Symantec IT Management Suite 8.1 Diagnostics and Troubleshooting

COURSE DESCRIPTION

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 two-day, 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.

Delivery Method

Instructor Led / Virtual Academy

Duration

2 Days

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:
    o Symantec Management Platform (SMP)
    o SMP Site Infrastructure
    o Symantec Management Agents/Plug-ins
    o IT Management Suite Solutions

Who Should Attend

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**

- Client Management Suite
- Asset Management Suite
- Server Management Suite

Prerequisites

You must have a basic understanding and working knowledge of Microsoft Windows operating systems and optionally Linux and Mac operating systems.

Hands-On

This course includes practical hands-on troubleshooting exercises that enable you to apply those skills in a working environment.

Course Pre-Work

Before attending the *Symantec IT Management Suite 8.1 Diagnostics and Troubleshooting* course are required to complete the following web-based training:

- Symantec Diagnostic and Troubleshooting Methodology

As this course contains advanced troubleshooting methodology for ITMS related products, we also recommend that you have completed one of the following courses:

- IT Management Suite 8.1 Administration
- Deployment Solution 8.1 Administration

Recommended Training

It is also recommended that you complete the following *Symantec ITMS Fundamentals* web-based training modules to ensure that you are familiar with the concepts in this class:

- Symantec Management Platform & ITMS Overview
- Basic Architecture Overview
- Installation and Configuration
- Understanding Organizational Views and Groups
- Managing Targets and Filters
- Managing Policies, Jobs and Tasks

COURSE OUTLINE

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