iSupport

About the course

In this session learn to troubleshoot Intellicus installation and production issues. This is a vital Support related training classroom as it includes a detailed case study on the Intellicus implementation.

This course is recommended for ISV support staff.

Course Prerequisites

✓ Knowledge of Web Servers, Database Administration
✓ Knowledge of Operating System (Windows or Linux) Administration

Learning Objective

✓ Intellicus Log Directories.
✓ Logs file Analysis.
✓ Various levels of Logs.
✓ Troubleshooting workflow.
✓ Commonly known errors.

Benefits derived

✓ You can do first level of troubleshooting yourself

Course Details

Course Name	iSupport
Course ID	TRB01
Duration	2 Hours
Prerequisite Course	Maintenance & Performance Tuning

Attendee Profile:

✓ Support Staff
✓ Application Administrators
✓ Client Services Professionals.
✓ DBA.
✓ Product Engineers