IBM Tealeaf Administration and Maintenance Workshop 8.8
Information

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| **Length:** | 1.0 Day |
| **Ref:** | 9F07G |
| **Delivery method:** | Classroom |
| **Price:** | EUR |

Overview

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 the integrity of the resulting Tealeaf data. For these purposes and to facilitate trouble-shooting, it is essential for system administrators to be familiar with the Tealeaf components and overall structure of their installation.

Public

This intermediate workshop is recommended for Tealeaf administrators, who  include the owners of the IBM Tealeaf system as well as associated Linux, Windows, and SQL administrators.

Prerequisits

You should have completed the following recommended courses**or** its equivalents:

- *IBM Tealeaf Customer Experience 8.8 Fundamentals (9F090)*
- *IBM Tealeaf Customer Experience 8.8 Events and Reports (9F100)*

Objective

- Understand the IBM Tealeaf system components and data flow
- Perform system maintenance tasks
- Troubleshoot issues with the system

Topics

- Course Overview
- Unit 1. IBM Tealeaf System Components
- Unit 2. Passive Capture Application (PCA)
- Unit 3. Configure Privacy in PCA
- Unit 4.Tealeaf Management System (TMS) and Processing Pipeline
- Unit 5. Processing Server Monitoring, Maintenance, and Troubleshooting

- Unit 6. Reporting Server
- Unit 7. Replay Server
- Unit 8. User Management
- Unit 9. Troubleshooting
- Review and Summary