

Administration & Maintenance

The Tealeaf system is comprised of several major components that house multiple databases and services. For the most part, these do not need much maintenance after installation. However, there are certain aspects that do need to be updated regularly to ensure integrity of the resulting Tealeaf data. For these purposes and to facilitate troubleshooting, it is essential for system administrators to be familiar with the Tealeaf components and overall structure of their installation.

Course Description

This day-long workshop is delivered by the Tealeaf Professional Services Consultant who installs the system. It begins with an overview of the Tealeaf system components and the data flowing through them. Then the consultant provides details on what tasks may need to be completed for each component, both from an ongoing maintenance perspective as well as for troubleshooting. Each component is accessed in turn, although since this workshop utilizes the live system, there are no practice scenarios.

Target Audience

All administrators of Tealeaf need to be involved in this workshop, which includes the owners of the Tealeaf system as well as associated Linux, Windows and SQL administrators.

Pre-requisite

There are no pre-requisites, although collaboration with the Professional Services Consultant during installation is helpful.

Objectives

This workshop addresses:

- Tealeaf System Components and Data Flow
- Tealeaf Management System
- Passive Capture, Canister and Reporting servers
- Ongoing Maintenance Tasks
- Troubleshooting Tools
- Tealeaf Support

Course Materials

Administration & Maintenance training materials will be provided to participants upon arrival.