



INT0804 - Supporting MyID Overview

The Supporting MyID training course is targeted at the support operatives and system administrators who will have the responsibility of supporting all levels of the card management system.

Specifically, this highly detailed course will teach an understanding of the system components and their interaction including the system infrastructure and component dependencies. The course will detail the configuration and operational issues encountered in the varied and often complex infrastructure models faced by partners.

The course will teach an effective troubleshooting methodology, provide instruction in using a variety of troubleshooting tools and how to quickly identify the probable source of problems.

Course Code:	INT0804	Course Language:	English
Duration:	3 days	Class Size (max):	Six

Prerequisites
An understanding of networking
A working knowledge of Microsoft SQL
A working knowledge of Microsoft Active Directory and/or LDAP
Previous attendance of the MyID Installation and Configuration course INT0801 / 03 / 06

Day 1	Day 2	Day 3
Architecture Overview Core components Data transactions	Client and peripherals Cards and readers Image capture Printing Biometrics PIV	Supported Methodology Problem analysis System down Client failure Device failure Connectors Configuration
Communications Methods Typical problems Infrastructure qualification Web browser Client to web server Webserver to application server Application server to database Symptoms, errors and tools	Configuration & Operation Operation settings Security settings Service configuration CMS access permissions Card content definition Data entry Investigation	Escalation When to escalate Data requirements Incident report detail Intercede support
Connected Systems Typical problems LDAPs, problems and tools Certificate authorities Various CA's and their specific issues Data imports Bureau support		Workshop Session – Troubleshooting a failed installation

Objective:

At the end of the course, attendees will understand the steps and methodology required to effectively troubleshoot a MyID installation. The course explains the interdependencies of the system components (both hardware and software) and contains a high level of hands-on lab exercises.

Contact Details:

For further details or training reservations, please register online or email the Intercede training team @ training@intercede.com