



**Versera ICE Tech Level 2**

**MI2V**

**Course Syllabus**

## Revision History

Revision	Date	Author	Description of Change
Version 1.0	02/04/2015	J. White	Initial Release

## Document Source Control

Development Plan for the ICE project

Document Type: MS Word Document

## Movius ICE MI2V Course Description

### Summary

This 5 day course is the advanced technician training for ICE switch technicians. The advanced course is priced for up to 6 students with a charge for each additional student.

This course is designed for the technician who requires knowledge on the system technical operations. The student will understand the basic functions and features of the Versera ICE system as well as troubleshoot, locate, and replace Versera ICE hardware.

The My Services and MessageMe system capabilities will be discussed and students will learn to operate and configure the components that make up this system. Students will learn to configure, monitor and test Short Message Server links, use the database change utility command, and use commands to record and send a system-side broadcast message.

Students will learn to diagnose system errors and alarms and use them to diagnose faults, perform routine maintenance tasks, and maintain the Missed Call Server (MCS) unit.

Students will be provided guides and lab exercises to practice many of the tasks.

After completing this course, the student should be able to:

- Describe the basic functions and features of the Versera ICE system.
- Troubleshoot, locate and replace Versera ICE hardware.
- Trace a call through the Versera ICE system.
- Perform basic provisioning to create and test CoS and subscriber records.
- Identify system components (disks, memory, processes, etc.) and verify their performance.
- Diagnose system errors and alarms and use them to diagnose faults.
- Perform routine maintenance tasks including backups.
- Describe the My Services and MessageMe system capabilities and operate and configure the components that make up a My Services/MessageMe system.
- Maintain the Missed Call Server (MCS) unit.
- Configure, monitor and test Short Message Server (SMS) links used for MWI, MessageMe and Missed Call Server.
- Use the database change utility command, dbchng.
- Use commands to record and send a system-wide broadcast message.

### Course options

Movius offers the course remotely or on-site.

#### Remote prerequisites:

Training for up to 6 students will be provided remotely. Remote access software is used to view on-line presentations in addition to remote access/control of ICE servers.

## On site prerequisites:

Training for up to 6 students will be provided at the customer site. Students should have access to a lab server for hands-on participation.

## Computer Requirements

### Windows System Requirements

- Windows Vista, Windows 7 or Windows 8
- Internet Explorer 5.5, Netscape 7.2, Firefox 1.5x or later.
- 56 kbps or faster Internet connection (\*A high speed broadband connection is recommended)
- P350+ MHz, 128+ MB memory
- 800x600 16-bit color display or better

### Apple System Requirements

- Mac OS/X 10.4.4
- Safari 2.0.1
- Local Area Network or Broadband connection
- G4 700 MHz PowerPC, 384 MB memory
- Display color depth: Thousands of colors

## Documentation:

This course leverages the following ICE technical documentation:

- ICE Administrator's Guide
- ICE Product Overview
- ICE Application Server Software Administrator's Reference
- ICE Media Server Software Administrator's Reference
- ICE Hardware Reference
- SMU Setup and Maintenance Guide
- SMU Provisioning Guide
- SMU Monitoring Guide
- SMU Reports Reference
- Versera ICE Subscriber's Guide Emulation 3
- NGMS Hardware Reference
- NGMS Administrator's Reference
- NGMS Administrator's Guide
- DigiCM Administrator's Guide
- Missed Call Summary Administrator's Guide

- User Manual For Missed Call Management System
- Missed Call Summary (MCS) Operations and Administration Guide

## Module Breakdown

### Day 1:

#### Module 1: Versera ICE System Overview

1. System Components
2. System Management Unit Overview
3. Media Application Server
4. Signaling Gateway Function Overview
5. NGMS Overview
6. DigiCM and DSX
7. Ethernet Switch

#### Objectives:

- Describe the technical attributes of the Versera ICE system
- Locate the Versera ICE components
- Describe the function of each component
- Describe the system architecture and trace a call through the system

### Day 2:

#### Module 2: My Services / MessageMe

1. Introduction to My Services and MessageMe
2. My Services Features
3. Configuration and Setup
4. MyServices/MessageMe Maintenance and Troubleshooting
5. Web Interface

#### Objectives:

- Describe the network architecture.
- Identify the hardware components.
- Provision subscribers for the My Services and MessageMe features.
- Use a web browser to access the My Services/MessageMe web pages.

## Day 3

### Module 3: Missed Call Notification

1. Basic MCN Functionality and Components
2. Alerts and Event Data Recors
3. Alarms and Statistics
4. Configuration
5. MCS Troubleshooting

#### Objectives:

- Describe the basic functionality of the MCS and its components.
- Use the mcn.conf utilities to configure MCN.
- Set up ICE devices to work with MCN.
- Provision subscribers.
- Use system utilities to isolate and interpret errors on the system.
- Perform backups and other routine maintenance.
- Set up and run simulators to test the system.

### Module 3: Short Message Service (SMS)

1. Configuration of SMS links for MWI and Missed Call
2. Configuration and display of SMS flags
3. Interrogation of the status of SMS links
4. Testing of SMS links

#### Objective:

- Configuring and testing of SMS links

## Day 4:

### Module 4: Database Change Utility

1. Use the dbchng utility to extract records from the database based upon a specified criteria
2. Use the dbchng utility to modify records from the database based upon a specified criteria

#### Objective:

- The database change utility (dbchng) allows sorting of the subscriber database for the purpose of reporting or making changes in a block of records. This utility may be used while the NGMS is on-line and processing calls.

### Module 5: System Broadcast Messages

1. Record a broadcast message as a wav file and then transfer that file to the Media Servers
2. Send the broadcast message to:

- a single subscriber
  - all subscribers on the Messaging system
  - all subscribers with a specific class of service
  - all subscribers with common data by sending a broadcast message
3. Use the dbchng utility to specify subscribers
  4. Use the broadcast utility to specify a specific COS
  5. View the status of the messages

### Objective:

- The System Broadcast utility allows the creation of specific messages to be delivered to a wide audience.

## Day 5:

### Module 5: Diagnostics and Troubleshooting

1. Connect into the console port of each ICE device using the Terminal Server.
2. Determine the health of the system using the Versera ICE Health Monitor utility.
3. Run utilities on the various platforms to isolate problems.
4. Read and interpret log files.
5. Edit configuration tables and files.
6. Verify necessary processes are running on the various ICE platforms.
7. Verify deposited messages can be forwarded to the message store.
8. Verify the Media Application Server can retrieve and update subscriber information.

### Objective:

- Perform basic troubleshooting procedures on ICE components.