



### The Overview

During this course the delegate will gain sufficient knowledge to detect a CORTEX fault, to gather basic information, test various solutions to common errors and to repair to a first line level. It is highly practical and offers as many hands-on, break-fix scenarios balanced with supported theory sessions as time permits.

### Objectives

Delegates will be shown to:

- Detect maintenance issues with the CORTEX system
- Report relevant, useful information back to APD Communications' Support Department
- Safely start and stop appropriate CORTEX applications on the servers and clients
- Fail over from an active to a backup server and back again
- Identify an array of CORTEX associated hardware and to identify potential weak links in these and monitor accordingly
- Carry out effective preventative maintenance checks
- Image software from a good, healthy client to an affected one and to know when to make the decision to do so in order to save resource time

### Target Audience

APD Communications recommends this course to hardware engineers responsible for getting faulty CORTEX positions working again in the minimum amount of time. The intended audience could be people employed by the customer themselves or third-party maintenance personnel.

### Pre Requisites

Delegates should have a proven working record in hardware and/or software maintenance.

### Course Detail

Course duration: 2 – 3 days (requirement dependent)

Optimum training number: Four people

Best delivery location: Customer's fall-back site, APD Communications Training Room

Public course: Yes, delivered at APD Communications' Office

Associated courses: CORTEX System Administration

*For dates and prices of private or public training courses or any other APD Communications product-line training enquiry, email [Training@APDComms.com](mailto:Training@APDComms.com) or contact your Account Manager.*

### Contact APD

- APD Communications Ltd, Head Office Newlands Centre, Inglemire Lane, Hull, HU6 7TQ, United Kingdom
- Sales and Marketing, Shenley Pavilions, Chalkdell Drive, Milton Keynes, MK5 6LB, United Kingdom
- UAE Office, Office 403, Al Niyadi Building, Airport Road, Abu Dhabi, UAE, P.O. Box 31954
- Tel: +44(0) 1482 808300 | Fax: +44 (0) 1482 803901 | UAE Tel : +971 (2) 443 9277 | Email: [info@apdcomms.com](mailto:info@apdcomms.com) | Web: [www.apdcomms.com](http://www.apdcomms.com)