

SOLIDserver DDI Support and Maintenance Course

Training Course

**SOLIDserver software version:**

8.0

Course type:

Instructor-led with hands-on labs (on-site, virtual)

Duration:

18 hours, spread over 3 days or 4 days for virtual class, 3 day for on-site class

Audience:

System and network administrators

Prerequisites:

Certification «SOLIDserver DDI Administrator» passed

Teaching Methodology:

Lectures and hands-on labs

Certification:

Yes

Training Summary

Overview:

Via the hands-on training, the participants will acquire the knowledge to perform the 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

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 interfaces description
- SOLIDserver performance monitoring
- SOLIDserver health monitoring
- User activity tracking
- Network issue troubleshooting tools
- System issue troubleshooting tools •
Debug data collection
- Expert log level
- Additional logging features

Module 3: Corrective Maintenance

- Preventive maintenance
- Hardware maintenance
- System issues troubleshooting
- Network issues troubleshooting
- IPAM issues troubleshooting
- DNS issues troubleshooting
- DHCP issues troubleshooting
- HA Management handling
- NetChange issues troubleshooting
- Advanced Troubleshooting labs



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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