

CONTENT MANAGER TECHNICAL SUPPORT AND TROUBLESHOOTING



Platform

Content Manager Desktop or Context Client

Course Duration

1 Day

Delivery Mode

Remote training session via Microsoft Teams

Training is delivered within your environment to contextualise the training to your setup and build version

The training session will be recorded and provided upon conclusion of training for your reference

Pre-requisites

Content Manager Introduction and Intermediate

An understanding of database administration and management

Audience

Suitable for Database and Technical Support staff

This training course allows you to have up to a maximum of 5 trainees to attend

Overview

This training course provides attendees with an understanding of their role in maintaining the technical backend of Content Manager, and how to identify and effectively troubleshoot common problems.

Attendees will gain skills for the configuration of the Workgroup and IDOL Servers and an understanding of the Client and database configuration. Backup requirements, recovery process and system performance monitoring are also covered to ensure attendees can support and maintain the system.

Topics

This training course will cover the following:

- ▶ Overview of the Content Manager environment
- ▶ Understanding the Workgroup Server configuration and dataset components
- ▶ Understanding the IDOL Server configuration
- ▶ Understanding the Client configuration
- ▶ Understanding the Database configuration
- ▶ Refreshing Test, Training and Development environments
- ▶ Backup requirements
- ▶ Recovery process
- ▶ System performance monitoring
- ▶ Troubleshooting common issues

Please note that the provision of training materials or digital handouts are not included within training due to the development of generic training materials can not be achieved for a system that can be configured and used in multiple ways. Quotes for custom training materials can be provided upon request.

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