



Training & Configuration

TNT Software offers comprehensive training for ELM Enterprise Manager and ELM Event Log Monitor. Once the system requirements have been satisfied, a fully qualified Product Support Engineer will guide you, on your own system, through initial deployment and preliminary configuration. In addition, they will recommend best practices and assist you in tuning ELM to your specific monitoring, alerting and reporting objectives. ELM Training will accelerate the time to value and assist you in achieving the highest value from our products.

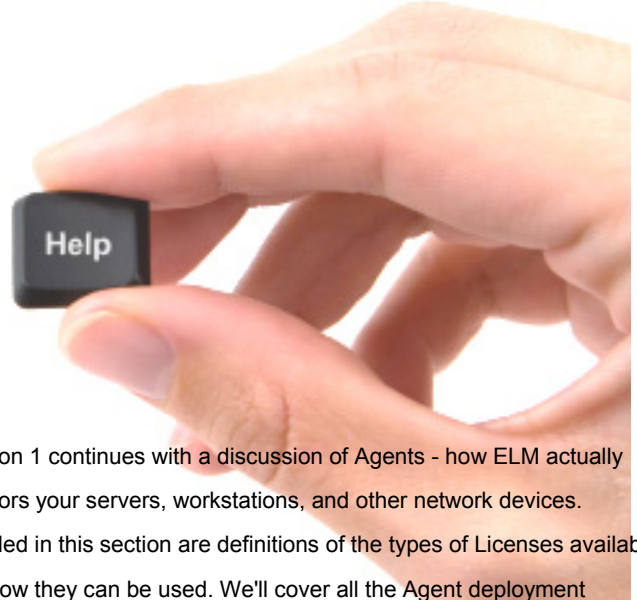
Training Program Details

ELM Training includes a 5-hour package, divided into three sessions. Before you get started, we will provide a preliminary agenda that can be tailored to meet your short term and long term goals. The first two sessions are two-hours each; they are intense deployment and configuration training periods. We recommend that you wait a week or so between the second and third sessions. The third and final session is intended as a 1-hour "wrap-up," to review your deployment and discuss future tuning techniques to get the most out of ELM.

Session 1

Session 1 begins with an introduction to the ELM User and Administrator Guides, and continues with a review of ELM System Requirements, as well as recommended configurations. Questions and in-depth side discussions are always welcome - this is your time, and we want you to get the most out of ELM.

Next we'll move on to discussing the ELM Database, recommendations for configuring it, how to manage the data and the functions of the three ELM Databases. Covered under this topic will be database location, sizing, pruning, and maintenance. You'll ultimately need to establish a data retention policy consistent with any regulations and security policies.



Session 1 continues with a discussion of Agents - how ELM actually monitors your servers, workstations, and other network devices. Included in this section are definitions of the types of Licenses available, and how they can be used. We'll cover all the Agent deployment options, and discuss the requirements for monitoring specific types of devices such as firewalls and Syslog/SNMP units. We'll discuss the advantages ELM provides by dividing Agents into Categories.

Session 1 concludes with a look at the monitoring features within ELM. Monitoring can be a lengthy topic, as we look at how ELM can be configured to meet your specific objectives. We'll consider which Licenses can be assigned to which class of Agents and how they relate to the collection of data and generation of Alerts and Reports. Best practices will be introduced, as well as first level tuning of each Monitor.

Session 2

Session 2 begins with a short review of the previous material with an opportunity for you to ask any questions and clarify any issues observed since the first session. We continue on with a detailed look at Event Filters and how do ELM parses out Events for granular management. We'll examine ways to stack Include and Exclude Event Filters for concise actions.

Logically following this topic will be Event Views, where we can use our Filters to display a set of Events that we're particularly interested in.



ELM includes a number of Event Views "out-of-the-box," but we'll show you how to tailor Views to meet your unique needs. We'll look at Global Event Views in comparison with Agent Level Event Views.

Next, Session 2 will move on to Notifications. This is an important part of centralized system management. ELM provides a way for administrators to be proactive, by employing a variety of Notification Methods to inform you as conditions change. This is an extensive topic, as we will cover Notification Methods and the associated Notification Rules - basically what do you want to know, and how do you want ELM to tell you? We'll look at the "out-of-the-box" Rules and how they work, and cover the creation and management of new Rules for your enterprise.

ELM wouldn't be a complete product if we didn't provide a way to generate Reports you can use to document the state of your systems, and Session 2 continues with an in-depth look at the two ELM's Reporting engines. We'll look at the ELM Publisher, which is a set of pre-defined Reports that can be assigned to Agent Categories. We'll then move on to the ELM Editor, a powerful feature you can use to create and distribute custom Reports. You'll see how ELM Editor Reports can be created based on Event Views, and see how these Reports can be made into Charts to assist in analyzing your network's health.

Session 2 carries on with a look at fault tolerance. We'll see which files in the ELM folder are critical should you need to recover a failed ELM Server. Also included will be a look at the ELM Registry entries.

We conclude Session 2 with a review of ELM Best Practices and talk about how to upgrade to future releases of.

Session 3

Session 3 is the 1-hour wrap up, and in addition to reviewing and answering any questions you may have, we will take a look at ELM's Security Features. We'll talk about required and recommended permissions, and how to configure security for the ELM Console.

The Support and Maintenance Agreement allows you continued access to TNT Software's team of Product Support Engineers, who are ready to assist your efforts for maximizing the value of your ELM deployment.

