



Advanced Recovery Solution Workshop

COURSE DESCRIPTION

The Symantec Recovery Solution course is designed for the professional tasked with maintaining and managing Notification Server and Recovery Solution. This 4-day, instructor-led, hands-on class covers how to maintain, tune, and troubleshoot Recovery Solution. Students will also learn about Recovery Solution components and process flow, Recovery Solution best practices, and advanced techniques for troubleshooting issues with Recovery Solution. NOTE: Because this is an advanced course you must have prior experience with Recovery Solution.

Delivery Method

Instructor-led

Duration

4 days

Course Objectives

By the end of this course, you should be able to

- Understand Recovery Solution enterprise design, framework, processes, and operations.
- Apply advanced tuning and troubleshooting techniques to Recovery Solution operations.
- Configure agent and collection processes.
- Use Recovery Solution troubleshooting methodologies and tools.
- Troubleshoot and maintain the Altiris database and Recovery Solution database.
- Solve advanced troubleshooting scenarios.

Who Should Attend

This course is for anyone with three months or more experience maintaining and managing Altiris Notification Server and anyone with three months or more experience maintaining and managing Altiris Recovery Solution.

Prerequisites

You should have at least three months experience administering Recovery Solution. You should also have a strong understanding and working knowledge of Microsoft® Windows; have familiarity with networking concepts, including LANs, network adapter cards, drivers, and network operating systems; have familiarity with computer hardware components such as hubs, switches, and routers; and (optional, but recommended) have familiarity using VMware®. Optionally, you should have attended the Recovery Solution Fundamentals online training course.

Hands-On

This course includes practical exercises and labs that enable you to test your new skills and begin to transfer them into your working environment.

COURSE OUTLINE

Introduction

- Course logistics and objectives

Recovery Server Enterprise Design and Architecture

- Recovery Solution
- Recovery Solution cluster
- Recovery Solution Server

Recovery Solution Dependability

- Important role of the Notification Server
- SQL server database
- Storage

Recovery Solution Processes

- Recovery Solution data flow
- Basic Altiris Agent inventory and RSA events
- Altiris Agent requirements

Recovery Solution Installation and Upgrades

- Installing and upgrading Recovery Solution program files
- Installing and upgrading Recovery Solution cluster
- Installing and upgrading Recovery Solution Server
- Rolling out and upgrading Recovery Solution agents
- Local recovery FRM package
- Recovery Solution security
- Recovery Solution agent registration
- Command line switches

Recovery Solution Management and Operations

- Altiris Console
- AeXRS_Users group
- AeXRS_Managers group
- Security management and role configuration
- Recovery Solution collections in the Altiris Console
- Recovery Solution cluster configuration
- Recovery Solution agent settings
- Recovery Solution tasks
- Recovery Solution tasks for collections
- Encrypting and decrypting Recovery Solution agent policy configuration



Recovery Agent Snapshot Processes

- Scheduled snapshots initiated by Recovery Server
- Scheduled snapshots initiated by the Recovery Solution agent
- Manual snapshots initiated from the Recovery Solution Server
- Manual snapshots initiated from the Recovery Solution agent
- Collection scheduled tasks
- Stages of the snapshot: OFM synchronization, FSR information collection, scanning files and folders, and transferring files
- Handling open files
- Handling encrypted files and folders

Recovery Solution Server Tasks with the Recovery Solution Database

- Types of Server jobs
- Storage configuration and maintenance
- BLOB files
- Recovery Solution GUIDs
- Communication between Notification Server, Recovery Solution cluster, and the Recovery Solution Server
- Recovery Solution reports

Recovery Methods

- WBFR
- Recovery Solution agent name space and Windows Explorer
- Manage content
- FSR
- Rollback
- Re-associating Recovery Solution agent accounts

Recovery Solution Optimization

- Dealing with slow snapshots
- Dealing with slow Server jobs

Recovery Solution Best Practices

- Hardware and sizing
- Clusters and mirrors
- Server space management
- Silent warrior

Troubleshooting Tools

- Altiris Log Viewer
- Application event log
- System event log
- Performance monitor
- Debug Viewer
- Using tools effectively

Troubleshooting and maintaining the Recovery Solution Database

- Database commands and scripts
- Recovery Solution infrastructure backup and recovery

- Database purging
- Database tuning

Scenarios

- Cannot initiate Recovery Solution jobs from the Altiris Console
- Recovery Solution reports time outs and errors with log on failures
- BLOBs are lost and snapshots are completing with errors
- Recovery Solution options do not appear for client computers from the Altiris Console
- Client computers appear in the Recovery Solutions agents policy 'Lost Manage'
- Server jobs finish with errors
- A new Recovery Solution agent will not connect to the Recovery Solution Server for registration