

Lotus Notes

N7D360 Help Desk Basic Troubleshooting for IBM Lotus Domino 7

Course Specifications

Course number: N7D360
Software: Lotus Domino
Course length: 2.0 day(s)

Course Description

In this course, you will perform basic Help Desk troubleshooting tasks to resolve second-level support issues for users running IBM® Lotus Notes® 7.

Course Objective: You will perform basic Help Desk troubleshooting tasks to resolve second-level support issues for users running IBM® Lotus Notes® 7.

Target Student: This course is targeted to Lotus Notes 7 first-level Help Desk support representatives ready to become second-level support representatives.

Prerequisites: The prerequisite for this course is the IBM e-learning course entitled Help Desk Fundamentals for IBM® Lotus® Domino® 7, or equivalent knowledge, skills, and experience.

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Use Help Desk troubleshooting resources.
- Manage user workstations.
- Identify server and database security issues.
- Manage user database issues.
- Troubleshoot mail routing and delivery.
- Troubleshoot IBM® Lotus Notes® mail issues.
- Troubleshoot replication.

Course Content

Lesson 1: Introducing Help Desk Troubleshooting Resources

Topic 1A: Using IBM® Lotus® Online Support Resources
Topic 1B: Starting IBM® Lotus® Domino® Administrator
Topic 1C: Investigating Basic IBM® Lotus® Domino® Administrator Tasks

Lesson 2: Managing the User's Workstation

Topic 2A: Diagnosing Problems with Deploying Welcome Pages
Topic 2B: Breaking Down the IBM® Lotus Notes® Client

Topic 2C: Enabling Multiple Users to Share a Workstation
Topic 2D: Recovering User IDs or Passwords

Lesson 3: Managing Server and Database Security Issues

Topic 3A: Diagnosing Server Access Problems
Topic 3B: Determining Users' Effective Access to a Database

Lesson 4: Managing User Database Issues

Topic 4A: Refreshing or Replacing a Database Design
Topic 4B: Compacting a Local Database
Topic 4C: Archiving Database Documents
Topic 4D: Diagnosing Problems with Mail Archiving Policies

Lesson 5: Troubleshooting Mail Routing and Delivery

Topic 5A: Introduction to Mail Routing
Topic 5B: Responding to Mail Delivery Failure
Topic 5C: Viewing Pending and Dead Mail
Topic 5D: Tracing Mail Delivery
Topic 5E: Tracking Mail

Lesson 6: Troubleshooting IBM® Lotus Notes® Mail Issues

Topic 6A: Troubleshooting the Personal Address Book
Topic 6B: Troubleshooting Directory Catalogs
Topic 6C: Securing Mail Messages
Topic 6D: Troubleshooting Mail, Schedule, and Calendar Delegation
Topic 6E: Troubleshooting the Out of Office Agent

Lesson 7: Troubleshooting Replication

Topic 7A: Creating and Encrypting a Database Replica
Topic 7B: Setting Replication Options
Topic 7C: Diagnosing Database Replication Problems
Topic 7D: Resolving Replication Conflicts
Topic 7E: Troubleshooting Replication