Course name: Help Desk Support for IBM Lotus Notes 6/6.5

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General information (in English):
Code: ND310
Language: English
Additional languages: Japanese, Simplified Chinese
Brand: Lotus
Additional brands: None specified
Product: Notes/Domino
Release: 6
WW region: Worldwide
Target audience: End User
Format(s): Classroom Number of Days: 3 days

Summary description:
An instructor-led course to enable Domino and Notes end user support personnel to use available resources to find solutions to the most common Notes and Domino 6 end user errors, problems, and frequently-asked questions (FAQs).

Education offerings for IBM Lotus Notes 6 are designed for both Notes 6 and 6.5 users. This offering includes supplemental content that highlights the new features of IBM Lotus Notes 6.5 for students and instructors.

Note: This course has been developed with IBM Lotus Notes/Domino 6.0. While this course can be taught on version 6.5, product features specific to version 6.5 may not be covered.

Topics covered:
This course covers the following topics:

- Introducing the Notes Infrastructure
  - Presenting the Notes Infrastructure
  - Introducing Domino Domains
  - Understanding the Impact of the Domino Directory
  - Identifying Directory Services
  - Introducing Domino Named Networks
  - Describing the Role of the Domino Server
- Managing Notes IDs
  - Storing Notes IDs
  - Handling User Passwords
  - Recovering IDs and Passwords
  - Troubleshooting Notes IDs
- Using Troubleshooting Resources
  - Gathering End User Information
  - Using the Notes Log
  - Using Notes Online Help
- Managing and Customizing the User Environment
  - Organizing the Notes Desktop
  - Managing the Notes Desktop
  - Managing Bookmarks
  - Creating a New Default Desktop
  - Customizing a User's Desktop Environment
  - Identifying the Notes Initialization File
  - Accommodating Multiple Users on a Single Workstation

https://education.lotus.com/rw/lewwschd.nsf/All%20by%20Course%20Code/ND310

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• Breaking Down a Notes Client
• Browsing the Web from Notes
• Troubleshooting the User Environment

• Introducing Domino Security
  • Identifying the Levels of Security
  • Certifying Users and Servers
  • Accessing Servers
  • Troubleshooting Server Security

• Managing Domino Databases
  • Applying Database Security
  • Defining Access Control Lists
  • Choosing a Database Template Update Option
  • Managing the Size of a Database
  • Archiving Database Documents
  • Troubleshooting Domino Databases

• Introducing Mail Routing
  • Defining Mail Routing
  • Identifying the Components of Mail Routing
  • Identifying Mail Delivery Problems
  • Troubleshooting Mail Routing Problems

• Troubleshooting Notes Mail
  • Managing the Personal Address Book
  • Securing Notes Mail
  • Setting User Preferences for Mail
  • Using the Out of Office Agent
  • Archiving Mail
  • Introducing Directory Catalogs
  • Setting Up for Internet Mail
  • Troubleshooting Notes Mail

• Setting Up and Supporting Remote Notes Users
  • Setting Up Users to Work Remotely
  • Identifying Methods of Connecting Users to Work Remotely
  • Troubleshooting Remote Notes User Connections

• Setting Up and Troubleshooting Replication
  • Creating a Replica Copy
  • Working with ACLs and Replication
  • Setting Encryption for a Replica
  • Using Replication Settings
  • Setting Replication Options
  • Scheduling Replication
  • Tracking Replication History
  • Resolving Replication Conflicts

• Supporting and Troubleshooting Calendaring and Scheduling
  • Setting Calendar Preferences
  • Using Alarms
  • Creating Repeating Calendar Entries
  • Adding Holidays to the Calendar
  • Printing the Calendar
  • Troubleshooting the Resource Reservations Database
  • Troubleshooting Group Scheduling
  • Checking the Group Calendar
  • Replicating Free Time
Preparation for Attending Course:
Collect 10-20 frequently asked questions about Notes that your Help Desk organization has received and bring them to class.

Audience:
The target audience for this course is Domino and Notes 6 users who support Notes end users.

Prerequisites:
The prerequisites for this course include
- Moving to IBM Lotus Notes 6 (ND150) [for New Users]
- Maximizing Your Productivity with IBM Lotus Notes 6 for Power Users (ND210) [for New or Update Users]
- A minimum of three (3) months experience using Notes

System requirements:
This product requires the following to run properly:
Installation of IBM Lotus Notes/Domino 6