

SYMANTEC IT MANAGEMENT SUITE 8.1 DIAGNOSTICS AND TROUBLESHOOTING

DURATION: 2 DAYS

COURSE OVERVIEW

The Symantec IT Management Suite 8.1 Diagnostics and Troubleshooting course is designed for professionals tasked with maintaining and utilizing a Symantec IT Management Suite (ITMS) implementation in their organizations. This twoday, instructor-led, hands-on course teaches students the underlying components and methods used to troubleshoot the Symantec Management Platform along with the site infrastructure and ITMS solutions to keep it operating optimally. Students learn how to define, diagnose and solve common platform and solution issues within the ITMS environment. Students also learn how to use the platform consoles and reports to analyze and monitor the environment to proactively monitor the environment.

TARGET AUDIENCE

This course is for IT administrators who maintain and monitor ITMS processes like software distribution, taking inventory of computers, distributing software updates to computers, performing asset management functions or remotely managing computers using any of the following Symantec suites.

IT Management Suite 7.6/8.0/8.1 :

1. Client Management Suite
2. Asset Management Suite
3. Server Management Suite

COURSE OBJECTIVES

By the completion of this course, you will be able to better understand how to:

Understand the components and processes within the ITMS infrastructure.

Understand the tools and methods used to pinpoint problems and implement solutions.

Discover, diagnose, solve and communicate results common issues in the following areas:

Symantec Management Platform (SMP)

SMP Site Infrastructure
Symantec Management Agents/Plug-ins
IT Management Suite Solutions

COURSE CONTENT

The following modules are included in the course and are based on typical use cases that are designed to meet business or operational objectives and are common to the troubleshooting of common issues that may occur in the maintenance of Symantec IT Management Suite 8.1 environments.

Module 1: ITMS Infrastructure Overview

ITMS Components Overview
ITMS Components Overview
Factors that Influence Proper ITMS Operation
Notification Server Design Considerations
Microsoft SQL Server Design Considerations
Site Server Design Considerations
Internet Gateway Design Considerations
ITMS Component Ratios and Placement
ITMS Topologies

Module 2: Symantec Management Platform Troubleshooting

Components, Architecture and SMP Process Flow
SMP Component Overview
SQL Database Interaction with the SMP
SMP Server Communication and Process Flow
Diagnosing and Troubleshooting Common SMP Issues
Management View and Web Site
SMP Database
SMP Communications
Symantec Management Agent
LAB: SMP Problem Diagnosis to Resolution

Module 3: Site Infrastructure Troubleshooting

Components, Architecture and Process Flow of the SMP Site Infrastructure
SMP Site Management Overview
Site Server Inventory, File and Task Distribution
Internet Gateway Security and Communication Flow
Common Problems within the SMP Site Infrastructure
Site Server Service and Communication Issues
CeM Agent, Site and Gateway Infrastructure Issues
Hierarchy and Replication Issues
LAB: Site Infrastructure Problem Diagnosis to Resolution

Module 4: ITMS Solution Troubleshooting

Components, Architecture and Process Flow of ITMS Solutions

ITMS Solution Overview

ITMS Solution Design Considerations

LAB: ITMS Solution Walkthrough

Applying Symantec Diagnosis and Troubleshooting Methodology to ITMS Solutions

Inventory Solution and Resource Discovery

Identifying and Resolving Common Problems

LAB: Inventory Solution Diagnosis and Troubleshooting

Software Management and Delivery

Identifying and Resolving Common Problems

LAB: Software Management Solution Diagnosis and Troubleshooting

Asset Management and Compliance

Identifying and Resolving Common Problems

LAB: Asset Management Diagnosis and Troubleshooting

Deployment Solution

Identifying and Resolving Common Problems

LAB: Deployment Solution Diagnosis and Troubleshooting

Patch Management Solution

Identifying and Resolving Common Problems

LAB: Patch Management Solution Diagnosis and Troubleshooting

Monitor Solution

Identifying and Resolving Common Problems

LAB: Monitor Solution Diagnosis and Troubleshooting