

Connected Backup  
for PC Desktop  
Support Course



# Course Overview

This course is designed for desktop support technicians and managers who support end users of the Connected® Backup for PC agent and server data. It provides a comprehensive understanding of the agent, enabling support technicians to successfully manage agent implementations and troubleshoot agent difficulties. This course covers a subset of information from the Connected Backup Subscription Service training course.

This course is only offered onsite, and can be tailored to meet your specific needs. It is normally presented in two half-day sessions in order to allow the maximum number of technicians to attend.

## Duration

- *1 day, delivered as two half-day sessions*

## Pre-Requisites

- *General familiarity with Microsoft Windows and Windows applications*

## Course Content

Attendees will gain an understanding of Connected Backup for PC Desktop and will cover the following topics:

- *Connected Backup terminology*
- *Data center configurations*
- *Agent installations*
- *Agent activities*
- *Account management website/MyRoam®*
- *Support center navigation*
- *Reporting*
- *Bandwidth throttling*
- *Account management activities*
- *Data center operations*
- *Archive management*
- *Data center services*
- *Compactor*
- *Data center monitoring tools*
- *Maintenance procedures*
- *Cost of on-site course*

## Entry Fee

*This course is delivered as an on-site course for a fee of \$4,000 plus instructor travel and living expenses*