

## Highlights

This one-day course focuses on configuring and troubleshooting Tidal Automation and its components. Installation is also reviewed. An installation can be performed if server resources are available with student access. Tidal Automation Intermediate and Advanced courses are not prerequisites. But it is recommended that it be taken after these courses when possible. It enables companies to quickly begin local support of their scheduler components to increase operational efficiency. Our expert product instructors will guide the students through the learning process by lecture and real time examples.

This course provides the information and skills needed for students to maintain the Tidal Automation product. Students build a solid knowledge base:

- Learn to install, configure, and uninstall the Master.
- Learn to install, configure, and uninstall the Client Manager.
- Learn to install, configure, and uninstall Agents (Windows and UNIX/Linux).
- Host side features of agents: service accounts, run time users, and security.
- Install and configure Tidal Fault Tolerance to provide high availability and seamless scheduling.
- Become familiar with best practices around disaster recovery, maintenance, and system upgrades.
- Use diagnostic logs to determine the source of problems.
- Troubleshoot and resolve common issues in the Tidal Enterprise Scheduler environment.
- Learn to fine-tune Cisco Tidal Enterprise Scheduler™ and its servers to maximize available resources.
- Planning considerations for upgrades.
- Utilize the support site. Report production issues or request enhancements.

## Primary Deliverables

- Complete training manual

Throughout this one-day course the students computer skills will be put to the test. Students will receive comprehensive, administrator-level knowledge through hands on installation, upgrades, and troubleshooting.

## Availability

The Synertech Training for Tidal Automation – Administrator is a statement of work (SOW)–based service and is widely available.

## Training Site Requirements

- Each student workstation requires a supported Web Browser. Dedicated Servers are also required to host the Tidal Master, Client Manager, databases, and Agent components. Network access is required in your training room.
- One workstation per student and an instructor workstation is required if the class is taught at your site.
- Access to the Tidal environment is needed to install the class environment via local administrator.
- Need a list of student AD or LDAP logon information to be defined for the class
- The training room must have the ability to project PowerPoint and have either a whiteboard or an easel.

## How to Schedule Training

For more information or to schedule a training class, call 909-599-0099 and ask to speak to the Tidal Training Coordinator or send email to [sales@synertechinc.net](mailto:sales@synertechinc.net).