

CA Workload Automation iDash Version 12.x: Troubleshooting 200



Course Overview

CA Workload Automation iDash (CA iDash) is designed to help you consistently deliver on service level guarantees to your clients. It applies advanced predictive analytics in real time to create efficient and finely-tuned environments for CA Workload Automation AE and CA Workload Automation CA 7® Edition.

CA Workload Automation iDash is designed to help you visualize complex relationships more easily, proactively monitor SLA and Critical Path thresholds and alerts and execute recovery actions when thresholds are at risk of being missed.

This course focuses on supporting CA Workload Automation iDash, release 12.x. It covers topics from basic troubleshooting to how to work effectively with CA Support.

PRODUCT RELEASE

CA Workload Automation iDash
Version 12.x

COURSE TYPE, LENGTH & CODE

- Web-based Training (WBT)
- 20 Minutes
- 06IDH20060

PREREQUISITES

- CA-Workload Automation iDash Version 12: Introduction 100
Course Code: 06IDH10040

WHO SHOULD ATTEND

- Auditors
- Project Manager
- IT Manager
- Installation Personnel
- Workload Administrators
- System Administrators

What You Will Learn

- Troubleshoot Installations
- Resolve Common Error Messages
- Identify CA Support Coverage

For Managers

This course offers your team examples and solutions to some of the most common, issues they may face. Your team will also learn how to contact CA Support with a focus on supplying CA Support with the right information to resolve issues efficiently.

Course Agenda

Module 1: Troubleshooting Installations

- Handling installation issues

Module 2: Resolving Common Error Messages

- Working with log files
- Common error messages

Module 3: Identifying CA Support Coverage

- Following the support path
- Working with CA Services



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