Zimbra Collaboration 8.X

Troubleshooting End-User Issues

Delivery Methods

- Instructor-led training via WebEx

Course Description

- One (1) days

Maximum Students

- Twelve (12)

Target Audience

- Zimbra Help Desk Agents with 3 months experience or more

Prerequisites

3+ months of experience troubleshooting end-user issues at the command-line level

Pricing

Contact your Zimbra representative or a Zimbra Authorized Training Center for pricing information.

Course Overview

If you support Zimbra end users on a help desk, this one-day course will make your job easier: it will increase your effectiveness and save you time solving customer cases. You will learn Zimbra troubleshooting skills, including using debug logging, identifying and resolving user data flow issues, and recovering missing data.

What You Will Learn

- Opening a Support Case: Best Practices
- What is email?
- Zimbra Architecture & Component Overview
- Zimbra Logs Overview
- Troubleshooting Zimbra Components and Clients using Debug Logging
- Identifying and Resolving User Data Flow Issues
- Identifying Data Issues and Recovering Missing Data

How You Will Benefit

After completing this course, you will be able to troubleshoot the most common end-user issues. You will know which Zimbra logs to use, how to use them, and how to diagnose and resolve issues such as how to find missing data (email, calendar, contacts, and tasks); how to configure, sync, and debug issues with different clients; what is disrupting incoming and outgoing email; and how to backup and restore accounts.

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