

AppManager 7.x for VoIP Essentials

Introduction

The AppManager 7.x for VoIP Essentials course is a lecture with labs style, four-day 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: assessment, monitoring, and diagnostics. NetIQ training designed this course with real-world content and with an emphasis on hands-on exercises. Students learn how to use NetIQ Vivinet® Assessor to assess the network for VoIP readiness, monitor the performance and availability of a VoIP implementation using AppManager, and use NetIQ Vivinet Diagnostics to diagnose VoIP problems to ensure a successful VoIP implementation. This course discusses Nortel®, Cisco®, and Avaya® VoIP Management solutions provided by NetIQ.

Training Agenda for AppManager 7.x for VoIP Essentials

The following table lists the agenda for the AppManager 7.x for VoIP Essentials class. Changes to the training agenda outlined may constitute a change of scope.

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
- Installation and Configuration
- Manual Diagnostics
- Understanding Results
- Automated Diagnostics
- Setup Options

AppManager Introduction and Installation

- Plan the Implementation
- Installation Overview
- Agent Deployment

Managing Operations

- Operator Console Overview
- Organizing Resources
- Jobs and Events
- Data Collection
- Knowledge Scripts
- Actions
- Customizing the Operator Console and Repository

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 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

Reporting

- Reporting Overview
- Developing a Reporting Strategy
- Creating Reports

Troubleshooting and Maintenance

- Troubleshooting AppManager
- Troubleshooting VoIP Proxies
- Maintenance

Appendix A: AppManager for Avaya Communication Manager

- Introduction
- Proxy Architecture and Deployment
- Installation Requirements
- Best Practices
- AvayaCM Knowledge Scripts

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.