

# Installing and Hosting Aprimo Enterprise

Aprimo Global Services Technical Training

## Agenda

**Duration:** 3 days

**Times:** 8:30 AM to 4:30 PM

### *Target Audience*

Attendees of this course should partners and IT team members who are responsible for defining the architecture for Aprimo Enterprise, installing Aprimo Enterprise and its maintenance packs along. Attendees must be technically oriented and with these technologies such as IIS, SQL Server 2005, Oracle 10, client side scripting, .NET, and web-services.

### *Overview*

The Installing and Hosting Enterprise class is designed for those individuals who are responsible for the installation, maintenance, and on-going application of service pack releases to the Aprimo Enterprise servers. This class introduces the Aprimo Enterprise architecture, provides techniques for identifying and solving environment issues to avoid "application downtime." This class concludes with an optional certification exam to demonstrate a competency of installing and maintaining Aprimo Enterprise servers. Attendance of all three days is required to be eligible to take the certification exam.

### *Technology Prerequisites*

Attendees of this course should be proficient working with the following technologies:

- SQL Server 2005 or Oracle 10
- IIS
- Web Services

### *Additional Prerequisite*

Attendees of this course must watch a recording that provides an overview of basic functions of Aprimo Enterprise prior to attendance.

## ***Training Objectives***

After completing this class, you will be able to perform these tasks:

### ***Initial Installation***

- Recognize and identify the components and their function for a standard installation
- Use the installation documentation
- Verifying the pre-requisite software is installed
- Install Aprimo Enterprise for a development environment
- Install Aprimo Enterprise for a production environment
- Web share folders
- Configure folders for network sharing
- Recognize and start the Aprimo services
- Configure Aprimo NT Services
- Create a database using the provided scripts
- Configure a server for use with Configuration Manager
- Add a database for use with Aprimo Enterprise
- Supply proxy users in Configuration Manager
- Review and clear event logs
- Verify that an installation is complete and functioning properly
- Engage properly with Aprimo to have the installation validated

### ***Service Pack Installation***

- Stop and Restart services
- Use the service pack documentation
- Use the Compatibility Checker
- Register components
- Run scripts to update the database
- Verify that an installation is complete and functioning properly

### ***System Maintenance and Troubleshooting***

- Stop and Restart services
- Rebooting
- Install non-Aprimo software patches and pre-requisites
- Perform user file maintenance
- Review update statistics
- Re-index and create new indexes
- Describe and discuss backup considerations
- Perform data source refreshes
- Recognize key information in error messages
- Recognize performance factors
- Identify techniques for isolating performance issues

## ***Important Course Notes***

Training will take place using a standard installation on 4 Servers (2 Web, 1 Services, 1 MPM) on up to two environments, specifically Production, Development.

Training will *not* result in either a development or production environment. Participants may not install using their own hardware.

For all non-standard installation situations, the partner must use consulting hours within their installation package.

## **Agenda**

<b>Day 1</b>	<b>Introduction to the Aprimo Enterprise and its Technologies and Installing Aprimo Enterprise</b>
8:30 am to 9:00 am	Introductions, logistics, etc.
9:00am to 12:00am	Aprimo Architecture Review
1:00 pm to 2:00 pm	Aprimo Configuration
2:00 pm to 4:30 pm	Installing Aprimo Enterprise for Production Environments
<b>Day 2</b>	<b>Installing Aprimo Enterprise and Installing Service Pack Releases</b>
8:30 am to 9:00 am	Review key concepts of Day 1
9:00 am to 12:00 am	Installing Aprimo Enterprise for Development Environments
1:00 pm to 2:00 pm	Preparing to Install Service Pack Releases
2:00 pm to 4:00 pm	Installing Service Pack Releases
4:00 pm to 4:30 pm	Preparing for and Engaging with Aprimo to Validate an Installation
<b>Day 3</b>	<b>System Maintenance and Troubleshooting</b>
8:30 am to 9:00 am	Review key concepts of Day 2
9:30 am to 10:30 am	System Maintenance - Servers
10:30 am to 12:00 pm	System Maintenance - Databases
1:00 am to 3:00 pm	Troubleshooting Performance
3:00 pm to 4:30 pm	Troubleshooting Tips

## **How to Register**

To register for this course, please access <http://www.aprimo.com> for the registration form. Upon receiving your registration, your spot for class is reserved. Aprimo University reserves the right to cancel classes that are under-registered.

All registrations must be received two weeks prior to the scheduled course.