

Expert Workshop description

E143

System 800xA

Troubleshooting Core System

Workshop goal

Accurate system service and professional troubleshooting is a prerequisite of high system availability. The students learn in depth troubleshooting methods and tools for the System 800xA core system. After this workshop the students are prepared to provide superior service for 800xA systems.

Learning objectives

Upon completion of this workshop the participants will be able to:

- Analyze and troubleshoot domain controllers
- Collect diagnostic data on redundant Aspect Servers
- Restore a crashed redundant domain controller or Aspect Server
- Use methods and tools for troubleshooting Microsoft® Windows and networking
- Describe and explain the alarm & event architecture
- Identify throughput problems
- Use methods and special tools of 800xA and 3rd party for troubleshooting OPC problems, alarm & event problems, and history problems
- Monitor and analyze the flow of data through System 800xA, like the data flow from controller to graphics
- Diagnose and troubleshoot inconsistencies in System 800xA, i.e., between redundant Aspect Servers, Aspect Directory and Control Builder M
- Troubleshoot time synchronization
- Analyze the data flow from history server to workplace client
- Troubleshoot the service framework

Participant profile

This Expert Workshop is targeted to service & support engineers, system administrators, and maintenance personnel.

Prerequisites and recommendations

Students should have attended the Administration and Installation course T305 or have knowledge and experience associated with the content of this course. In addition, they should have knowledge about Microsoft® server operating systems, domain concepts, and networking (e.g., TCP/IP protocol and DNS).

The required knowledge can be verified with user assessment module T710e-03.



Workshop type and methods

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

Duration

The duration is 4½ days.

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