

SOLIDserver DDI Support and Maintenance Course



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 Support Environment
- Use the embedded debug tools
- Perform SOLIDserver preventive maintenance
- Troubleshoot potential DNS, DHCP, IPAM, System, Network and NetChange issues

- **SOLIDserver software version:** 7.2
- **Course type:** Instructor-led (on site, remote)
- **Duration:** 2 days for on site class, 14 hours for remote class
- **Audience:** System and network administrators
- **Prerequisites:** Certification «SOLIDserver DDI Administrator» passed

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
- Advanced Troubleshooting



REV: C-190219

As one of the world's fastest growing DDI vendors, EfficientIP helps organizations drive business efficiency through agile, secure and reliable network infrastructures. Our unified management framework for DNS-DHCP-IPAM (DDI) and network configurations ensures end-to-end visibility, consistency control and advanced automation. Additionally, our unique 360° DNS security solution protects data confidentiality and application access from anywhere at any time. Companies rely on us to help control the risks and reduce the complexity of challenges they face with modern key IT initiatives such as cloud applications, virtualization, and mobility. Institutions across a variety of industries and government sectors worldwide rely on our offerings to assure business continuity, reduce operating costs and increase the management efficiency of their network and security teams.

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