



Crystal Enterprise 10 Administration

Outline

This two-day hands-on course explores the technical aspects of administering a Crystal Enterprise system in a Windows environment, including architectural discussions, server components, configuration techniques, and troubleshooting approaches. An actual Crystal Enterprise Windows installation will be performed as part of the course.

Prerequisite: Good working knowledge of Windows and TCP/IP networking, as well as some familiarity with Windows NT security and a standard SQL database server, such as Microsoft SQL Server.

1. Crystal Enterprise Introduction
 - Crystal Enterprise Defined*
 - CE End User/Administration Components*
 - Installing Crystal Enterprise*
2. Overview of Web Desktop
 - Folder Structure*
 - Report Objects/Instances*
 - Scheduling and Distribution Overview*
3. CE Architecture
 - Multi-tier, Multi-server Architecture*
 - CMS as Central Core of Enterprise*
 - Different Software Components*
 - Unix/Windows Options*
 - Licensing Options*
4. Security
 - Introducing the CMC*
 - Adding Users*
 - Adding Groups*
 - Password Settings*
 - Enterprise/NT/AD/LDAP Authentication*
 - Controlling Access Using Rights*
 - Setting Rights*
5. Creating Folders and Adding Objects
 - Creating Folders and Subfolders*
 - Adding Reports*
 - Reports with Saved Data*
6. Scheduling Enhancements
 - Defining Output Destinations*
 - Creating Calendars*
 - Using Events*
7. Notification and Auditing
 - Success/Failure Notification*
 - Alert Notification*
 - Enabling Auditing*
 - Selecting Auditing Options on Servers*
 - Reporting with the Auditing Database*
8. Managing the CMS
 - CCM Settings*
 - Migrating the System Database to a New Server*
 - Clustering Multiple CMS Machines*
9. Managing Server Components
 - Page Server / Cache Server*
 - Job Server*
 - File Repository Servers*
 - Event Server*
 - Web Component Server*
 - Report Application Server*
10. Troubleshooting Crystal Enterprise
 - Failed Instances*
 - Error Messages*
 - Slow Response Times*
 - Networking Issues*