



BMC Remedy AR System 9.0: Administering (ASP)

COURSE ABSTRACT

COURSE CODE

- SPPT-ARSA-0900-ASP

PRODUCT RELEASE

- BMC Remedy 9

DELIVERY METHOD

- » Assisted Self-paced (ASP)
 - Student and lab guide as ebook
 - Product community for questions and answers
 - Course recording via WBT
 - Access to instructor for up to [x] hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- » 30 hours of virtual lab access time available from date of registration on course for 90 calendar days.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

COURSE DURATION

- » Equal to 5 days

PREREQUISITES

- » NA

Course Overview

This course focuses on four main Remedy Administrator responsibilities: Planning, Administrative Options, Configuring, and Troubleshooting. Students will gain hands-on experience with the AR System Administrative Console and Mid Tier Configuration Tool.

This course is applicable to Remedy OnDemand and OnPremise customers. The intended audience is someone who has used BMC Remedy AR System and has a basic understanding of its architecture. New administrators are encouraged to take the BMC Remedy AR System 9.0: Concepts course to learn the basic concepts and language of BMC Remedy AR System.

IMPORTANT: Included in this course is the examination for **BMC Certified Associate: Remedy AR System 9.0**. Taking the exam and pursuing accreditation is optional, however all students enrolled in the *BMC Remedy AR System 9.0: Administering* course are automatically enrolled in the exam. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Associate: Remedy AR System 9.0**. Upon completion, you will return to your organization with increased visibility as a recognized BMC Remedy AR System expert and with improved capabilities to impact your business.

Target Audience

- » Remedy Application Administrators
- » Remedy Developers

Learner Objectives

- Describe the architectural design of BMC Remedy AR System
- Review installation requirements
- Understand the Access Control Model
- Utilize Data Management Tools
- Review Full Text Search capabilities
- Explain configuring and monitoring options
- Describe logging options
- Utilize the right troubleshooting method
- Effectively utilize the BMC Knowledge Base and social media tools



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COURSE ACTIVITIES

- Classroom Presentations
- Hands-on Lab Exercises
- Demonstration

ACCREDITATION AND CERTIFICATION PATHS

- » This course is part of the BMC Certified Associate: BMC Remedy AR System 9.0 accreditation path.

DISCOUNT OPTIONS

- Have multiple students? Contact us to discuss hosting a private class for your organization
- Contact us for additional information 

Course Modules

Module 1: Introducing the Remedy AR System

- Architectural Design
- Capabilities of BMC Remedy AR System
- Identify Components
- Installation Tips

Module 2: Access Control

- Understanding the access control model
- Explain row-level access
- Setting permission levels for Developer Studio

Module 3: Data

- Auditing and Archiving
- Form Properties
- Atrium Integrator
- BMC Data Import Tool
- Exporting Definition files

Module 4: Full Text Search

- Advantages of FTS
- Updates to FTS - Remedy 9

Module 5: User Preferences

- Common User Preferences
- Logging from the Mid Tier Client (active links, database)

Module 6: Components

- Examining ar.cfg
- Centralized Configuration
- Components (armonitor, plug-ins)
- External utilities (arreload, arcache)

Module 7: Licensing

- License Types
- Submitter Modes
- License Report
- License Review

Module 8: Mid Tier Configuration

- Common configuration changes
- Mid Tier Object List
- AR Server settings

Module 9: Server Configuration

- Common configuration changes
- Ports, queues, and threads

Module 10: Diagnostic Tools

- Server logs (Filter, Archive, plug-in, DSO, API, SQL)
- Call Home feature
- Log filtering
- Examining log files
- Out-of-memory exceptions
- Email Engine logs
- arexecption logs
- Troubleshooting performance
- Always on Logging

Module 11: BMC Support Tools

- Using BMC Support Knowledge Base
- Using the BMC Solution and Product Availability and Compatibility Utility (SPAC)

Module 12: Error Messages

- De-code common error messages

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