

# Teams 2.1 Single Session Jump Start



The objective of this project is to provide Customer with implementation services for the Teams 2.1 Single session Jump Start offering. Microsoft Classic Teams for VDI will reach the end of support on October 1, 2024. The Jump Start offering is designed to assist Customers with provisioning Teams 2.1 service, intending to provide Customers with a Pilot environment to test and validate Teams 2.1 thoroughly. This ensures that environmental readiness is at hand and will allow the organization to migrate to Teams 2.1. By default, Microsoft Teams is essential in Citrix Virtual Desktop environments, enabling seamless collaboration and boosting productivity. Its integration ensures remote teams can communicate, share files, and manage projects efficiently within their virtual desktop sessions, streamlining operations across the organization.

## PHASE ONE – PLANNING AND ENVIRONMENT READINESS

This phase will cover design preparation tasks and logistics to prepare for all additional phases.

- Project Kick-Off
- Provide product overview and architectural enablement
- Review Customer's current profile solutions in place
- Review the current Teams 2.1 requirements, compatibility, and discussions for customer current profile solutions
- If applicable, CPM Containers via Studio/DaaS
- If applicable, FSLogix Containers via ADMX
- If applicable, FSLogix ODFC via ADMX with CPM Files via Studio/DaaS
- Review MSIX of Teams 2.1 requirements and changes
- Review infrastructure Image requirements
- Citrix Windows 10 Image
- Citrix Windows 11 Image
- Review current UCC usage with Classic Teams integrations with DaaS/CVAD
- Review current Classic Teams settings and configurations, if applicable, to further expand on the differences
- Review business requirements for customer configurations in place for Classic Teams
- Review the features that are not available in VDI with Teams 2.1
- If applicable, discuss low-level configurations about Teams 2.1
- Review Citrix Workspace App and Citrix Virtual Delivery Agents
- Validate Citrix and Microsoft environment readiness requirements
- Create new or copy existing Images for Team 2.1 Jump Start pilot
- Review and ensure current antivirus rules for Teams 2.1 optimizations are in place
- If applicable, review the current Image and settings in place
- If applicable, review Citrix profile/FSLogix profile requirements
- Install 2311 + VDA into Image and FSLogix validation requirements
- Install 2402 VDA into Image and CPM Container validation requirements
- Define Citrix Workspace App requirements

## PHASE TWO – TEAMS 2.1 JUMP START BUILD AND CONFIGURE

This phase includes the configurations based on decision points made in the planning phase.

- Implement Teams 2.1 as determined during Phase One
- Implement required profile solutions necessities from Phase One
- Install Teams 2.1 MSIX on one Windows 10 or Windows 11 image
- Configure Citrix HDX optimization requirements
- Configure Profile and cache exclusion requirements
- Configure Outlook integrations as needed
- Configure proper Antivirus exclusions
- If applicable, discuss fallback modes in Teams 2.1

## PHASE THREE – TEAMS 2.1 FUNCTIONALITY TESTING, TROUBLESHOOTING AND VALIDATION

This phase includes the Teams 2.1 configuration and validation of settings within a user session.

- Validate Teams 2.1 is Citrix HDX optimized
- Validation of Outlook integration and meeting configuration are in place
- Validation of Outlook Trust center operations, if applicable
- Validation of Teams 2.1 cache location is optimized accordingly
- Validation of HDX Optimized devices for the use of Teams 2.1

## PHASE FOUR – DEBRIEF, OPEN DISCUSSION & HANDOFF

This phase will cover coming back together for a dedicated debrief and open discussion on any next steps and open Q & A.

- Single dedicated Open Discussion for post-deployment in-depth discussions, de-brief, and, if applicable, next steps

## PROJECT DELIVERABLES: NOT INCLUDED

This is a fixed Jump Start deployment, therefore focus shifted to additional knowledge transfer and next-step discussions.

## EXCLUSIONS:

- Troubleshooting issues with servers, endpoints, or software.
- Troubleshooting and issue remediation with Active Directory Infrastructure/0365 Tenants
- Troubleshooting Application compatibility issues
- Microsoft Server multi-session 2019/2022 is excluded from this Jump Start
- Running classic Teams in parallel with Team 2.1
- Modifications to any XML Appx package files
- Running Teams 2.1 as a Published Application
- Configuring and/or troubleshooting per-user installation for Team 2.1, only system-wide installations