

Rapid Recovery Administration Module 9: Troubleshooting

Description:

This course covers how to troubleshoot common errors in a Rapid Recovery environment and how to gather logs and submit a support request.

Training Delivery Modality:

This course is offered as self-paced web-based training with simulated labs.

Intended Audience:

Quest customers, partners and employees.

Prerequisites:

The following prerequisites are recommended for this course:

- Working knowledge of system administration in a Windows or Linux based operating environment
- Familiarity with basic backup and retrieval concepts and theories
- General knowledge of networking and storage concepts and terminology
- Simulated lab access requires a broadband internet connection

Duration:

Approximately 30 minutes.

Course Objectives:

This course has the following objectives:

- Troubleshooting errors
- Common issues
- Gathering logs
- Submitting a support request