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## Symantec eDiscovery Platform (Clearwell) 8.1 Troubleshooting

**Duration: 4 Days**    **Course Code: HA0413**

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### Overview:

The Symantec eDiscovery Platform 8.1: Troubleshooting course is designed for the network, IT security, systems administration, and support professional tasked with maintaining and troubleshooting a Symantec eDiscovery Platform environment. This class covers primarily troubleshooting and some maintenance issues from an administrative perspective, including configuration, internal reporting, internal logging, and product maintenance.

This class is designed to introduce students to troubleshooting the various eDiscovery Platform modules. It emphasizes comprehension of the various process flows, and awareness of the importance of internal logging and reports in performing troubleshooting. This course also highlights those troubleshooting steps that generally are most useful when diagnosing possible issues in the various eDiscovery Platform modules.

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### Target Audience:

This course is for customers, support engineers, consultants, and partners who need to maintain and troubleshoot Symantec eDiscovery Platform 8.x.

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### Objectives:

- By the completion of this course, you will be able to:
  - Identify and use tools and utilities that are helpful for troubleshooting eDiscovery Platform.
  - Describe how Legal Hold works and utilize logs and reports to troubleshoot the function area.
  - Describe how Collections work and utilize logs and reports to troubleshoot the function area.
  - Describe how the different types of processing work and utilize logs and reports to troubleshoot the function area.
  - Describe how Review and Analysis work and utilize logs and reports to troubleshoot the function area.
  - Describe how Export and Production work and utilize logs and reports to troubleshoot the function area.
  - Utilize basic troubleshooting steps to resolve common issues that affect eDiscovery Platform
  - Describe the process flow of installations and upgrades, identify and read the logs associated with those operations.
  - Perform on-demand backups and restores and utilize eDiscovery Platform scheduling.
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### Prerequisites:

You must have attended the *Symantec eDiscovery Platform 8.0: For Users and Symantec eDiscovery Platform 8.0: For Administrators* courses.

You must also have a working knowledge of advanced computer terminology, including networking terms and Internet terms, and administrator-level knowledge of Microsoft Windows 2000/XP/2003 operating systems.

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## Content:

### Introduction

- Course overview
- The classroom lab environment

### Troubleshooting basics

- Basic troubleshooting concepts
- Isolating the issue

### Troubleshooting tools overview

- Clearwell Commander and Clearwell Utility
- b commands
- External tools
- Support features
- Overview of eDiscovery Platform Logging

### Troubleshooting Legal Holds

- Active Directory Discovery
- How Legal Hold works
- Logging
- Reports
- Troubleshooting steps

### Troubleshooting Collections

- How Collections work
- Logging
- Reports

### Troubleshooting steps

### Troubleshooting pre-processing, processing and post-processing

- How it works
- Logging
- Reports
- Troubleshooting steps

### Troubleshooting Review and Analysis

- How it works
- Logging
- Reports
- Troubleshooting steps

### Troubleshooting Export and Production

- How it works
- Logging
- Reports
- Troubleshooting steps

### Miscellaneous issues

- Installations and upgrades
- On-demand backups and restores
- eDiscovery Platform scheduling

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## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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