CONTENT MANAGER
Development and Integration



Course Duration

½ Day (plus ½ day development support)

Audience / Roles

This course is intended for those who are responsible for the integration between other systems and Content Manager.

Course Objectives

To impart the knowledge and skills to enable users to understand, plan for and install Content Manager and Content Manage upgrades, build and deploy client installations, and provide the on-going maintenance required within the Content Manager system.

Prerequisites

Attendees should have knowledge of:

- Windows Server and desktop operating systems
- Local security policies and firewalls
- Active Directory (AD)/ creating and administrating users and groups
- Network architecture and common software deployment tools
- Creating and modifying share permissions
- Database management and connectivity

Course Description

This half day training course (plus half day development support) provides users with the knowledge and skills to install and provide on-going support of Content Manager. The course covers topics including how to install Content Manager Web Client on an IIS server and configuration of Content Manager IDOL, restoring and upgrading a dataset and event allocation.

Course Content

Content Manager Application Overview

- Enterprise Content Management (ECM)
- Content Manager Archiving
- Electronic Document Management (EDM)
- Customer Relationship Management (CRM)
- Content Manager Web Client

Content Manager Architecture Overview

- Server Tier Components
- Data Tier Components
- Client Tier Components

Content Manager Basic Installation

- Planning and Preparing
- Creating Service Accounts
- Sharing Network Folders
- Database Server Setup
- Installing Prerequisites
- Installation Wizard

Content Manager Tools, Utilities, Hints and Support

- Helpdesk Operation
- Documentation and Resources

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