



The Adaptive DNS Company™

BLUECAT TRAINING SERVICES

Certified Support Provider Level I

BlueCat Training Services empower your staff with hands-on training that keeps pace with the design and deployment of your BlueCat solution. BlueCat experts design distinct learning paths to address the comprehensive needs of your IT organization. Our training offerings equip your staff with the skills needed to optimize your BlueCat solution and realize its full potential.

COURSE DESCRIPTION

The BlueCat Certified Support Provider (Level One) eLearning program is essential training for technical analysts with a desire to provide Tier One support for the BlueCat Address Manager and BlueCat DNS and DHCP Server solutions. This self-paced program focuses on the skills and knowledge necessary to successfully operate as a Tier One BlueCat Support provider for the aforementioned solutions.

Course instruction includes a combination of lecture, demonstration, and simulated experiences. The program includes examples from customer support scenarios, bringing context to the material at hand. After completing the certification program including the accompanying course exam, students will gain a comprehensive understanding of the methodology, technical skills, and scope of work required of a Tier One BlueCat Support Provider. Students who successfully complete the certification program will be awarded the title of "BlueCat Certified Support Provider I".

PREREQUISITE KNOWLEDGE

Students are expected to have completed the BlueCat Fundamentals course before taking this class. Students should have a general understanding of networking concepts and TCP/IP protocols, as well as a strong grasp of concepts related to DHCP, DNS and IPv4 addressing. To offer the most flexibility for your staff, BlueCat Certified Support Provider may be viewed on LearningSPACE, BlueCat's Learning Management System. The eLearning format of this course allows self-service access so students may view course subjects on their time frames from any location via a web browser.

COURSE OBJECTIVES

Upon successful completion of the BlueCat Support Provider Course, attendees are able to:

- Use BlueCat DNS and DHCP Server and Address Manager “under the hood” configuration and system files to troubleshoot issues
- Use the Platform Service Manager to replicate customer issues within a lab environment
- Use the Datarake diagnostics tool and employ it in a Tier One support capacity
- Apply common Linux tools for general system diagnosis and to troubleshoot customer issues
- Use combinations of Linux commands with a focus on application from a Tier One support perspective
- Apply a knowledge of common IPAM architectures and the underlying configuration files to support customers and troubleshoot service issues
- Apply hardware troubleshooting procedures when assisting a customer with a BlueCat hardware specific support case
- Use Common “real world” Tier One level support cases and the techniques used to bring these cases to resolution

BLUECAT LINUX TOOLBOX

- Navigate Within the Linux File System
- Move and Copy Files
- Display and Concatenate Text Files
- Search and Filter Text Files
- Isolate Columns of Data within a Text File
- List and Kill Running Processes

APPLYING THE BLUECAT LINUX TOOLBOX

- Apply Basic Search and Filter Techniques to Logs
- Profile Logs for DNS Client Query Information
- Quickly Determine the Numbered File of a Zone
- List All Zones of a Specific Type
- Quickly Identify Misbehaving DHCP Clients

DNS/DHCP SERVER UNCOVERED

- Understand the Relationship of Common DNS/DHCP Server Service and Configuration Files
- Understand Common DNS/DHCP Server Configuration Files
- Understand Common DNS/DHCP Server Service Log Files
- Understand Deployment from a DNS/DHCP Server Perspective
- Work with Deployment Validation Logs
- Work with Other System Log

ADDRESS MANAGER UNDER THE HOOD

- Observe Deployment from the Address Manager Perspective
- Understand Notification User Interface Updates
- Work with Address Manager Log Files
- Work with Address Manager Scripts
- Start and Stop Address Manager Services

PLATFORM SERVICE MANAGER

- Work with PSM Server and Service States
- Use Basic PsmClient Syntax
- Observe PSM Restarting Service Automatically
- Observe the Immutability of Protected .conf File
- Enable Override Mode in order to Modify Protected .conf File

DATARAKE DIAGNOSTICS

- Work with the Datarake Diagnostics Collector
- Understand the Datarake Archive Filename
- Work with the Contents of the Datarake Archive
- Utilize Captured Point-In-Time Diagnostics

COMMONLY SUPPORTED ARCHITECTURE

- Deploy a Master-Only DNS Configuration
- Deploy a Master, Slave Configuration with Recursion Enabled
- Deploy a Master, Slave and Stealth Slave Configuration
- Deploy a Hidden Master and Slave Configuration
- Deploy a Centralized Stand-Alone DHCP Configuration
- Deploy a DDNS-Enabled DHCP Server

COMMON SUPPORT ISSUES

- Understand and Identify the Generations of BlueCat Devices
- Understand the Five Hardware Repair Requisites
- Understand the Systems Diagnostics Tool
- Enable DNS Query Logging to View DNS Requests
- Flush the Cache of a Recursive DNS Server
- Troubleshoot the DNS Response REFUSED
- Troubleshoot Address Manager Backups
- Troubleshoot Address Manager Deployment Failure
- Reset the Root Passwords of BlueCat DNS/DHCP and Address Manager Servers

Get Started Today

Visit <https://www.bluecatnetworks.com/training/> or email learn@bluecatnetworks.com to inquire about our course schedules and to obtain more information about our training courses.

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