DE444 System 800xA
Maintenance and Troubleshooting Core System

Course Description

Course Duration
The duration is 5 days.

Course Type
This is an instructor led course with short presentations and demonstrations, extended exercises, and hands on sessions and discussion.

Course Goal
The goal of this course is to learn how to maintain and troubleshoot an Extended Automation System 800xA

Course Objectives
Upon completion of this course, students will be able to:

- Troubleshoot 800xA Core System
- Restore a crashed redundant Domain Controller
- Restore a crashed redundant Aspect Server
- Use tools for troubleshooting Aspect Server
- Configure time synchronization
- Configure user accounts and describe how access rights work
- Use diagnose tools for Windows
- Perform disaster recovery
- Collect log files

Student Profile
This training is targeted to commissioning and maintenance personnel, system administrators and service & support engineers.

Prerequisites and Recommendations
Students should have attended either the Installation and Administration course T305 or have knowledge and experience associated with the content of these courses.

Main Topics
- System 800xA Architecture
- Troubleshooting Strategies
- Network
- Domain Controller Troubleshooting
- Service Framework
- Troubleshooting Process Portal A
- Time synchronization
- Security
- Windows Diagnostic
- Disaster recovery
# Course Outline

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
<th>Day 3</th>
<th>Day 4</th>
<th>Day 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course overview</td>
<td>Network</td>
<td>Domain Controller Troubleshooting</td>
<td>Troubleshooting Process Portal A</td>
<td>Windows Diagnostic</td>
</tr>
<tr>
<td>System 800xa Architecture</td>
<td>Domain Controller Troubleshooting</td>
<td>Service Framework</td>
<td>Time synchronisation</td>
<td>Desaster Recovery</td>
</tr>
<tr>
<td>Troubleshooting Strategies</td>
<td></td>
<td></td>
<td>Security</td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
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</tbody>
</table>