Microsoft

Dynamics 365 for Finance and Operations: Administration and Troubleshooting

Workshop*PLUS*

Target Audience:

- *This class is intended for an audience with some experience in configuring Microsoft Dynamics 365 for Finance and Operations.*

- *The class is aimed at IT professionals who want to gain a deep understanding of how to maintain their complex implementation.*

Overview

Keeping up with all the components of Microsoft Dynamics 365 for Finance and Operations can be a challenging task. With the Microsoft Dynamics 365 for Finance and Operations Administration and Troubleshooting Workshop*PLUS*, you can gain a deeper understanding of how to configure, and maintain the different components of Microsoft Dynamics 365 for Finance and Operations. This three-day Workshop*PLUS* course, conducted by Microsoft experts provides you with the necessary tools to operate an effective Enterprise Resource Planning (ERP) application.

This Workshop*PLUS* provides you with the following:
- Guidance on requirements and prerequisites for Microsoft Dynamics 365 for Finance and Operations
- Hands-on experience configuring the different components and features of Microsoft Dynamics 365 for Finance and Operations
- Experience working with the monitoring and troubleshooting tools used by Premier Engineers in the field

Technical Highlights

After attending this Workshop*PLUS*, you will be able to:
- Understand the requirements and prerequisites for Microsoft Dynamics 365 for Finance and Operations.
- Perform the administrative tasks necessary to maintain a healthy Microsoft Dynamics 365 for Finance and Operations environment.
- Manage the movement of customizations from one environment to another.
- Troubleshoot a variety of different scenarios.

Syllabus

Hardware Requirements:

Lab environment for this course is hosted in the cloud.

Network Requirements:

Fast and reliable internet connectivity to the Microsoft Azure Cloud platform.

This is a three-day Workshop*PLUS*, typically scheduled from 9:00AM to 5:00PM.

Module 1: Overview: This module introduces students to the cloud architecture and system requirements for Dynamics 365 for Finance and Operations. The servicing and support model and Lifecycle Services integration are also covered in this module.

Module 2: Deployment and Servicing: This module dives into the details of deploying hotfixes and updates and refreshing test environments.

Module 3: Email and Printing: This module will help you understand how to configure email and printing options.

Module 4: Data Management: This module introduces students to data entities. You will gain experience configuring and troubleshooting data imports in the Data Management workspace, deploying aggregate measurements to the Entity Store, and working with data in Excel.

Module 5: Manage Security: In this module you will learn how to add users, configure security roles, and troubleshoot access issues. You will also learn how to move security configurations between environments.

Module 6: Monitoring and Diagnostics: This module teaches you how to use the monitoring and diagnostics tools available in Lifecycle Services to troubleshoot issues and tune your environment.

Module 7: Troubleshooting Tools: When Lifecycle Services monitoring and diagnostics information isn't available or doesn't address your issue, it is important to understand what other tools are available to you. This module covers some additional tools such as the Performance Timer and Trace Parser.

Module 8: Batch Processing: In this module you will learn about the batch framework, how to configure and schedule batch jobs, distribute your batch processing load, and send alerts when jobs fail.

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