

# 第2章 管理GWS

## 练习1

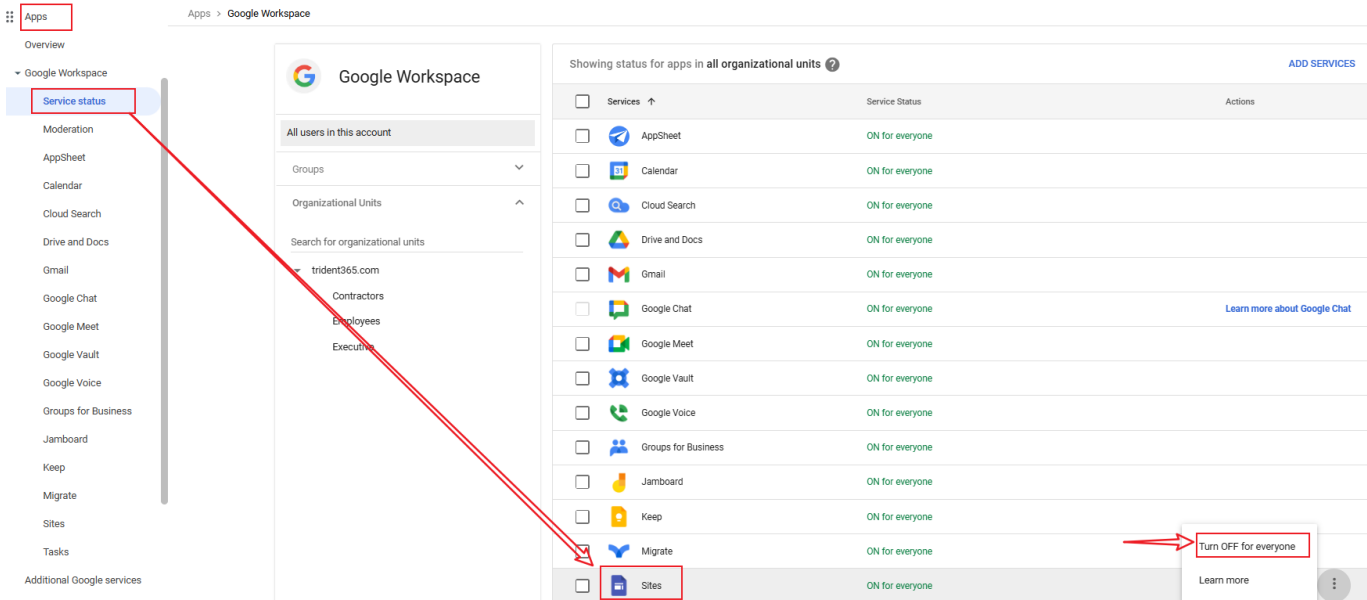
准备GWS的域名，这个在第一章已经完成了，跳过。

## 练习2

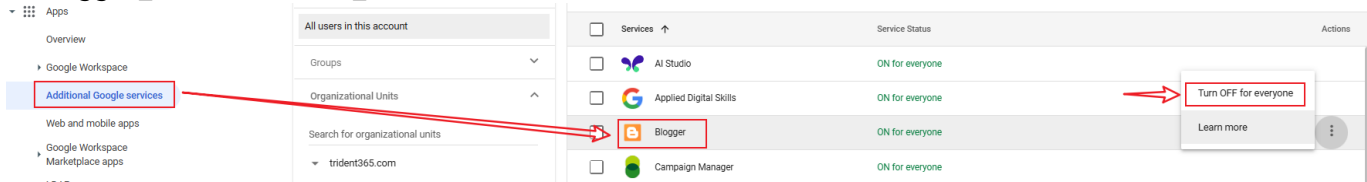
打开或关闭某个Service[]主要有以下几类

- 1. Google workspace,包括Gmail[]Calendar,Drive,Docs等，属于核心服务
- 2. Additional Google Service,如Blogger[]Google Books等，不属于GWS的技术支持范围
- 3. 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。

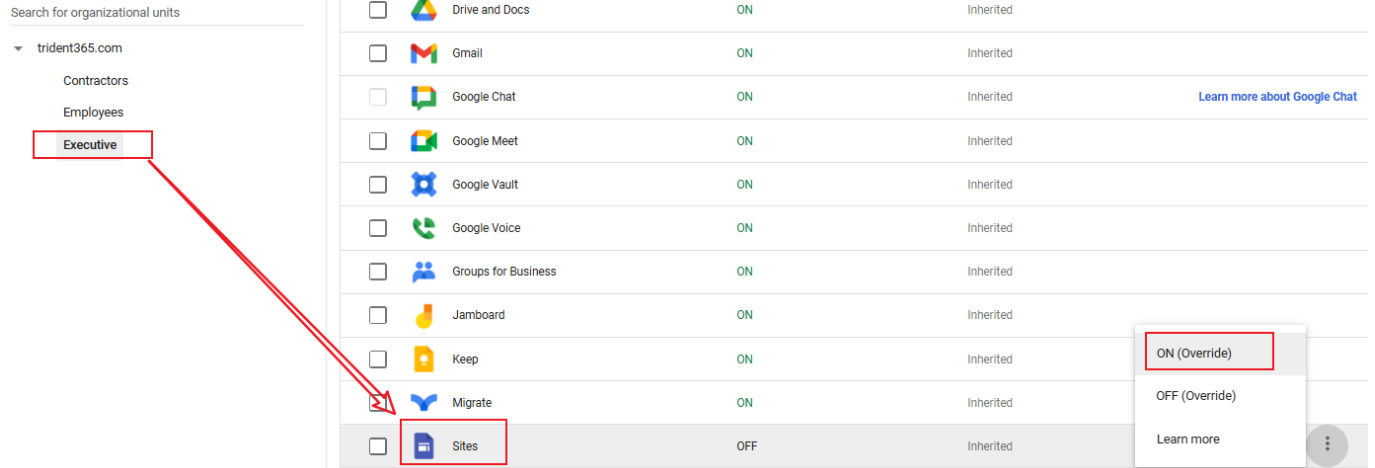
We are sorry, but you do not have access to Sites. Please log in to your Admin Console to enable it. [Go here to learn more.](#)

[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

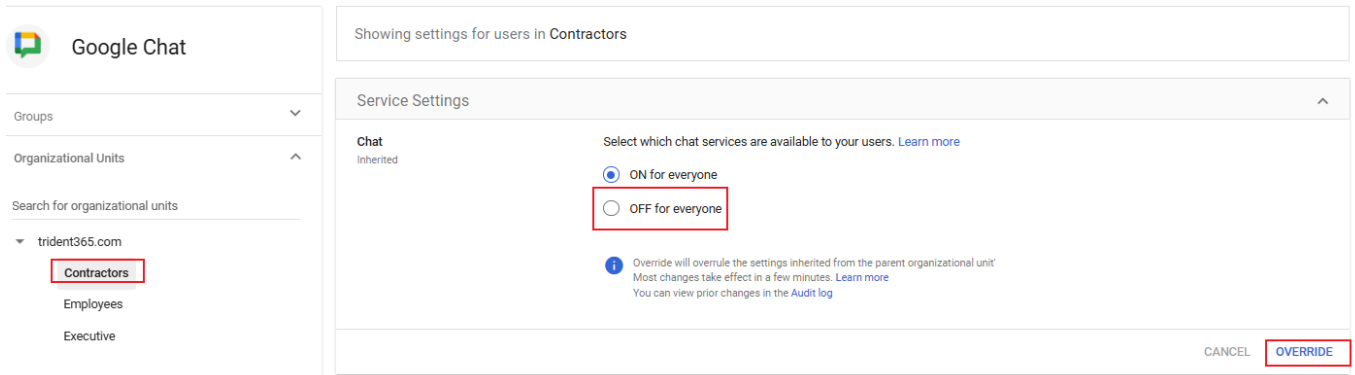
## 练习2

针对某个OU进行前面关闭的Sites功能的ON操作



The screenshot shows the Google Admin console interface. On the left, a tree view of organizational units (OU) is displayed under 'trident365.com', including 'Contractors', 'Employees', and 'Executive'. The 'Executive' OU is highlighted with a red box. A red arrow points from this box to the 'Sites' service in the main list. The 'Sites' service is currently set to 'OFF' and is highlighted with a red box. A context menu is open over the 'Sites' row, with the 'ON (Override)' option selected and highlighted with a red box. Other services listed include Drive and Docs, Gmail, Google Chat, Google Meet, Google Vault, Google Voice, Groups for Business, Jamboard, Keep, and Migrate, all of which are currently 'ON'.

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



The screenshot shows the Google Chat settings page for the 'Contractors' group. The 'Service Settings' section is expanded, showing the 'Chat' service. The 'Chat' service is currently 'Inherited'. The settings are set to 'ON for everyone', with the 'OFF for everyone' option selected and highlighted with a red box. A red box also highlights the 'Override' button at the bottom right of the settings panel. The 'Override' button is labeled 'OVERRIDE'.

## 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

**Group details**

Group name \*  
  
Enter a name that identifies the group in lists and messages.

Group email \*  
 @   
Enter an email address for the group.

Group description  
  
Enter the purpose of the group or how it's used.

**Group owners**  
 Who will have the owner role for this group.  
 Search for a user's name or email address

**Group labels**


**Mailing**  
 For email and distribution lists

**Security**  
 To easily identify and manage groups you apply policies to, such as access control, add the Security label to them. [Learn about security groups](#)  
 For controlling access to sensitive data and resources. You can't remove this label.

**NEXT**

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。

The screenshot shows the Google Workspace Admin console. On the left is a navigation menu with 'Service status' selected. The main area is titled 'Showing status for apps in Access Sites'. A table lists various services with checkboxes for 'Service Status' and 'Actions'. The 'Sites' service at the bottom is highlighted with a red box, and a red arrow points to a 'TURN ON' button next to it. Above the table, there are sections for 'All users in this account' and 'Groups', with a red box around the 'Groups' section and a red arrow pointing to a search field.

 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）

The screenshot shows the 'Release preferences' dialog in the Google Workspace Admin console. The 'Release preferences' section is highlighted with a red box. Under 'New features', there are two options: 'Rapid release' (which is unselected) and 'Scheduled release' (which is selected). A red arrow points to the 'Rapid release' radio button. The 'Scheduled release' option has a description: 'Your users receive new features typically 1-2 weeks after Rapid Release. You can learn about the feature and notify users before it's released'. At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

## 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)

1. At the domain level
2. At the organization level
3. **At the OU level**
4. **At the group level**

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

1. Admin Console > Apps > Additional Google services
2. Admin Console > Apps > SAML apps

### 3. Admin Console > Apps > Google Workspace

#### 4. Admin Console > Apps > Marketplace apps

All Additional Google services are turned ON by default.

1. True
2. **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)

1. **Sites**
2. Blogger
3. Currents
4. **Google Drive**
5. **Google Calendar**

#### ## 练习1 配置Gmail的通用用户设置

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

The screenshot displays the Gmail settings page in the Admin Console for the domain 'trident365.com'. The left sidebar shows the navigation menu with 'Gmail' selected. The main content area is divided into sections:

- Smart features and personalization:**
  - Themes:** 'Let users choose their own themes' is set to **ON** (默认ON).
  - Email read receipts:** 'Do not allow email read receipts to be sent' is set to **OFF** (默认不允许).
- Mail delegation:**
  - 'Let users delegate access to their mailbox to other users in the domain' is set to **ON** (默认OFF).
  - 'Allow users to customize this setting' is checked.
  - 'Show the account owner and the delegate who sent the email' is selected.
  - 'Allow users to grant their mailbox access to a Google group' is unchecked.

At the bottom right, there is a '1 unsaved change' indicator and buttons for 'CANCEL' and 'SAVE'.

Gmail web offline  
Applied at 'trident365.com'

Gmail web will natively run offline (Chrome only). [Learn more](#)  
This replaces the Gmail offline Chrome application.

Enable Gmail web offline

Offline data on device

From the Gmail settings, users can choose whether offline data is kept/removed from their computer after they sign out of their Google account. Keeping data on the device is not recommended on shared computers. Deleting data on sign out will require Gmail to be resynced each time users sign in, which may take a few hours.

Force deletion of offline data on sign out of Google account

Users will not be able to choose whether offline data is kept or removed on sign out.

**i** Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

1 unsaved change CANCEL SAVE

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

trident365.com

Contractors

Employees

Executive

Name format

Inherited from 'trident365.com'

Names containing Chinese, Japanese, or Korean characters will not be affected.

First Last

Allow users to customize this setting: ON

Gmail web offline

Inherited from OU: 'trident365.com'

Gmail web will natively run offline (Chrome only). [Learn more](#)  
This replaces the Gmail offline Chrome application.

Enable Gmail web offline

Offline data on device

From the Gmail settings, users can choose whether offline data is kept/removed from their computer after they sign out of their Google account. Keeping data on the device is not recommended on shared computers. Deleting data on sign out will require Gmail to be resynced each time users sign in, which may take a few hours.

Force deletion of offline data on sign out of Google account

Users will not be able to choose whether offline data is kept or removed on sign out.

**i** Override will overrule the settings inherited from parent organizational unit 'trident365.com'  
Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

CANCEL OVERRIDE

## 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）。

Showing settings for users in trident365.com

End User Access

POP and IMAP access  
Applied at 'trident365.com'

Enable IMAP access for all users [Learn more](#)

Allow any mail client

Restrict which mail clients users can use (OAuth mail clients only)

Comma separated list of OAuth client ids (maximum 20)

Enable POP access for all users [Learn more](#)

**i** Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

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。

**Google Workspace Sync**  
Applied at 'trident365.com'

[Download Google Workspace Sync for Microsoft Outlook.](#)  
Google Workspace Sync for Microsoft Outlook is a plugin that provides high fidelity contacts, calendar and email synchronization. It also provides access to Free/Busy information for users at trident365.com and to the Global Address List for trident365.com from within Outlook's Calendar. It enables your users to use Outlook easily with Google Workspace.

Enable Google Workspace Sync for Microsoft Outlook for my users  
[Learn more](#)

**i** Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

1 unsaved change    CANCEL    SAVE

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](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。

The screenshot shows the Google Admin console interface for Gmail settings. On the left, the 'Google Workspace' menu is expanded, and 'Gmail' is selected. The main content area shows the 'Compliance' settings for Gmail. The 'Append footer' option is highlighted with a red box. A red arrow points to the 'CONFIGURE' button in the bottom right corner of the 'Append footer' section.



## 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. <a href="#">Add</a>



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：

## Test for compliance footer

收件箱 x



<zzt@trident365.com>

20:33 (0分钟前)



发送至 我 ▾

Test

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



8:35 PM (0 minutes ago)



to me ▾

Thx

<zzt@trident365.com> 于2025年1月22日周三 20:33写道:

Test

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

<<< Attachments were removed because of an administrator policy. >>>

## 测试2

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

1. **Modify message**
2. **Reject message**
3. Deliver message
4. **Quarantine message**

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

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

- 3. Add POP3 accounts to the user's inbox
- 4. Display language for the Gmail interface

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

- 1. Default language
- 2. Name format
- 3. Allow users to delegate access to their mailbox
- 4. 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

**Internal sharing options for primary calendars**  
Applied at 'trident365.com'

#### Within trident365.com - set default

Users will be able to change this default setting. Super Admins have 'Make changes and manage sharing' access to all calendars on the domain. [Learn more](#)

- No sharing
- Only free/busy information (hide event details)

Share all information

**i** Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

CANCEL SAVE

#### 再设定第二日历，对外只显示闲/忙

Apps > Google Workspace > Settings for Calendar > General settings



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，这类似于役員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)*

1. **Bookable conference rooms**
2. Contacts
3. **Bookable equipment**
4. Calendar dates

*What can users control when it comes to their Calendar?*

1. Users control what they share externally from their secondary calendars
2. Users control what they share externally from their primary calendar
3. Users can create their own resources
4. **Users control what they share internally**

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

1. **Default level of internal sharing for primary calendar**
2. Calendar delegation to other users
3. **Highest level of external sharing for primary calendars**
4. Access to individual calendar labs
5. Time zone selections for calendar display

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

1. **Features**
2. Groups to provide access to each resource
3. Locations
4. **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。

Google Workspace

Service status

Moderation

AppSheet

Calendar

Cloud Search

Drive and Docs

Gmail

Google Chat

Google Meet

Google Vault

Google Voice

Groups for Business

Jamboard

Keep

Migrate

Sites

Tasks

Additional Google services

Web and mobile apps

Google Workspace

Drive and Docs

Showing settings for users in trident365.com

Sharing settings

Sharing options  
Applied at 'trident365.com'

Sharing outside of trident365.com  
Select the highest level of sharing outside of trident365.com that you want to allow:

OFF - Files owned by users or shared drives in trident365.com can't be shared outside of trident365.com

Allow users in trident365.com to receive files from users or shared drives outside of trident365.com

ALLOWLISTED DOMAINS - Files owned by users or shared drives in trident365.com can be shared with Google accounts in compatible allowlisted domains. [Learn more](#)

No domains allowlisted. [CONFIGURE](#)

Warn when files owned by users or shared drives in trident365.com are shared with users in allowlisted domains

Allow users in trident365.com to receive files from users or shared drives outside of allowlisted domains

Allow users or shared drives in trident365.com to share items with non-Google users in trusted domains using visitor sharing. [Learn more](#)

ON - Files owned by users or shared drives in trident365.com can be shared outside of trident365.com

Warn when files owned by users or shared drives in trident365.com are shared outside of trident365.com

Allow users or shared drives in trident365.com to share items with people outside trident365.com who aren't using a Google account

When sharing outside of trident365.com is allowed, users in trident365.com can make files and published web content visible to anyone with the link

取消勾选

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

General access default  
Applied at 'trident365.com'

When users in trident365.com create items, the default access will be:

Private to the owner

The primary target audience can access the item if they have the link

The primary target audience can search and find the item. [Learn more](#)

*i* Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

1 unsaved change CANCEL SAVE

放开Link分享，主要基于2点考虑：

1. 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
2. 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

Sharing options  
Applied at 'trident365.com'

Sharing outside of trident365.com  
Select the highest level of sharing outside of trident365.com that you want to allow:

OFF - Files owned by users or shared drives in trident365.com can't be shared outside of trident365.com

Allow users in trident365.com to receive files from users or shared drives outside of trident365.com

ALLOWLISTED DOMAINS - Files owned by users or shared drives in trident365.com can be shared with Google accounts in compatible allowlisted domains. [Learn more](#)

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Allow users in trident365.com to receive files from users or shared drives outside of allowlisted domains

Allow users or shared drives in trident365.com to share items with non-Google users in trusted domains using visitor sharing. [Learn more](#)

设定白名单，会自动跳转到这里

- Devices
- Apps
- Generative AI
- Security
- Data
- Reporting
- Billing
- Account
  - Account settings
  - Admin roles
  - Domains
    - Overview
    - Manage domains
    - Allowlisted domains

Allowlisted domains (0) [Add domain](#)

Domain
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## 练习2 迁移所有权

文档可以有許多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。

Apps > Google Workspace > Settings for Drive and Docs > Transfer ownership

Overview

- Google Workspace
  - Service status
  - Moderation
  - AppSheet
  - Calendar
  - Cloud Search
  - Drive and Docs
  - Gmail
  - Google Chat

Drive and Docs

Status  
ON for everyone


Transfer ownership

Transfer all of a user's files to another user  
The original owner will retain edit access to the files following the transfer

From user  
Search by email address

To user  
Search by email address

TRANSFER FILES

 虽然所有权交出去了，但原Owner仍然有编辑权限

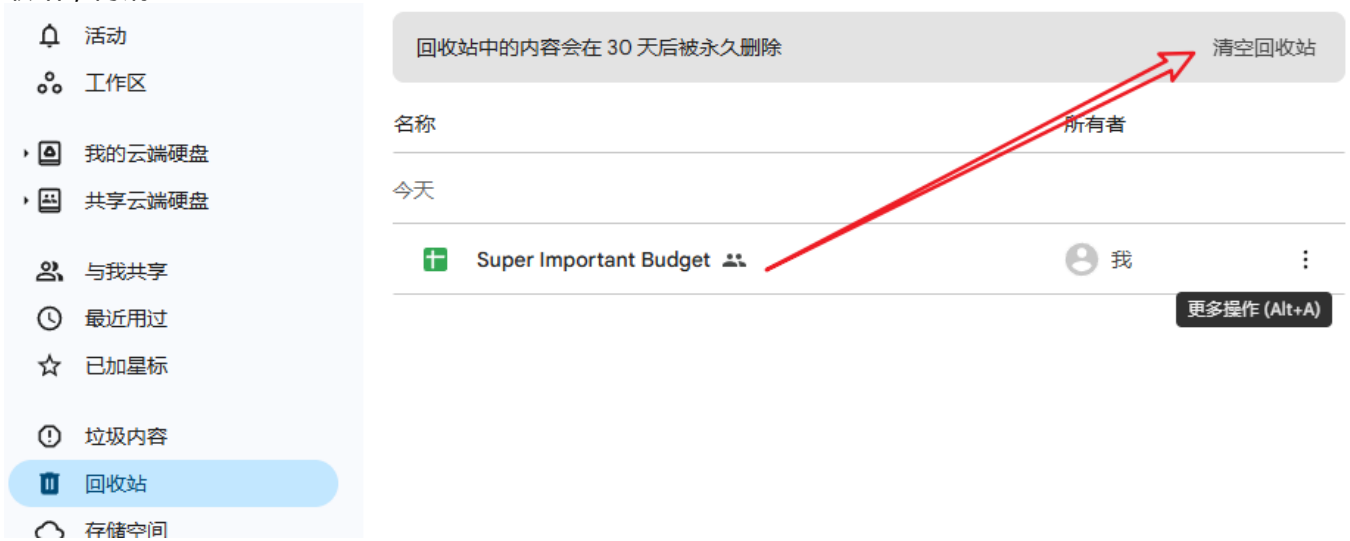
Your Google Workspace data transfer was successful for Samantha Morse to Ellie Gray [收件箱 ×](#)

The Google Workspace Team <worksp... 21:37 (0分钟前) ☆ ↶ ⋮  
发送至 我 ▾

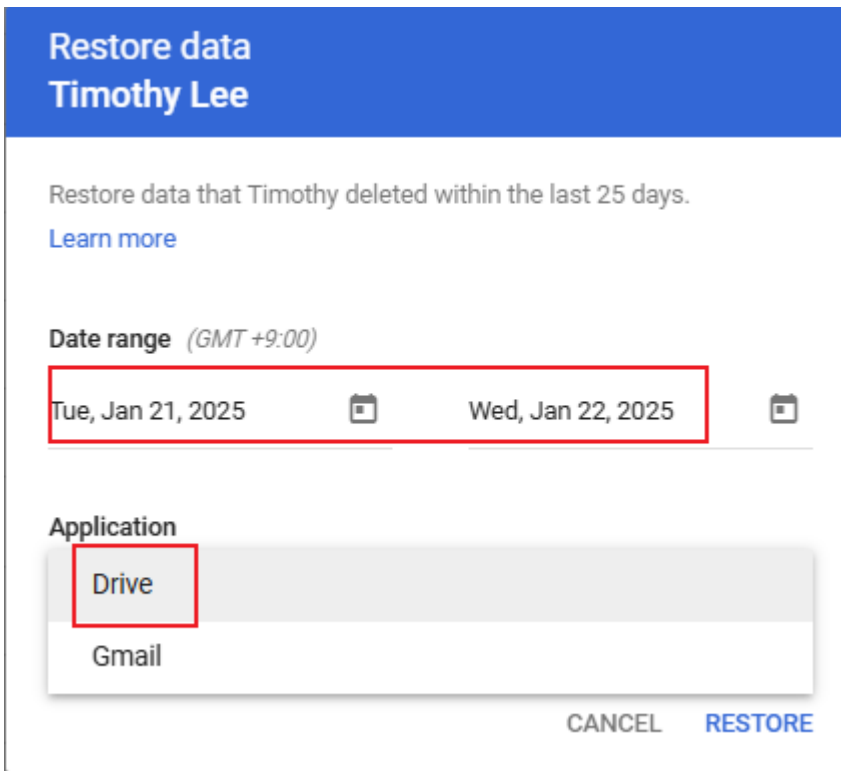
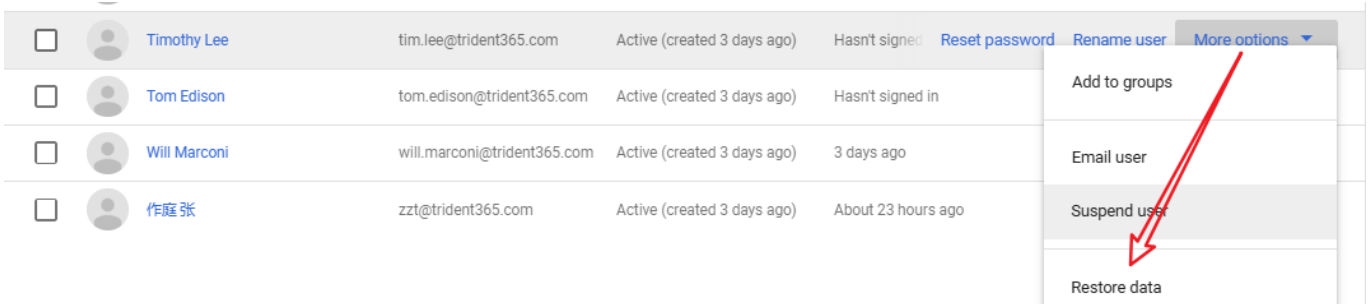
2个人都会收到邮件通知

# 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

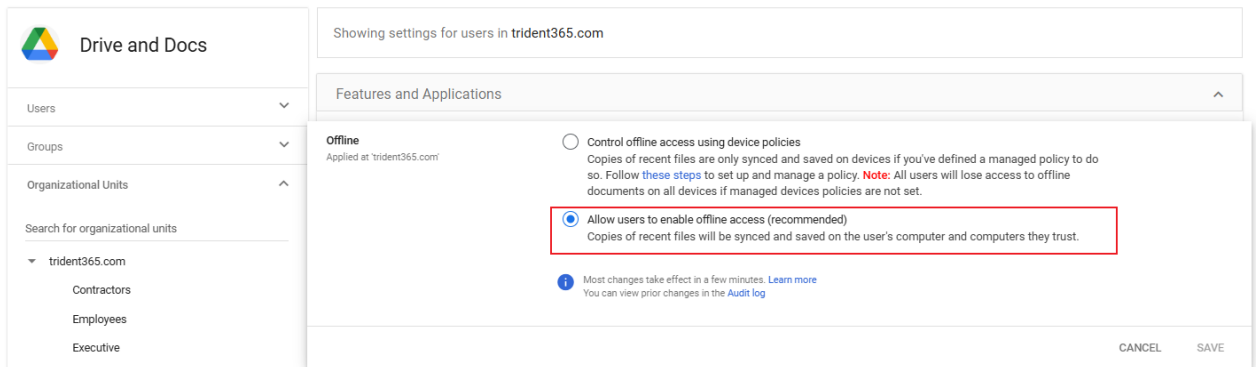


等了几分钟还没恢复，静观

## 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)

Apps > Google Workspace > Settings for Drive and Docs > Features and Applications



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？

1. 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

1. 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

1. 打开 Google Drive
2. 设置，离线设置



# Google 文档的离线功能

从Chrome中移除

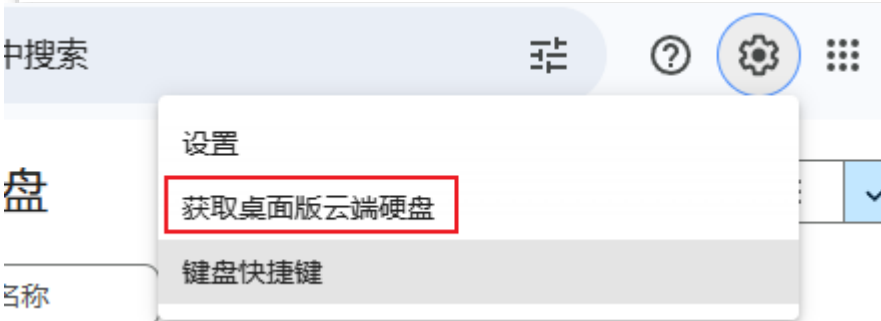
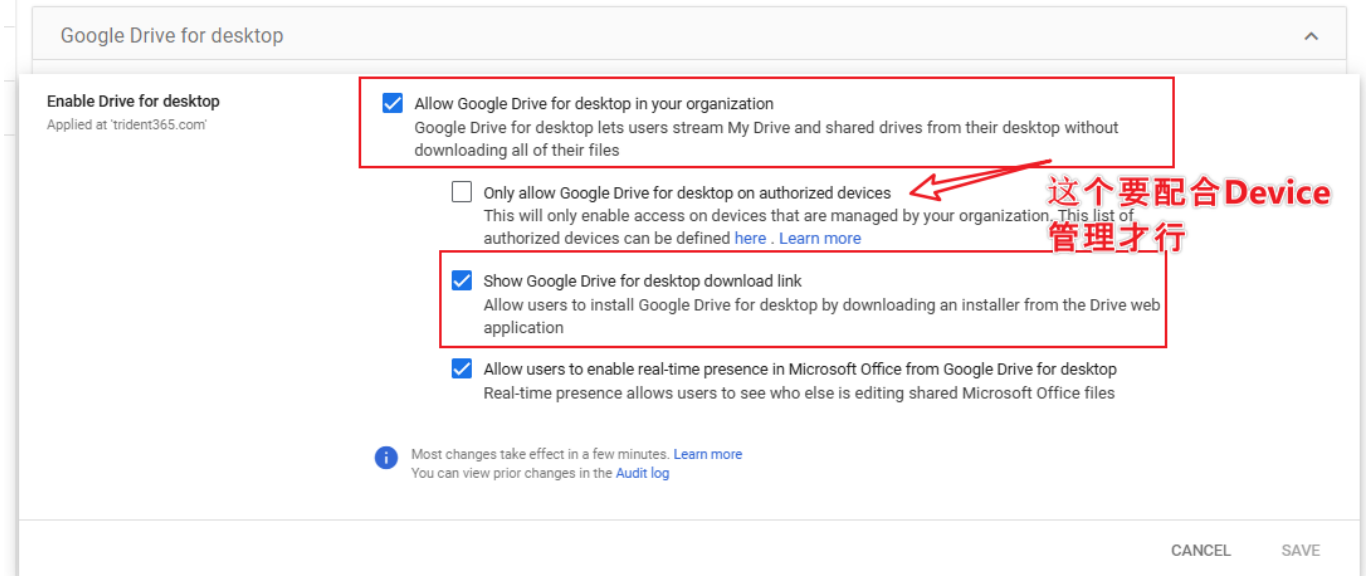
google.com 2.3 ★ (6,847 个评分)

扩展程序 工作流程与规划



## 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

Shared drive creation  
Applied at 'trident365.com'

Prevent users in trident365.com from creating new shared drives  
Use this setting to protect your organization from misuse of shared drives. [Review best practices for shared drive permissions.](#) **用户可以自己创建, 这个权限不应该放开**

### Organizational unit for new shared drives

When users in trident365.com create a shared drive, it will be assigned to the following organizational unit

- The creator's organizational unit
- Selected organizational unit:

trident365.com [Change](#)

When people in trident365.com create shared drives, these are the default settings. The settings won't change if a shared drive is moved to a different organizational unit. To override individual shared drive settings, go to [Manage shared drives](#).

- Allow members with manager access to override the settings below
- Allow users outside trident365.com to access files in shared drives **适合与外部的共享Drive**  
This setting depends on Sharing outside of trident365.com. [Learn more](#)
- Allow people who aren't shared drive members to be added to files
- Allow viewers and commenters to download, print, and copy files **这个不勾选是安全的**
- Allow content managers to share folders [Learn more](#)

**i** Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

## 使用Tim的账号创建共享Drive



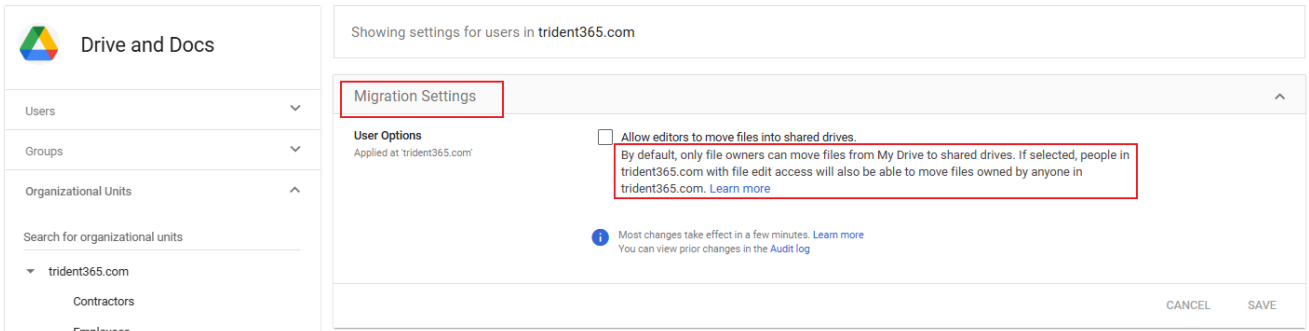
然后添加共享对象



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

Google Workspace > Settings for Drive and Docs > Migration Settings



在Drive and Docs>Manage 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。



Shared drive settings

Allow managers to modify shared drive settings

Access

Allow people outside of trident365.com to access files  
Only applies if this shared drive's organizational unit allows sharing outside trident365.com. [View Drive sharing settings](#)

Allow people who aren't shared drive members to access files

Role permissions

Allow content managers to share folders

Allow viewers and commenters to download, print, and copy files

Done

## 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)

1. **Require a Google sign in when viewing a shared file**
2. **Enable the feature that warns users when sharing outside the organization**
3. Allow users to share publicly
4. 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?

1. Have users save their docs to a Google Group that everyone belongs to
2. Have users save their docs to a shared drive that everyone belongs to
3. **Change Link Sharing Defaults to "ON - Primary target audience with the link"**
4. 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)

1. From the user's My Drive folder
2. The user's profile in the admin console

3. **From the Drive and Docs service settings page**
4. **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?

1. Advise the requester that you cannot restore a deleted user's files.
2. Advise the requestor that 14 days after account deletion, all data is purged so you cannot recover any documents
3. **Restore the user, transfer the files to a new owner, and delete the user again.**
4. 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?

1. **View drive contents**
2. Manage members
3. Delete a shared drive
4. Restore a deleted drive or files
5. Manage shared drive sharing settings

## 练习1

设定MobileDevicePolicis 背景是公司要搞BYOD

Devices > Mobile and endpoints > Universal Settings > General

Showing settings for users in trident365.com

Universal Settings

Organizational Units

Search for organizational units

- trident365.com
  - Contractors
  - Employees
  - Executive

General

**Mobile management**  
Applied at trident365.com

**You need to set up an Apple Push Certificate for advanced iOS** [Set up Certificate](#)

Apply basic or advanced management to all devices, or choose Custom to apply management by device platform. [Compare features](#)

- Basic (Agentless)  
Apply simple password controls and wipe work accounts. Includes compromised device protection. [View features](#)
- Advanced (Requires the Device Policy app)  
Enforce password requirements, manage apps, and remote device wipe. Includes compromised device protection. [View features](#)
- Custom  
Apply basic or advanced management by device platform.
 

Android	Advanced
iOS	Unmanaged
Google Sync	Unmanaged
- Turn off mobile management (Unmanaged)  
No admin control of devices. You can still see which devices access work data.

**Choosing Advanced will prompt your users to download the Device Policy app before they can access corporate data.** [Learn more](#)

**Most changes take effect in a few minutes.** [Learn more](#)  
You can view prior changes in the [Audit log](#)

2 unsaved changes CANCEL SAVE

**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

Mobile and endpoints > Android settings > Work profile

Showing settings for users in trident365.com

Work profile

**Work Profile Setup**  
Applied at: trident365.com

Applies only to your users with Google Workspace Business Plus licenses. [Learn more](#)

Manage work profile setup on Android devices managed with the Google Apps Device Policy app. This setting doesn't apply to devices with Android Device Policy because a work profile is required. [Learn more](#)

The setting below is in effect as long as [option of mobile management](#) is set to Advanced

Enable work profile creation  
Note: existing work profiles set up on registered devices are not affected

Work profile creation will be optional  
Users can sync corporate data.

Enforce work profile creation  
Only applies to devices that support work profile

Most changes take effect in a few minutes. [Learn more](#)  
You can view prior changes in the [Audit log](#)

1 unsaved change CANCEL SAVE

## 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

处理紛失或被入侵手机 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?*

1. Apps
2. Company profile
3. Mobile Management
4. **Devices**

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

1. **Android work profiles**
2. **Device approvals**
3. Android app management
4. Remote account wipe

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

1. Add a compliance rule
2. **Add a device management rule**

3. Add a data loss prevention (DLP) rule
4. Any of the options here

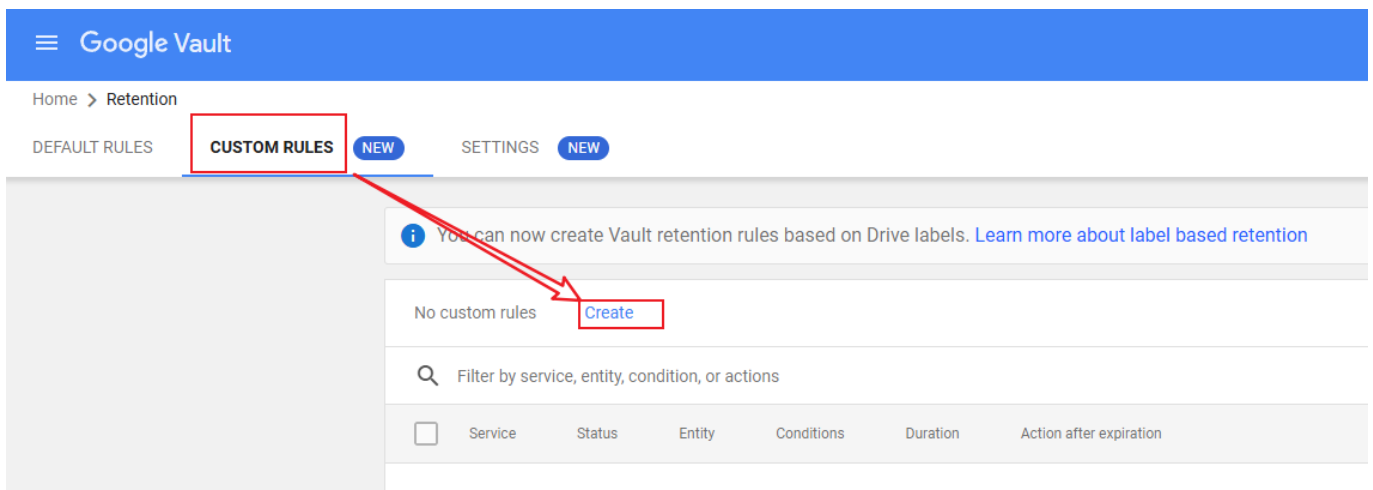
An end user in your organization has lost their device. This is a personal device with a work profile. Based on this training, what would be your next step?

1. Suspend the user
2. Immediately get your user a new mobile device
3. **Wipe the device to remove the user's work profile**
4. 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



Create custom retention rule

Service: Gmail

Scope: Organizational unit: Executive

Conditions (Optional): Date sent, Terms **不设定时间范围**

Duration and action:
 

- Duration: Keep messages indefinitely or purge them from Google systems when the retention period expires
- Retention period: [Dropdown]
- Days: 1825 (Start of retention period)
- Date when messages are sent or received: [Input]
- Action after expiration: Choose which messages to purge after the retention period expires
  - Purge only permanently deleted messages
  - Purge messages from Gmail mailboxes and permanently deleted messages. This rule doesn't affect drafts.
  - Purge messages from Gmail mailboxes and permanently deleted messages. This rule purges drafts.

BACK CREATE

## Create custom retention rule for Gmail

Keep messages 1825 days after sending. After expiration, purge only permanently deleted messages.

I understand the following:

- Holds still apply and take priority over custom and default retention rules.
- After expiration, this rule purges only permanently deleted messages. I might not be able to recover the messages later.

CANCEL ACCEPT

这是对高管们的Gmail

一般用户，执行1年有效

Create default retention rule for Gmail

Duration and action:
 

- Duration: Keep messages indefinitely or purge them from Google systems when the retention period expires
- Retention period: [Dropdown]
- Days: 365 (Start of retention period)
- Date when messages are sent or received: [Input]
- Action after expiration: Choose which messages to purge after the retention period expires
  - Purge only permanently deleted messages
  - Purge messages from Gmail mailboxes and permanently deleted messages. This rule purges drafts.

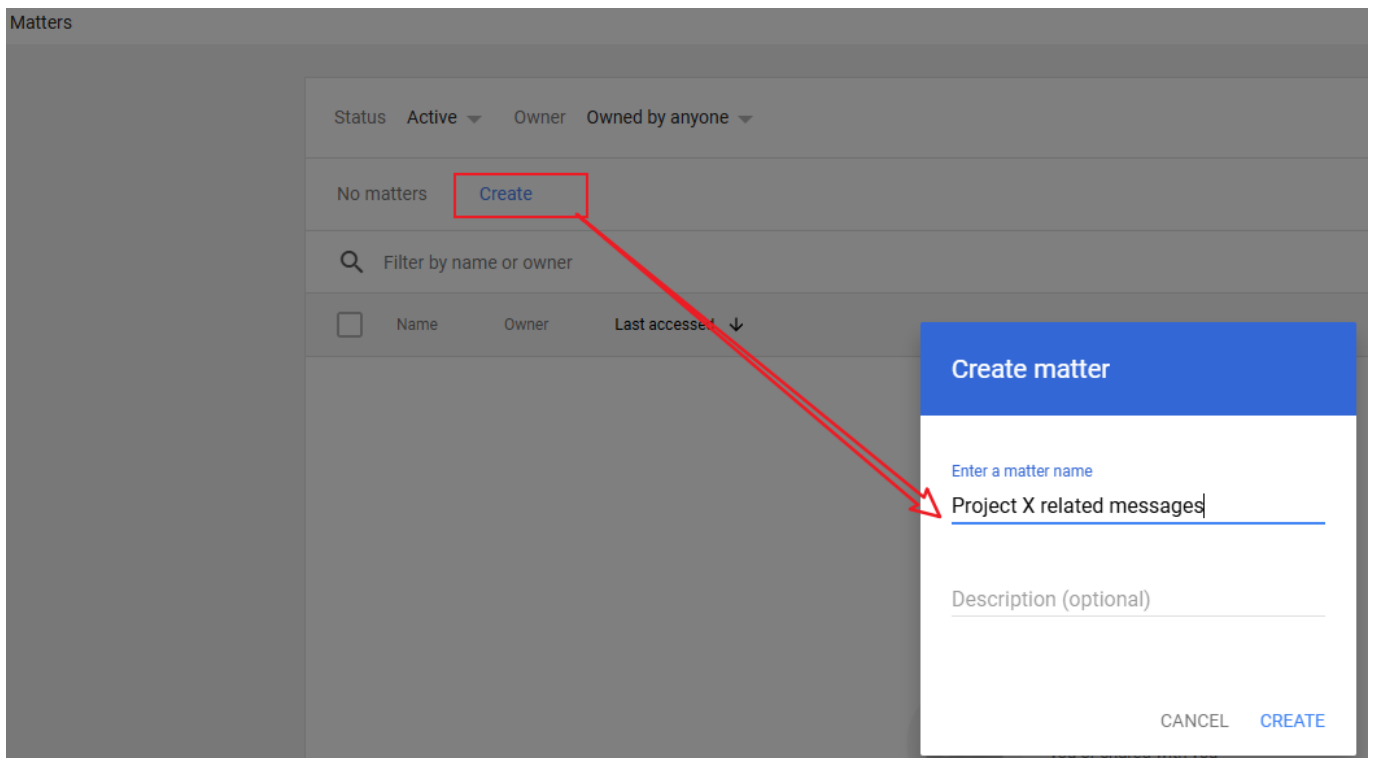
CREATE

## 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

1. Saved search queries
2. A list of accounts with data on litigation hold
3. A list of the accounts that can access the matter
4. Export sets for the matter
5. 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 

Example: 2019-03-31

End date 

Example: 2019-05-22

Terms (optional) ⓘ

Query terms

Example: from:username1 subject:Hello has:attachment

Exclude email drafts ⓘ

SEARCH    COUNT    EXPORT

## Create export

Name

---

Include Gmail confidential mode content ⓘ


Export linked Drive files ⓘ

Data region

No preference ▼ ⓘ

Format

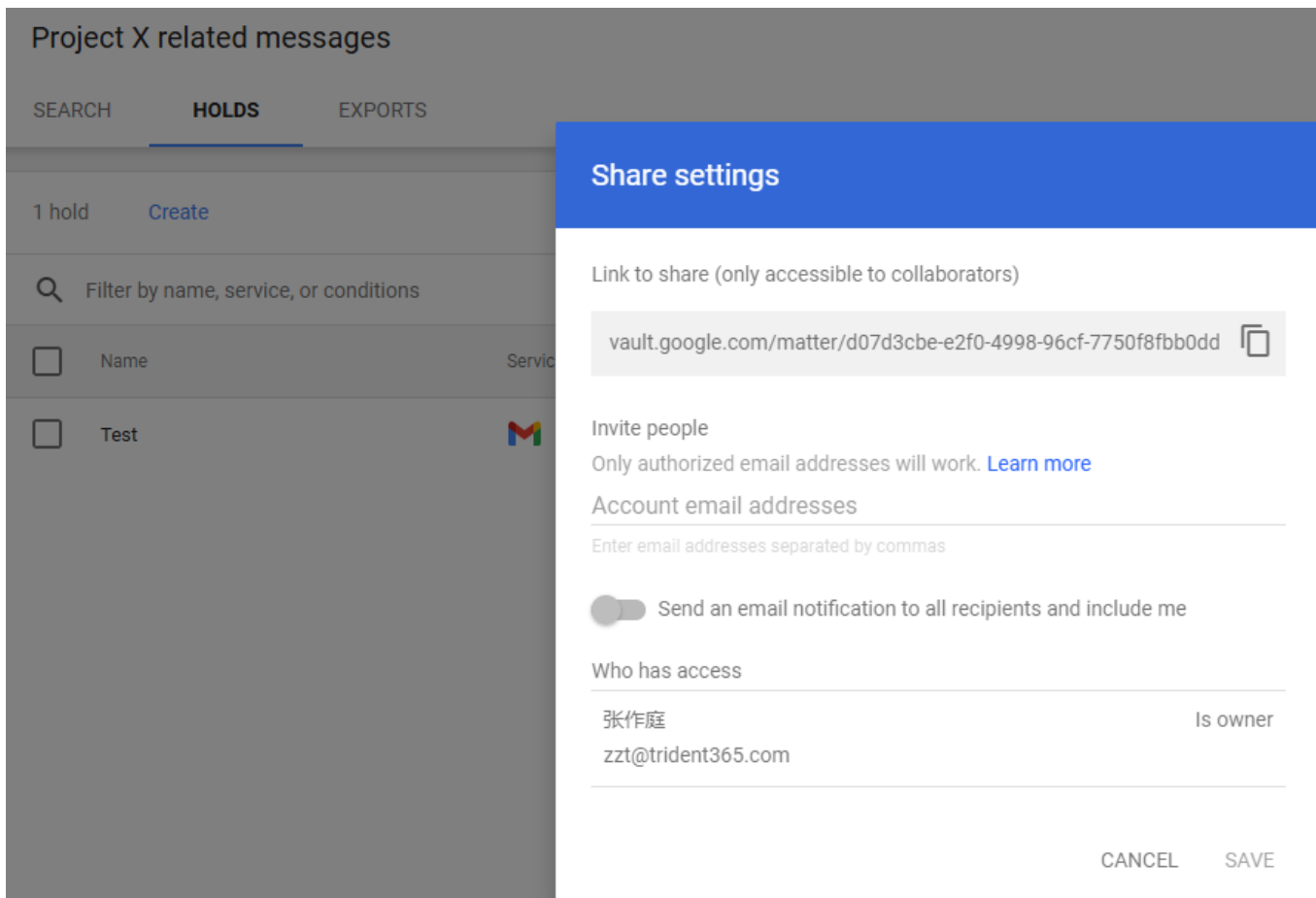
PST ▼ ⓘ

 Download your export promptly because it's deleted 15 days after you start it

CANCEL EXPORT

然后可以导出结果  
搜索条件，可以创建Hold

类似的



### 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?

- 1. 15 days
- 2. Indefinitely
- 3. 30 days
- 4. Until the matter is closed

What constraints/filters are available in the search form? (Choose 3)/q> - **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

Reporting > Audit and investigation

- Reporting
- Overview
- Apps Reports
- Cost Reports
- User Reports
- Devices
- Audit and investigation**
  - Admin data action lo events
  - Admin log events**
  - Calendar log events

In the coming months, the Audit and I the Reports privilege before this chan

Search Create reporting rule

Admin log events

+ Add a filter

SEARCH

Admin log events Filter Condition builder

Event

SEARCH

Show

Date	Description
2025-01-	PINNED
2025-01-	No pinned items
2025-01-	<b>USER SETTINGS</b>
2025-01-	2-Step Verification Scratch Codes De...
2025-01-	2-Step Verification Scratch Codes Ge...
2025-01-	3-Legged OAuth Device Tokens Revo...
2025-01-	3-Legged OAuth Token Revoke

For Mobile Devi

For Mobile Devi

For Mobile Devi

For Mobile Devi

For Mobile Devi

For Mobile Devi

For Mobile Devi

For Mobile Devi

Admin log events Filter

**Event** ×

SEARCH

Show

Date APPLY

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

<note> 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</note> 但Reporting Rules可以创建

# Create new rule

Rule details and scope — **2** Conditions — 3 Actions — 4 Review

### Conditions

Create or modify the conditions for this rule.

Admin log events Filter

Event ×

Is

User Suspension

APPLY

Select a severity level to group rule incidents together in alert center and email notifications.

Severity Medium

**Send to alert center**

Alerts in alert center include additional in-depth details that enable you to take action against issues and support collaborative resolution with other administrators in your domain. We recommend enabling this setting. [Learn more](#)

**Send email notifications**

All super administrators

Add email recipients +

CANCEL

**NEXT: VIEW REVIEW**

## 练习4 Email日志搜索 Email Log search,工作中经常用,略

- ▶ Devices
- ▶ Apps
- ▶ Generative AI
- ▶ Security
- ▶ Data
- ▼ Reporting
  - Overview
  - ▶ Apps Reports
  - Cost Reports
  - ▶ User Reports
  - ▶ Devices
  - ▶ Audit and investigation
  - Email Log Search**
  - Google Workspace Apps Monthly Uptime
  - Carbon Footprint NEW

## Email log search

Use email log search to find email messages your users send and receive. [Learn about email log search](#)

Predefined search
Custom search

Select an option\*  
 All messages from today

0 results

Subject (or Message ID)

## 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。

## Add a domain

If your organization owns multiple domains, add them all to your organization's Google account. Let users at different domains share Google services as one organization, or give them an identity at multiple domains. [Learn more](#)

### 1 Domain name

Enter domain name

### 2 Select a domain type

**Secondary domain**

Manage separate teams of users at different domains you own, or replace trident365.com (primary domain) with zhangzt315.com

	zzt@trident365.com	Primary domain
	joe@██████████.com	Secondary domain

For example, if you signed up for Google Workspace with trident365.com (primary domain), you can add zhangzt315.com for a separate team you manage.

- Each domain has a separate set of users
- Users you add to the secondary domain get an email address for that domain
- Users in different domains can collaborate with services, such as Google Drive, Meet, and Chat, as one organization
- You can make a secondary domain the primary domain for your organization's Google account

**User alias domain**

Give users an alternate email address (alias) at a different domain you own at no extra cost

	primary email	zzt@trident365.com
	email alias	zzt@██████████.com

For example, if you signed up for Google Workspace with trident365.com (primary domain), you can add zhangzt315.com to give users an additional identity.

- Each user gets an email address at both your primary and user alias domain
- Users can send and receive email with either address
- Each mailing group gets an email address at both your primary and user alias domain

Cancel **Add domain & start verification**

# Let's set up your domain

- Verify you own** ██████████ min  
Once we verify ownership, you can start using Google Workspace apps and unlock advanced features
- Start using Gmail with your domain** 10 min  
We'll help you set up Gmail so that all email addresses @██████████.██████████ will start receiving emails in Gmail. Completing this step is essential for receiving emails in Gmail. You will be asked to include all email addresses that are already set up with your domain.

**Get started**

## 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 <note>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

From: <https://www.trident365.com/> - 三叉戟

Permanent link: [https://www.trident365.com/doku.php?id=resources:courses:gws\\_c2&rev=1737607281](https://www.trident365.com/doku.php?id=resources:courses:gws_c2&rev=1737607281)

Last update: 2025/01/23 13:41

