

# Knowledge Service for Tidal Enterprise Scheduler

## Enterprise Benefits

- Improves ROI on Tidal Enterprise Scheduler
- Helps build scheduling expertise by providing 24x7 access to deep domain knowledge
- Provides continuing education through self-serve training in job scheduling as well as other Cisco technologies

## 24x7 Access to Scheduling Expertise

The Knowledge Service for Tidal Enterprise Scheduler is a subscription-based, online solution that gives customers in-depth access to expert knowledge about the Tidal Enterprise Scheduler. Subscribers can tap into this vast body of technical information anytime, anywhere through a secure Cisco/Tidal Technical Knowledge Library (TKL) portal. They can improve their business process automation and scheduling performance by accessing the latest practical knowledge.

The information the service provides is designed to increase knowledge of Tidal Enterprise Scheduler and job scheduling in general. In addition, users can learn more about related products and technologies that can be used in conjunction with Tidal Enterprise Scheduler to increase efficiency in business process execution and management.

Hands-on training is essential to developing in house scheduling expertise. Unfortunately, many IT organizations cannot send all interested staff members—many of whom are dispersed across the globe—to offsite classes. And once trained, staff must stay current with domain knowledge. Continuous hands-on training for the entire staff is not always a practical approach to these issues. A subscription to Knowledge Service for Tidal Enterprise Scheduler complements offsite training and mitigates training gaps by providing access to a rich library of training materials.

The Knowledge Service for Tidal Enterprise Scheduler delivers Tidal experts' collective knowledge to a wide range of staff. IT organizations

will be able to reduce their time to return on investment in Tidal Enterprise Scheduler because users will have the information necessary to help increase the productivity of a deployment.

## Knowledge Content Description

Among the content available through this service is information developed by Tidal consulting engineers and product experts. It includes papers that discuss scheduling best practices as well as configuration examples, solution diagrams, tips and tricks presentations, and product playbooks. An array of self-paced study guides enables operations staff to make the most of valuable Tidal Enterprise Scheduler capabilities.

Subscribers can request customer-specific content created and made available by a collaboration of the Tidal Technical Services team and the Tidal resource assigned to their accounts.

Extensive intellectual property developed by Tidal engineers to train other engineers is also available through Knowledge Services for Tidal Enterprise Scheduler. This content has never before been offered to either customers or Tidal partners.

## Knowledge Service Access Details

After a subscription is activated, users have access to a number of knowledge categories via their Web browsers. This library of knowledge is carefully organized, indexed, and searchable. Please see Figure 1 for a view of the user interface and Figure 2 for a list of the content provided.

Tidal Software is now  
part of Cisco.



# Knowledge Services for Tidal Enterprise Scheduler

Content and access included in the Knowledge Services for Tidal Enterprise Scheduler library includes:

- ~ Customer-specific remote service engagements
- ~ Tidal intellectual property such as best practices documentation, papers, case studies, and sample configurations
- ~ A collaborative educational environment featuring Tidal and Cisco product experts
- ~ Tidal Enterprise Scheduler courseware consisting of intermediate training, best practices, and tips and tricks
- ~ A library of 70+ International Tidal Users Group (iTUG) sessions, which is updated yearly
- ~ A catalog of Cisco intellectual property documents written by Cisco AS engineers

~ A support communication channel through which subscribers can contact Cisco/Tidal experts with Technical Knowledge Library (TKL) issues and questions

~ A content request channel through which subscribers can suggest/request additional content

## Subscription Process

Knowledge Service for Tidal Enterprise Scheduler is sold as a subscription in one-year increments. A subscription can be ordered at any time from a Tidal Account Manager or added to an annual maintenance contract at the time of renewal.

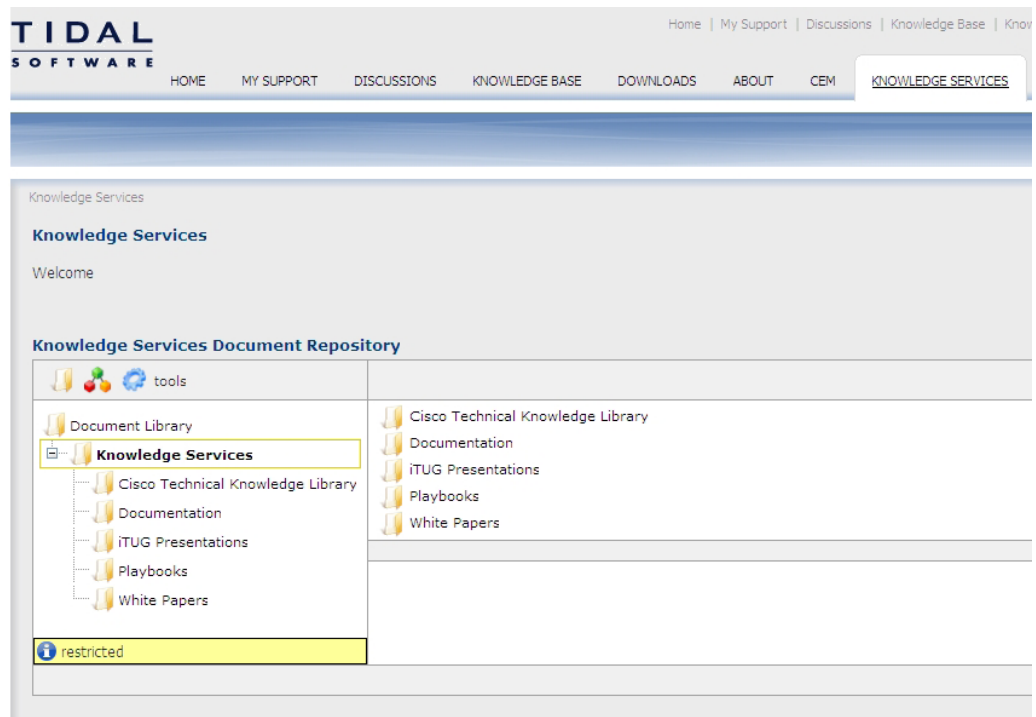


Figure 1. The browser interface of the Technical Knowledge Library for Tidal Enterprise Scheduler is organized and indexed by content type, making it easy to locate specific materials.

# Knowledge Service for Tidal Enterprise Scheduler

The Technical Knowledge Library contains the following items as of this writing. The site is updated regularly.

## **Technical Documents, Demonstrations, Playbooks**

Configure Multiple Masters and Fault Monitors  
Demo - Job Might Not Be Ready By End of Its Time Window  
Demo - Job Rerun Would Exceed Maximum Reruns  
Demo - Job Running Past End of Its Time Window  
Dynamic Allocation of Agent to Job Group  
FAQ - Sending SNMP Messages - Setup and Testing  
Fault Tolerance vs. Clustering  
File-triggered Schedules  
Informatica Best Practices  
JMX Adapter Hooks for Scheduler Properties  
Mainframe Restart Capability  
Migrating the Database from MSSQL\_2000  
Playbook - Complex Dependencies  
Playbook - Converting Scheduler Database from MSSQL to Oracle  
Playbook - Incorporating FTPs into Your Business Processes  
Playbook - Incremental SAP Variant Overrides  
Playbook - Installing UNIX Agents in a Cluster Environment  
Playbook - Job Factories  
Playbook - Monitoring Files on Remote FTP Servers  
Playbook - Scheduling from Web Services  
Playbook - Scheduling In a Virtualized World  
Playbook - Scheduling SAS Programs  
Playbook - TIDAL ASAP - Verifying Resources  
Playbook - Using Events to Automate Approvals  
Procedure for Backing up the Tidal Database  
Procedure for Changing Tidal Service Account Passwords  
Procedure to Add Additional Masters to Data Warehouse  
Process to Cancel a Job Group on Error and Rerun  
Securing the MSSQL Database Adapter  
Securing the Web Services Adapter  
Security FAQ  
SNMP Trap Layout  
TES Email Assistance of Jobs  
TES Mass Change Overview  
Tidal Database Move Directions SQL  
Tidal Enterprise Scheduler Scalability  
Tidal Windows Agent 3.0 SSL Configuration  
Using API for Jobrun  
Using Logging in the Unix Master

Playbook - Job Environment Mapping Documentation

## **Technical Presentations**

Datacenter Automation  
Scheduling Strategies for ITIL & ITSM  
Real-time Automation Using Events for Straight-Through Processing  
Scheduling Best Practices I  
ETL Tips and Tricks  
Tidal Transporter for Advanced Job Migration  
TES Best Practices 3 - Tips Tricks Techniques

## **Training Sessions**

### *Intermediate Training*

This two-day Intermediate course focuses on the most frequently used features and functionalities of Tidal Enterprise Scheduler. Students who usually enroll in this class include programmers, systems analysts, schedulers, operators, and system administrators. Students will learn key concepts in job scheduling as well as the architecture and basic elements of Tidal Enterprise Scheduler. Students will acquire skills such as how to create and monitor jobs, create simple calendars, and build dependencies. This course is a prerequisite for the Advanced Course.

### *Administrator Training*

This one-day course focuses on the administration features and functionalities of Tidal Enterprise Scheduler to provide a higher level of solution expertise. Students who need to go beyond the scheduling courses to administer the scheduler typically enroll in this class. Attendees include application support staff or systems administrators. Though this course does not have specific prerequisites, students should have a general knowledge of server-side management and security.

### *Upgrade Training*

This course focuses on the features and functionalities of Tidal Enterprise Scheduler version 5.3.1. This class does not have specific prerequisites. Students who usually enroll in this class include programmers, systems analysts, schedulers, operators, and system administrators. This course builds on a solid foundation of Tidal Enterprise Scheduler knowledge.

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For more information or to  
speak with a representative,  
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Figure 2. Contents of the Technical Knowledge Library for Tidal Enterprise Scheduler