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# Netaphor SiteAudit Reseller Product Training

## Deployment and Operations Technical Course

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*Pioneering Printer Asset Management*

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# Training Overview

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The Netaphor SiteAudit™ technical training program is a practical “hands-on” instruction in how to prepare, deploy and support SiteAudit software. This document explains what is included with the training program and its costs.

## Objectives

By enterprise software standards SiteAudit is not a complex software product to install and support. Deployment and operation requirements are not resource intensive. As a result, the SiteAudit technical training course is well suited and designed for organizations looking to use a ‘Train-the-Trainer’ program.

The program objectives are to cover technical product and environment issues and teach participants the following competencies:

- Query & Analyze Customer Installation Requirements
- Overcome IT ‘Push Back’ Issues e.g. Network Traffic
- Understand SiteAudit Platform Requirements
- Install & Configure a Microsoft SQL Database(s)
- Install SiteAudit; Configure Discovery and Notification
- Understand Monitoring, Data Collection and Handling Capabilities
- Operate SiteAudit’s Viewing and Reporting Capabilities
- Troubleshoot Startup or Operations Issues

In short, program graduates should be able to handle essential aspects of deploying and operating SiteAudit.

## Audience

The recommended audience is people in technical and customer support positions, product trainers and field personnel that want a technical understanding of SiteAudit. Participants should have a familiarity with the following:

- Installing Software
- Windows Networks
- Print Management or Asset Management software

## Facility & Equipment

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There is specific facility and equipment that help maximize the training investment. The items listed below are meant as a recommended guideline.

### Equipment

The training facility should have enough seating for all participants.

- Equipment & Network Requirements
  - Video Projector
  - Network Access
  - Minimum of 2 Printers
  - Blackboard or Easel
- Participant: Suggested but not required are the following:
  - Laptop or PC
  - Running supported SiteAudit platforms (Windows XP SP2/Server 2003, for SiteAudit interactive demo)
  - Microsoft SQL Server Express
  - Network Access

Participants may install and practice using SiteAudit during the training.

# Course Agenda

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The standard training agenda is detailed below. Extended and custom training can be arranged with advance notification.

## Pre-Requisite Materials

Suggested reading ahead of training.

- SiteAudit Users Guide
- SiteAudit Deployment Guide

## Agenda

- Technical Training - Morning (3 Hours)
  - SiteAudit Product Overview:**
    - Product Description
    - Value Proposition
  - Pre-Deployment:**
    - Customer Network Assessment
    - Common IT Deployment Questions and Answers
    - SiteAudit Architecture Overview
    - Platform Requirements
  - Deployment:**
    - Database Selection & Configuration
    - Security Issues
    - SiteAudit Installation
    - Licensing Procedure
    - Company & Organization Configuration
    - Notification Overview & Configuration
    - Printer Discovery Overview & Configuration
      - Directly Connected & Networked
    - Monitoring Active & Inactive Printers
    - Data Collection Process
    - Deployment Check List
- Lunch Break (1 Hour)

- Technical Training – Afternoon (3 Hours)

**SiteAudit Interactive** (*SiteAudit Viewer Laptop/PC Install*)

- Participant Installation
  - o Install SQL Database & SiteAudit Viewer
  - o Add Demo Database
  - o Create New Database
  - o Restore Demo Database
- SiteAudit Operations
  - o Configurations
  - o Views & Capabilities

**Operations:**

- SiteAudit Viewer Interface
- Grouping, Sorting, Summing & Custom Views
- Viewing Information:
  - o Inventory View
  - o Details
  - o Incident View
  - o Problem Analysis View
  - o Assessment View
- Cost Configuration
- Reporting
  - o Canned Reports
  - o Custom Reports
- Scheduling Tasks
- Backup and Restoring Databases

**Trouble Shooting:**

- Common Issues
  - o Network
  - o Database
  - o Host
- Articles & Support Information
- Netaphor Contact
- Final Q & A

## Pricing & Policies

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Below is the SiteAudit technical training pricing and program additions.

### Technical Training

- 1-Day Standard Technical Training Reseller Free
- Program Additions *Included*
  - Deliverables:*
    - Up to 4 SiteAudit Licenses (Internal Use)
    - Demo Database
    - Reference Material
  - Training Protection:* *Included*
    - 4 x Online training sessions (within 12 months)
    - 25% Discount of second on-site training
    - Product release notification
  - Customer SiteAudit Deployments:* *Included*
    - 3 x Deployment Requirements
    - Analyze What's Required for Network Installation and Roll-out
    - Remote participation

### Scheduling

Advance notice is requested for training. Training dates depend on location and trainer schedule.

### Policies

- Size Limits  
To achieve the best involvement it's recommended the number of participants should not exceed 12.
- Recording  
Video taping and voice recording the training are not allowed without permission.
- SiteAudit License – Inactive demo  
SiteAudit license is installed only during training and can only be used for internal purposes.

## Contact Information

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### Corporate, Sales and Technical

Important support contact information is listed below.

#### *Netaphor Corporate Address:*

15510 Rockfield Blvd., Suite C-100  
Irvine, CA 92618 USA

Phone: +(949) 470 7955

Fax: +(949) 470 4966

Toll free: 1-877-638-2479 – USA only

#### *SiteAudit Technical Support*

To receive reseller technical support for SiteAudit

Email: [support@netaphor.com](mailto:support@netaphor.com)

Please include the person's name, version (e.g. 1.0); a problem title and description with supporting information

#### *SiteAudit Sales*

To receive product information:

Phone: +(949) 232 9170

Email: [sales@netaphor.com](mailto:sales@netaphor.com)