

# SOLIDserver Support and Maintenance Course



- **SOLIDserver software version: 6.0.2**
- **Course type: Instructor-led**
- **Duration: 2 days**
- **Audience: System and network administrators**
- **Prerequisites: attendance to the training «SOLIDserver Configuration»**

## TRAINING SUMMARY

**Overview:** Via the hands-on training, participants will acquire the knowledge to perform SOLIDserver appliance support.

**Objectives:** By the end of the course, the students will be able to:

- Describe the SOLIDserver software architecture
- Describe the SOLIDserver version control
- Use the embedded debug tools
- Perform SOLIDserver preventive maintenance
- Troubleshoot potential DNS, DHCP, IPAM, System, Network and NetChange issues

## COURSE CONTENT

### Module 1: Support Environment Description

- SOLIDserver software releases version control
- Support portal description
- Support process description
- Hardware support description

### Module 2: SOLIDserver Embedded Maintenance Tools

- SOLIDserver software architecture description
- User interface description
- SOLIDserver performance monitoring
- SOLIDserver health monitoring
- User activity tracking
- Network issue troubleshooting tools
- System issue troubleshooting tools
- Debug data collection
- Expert log level

### Module 3: Corrective Maintenance

- Preventive maintenance
- Hardware maintenance
- System issue troubleshooting
- Network issue troubleshooting
- IPAM issue troubleshooting
- DNS issue troubleshooting
- DHCP issue troubleshooting
- HA Management handling
- NetChange issue troubleshooting



REV: B/1706

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