

## Supporting and Troubleshooting the ClearCube Solution

### COURSE AUDIENCE

This course is designed for advanced partner System Architects and Systems Engineers.

### COURSE PREREQUISITES

It is recommended that students have attained their CCSE Level I certification prior to attending this course.

### CERTIFICATION EXAM

At the end of the course, students will have the opportunity to take the ClearCube Certified System Engineer Level II exam.

### PRODUCTS INCLUDED

C7130 C/Port, MVX  
R1300/50, R2200, A1410 Blades  
V5120 Video Card  
R4300, A3100 Chassis  
I8020, I8820, I9420,  
C7420 Thin Clients  
Sentral™

Course SKU: G0990002



### Course Overview

Supporting and Troubleshooting the ClearCube Solution provides a deeper level of break/fix training on the entire ClearCube hardware solution and Sentral™ management software. During the course, students will learn how to systematically troubleshoot the complete hardware solution from desktop to data center. Students will also learn additional programming options in Sentral™ to better understand how the software manages the enterprise hardware infrastructure. This will give students a better ability to support their deployments.

This is an instructor-led course with classroom based lecture and hands on student labs. This course lasts 4 days and is provided in convenient locations around the United States and Europe. In some countries, this course can also be provided onsite for multiple students without needing your employees to travel.

### Course Outline

#### Administrator

- Issues with installation
- Issues with database connections
- Issues with hardware discovery
- Updating BIOS from Sentral

#### In the Data Center

- Blade connection issues
- RMM connection issues
- Resetting A1410 BIOS

#### At the Desktop

- C/Port connection issues
- Video quality issues
- Thin Client connection issues
- Installing Thin Client agents
- Troubleshooting PC-over-IP

#### Support from ClearCube

- Online Support
- RMA process
- Contacts at ClearCube



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