

AppManager 7.x for VoIP Essentials

Products Covered:	AppManager, Vivinet Assessor, and Vivinet Diagnostics
Who Should Attend:	Network Administrators, System Administrators, and VoIP Administrators
Course Duration:	4 Days
Prerequisites:	Basic knowledge of Windows NT, Windows 2000 or 2003, and working knowledge of VoIP technologies
Course Price:	\$2,400 for Public or four (4) education credits \$12,000 for On-Site or 20 education credits
Purchasing:	<p>Registration: There are two simple ways to obtain more information or register for this instructor-led training course.</p> <p>By Email: trainingadmin@netiq.com</p> <p>By Phone:</p> <p>U.S.: (888) 323-6768, Option 3 Europe: +44 (0) 1784 454 500</p>

Introduction

The AppManager 7.x for VoIP Essentials course is a four-day lecture style course designed to help students understand, deploy, and successfully use NetIQ AppManager for VoIP. The course addresses all the NetIQ tools for each stage of a VoIP deployment. Students learn how to use Vivinet Assessor for VoIP readiness testing, use AppManager to monitor the performance and availability of VoIP implementations and use Vivinet Diagnostics to diagnose VoIP problems. This course discusses Nortel®, Cisco®, and Avaya® VoIP Management solutions provided by NetIQ.

Through discussion, examples, and lab exercises with real world content, students will learn how to:

- Install and understand Vivinet Assessor, Vivinet Diagnostics, and AppManager
- Run diagnostic reports (in Cisco and Nortel environments)
- Setup user accounts and reports
- Execute troubleshooting and maintenance best practice techniques.

Training Agenda

The following table lists the agenda for the AppManager 7.x for VoIP Essentials class.

Day 1 Topics

VoIP Introduction

- Overview of NetIQ AppManager for VoIP
- VoIP Fundamentals

Vivinet Assessor

- Overview
- Installation
- VoIP Readiness Assessment
- Understanding Results

Day 2 Topics

Vivinet Diagnostics

- Overview
- Diagnostics in a Cisco Environment
- Diagnostics in a Nortel Environment
- Installation and Configuration
- Manual Diagnostics
- Understanding Results
- Automated Diagnostics
- Setup Options

AppManager Introduction and Installation

- NetIQ AppManager Suite
- AppManager Architecture and Components
- AppManager for VoIP Architecture Overview
- AppManager Installation
 - Plan the Implementation
 - Installation Overview
 - Agent Deployment

Managing Operations

- Operator Console Overview
- Organizing Resources
- Jobs and Events
- Data Collection
- Knowledge Script Overview
- Actions
- Customizing the Operator Console and Repository
- Policy-Based Monitoring Jobs
- Developing a Knowledge Script Strategy

Day 3 Topics

VoIP Infrastructure Management Solution

- VoIP Quality
- Cisco SAA Voice Quality
- SIP Call Setup
- H.323 Call Setup
- Network Devices

Cisco VoIP Management Solution

- Cisco Voice Mail
- Cisco IP Contact Center
- Cisco IP Telephony
- Cisco IPT Security

Nortel VoIP Management Solution

- Nortel IP Telephony Overview
 - Nortel Business Communications Manager 3.x
 - Nortel Business Communications Manager - Proxy
 - Nortel Communications Server 1000
- Proactive Voice Quality Management
- Nortel Contact Center

Day 4 Topics

Access Management

- User Management
- Knowledge Script Password Store

Reporting

- Reporting Overview
- Developing a Reporting Strategy
- Creating Reports

Troubleshooting and Maintenance

- Troubleshooting AppManager
 - AppManager Resources
 - Troubleshooting Tools
 - Log Files
 - Troubleshooting Tips
- Troubleshooting VoIP Proxies
- Maintenance

Appendix A: AppManager for Avaya Communication Manager

- Introduction
- Proxy Architecture and Deployment
- Installation Requirements
- Best Practices for Monitoring Avaya Communication Manager
- AvayaCM Knowledge Scripts

Appendix B: AppManager for Avaya Communication Manager

- Core Components
 - Control Center Architecture and Components
 - Managed Client Components – A Closer Look
 - Process Flows – A Detailed Look
 - Component Communications
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Virtual Classroom Setup Guide

NetIQ training conducts classes in a lecture with labs format. The requirements listed in this section are in place to ensure that the trainer can conduct effective discussions and demonstrations and that the students can perform all of the lab exercises. Failure to meet these requirements may compromise the value of the training. Please contact trainingadmin@netiq.com if you are unable to meet any of these requirements.

Basic Requirements

- A whiteboard or flip chart with markers
- A projector (or TV) capable of displaying at least 800x600 resolution
- Public Internet access. Students must be able to reach <https://training.netiq.com>
- One computer for the instructor
- One computer for each student

Minimum Computer Hardware Requirements

- Intel® Pentium® 1.3 GHz
- 1 GB of RAM

Software Requirements

- Microsoft® Windows XP or later operating system
- Citrix® Presentation Server Client (lightweight Citrix Client available for download at <https://training.netiq.com>)

Customized NetIQ Virtual Machines

- As the class begins, the instructor will guide the students to access the NetIQ Virtual Training environment at <https://training.netiq.com> with a student-specific logon.
- These customized virtual machines will provide all the configurations required for installing and running NetIQ software.
- NetIQ software will NOT be installed directly onto any of the student computers. Instead, NetIQ software will be leveraged within the virtual machines provided in the NetIQ Virtual Training Environment.