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## SMAX administration for Suite Administrators (SMAX320)

ID SMAX320 Prix sur demande Durée 2 jours

### A qui s'adresse cette formation

This course is intended for Suite Administrators.

### Pré-requis

To be successful in this course, you should have the following prerequisites or knowledge :

- Familiarity with different roles in an IT service management environment
- Familiarity with different flavors of the user interfaces provided by SMAX
- Familiarity with different versions of the SMAX available

### Objectifs

Upon successful completion of this course, you should be able to :

- Describe suite administration
- Configure a mail server
- Create a customer
- Create and edit an account
- Add a user to the account
- Create a trial license
- Create a license pool and add a license to the pool
- Create a tenant, assign a license, and deploy the tenant
- Export and import the tenants
- Clone a tenant
- Setup a multi-tenant environment
- Configure LW-SSO and view LDAP settings
- Manage Smart Analytics at the suite level
- Set intervals for IDOL based search and define License Expiration Notification

### Contenu

- Lesson 1: Course Overview
- Lesson 2: Mail Server Configuration
- Lesson 3: Customer, Account, and User Management
- Lesson 4: License Management
- Lesson 5: Tenant Administration
- Lesson 6: Configuration Management

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