

OVERVIEW

Crystal Enterprise 10: Administering Servers – SA300

The overall goal of the two-day instructor-led classroom Crystal Enterprise 10: Administering Servers course is to give learners the skills and knowledge necessary to configure and manage the servers in a Crystal Enterprise deployment.

The Crystal Enterprise 10: Administering Servers course is a core course in the Crystal Enterprise Certified Professional (CECP) certification.

Who should attend?

The target audience for this course is Crystal Enterprise Administrators, IT Managers, and users who are responsible for configuring and managing Crystal Enterprise servers.

What will I learn?

After completing the course, learners will be able to:

- Identify the Crystal Enterprise architecture
- Perform common server management tasks
- Manage the Crystal Enterprise servers
- Manage server groups
- Resolve issues with Crystal Enterprise servers

Course Agenda

Identify the CE Architecture

- Describe the Crystal Enterprise architecture
- Describe Crystal Enterprise View Time Security

Perform Common Server Management Tasks

- Describe server management tools
- Use the CCM to manage servers
- Use the CMC to manage servers
- Control user's access to servers
- Manage Auditing

Manage the Web Application Services

- Describe the role of the Web Application Services
- Configure the Web Connector and the Web Component Server
- Configure the Java Application Server and the Web Component Adaptor

Manage the Crystal Management Server

- Describe the role of the CMS
- Migrate CMS data
- Cluster CMS machines

Manage the Crystal Repository

- Explain the Crystal Repository
- Migrating Repository data

Manage the File Repository Servers

- Describe the role of the File Repository Servers
- Configure the File Repository Servers

Manage the Program and Report Job Servers

- Describe the role of the Job Servers
- Configure the Job Servers
- Explain how scheduled programs and reports are processed

Manage the Events Server

- Describe Crystal Enterprise events
- Describe the Events Server
- Configure the Events Server
- Explain how events are processed

Manage the Page and Cache Servers

- Describe the roles of the Page Server and Cache Server
- Configure the Cache Server
- Configure the Page Server
- Explain how report viewing request are processed

Manage Server Groups

- Explain the purpose of server groups
- Create server groups and subgroups
- Control user's access to server groups

Manage the Report Application Server

- Describe the role of the Report Application Server
- Configure the Report Application Server
- Explain how report viewing requests are processed

Resolving issues with CE Servers

- Identify troubleshooting techniques
- Resolve Crystal Enterprise log on issues
- Resolve Crystal Enterprise scheduling issues
- Resolve report viewing issues

Delivery and duration

Two-day instructor-led course.

Certification Applicability

The Crystal Enterprise 10: Administering Servers course is a core course in the Crystal Enterprise Certified Professional (CECP) certification.

Prerequisites

To be successful, learners who attend the CE 10 Administering Servers course must have working knowledge of:

- Tasks involved in supporting CE users and groups so they can access corporate data through the CE web portal.
- Crystal Enterprise account management
- Crystal Enterprise content management
- Crystal Enterprise security concepts
- Crystal Enterprise web desktop
- NT enterprise security concepts (global & local groups, and directory structure)
- Crystal Reports and core report design concepts