



# Crystal Enterprise 9 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. Architecture Overview
  - Different hardware components
  - APS as central core of Enterprise
  - Unix/Windows options
  - Different software components
2. Overview of ePortfolio
  - Folder structure
  - Report objects/instances
  - Scheduling and distribution overview
3. Security
  - Adding users
  - Setting user rights
  - Adding groups
  - Setting group rights
  - User/group rights interaction
  - Password settings
  - Enterprise/NT/LDAP authentication
4. Creating Folders and Adding Reports
  - Creating folders and subfolders
  - Setting folder security
  - Adding reports from CMC, Crystal Reports, and the Crystal Publishing Wizard
  - Setting report security
5. Managing the APS
  - CMC settings
  - CCM settings
  - Migrating the system database to a new server
  - Clustering multiple APS machines
  - Upgrading from Seagate Info or another CE system
6. Managing Server Components
  - Page Server/Cache Server
  - Job Server
  - File Repository Servers
  - Event Server
7. Troubleshooting Crystal Enterprise
  - Failed instances
  - Error messages
  - Slow response time
  - Networking issues