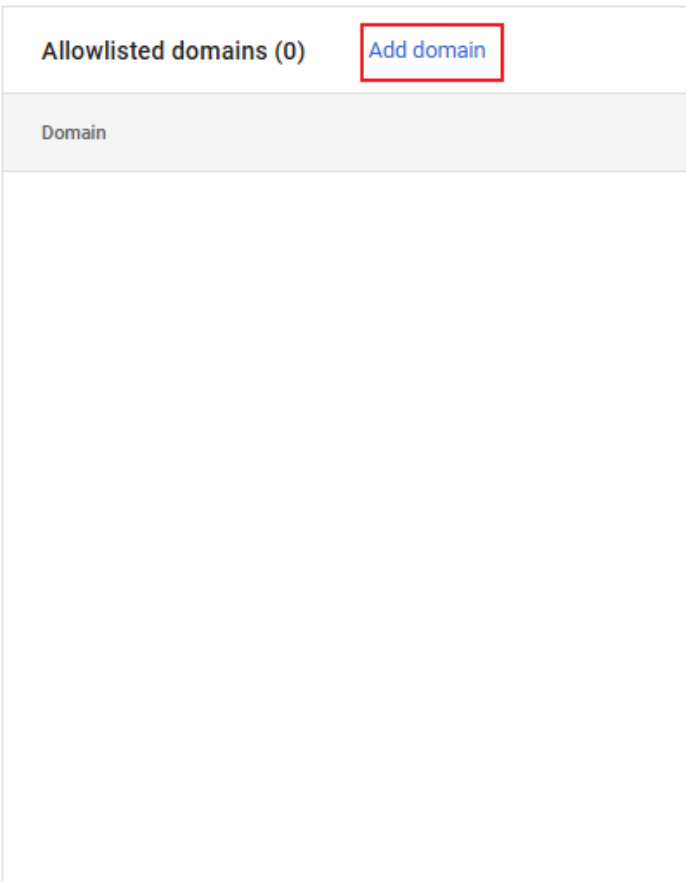


分享设置优先于共享Drive的外部分享设置，如果对公司全体禁用了外部分享，那么共享Drive的管理者（Manager）也不能开共享，即使他们可以改设定



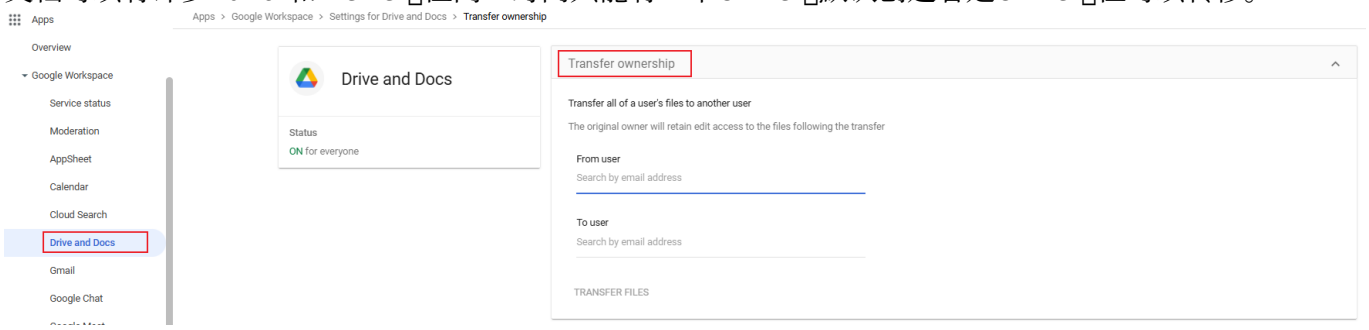
设定白名单，会自动跳转到这里





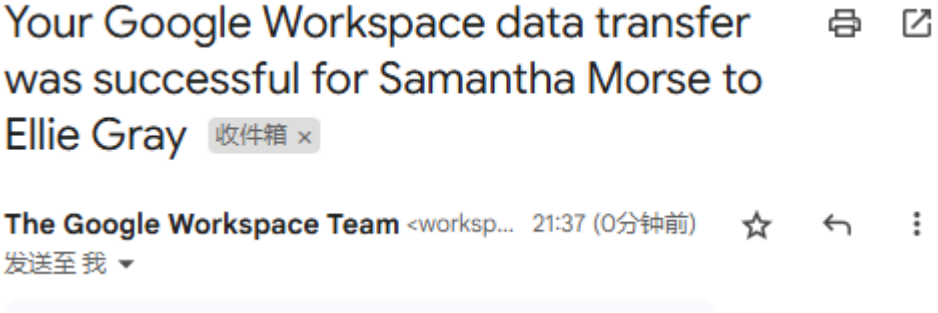
练习2 迁移所有权

文档可以有许多Editor和Viewer，但同一时间只能有一个Owner，默认创建者是Owner，但可以转移。





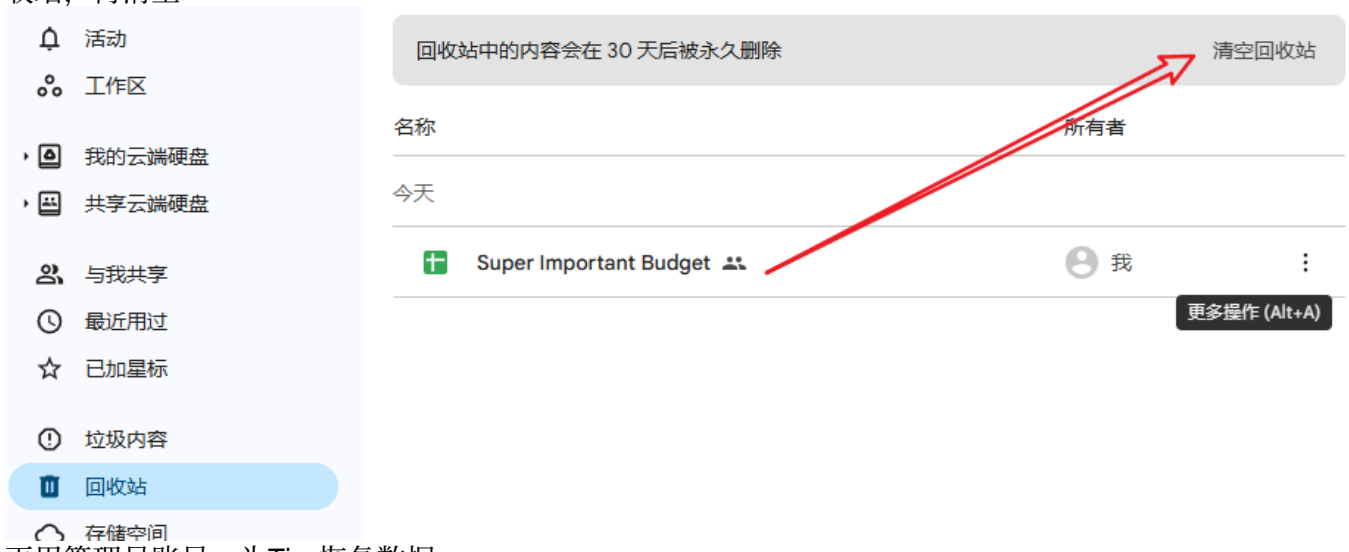
虽然所有权交出去了，但原Owner仍然有编辑权限



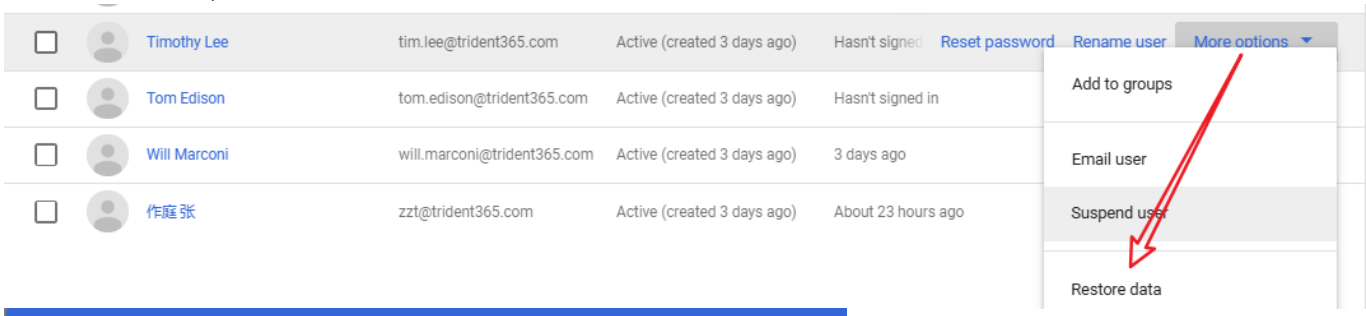
2个人都会收到邮件通知

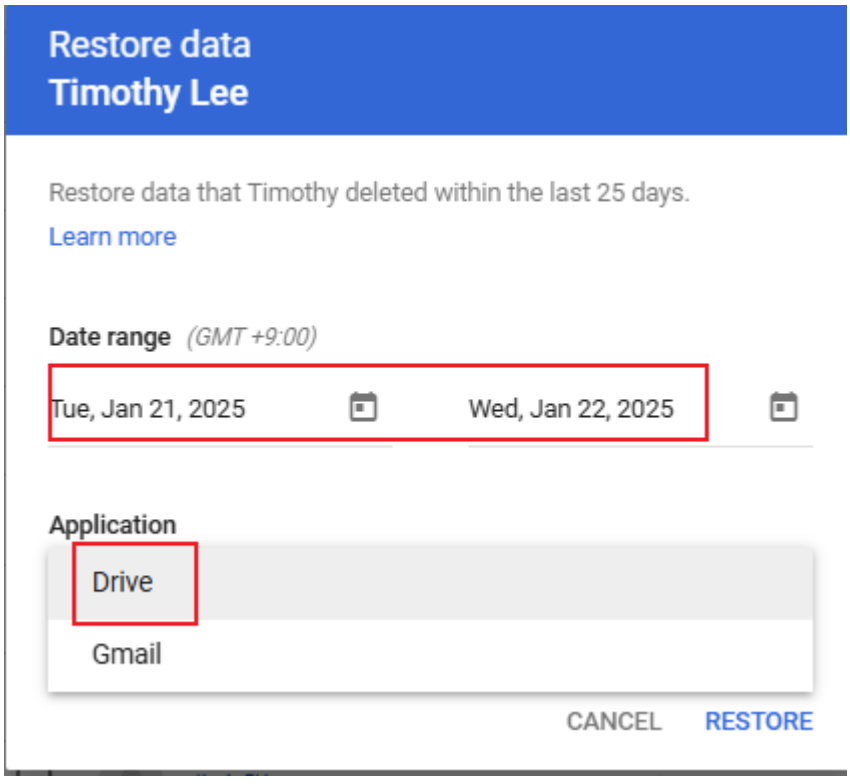
练习3

恢复被删除的文件 你可以恢复最远25天前删除的文件。 使用Tim的账号，新建一个表格文件，然后放入回收站，再清空



再用管理员账号，为Tim恢复数据

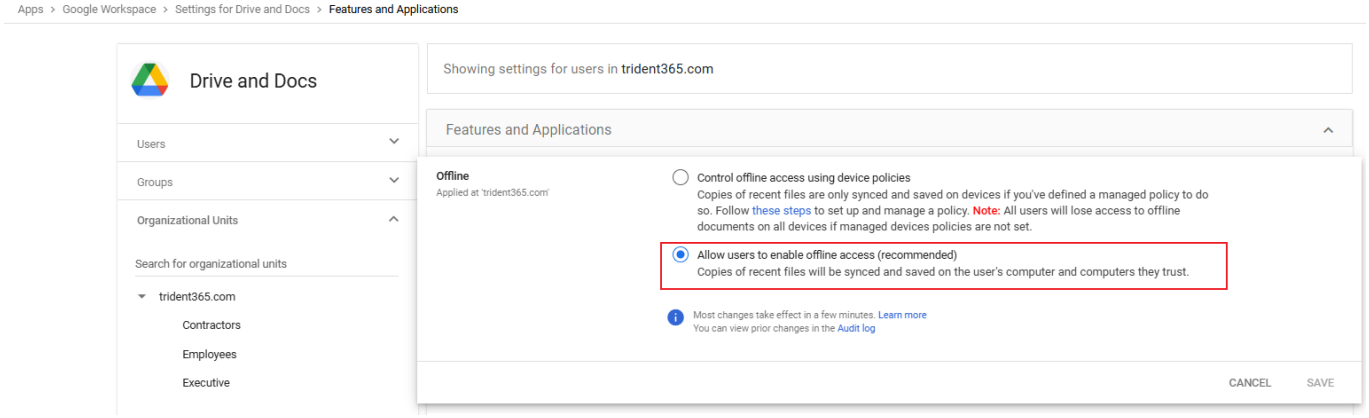




等了几分钟还没恢复，静观

练习4

允许文档的离线访问 对于海外出差的人来说，这个就类似于本地保存DSFolder)



默认是打开的 参考资料：https://support.google.com/docs/answer/6388102 问题Sam可以使用Firefox来访问他的离线文档吗？

- 不可以，必须使用Chrome或是Edge浏览器，且不要使用无痕浏览。

问题Sam需要安装什么app

- 需要安装Google文档离线功能的Chrome扩展

问题Sam需要采取哪些步骤

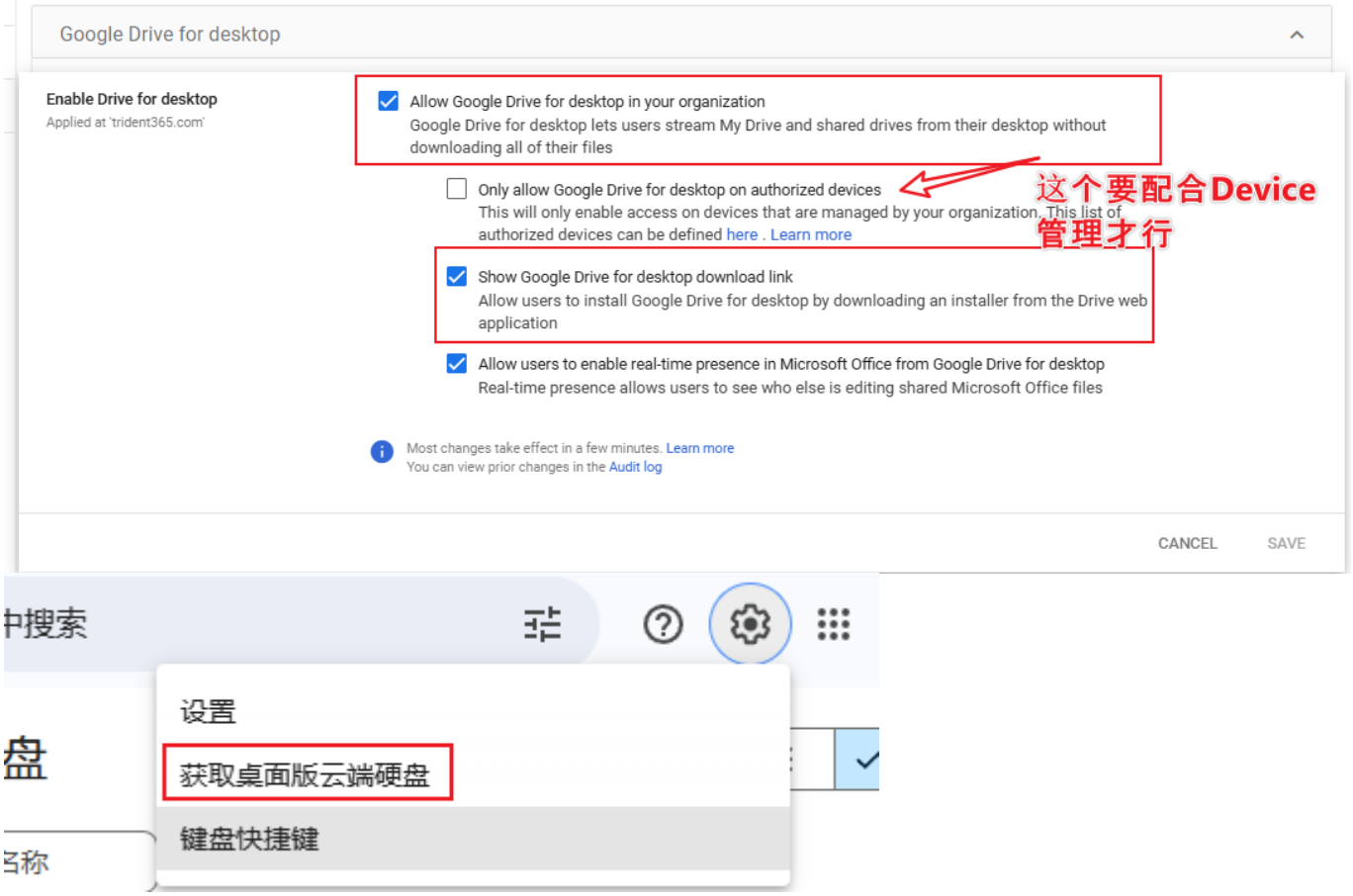
- 打开GoogleDrive
- 设置，离线设置





练习5

谷歌硬盘桌面版，允许用户自己安装。



练习6

创建共享Drive



使用Tim的账号创建共享Drive

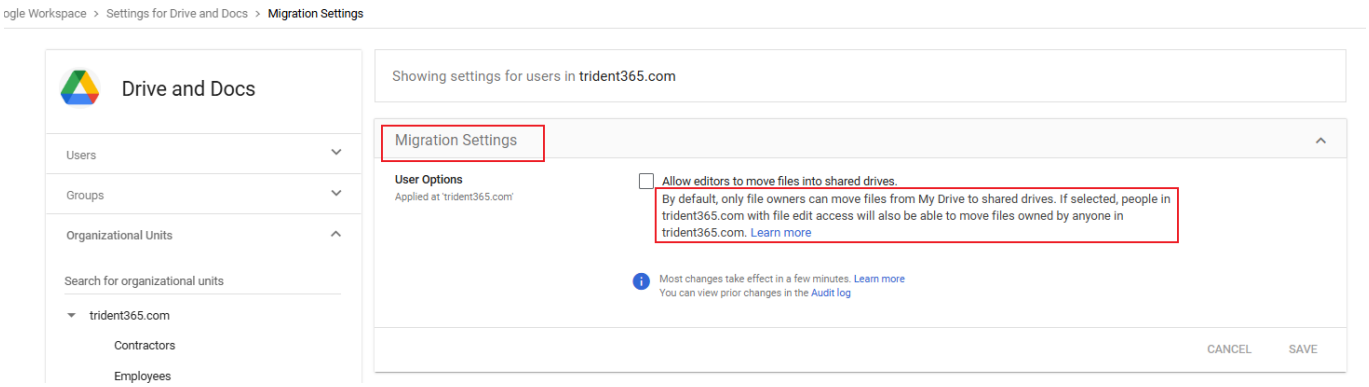


然后添加共享对象



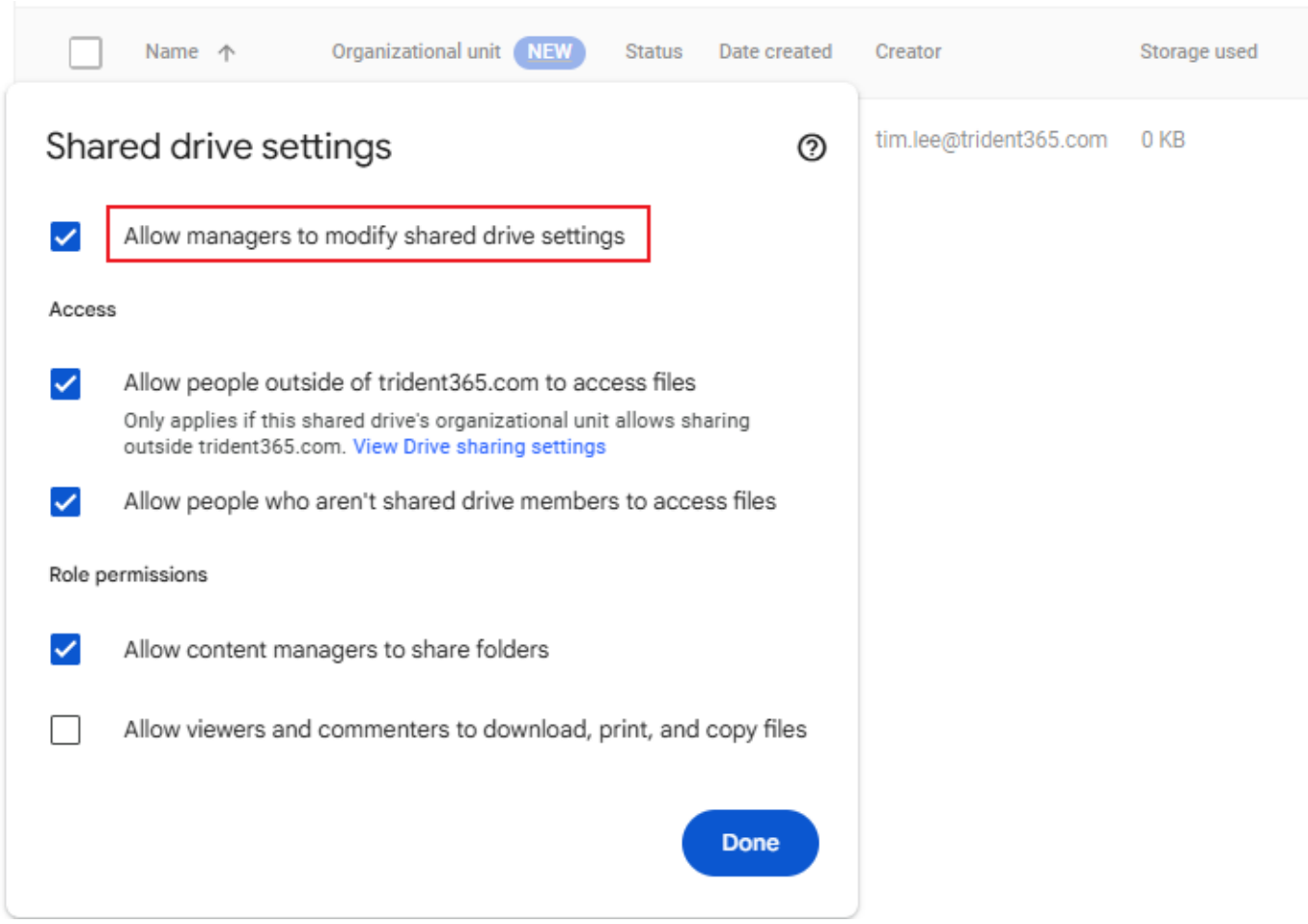
如果禁止同外部分享，则所有包含外部用户的Drive也会断开外部访问

练习7



在Drive and Docs>Mange shared drives处可以管理所有共享Drive设定里可以允许Managers来修改设定。 这里取消勾选，然后保存。 再用Tim账号登录，发现已经变成灰色，不能更改了。





测试4

Your company allows external sharing of documents but your CEO is concerned about how documents are shared externally. As the administrator, which additional protections might you put in place? (Choose 2)

- **Require a Google sign in when viewing a shared file**
- **Enable the feature that warns users when sharing outside the organization**
- Allow users to share publicly
- Ensure users are only allowed to share with users in the global directory.

Your company wants to adopt the policy that new documents will be shared internally with everyone in the company. This way users won't have to explicitly share new documents with others. What's the recommended way to set this up?

- Have users save their docs to a Google Group that everyone belongs to
- Have users save their docs to a shared drive that everyone belongs to
- **Change Link Sharing Defaults to "ON - Primary target audience with the link"**
- Have users save their docs to a My Drive folder that is shared with everyone

From which places can you transfer file ownership from one user to another? (Choose 2)

- From the user's My Drive folder
- The user's profile in the admin console
- **From the Drive and Docs service settings page**

- **When deleting a user from the admin console**

A user left your company last month and you deleted their Google Workspace account 15 days ago. You have been contacted as the administrator and asked if you can recover the deleted user's documents. What should you do?

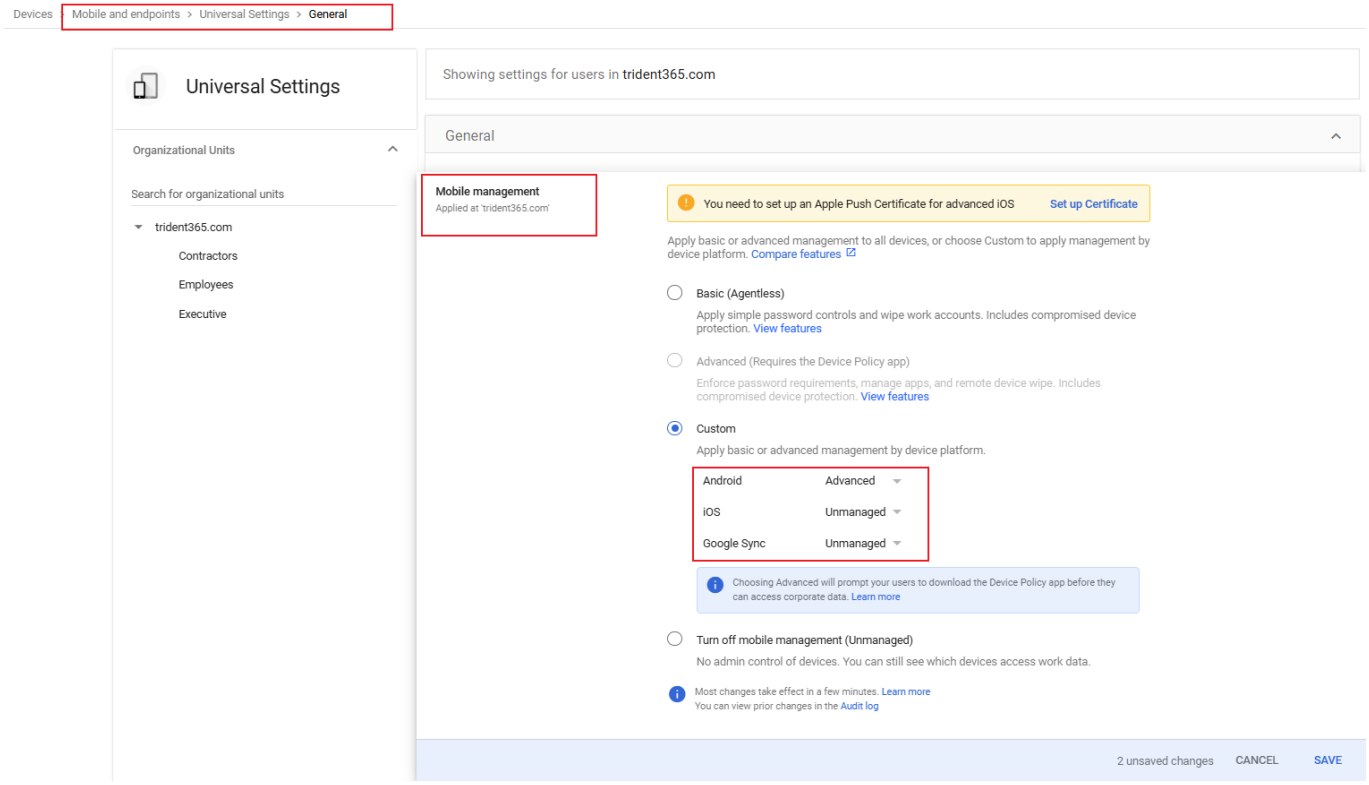
- Advise the requester that you cannot restore a deleted user's files.
- Advise the requestor that 14 days after account deletion, all data is purged so you cannot recover any documents
- **Restore the user, transfer the files to a new owner, and delete the user again.**
- Restore the files from the deleted user's account

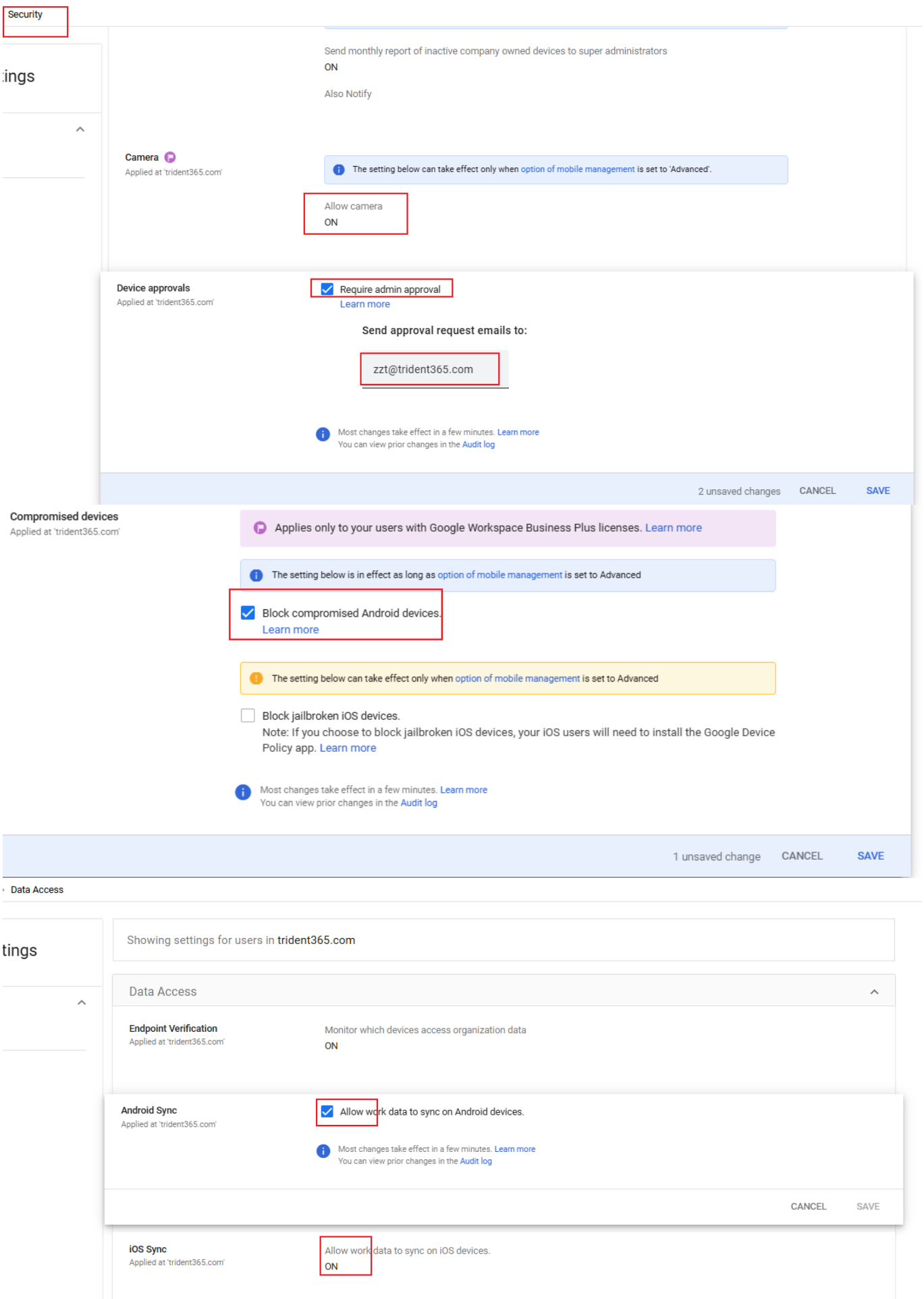
Which of the following actions can you NOT take as administrator from the Managed shared drives area in the admin console?

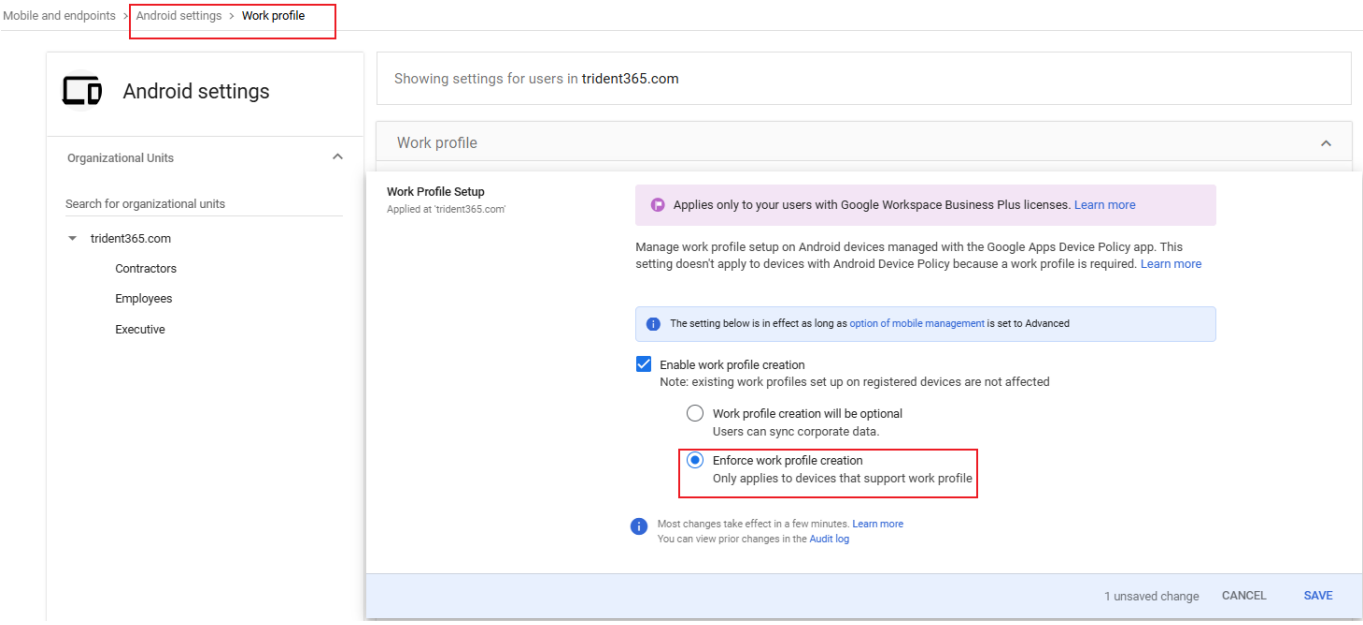
- **View drive contents**
- Manage members
- Delete a shared drive
- Restore a deleted drive or files
- Manage shared drive sharing settings

练习1

设定MobileDevicePolicis 背景是公司要搞BYOD




Security
Send monthly report of inactive company owned devices to super administrators
ON
Also Notify
Camera
Applied at 'trident365.com'
The setting below can take effect only when option of mobile management is set to 'Advanced'.
Allow camera
ON
Device approvals
Applied at 'trident365.com'
Require admin approval
Learn more
Send approval request emails to:
zzt@trident365.com
Most changes take effect in a few minutes. Learn more
You can view prior changes in the Audit log
2 unsaved changes
CANCEL
SAVE
Compromised devices
Applied at 'trident365.com'
Applies only to your users with Google Workspace Business Plus licenses. Learn more
The setting below is in effect as long as option of mobile management is set to Advanced
Block compromised Android devices.
Learn more
The setting below can take effect only when option of mobile management is set to Advanced
Block jailbroken iOS devices.
Note: If you choose to block jailbroken iOS devices, your iOS users will need to install the Google Device Policy app. Learn more
Most changes take effect in a few minutes. Learn more
You can view prior changes in the Audit log
1 unsaved change
CANCEL
SAVE
Data Access
Showing settings for users in trident365.com
Data Access
Endpoint Verification
Applied at 'trident365.com'
Monitor which devices access organization data
ON
Android Sync
Applied at 'trident365.com'
Allow work data to sync on Android devices.
Most changes take effect in a few minutes. Learn more
You can view prior changes in the Audit log
CANCEL
SAVE
iOS Sync
Applied at 'trident365.com'
Allow work data to sync on iOS devices.
ON



练习2

登录一个MobileDevice 这个练习只适合于安卓手机，所以跳过（公司也全换成苹果手机了）

练习3

处理纷失或被入侵手机 这个也没有实操条件，略

测试5

What icon do you click on the admin console in order to access the Google Device Management toolset?

- Apps
- Company profile
- Mobile Management
- **Devices**

Which of the following features are only available in advanced management? (Choose 2)

- **Android work profiles**
- **Device approvals**
- Android app management
- Remote account wipe

How can you automatically manage a device that falls out of compliance with your organization's policies?

- Add a compliance rule
- **Add a device management rule**

- Add a data loss prevention (DLP) rule
- Any of the options here

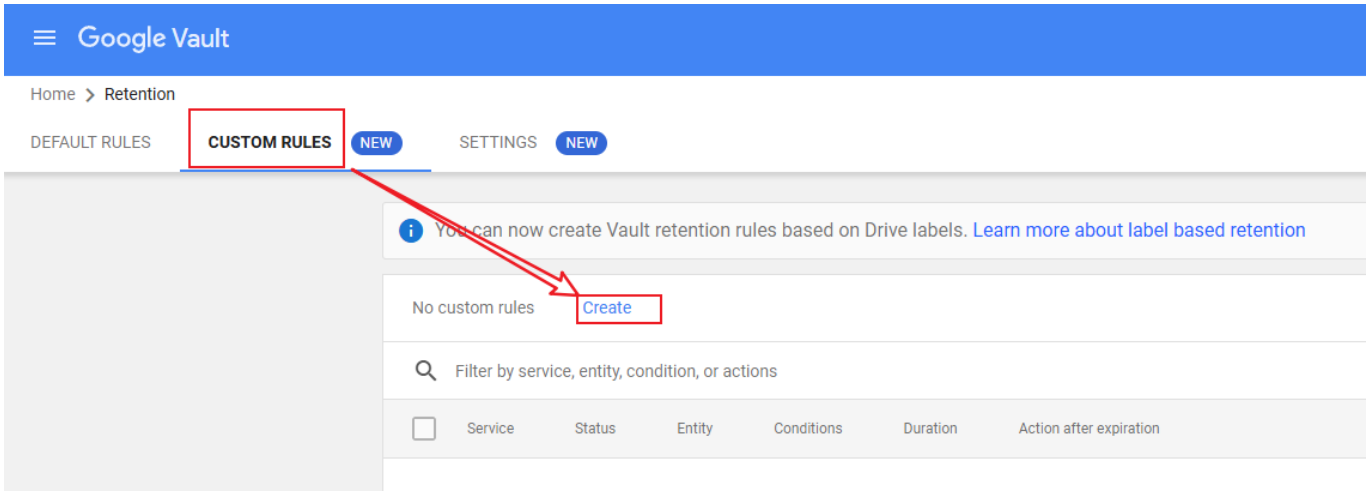
An end user in your organization has lost their device. This is a personal device with a work profile. Based on this training, what would be your next step?

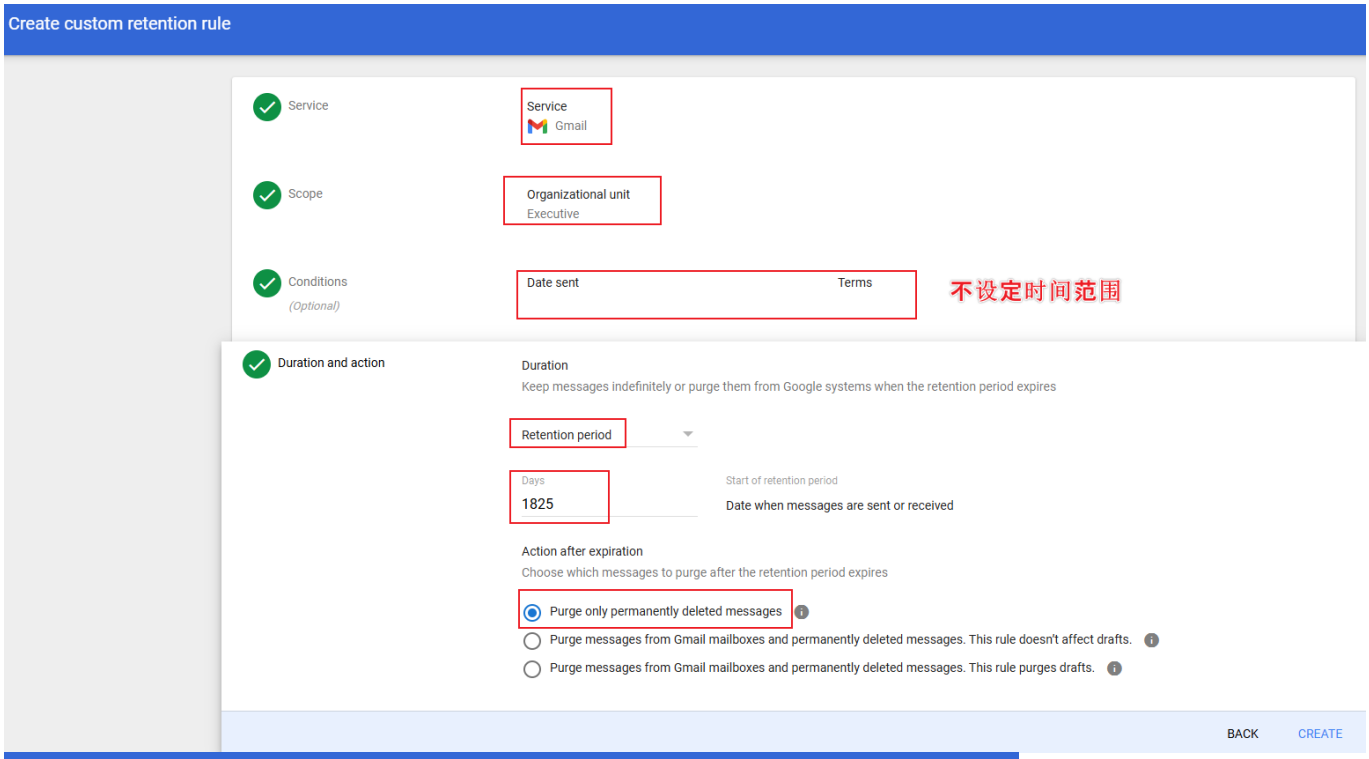
- Suspend the user
- Immediately get your user a new mobile device
- **Wipe the device to remove the user's work profile**
- Ask the user where they think they lost the device, and wait for them to find it

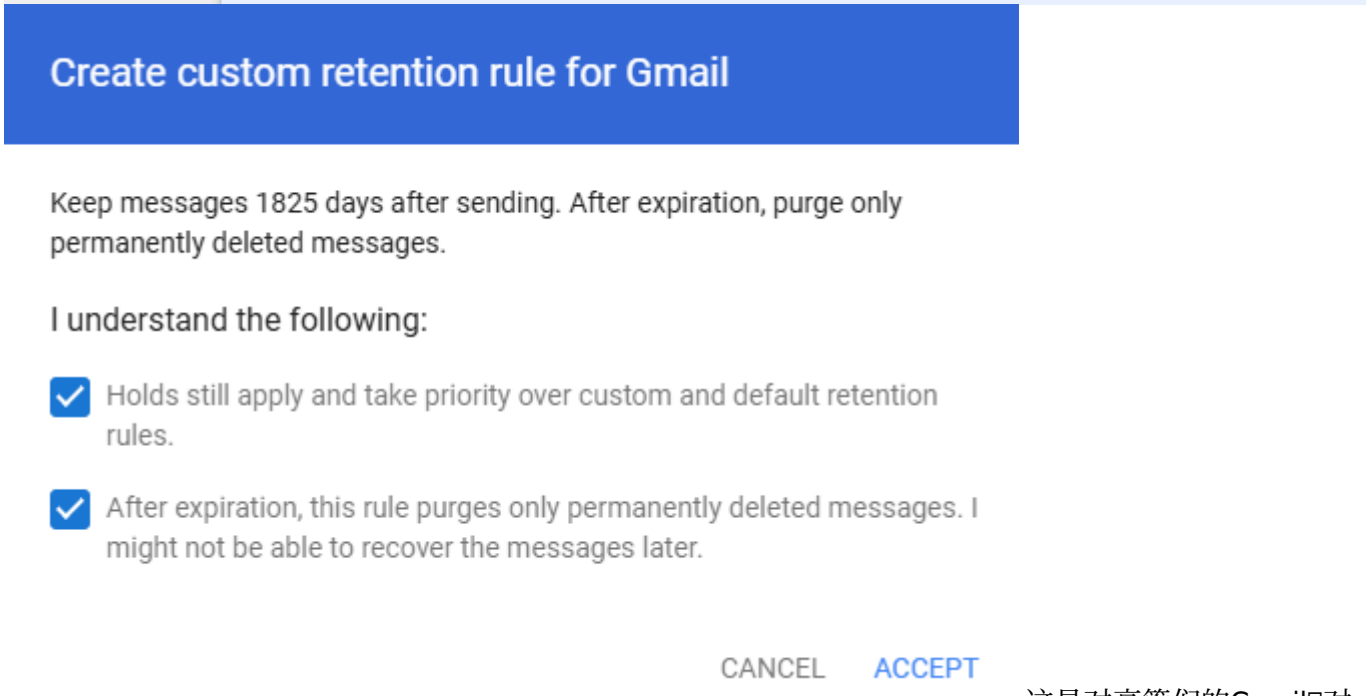
Google Vault

主要用于组织数据的Archive和E-Discovery和法令要求，它支持Gmail,Drive,Chat,Meet,Groups等

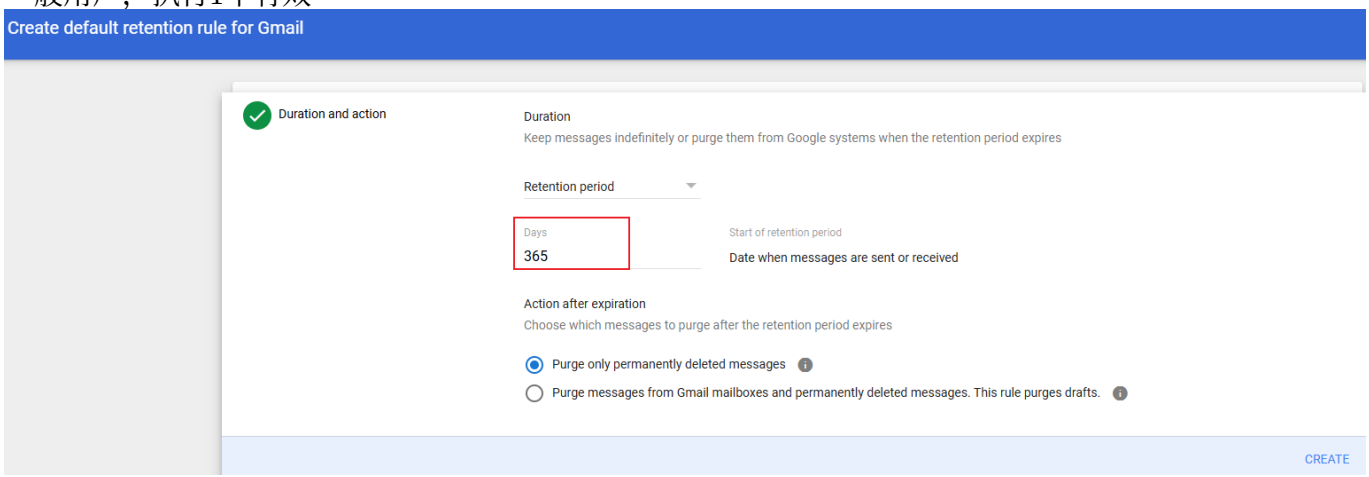
练习1







这是对高管们的Gmail□对一般用户，执行1年有效

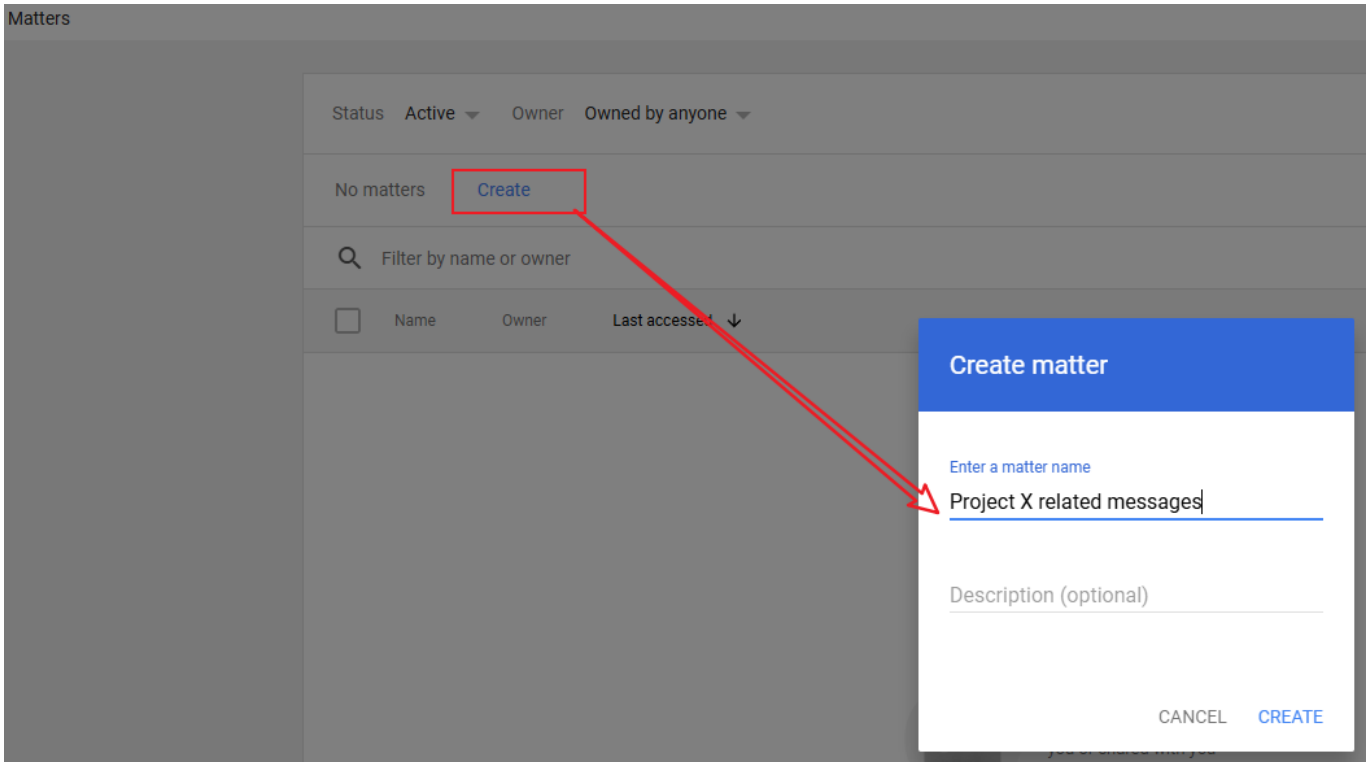


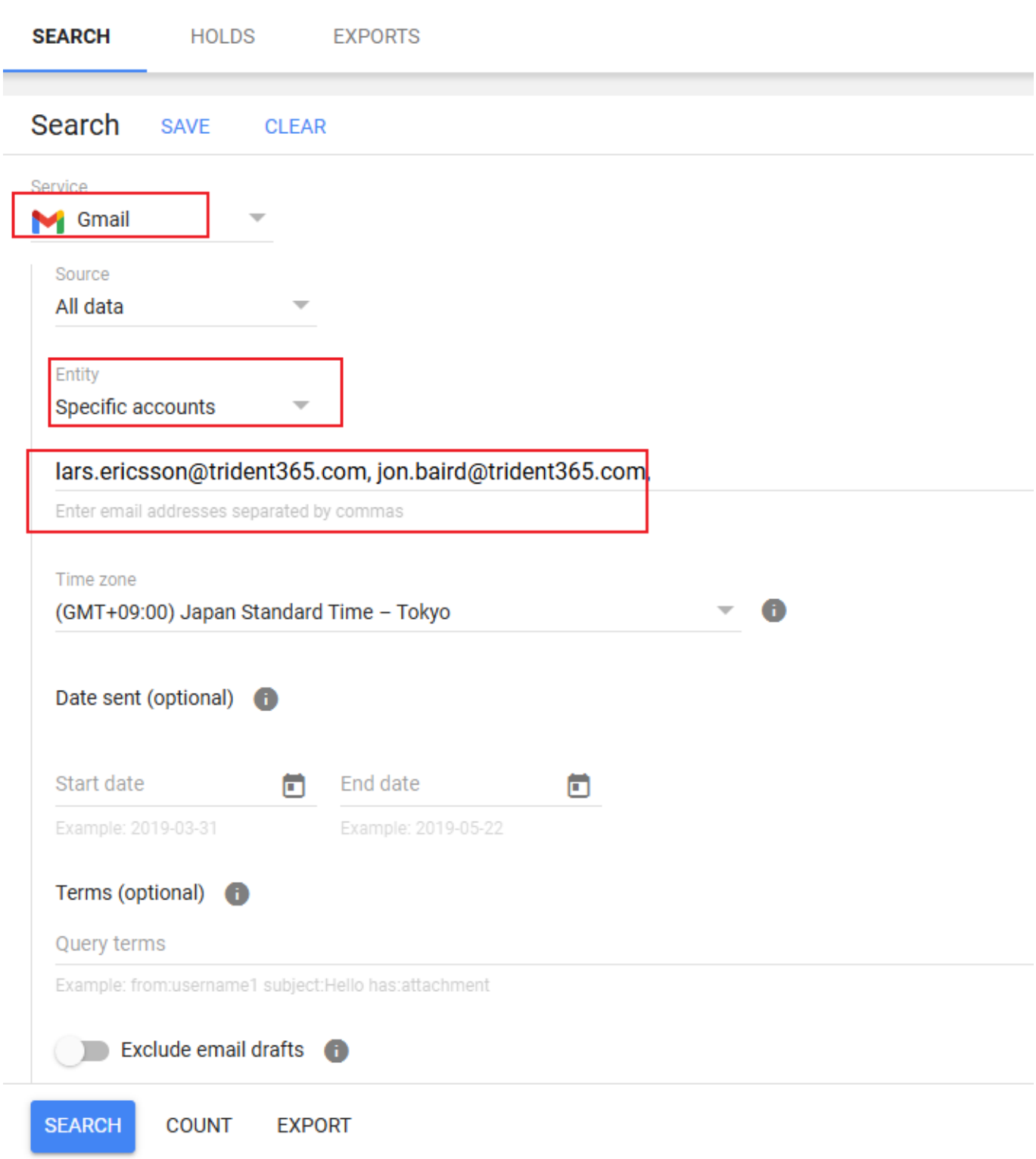
练习2

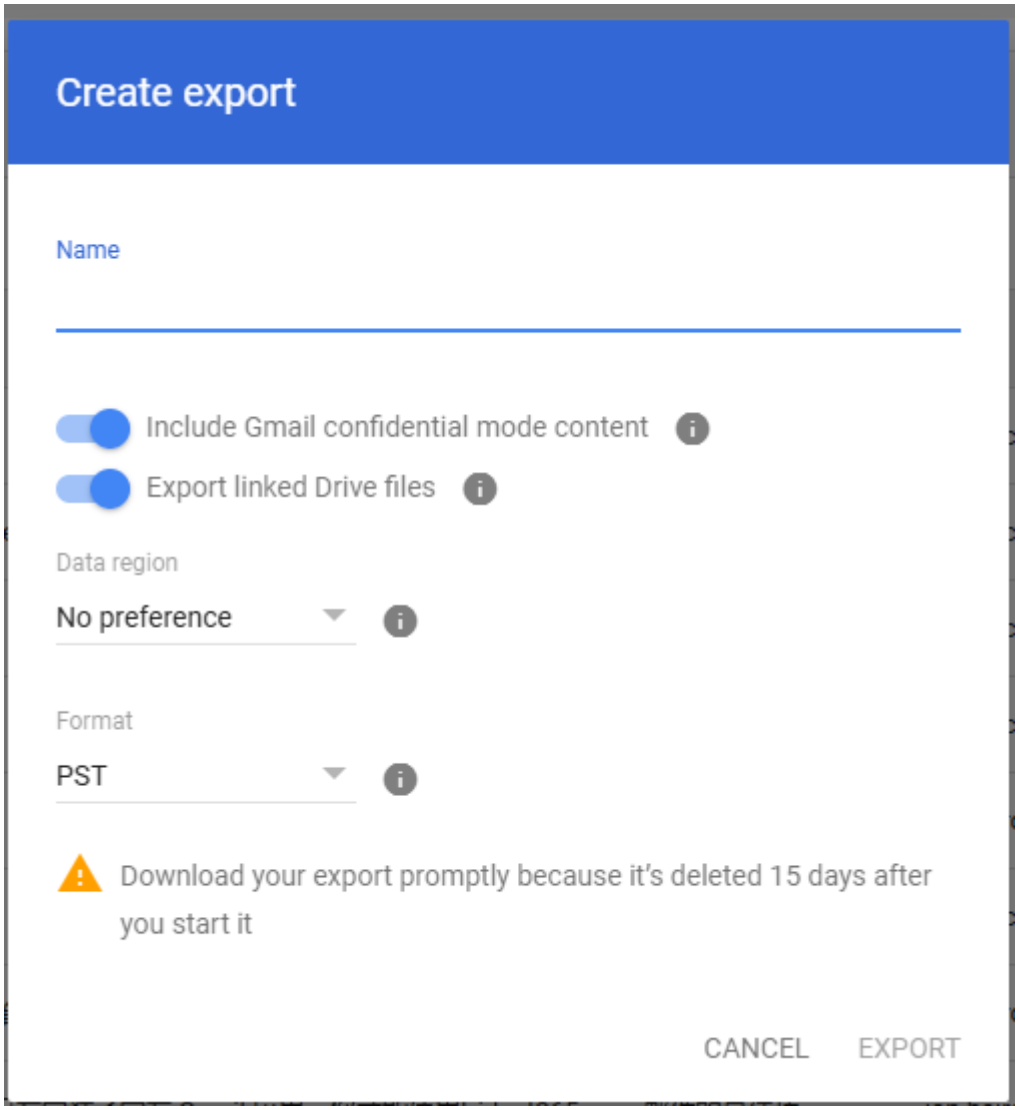
在Vault中，Matter是一个容器，保存某一主题相关的所有数据，比如公司内调查，它包括

- Saved search queries
- A list of accounts with data on litigation hold
- A list of the accounts that can access the matter
- Export sets for the matter
- An audit trail for the matter

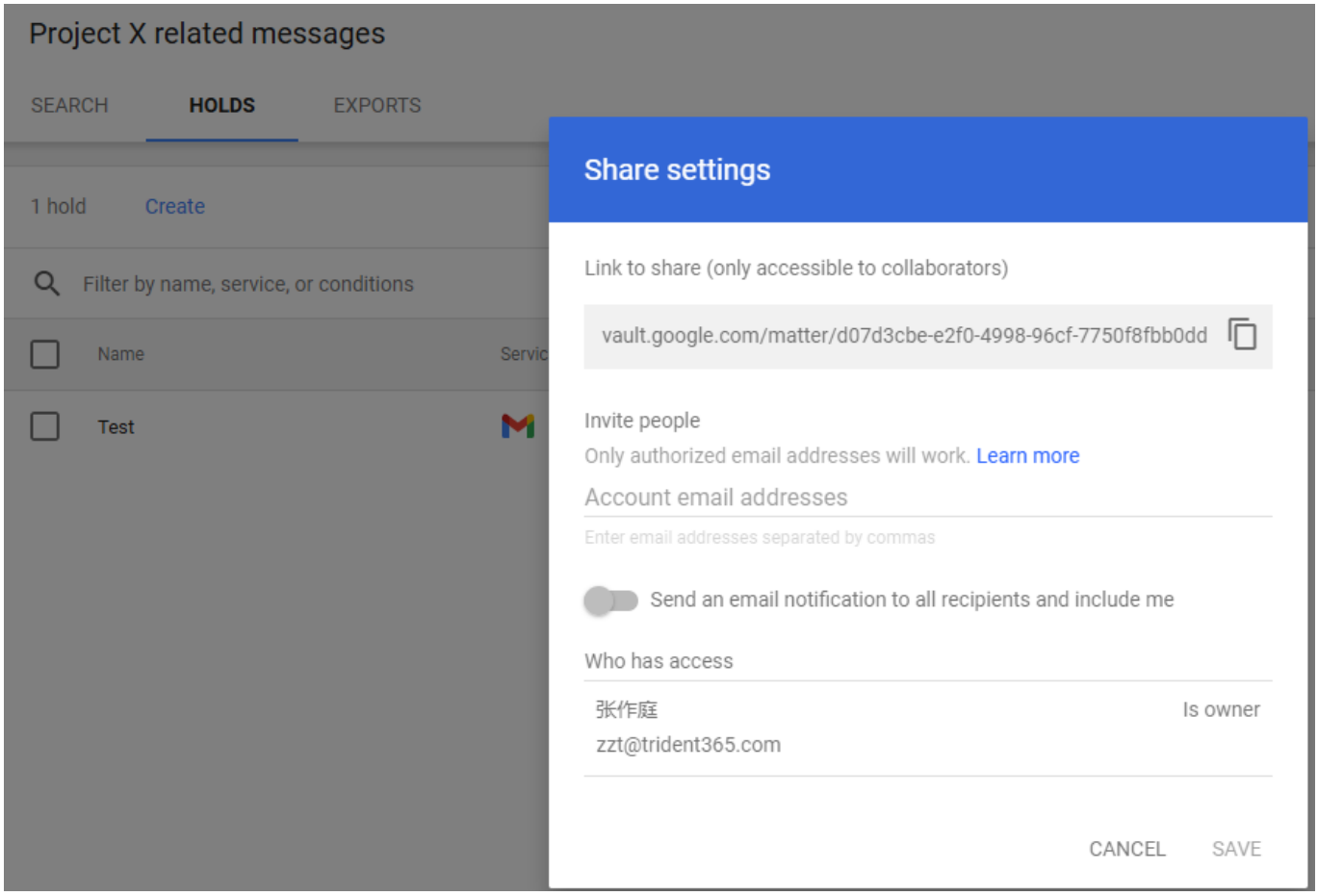
练习3




SEARCH
HOLDS
EXPORTS
Search
SAVE
CLEAR
Service
Gmail
Source
All data
Entity
Specific accounts
lars.ericsson@trident365.com, jon.baird@trident365.com
Enter email addresses separated by commas
Time zone
(GMT+09:00) Japan Standard Time – Tokyo
Date sent (optional)
Start date
End date
Example: 2019-03-31
Example: 2019-05-22
Terms (optional)
Query terms
Example: from:username1 subject:Hello has:attachment
Exclude email drafts
SEARCH
COUNT
EXPORT



然后可以导出结果 类似的搜索条件，可以创建Hold



练习4

搜索和导出，上面已经做过了，略

测试6

How long are export files available for download?

- **15 days**
- Indefinitely
- 30 days
- Until the matter is closed

What constraints/filters are available in the search form? (Choose 3)

- **Organizational Unit (OU)**
- **Data Type (Mail, Drive etc)**
- Domain
- **Specific Accounts**

When is a default retention rule applied to a message or a file?

- **Only when there are no applicable custom retention rules or holds in place**
- Always unless the user is on hold

- Always unless a custom retention rule applies
- Always, default retention rules take precedence over custom retention rules and holds

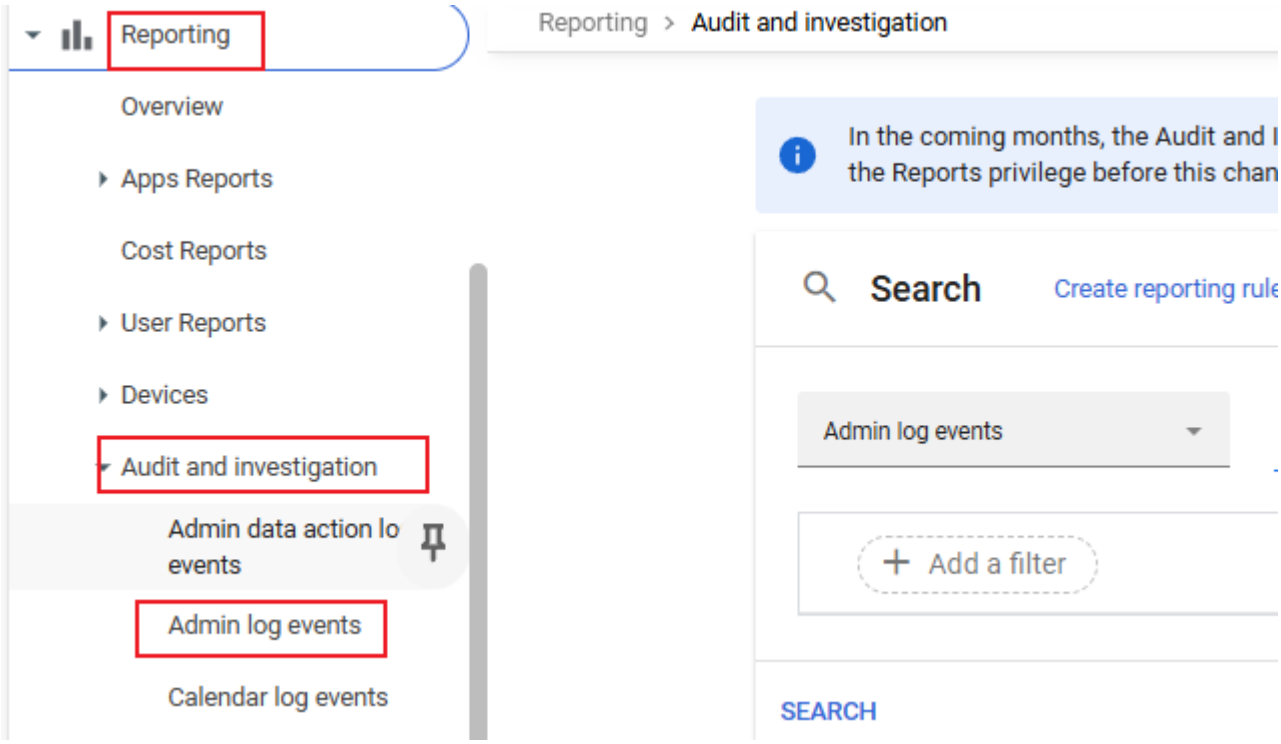
What data types are supported by Vault? (Choose 3)

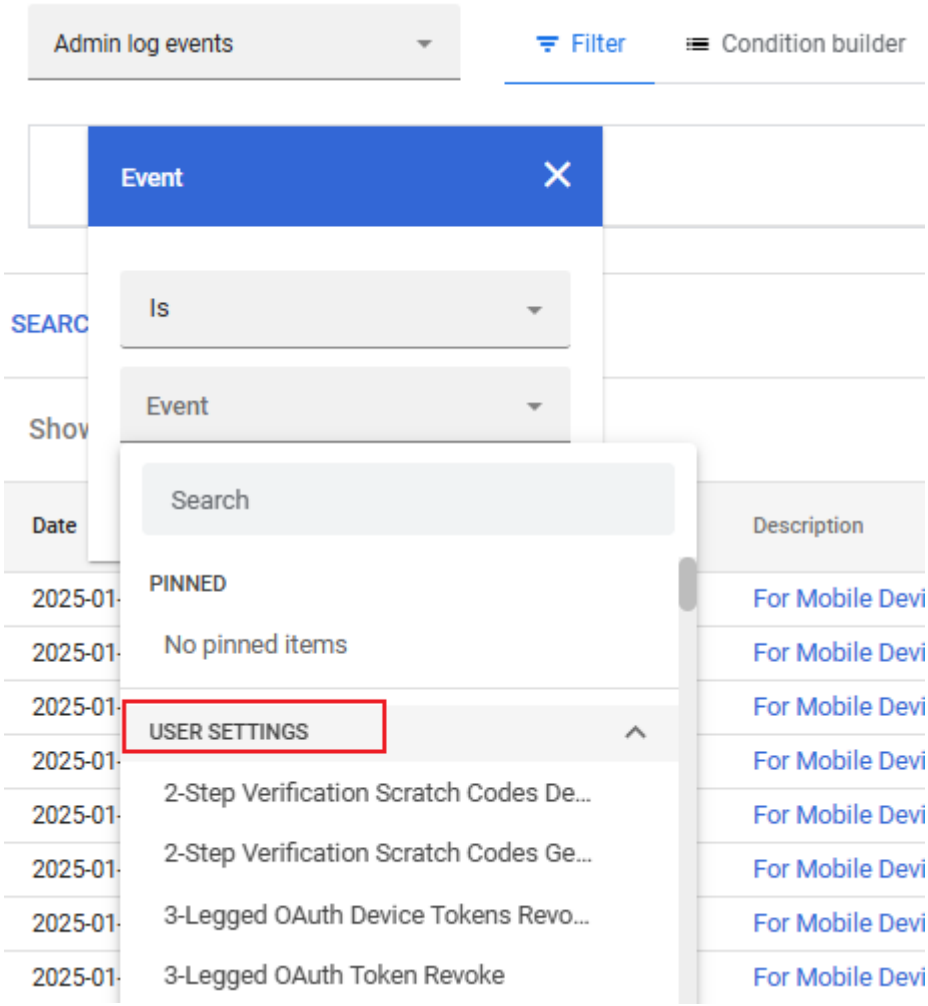
- Contacts
- Blogs
- **Groups**
- **Drive**
- **Meet**

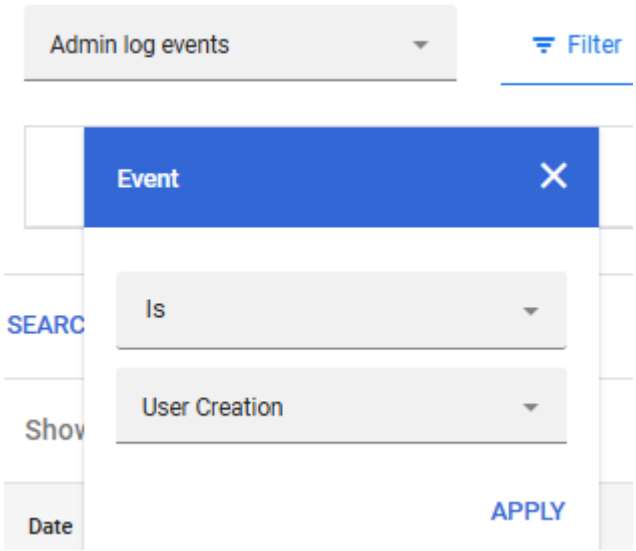
练习1

各类Reports自行查看，略

练习2




Admin log events
Filter
Condition builder
Event
Is
Event
Search
PINNED
No pinned items
USER SETTINGS
2-Step Verification Scratch Codes De...
2-Step Verification Scratch Codes Ge...
3-Legged OAuth Device Tokens Revo...
3-Legged OAuth Token Revoke
Date
Description
For Mobile Devi


Admin log events
Filter
Event
Is
User Creation
APPLY
Date

显示结果：

Showing 1–9 of 9 results Export all

Date ↓	Event	Description	Actor
2025-01-19T10:38:15+09:00	User Creation	Mark.Jones@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Will.Marconi@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Lars.Ericsson@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Jon.Baird@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Tom.Edison@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	alex.bell@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Samantha.Morse@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Timothy.Lee@trident365.com created	zzt@trident365.com
2025-01-19T10:38:15+09:00	User Creation	Ellie.Gray@trident365.com created	zzt@trident365.com

练习3

新建Email报警,查看预设Rules

Rules

Google protects you by default

With **system defined rules**, you will be notified when important events occur in your organization, like phishing, malware, suspicious activities, and more. Learn more

View list

Create alerts from audit logs events

Use **reporting rules** to get alerts when specific events tracked in audit logs occur. Learn more

View list Create rule

Classify and protect sensitive content

Use **data protection** rules to apply classification labels or prevent users from sharing content that meets specific conditions. Learn more

View list

Rules Create rule Investigate Download

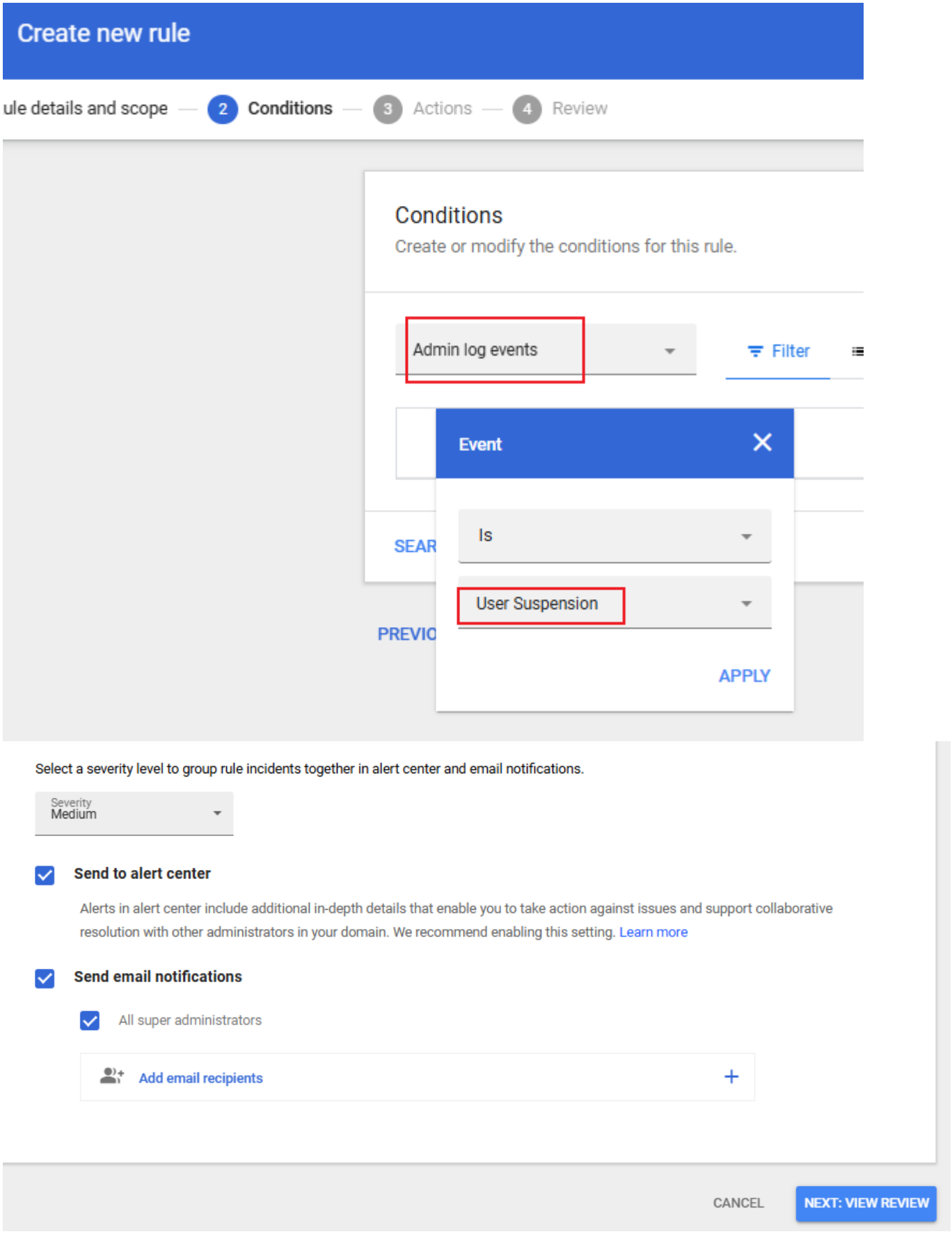
+ Add a filter

Name	Status	Rule type	Actions	Alerts	Last modified ↓
[Default] United States - Social Security Number Detects when a document containing "United States - Social Security Number" ...	Active	Data protection	Warn on external sharing	Off	1/19/25 9:56 AM
[Default] United States - Passport Detects when a document containing "United States - Passport" has been shar...	Active	Data protection	Warn on external sharing	Off	1/19/25 9:56 AM
[Default] United States - National Provider Identifier (NPI) Detects when a document containing "United States - National Provider Identifi...	Active	Data protection	Warn on external sharing	Off	1/19/25 9:56 AM
[Default] United States - Individual Taxpayer Identification Number Detects when a document containing "United States - Individual Taxpayer Ident...	Active	Data protection	Warn on external sharing	Off	1/19/25 9:56 AM



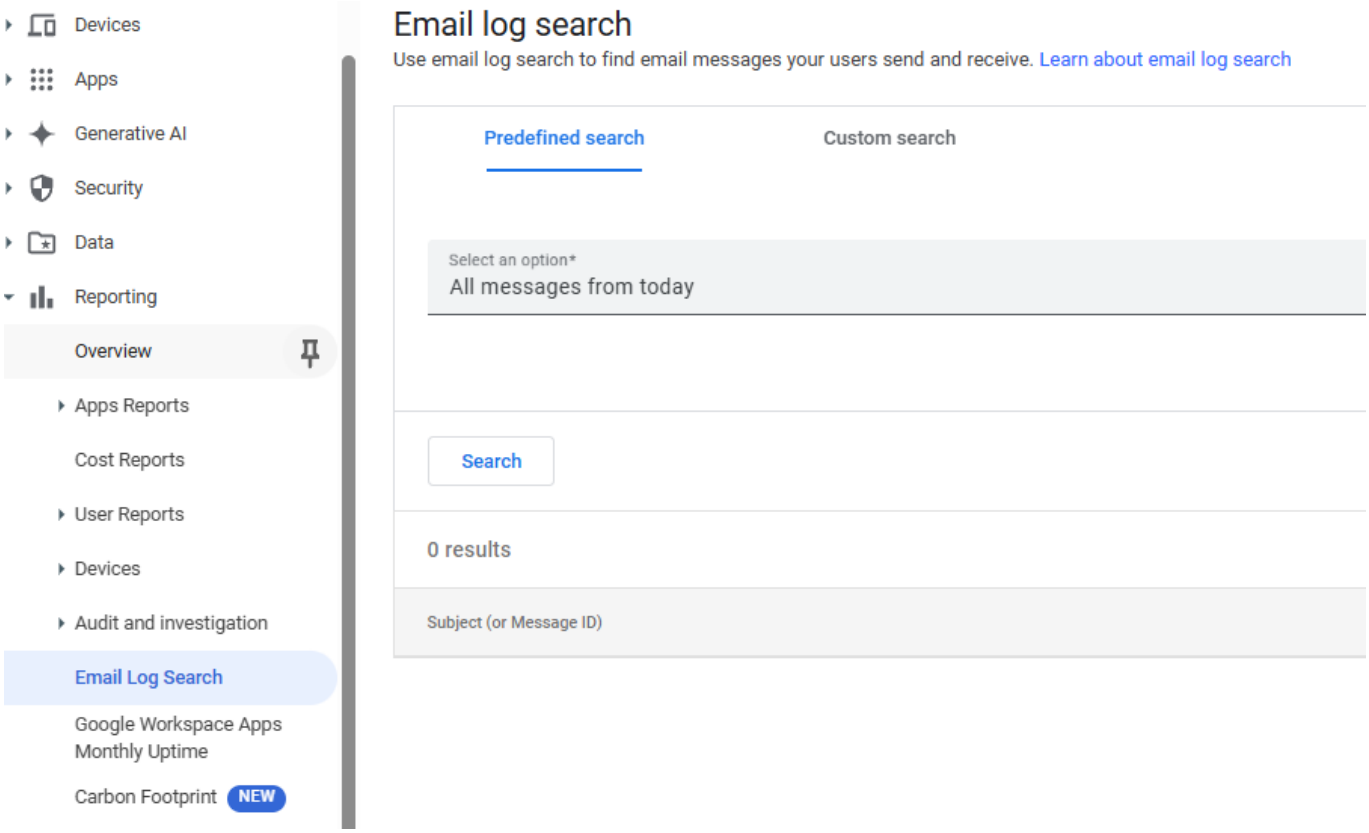
有3类Rules一类是Activity rules,但是在试用版中无法使用，另一类是Data Protection rules,同样的试用版中无法使用

但Reporting Rules可以创建



练习4

Email日志搜索 Email Log search,工作中经常用，略



测试7

What is editable in a System Defined Rule?

- Scope
- Scope and Actions
- **Actions**
- Condition

Your IT manager would like to know what changes have been made to your Google Workspace organizations settings. Where would you find this information?

- **Admin audit log**
- Refer to the audit log for each service and build an aggregated report
- Use a BigQuery export

What information can you find on the main report (the highlights) page? (Choose 3)

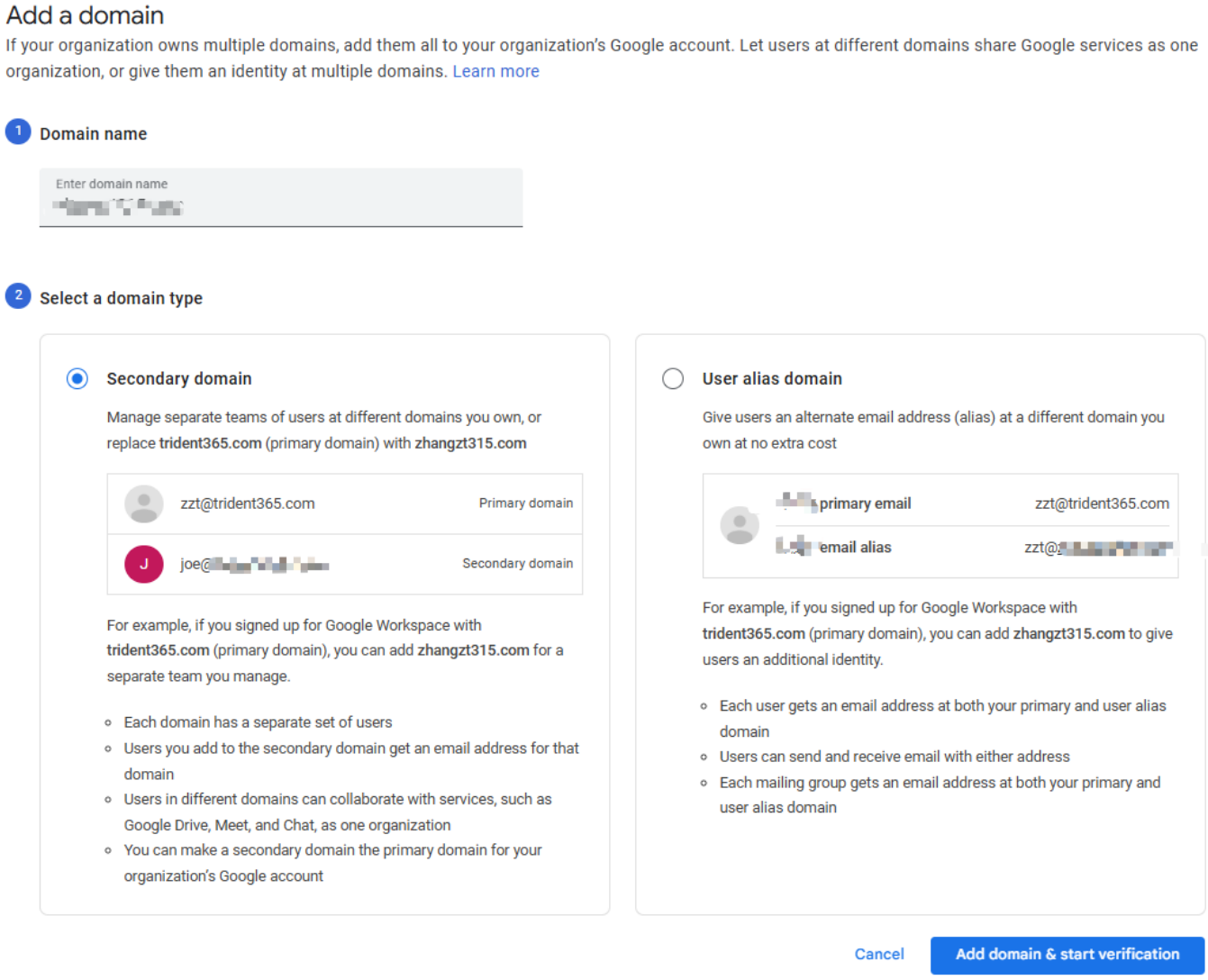
- **Apps usage**
- Admin account status
- **Users account status**
- **External file sharing**

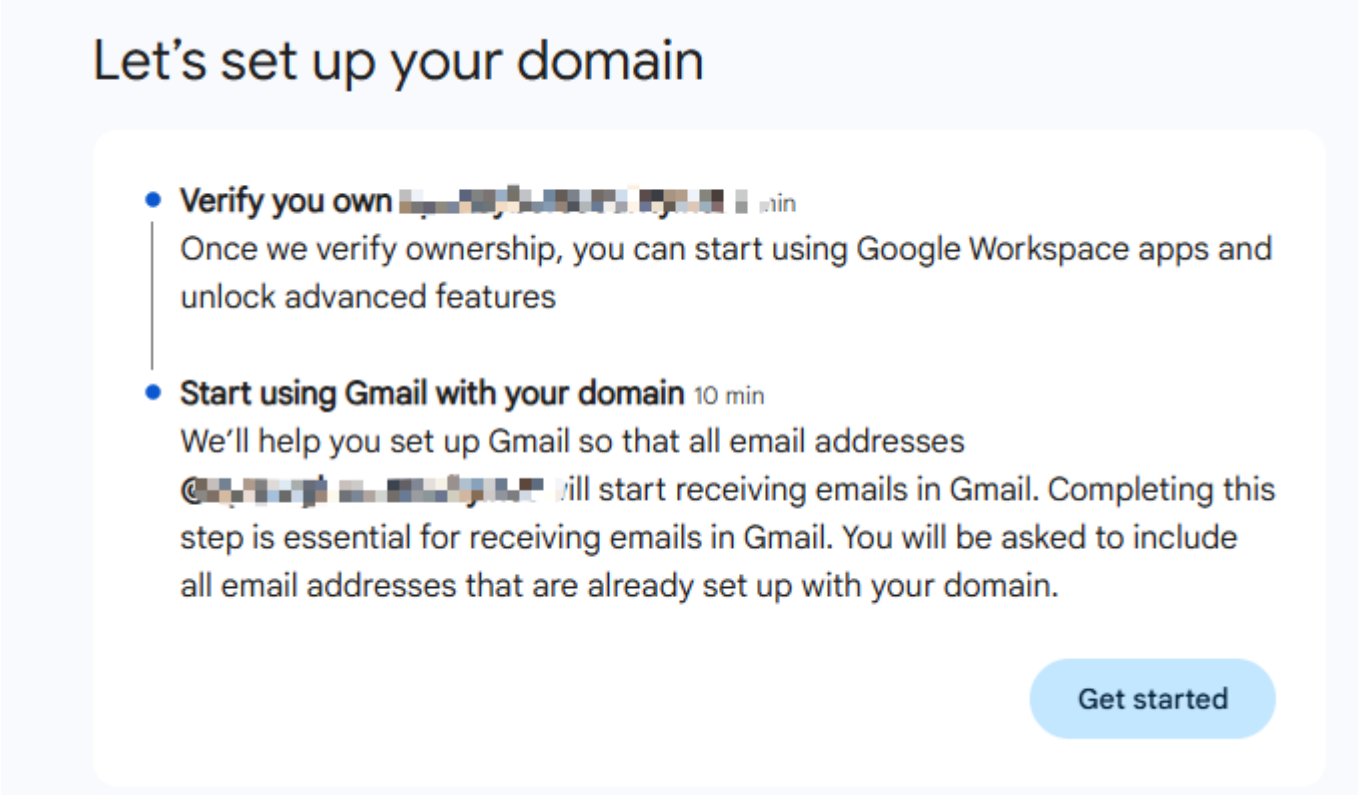
域名别名

它能给所有用户提供多一个邮件地址

练习1

添加域名别名和新增域 我手上目前确实还有2个域名，但添加域名所需的TXT记录等操作比较麻烦，就不做了。





练习2

信赖一个域 互相信赖的两个域之间，可以共享GoogleDrive文件
Admin>Account>.Domains>Allowlisted domains



1.添加的域必须是GWS域（即经过认证 2.Primary域名的子域或别名不会被自动添加的，需要手动添加，每次最多添加200个

测试8

Your company regularly works with another company that also uses Google Workspace and you wish to make it easier for users to collaborate using Drive. What action would you take?

- **Add their primary domain, subdomains and any aliases to your list of trusted/allowed domains**
- Add their primary domain to your list of allowed domains
- Create a domain alias using their domain name in your Google Workspace account
- Add their domain name to your list of trusted domains

Your organization has just purchased another company that has their own domain. They will be using Google Workspace and you want them to be able to continue receiving email to their existing address. What approach would you take?

- Create a new Google Workspace account and add the domain as the primary domain for that account.

- **Add the new domain as a new (secondary) domain to your Google Workspace account.**
- Add the new domain as a subdomain to your Google Workspace account
- Add the new domain as a domain alias to your Google Workspace account.

Which of the following are true about a domain alias? (Choose 2)

- Domain aliases can be applied to the primary and any secondary domains from the admin console
- **Domain aliases do not require additional Google Workspace licenses**
- Domain aliases require additional Google Workspace licenses
- **Domain aliases can only be applied to the primary domain from the admin console**

数据导入与导出

几种迁移工具

管理员用（多数人需求）

- GWMME: GWS Migration for Microsoft Exchange
- GWM: GWS Migrate
- GWMHN: GWS for HCL Notes
- DMS: Data Migration Service

用户用(少数人需求)

- GWMMO: GWS Migration for Microsoft Outlook
- 其他账户导入□Calendar/Contacts

导出

管理员：导出Gmail,Docs等到GoogleCloudStorage 用户：导出Gmail□Calendar□Contacts等

Troubleshooting GWS

- Status dashboard
- Connect with help Assistant
- View important alerts
- Search for help
- Contact Google support

其他工具

- Google admin toolbox https://toolbox.googleapps.com/apps/main/
- Browser Debugger

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Permanent link:
https://trident365.com/doku.php?id=resources:courses:gws_c2&rev=1737607325

Last update: **2025/01/23 13:42**