



# Training & Configuration Assistance

TNT Software offers comprehensive training for ELM Enterprise Manager. 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.

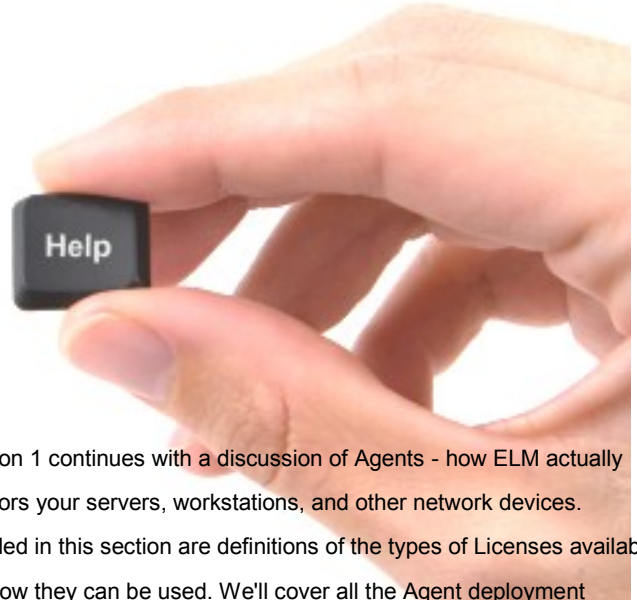
## Training Program Details

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, Data Flow 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, retention policy, 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 Notifications 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 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 Event 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 Event Views and Event Filters - basically what do you want to know, and how do you want ELM to tell you? We'll also cover the creation and management of new Notifications 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. Session 2 continues with an in-depth look at ELM's two 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 ELM.

### 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.

**ELM Enterprise Manager Audit - Logon Activity**  
5/23/2011 - 5/29/2011

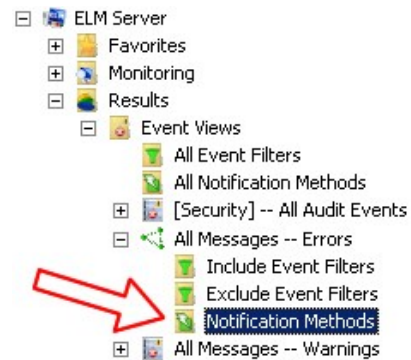
**Audit Failures**  
This chapter provides summary information regarding user session activity that failed on the selected server(s).

**Audit Failures by Server**  
The tables below display the most recent audit failures collected from the selected server(s). For each Server, data is counted and grouped by Username, Workstation, Activity, Type, and Event Id.

Server: cab1 ... 5/23/2011 -to- 5/30/2011						
Last Time	Username	Workstation	Activity	Count	Security Event Type	Event Id
May 27 2011 8:17AM	miker	V-MKKE	Failure (680)	103	Account Logon	680

Server: soloo ... 5/23/2011 -to- 5/30/2011						
Last Time	Username	Workstation	Activity	Count	Security Event Type	Event Id
May 26 2011 5:30PM	-	LAB4	Logon Failure	4	Network Logon	529
May 26 2011 5:30PM	Administrator	LAB4	Failure (680)	4	Account Logon	680
May 26 2011 8:55AM	-	XP3P	Logon Failure	6	Network Logon	529
May 26 2011 8:55AM	Administrator	VPXP3P	Failure (680)	6	Account Logon	680
May 27 2011 7:05AM	SOLOO	SOLOO	Failure (531)	55	Network Logon	531
May 27 2011 7:41AM	FarmFresh@tnttech	SOLOO	Failure (680)	52	Account Logon	680

Server: tntnt ... 5/23/2011 -to- 5/30/2011						
Last Time	Username	Workstation	Activity	Count	Security Event Type	Event Id
May 26 2011 10:53PM	TNTNT	TNTNT	Failure (531)	24	Network Logon	531
May 26 2011	TNTNT	TNTNT	Logon Failure	4	Interactive Logon	529



**Report Schedules**  
The following display the report schedules that are either scheduled to run or are currently running.

Report Name	Scheduled At	Status	Frequency
Prune Check	2011-05-30 06:00:00	Scheduled	Daily
System Update	2011-05-30 04:22:00	Scheduled	Daily
Temperature	2011-05-30 16:20:00	Scheduled	Daily
Temperature	2011-05-30 13:15:00	Scheduled	Daily
Temperature	2011-05-30 08:20:00	Scheduled	Daily
User Account Management Detail	2011-05-30 05:51:00	Scheduled	Daily

Row: 6

**Completed Report Schedules**  
The following displays the completed report schedules.

Report Name	Run At	Last Result	Result Location
Activity by Server	2011-03-31 10:40:00	SUCCEEDED	Email
Activity by User	2011-03-31 11:22:00	SUCCEEDED	Database
By Computer	2011-06-06 11:12:00	SUCCEEDED	C:\Program Files\ELM Enterprise Manager\CustomReports\By Computer\2007_6_6_11_12.mht
By Computer	2011-06-06 11:10:00	SUCCEEDED	C:\Program Files\ELM Enterprise Manager\CustomReports\By Computer\2007_6_6_11_10.mht
Open Alerts	2011-03-19 11:00:00	SUCCEEDED	C:\Program Files\ELM Enterprise Manager\WebSite\ELM Editor Reports\Open Alerts\2008_3_19_11_00.mht
Prune Check	2011-05-30 06:00:00	SUCCEEDED	Email
Syslog -- All Warnings and Errors	2011-12-08 10:40:00	SUCCEEDED	Email
System Update	2011-05-30 04:22:00	SUCCEEDED	Email
Temperature	2011-05-30 16:20:00	SUCCEEDED	Email
Temperature	2011-05-30 13:15:00	SUCCEEDED	Email
Temperature	2011-05-30 08:20:00	SUCCEEDED	Email

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.