



MINERVA

iTVFusion

2014

Online Training Syllabus

2014 Online Training Dates

2014 Schedule

January

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March

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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

Mo	Tu	We	Th	Fr	Sa	Su
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August

Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October

Mo	Tu	We	Th	Fr	Sa	Su
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Minerva iTVFusion

2014 Online Class Schedule

Note: No Classes on Monday - All classes listed in Central Standard Time (CST)

Day	Tuesday	Wednesday	Thursday	Friday
Module	1. STB Overview	3. New Features and ACTools	5. Administration/ Troubleshooting	6. Billing and Extraction
Start Time	10:00 AM (CST)	10:00 AM (CST)	10:00 AM (CST)	10:00 AM (CST)
End Time	12:00 PM (CST)	12:00 PM (CST)	12:00 PM (CST)	11:15 AM (CST)
Break	12:00 PM to 1:00 PM (CST)	12:00 PM to 1:00 PM (CST)	12:00 PM to 1:00 PM (CST)	11:15 AM to 11:30 PM (CST)
Module	2. Customers and Devices	4. Channels, Lineups, Regions & Packages	5. Administration/ Troubleshooting (continued)	7. Minerva Support
Start Time	1:00 PM (CST)	1:00 PM (CST)	1:00 PM (CST)	11:30 AM (CST)
End Time	3:00 PM (CST)	3:00 PM (CST)	3:00 PM (CST)	12:30 PM (CST)

Overview

Minerva's training courses are designed to provide your team with the knowledge they need to deploy and use iTVFusion on a daily basis. Each course is only 1 to 4 hours long, and is delivered online by trained iTVFusion experts.

Convenient online delivery

The training courses cover all of the key areas required to implement iTVFusion.

Comprehensive set of modules

The training courses cover all of the key areas required to implement iTVFusion.

Experienced training staff

Each of the Minerva's trainers has had at least 3 years hands-on field experience with iTVFusion.

Course: STB Client Operations

Course Number: MN-OLT011

Module Duration - 2 Hours

Intended audience:

- Installers, Technicians
- CSRs
- Help desk
- Administration
- Headend Engineers
- Marketing, Sales, Management
- Anyone wanting an understanding of the STB operation as it relates to the customer



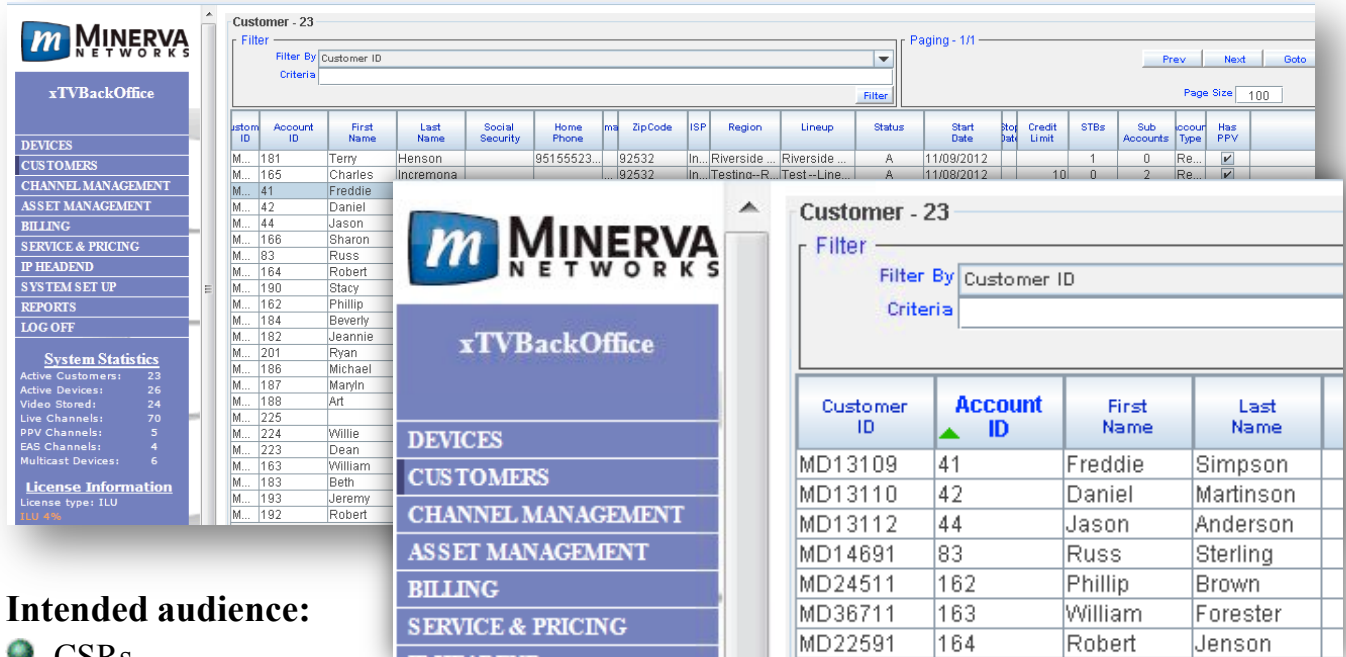
What you will learn in this module:

- Overview of Minerva iTV (Interactive Television) operation within the customer's home
- Navigation -- Menu Bar, Info Bar, navigating the Electronic Program Guide, including setting reminders and auto tunes. All, Subscribed, High Definition, Standard Definition. Purchasing Pay Per View programs and the Search function.
- Changing Themes – themes, languages, skins, and selecting one for your STB.
- Setting Parental Controls – movie ratings, TV ratings, language and violence ratings, overriding from the menu, unlock timeout, etc.
- Favorites and Channel Blocking – creating a Favorites list, editing and using a Favorites list, how can a customer set up blocking of channels from the home
- Sub-Accounts and Set Top Box Logins – requiring logins, creating account allowances, setting parental controls for individuals within the home
- URL Channels, Web access, Email at the Set Top Box
- Accessing the Library, Caller ID on the TV, System messages to the STB
- Widgets – Weather, Stocks, News, Sports, Twitter
- Cloud TV/ OTT TV – You Tube, MetaChannels, Picasa
- DVR Operation – recording from the Guide, series recording, deleting recordings
- VOD Operation, ordering, etc.

Course: Customers and Device Management

Course Number: MN-OLT012

Module Duration - 2 Hours



The screenshot displays the Minerva Networks xTVBackOffice interface. On the left is a navigation menu with options like DEVICES, CUSTOMERS, CHANNEL MANAGEMENT, ASSET MANAGEMENT, BILLING, SERVICE & PRICING, IP HEADEND, SYSTEM SET UP, REPORTS, and LOG OFF. Below the menu is a 'System Statistics' section showing metrics like Active Customers (23) and Active Devices (26). The main area shows a table of customers with columns for Account ID, First Name, Last Name, Social Security, Home Phone, ZipCode, ISP, Region, Lineup, Status, Start Date, Credit Limit, STBs, Sub Accounts, Account Type, and Has PPV. A detailed view of a customer (Customer - 23) is shown on the right, including a filter section and a table of customer accounts.

Account ID	First Name	Last Name
MD13109	Freddie	Simpson
MD13110	Daniel	Martinson
MD13112	Jason	Anderson
MD14691	Russ	Sterling
MD24511	Phillip	Brown
MD36711	William	Forester
MD22591	Robert	Jenson

Intended audience:

- CSRs
- Provisioning, Help Desk
- Admin, Engineering, Support
- Anyone who manages customer provisioning

What you will learn in this module:

- Customers – how to add new customers as well as edit existing ones,
- Complete explanation of all customer fields, both required and unrequired
- Devices – auto-configuration using account numbers, phone numbers or device registration numbers, assignment instead of auto-configuration
- How to set up and change Parental Controls on behalf of the customer, retrieve forgotten PINs and customer password changes, set credit limits, enable or disable services, require PIN usage, logins, etc.
- How to block channels for the customer or discover if they have blocked channels and if so, which ones
- Managing Bandwidth – how to control the number of streams within a home
- Assigning Services – Service Packages, Channel Packages, PVR service, HD service, Caller ID service, Web service, E-Mail service, etc.
- Booting a set-top box, activating, deactivating and deleting customer accounts

Course: New Features and ACTools

Course Number: MN-OLT411

Module Duration – 2.0 Hours

Intended audience:

- Headend Engineers
- Admin, Engineering, Support
- Marketing, Sales
- Management, Decision makers
- Any person required to manage customer provisioning



What you will learn in this module:

New Features

- Hardware Requirements
- Bandwidth Management
- Remote Scheduling
- nDVR - Network DVR, RSDVR – Remote Storage DVR, Restart TV, CUTV – Catch Up TV
- Widget, Widget Development Kit, Widget Packaging
- Cloud/ Over the TOP TV - YouTube, Picasa, MetaChannels, OTT Packaging
- HLS – HTTP Live Streaming and Unicast support
- VOD UI - the new Video On Demand User Interface
- Cable TV Support
- iTVClient for iOS and Android Devices - allows users to view Live TV and On Demand content from iOS and Android devices.
- Analytics - analyze platform usage and content consumption across all devices.
- Display User Content over DLNA - allows users to use their STBs to play their own photos, videos, and music located on UPnP/DLNA media servers on their home networks.
- Multiscreen Support
- Region-Based VOD Pricing

ACTools (Admin Client Tools)

- Generating Messages, Resyncing & Rebooting STBs, STB information, etc.
- Filtering by - region, wildcard, Device ID, Mac Address, etc.

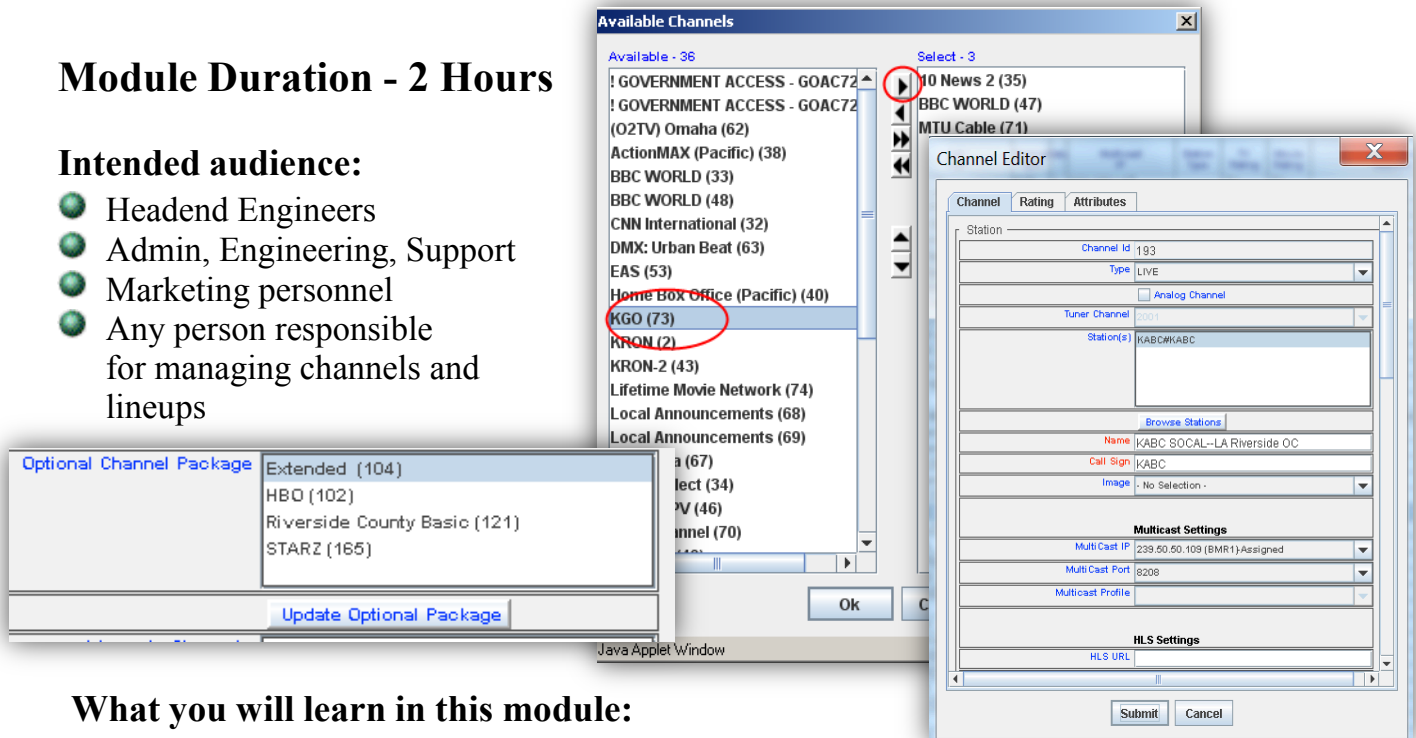
Course: Channels, Lineups, Regions & Packages

Course Number: MN-OLT013

Module Duration - 2 Hours

Intended audience:

- Headend Engineers
- Admin, Engineering, Support
- Marketing personnel
- Any person responsible for managing channels and lineups



What you will learn in this module:

- Channels – students learn how to create channels and associate channels with the TV Listing data service, the multicast IP addresses and port numbers. For Pay Per View channels, students learn how to create default pricing, configure Preview types and durations, allow for Impulse buying, etc.
- URL channels are explained as well as how to configure them
- Channel Lineups – students learn how to create channel lineups with independent channel numbering for different Service Areas. Also, you will learn how different channel lineups may be useful for particular communities, campuses, etc.
- Regions – you will learn how to create regions, and associate themes, channel lineups, languages, time zones and other properties.
- Channel Packages – students learn how to create channel packages, how to make channel packages which cross multiple regions or which are specific to a given region.
- Widget Packages and OTT Packages
- Service Packages – Students learn how Service Packages are combinations of channel packages and other features available to the customer, with a bundle price.
- Final review – Channels, Lineups, Regions and Packages

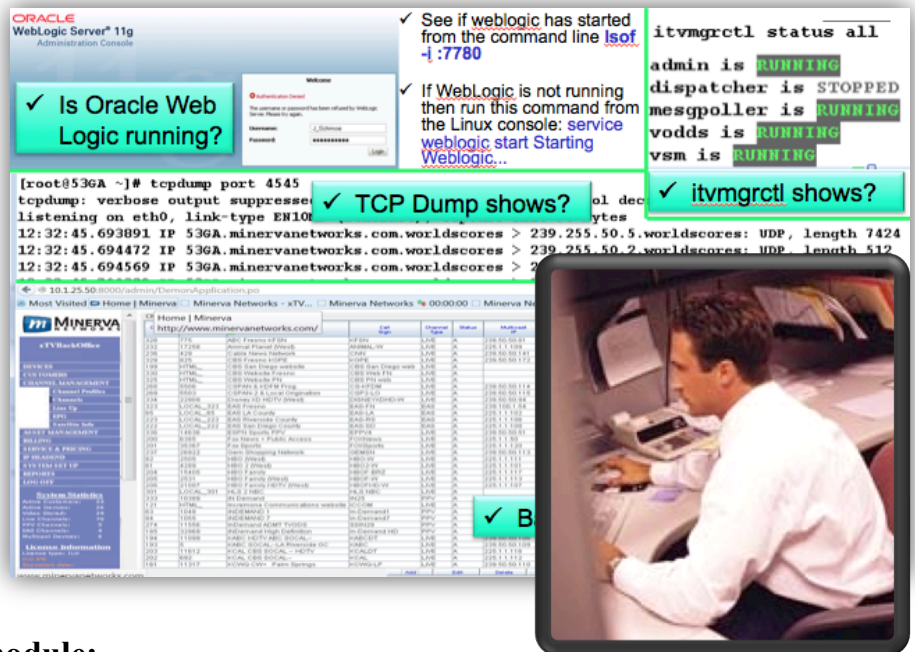
Course: System Administration/Troubleshooting

Course Number: MN-OLT014

Module Duration - 4 Hours

Intended audience:

- Headend Technicians
- Admin, Engineering, Support
- Network Operations personnel
- Individuals responsible for maintaining/ supporting the IPTV system.



ORACLE WebLogic Server® 11g Administration Console

✓ Is Oracle Web Logic running?

See if weblogic has started from the command line `ls -l $ORACLE_HOME/bin/sof`

If WebLogic is not running then run this command from the Linux console: `service weblogic start Starting WebLogic...`

itvmgrctl status all

admin is **RUNNING**

dispatcher is **STOPPED**

mesgpoller is **RUNNING**

vodds is **RUNNING**

vsm is **RUNNING**

✓ TCP Dump shows?

```
[root@536A ~]# tcpdump port 4545
tcpdump: verbose output suppressed
listening on eth0, link-type EN10MB
12:32:45.693891 IP 536A.minervanetworks.com.worldscores > 239.255.50.5.worldscores: UDP, length 7424
12:32:45.694472 IP 536A.minervanetworks.com.worldscores > 239.255.50.2.worldscores: UDP, length 512
12:32:45.694569 IP 536A.minervanetworks.com.worldscores > 239.255.50.2.worldscores: UDP, length 512
```

✓ itvmgrctl shows?

MINERVA Home | Minerva | Minerva Networks - xTV... | Minerva Networks 000000 | Minerva Networks

✓ B

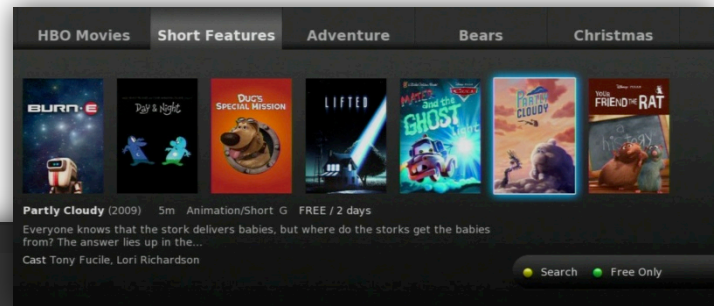
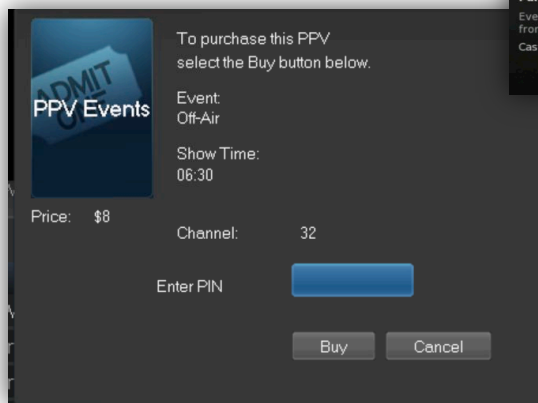
What you will learn in this module:

- iTVFusion system overview
- iTVFusion general operations, maintenance, setup/configuration screens and menus
- Multicast addresses – multicast addresses are used for Live TV programming and also for iTVFusion data feeds. You will learn how iTVFusion regulates the use of these multicast addresses.
- Configuration of the multicast control (Runtime and Message) streams as well as the various boot streams within iTVFusion back office
- The Application dispatcher - checking its status, starting and stopping it, etc.
- Using tcpdump to troubleshoot the iTVFusion system
- Using the tail command to watch the dispatcher log and troubleshoot problems
- Weblogic, appropriate Linux commands and directories, troubleshooting
- System Backup
- System Recovery
- Loading EPG data
- Daily, weekly and monthly maintenance checks
- Linux login, cron jobs, log files, process management
- How to add new admin users
- Basic troubleshooting techniques

Course: Billing and Reporting

Course Number: MN-OLT015

Module Duration – 1 Hour
15 minutes



PPV

VOD



Intended audience:

- IT Engineers or computer system administrators in charge of servers
- Marketing
- Billing
- Admin, Engineering
- Tech Support

What you will learn in this module:

- Recurring and non-recurring charges as they relate to iTVFusion and a Service Provider's billing system
- Billing files: Extraction, delivery and usage
- Minerva billing reports within the scheduled cron jobs of iTVFusion
- Technical differences between the TAB format and the ARB format
- Using the TAB format for inventory and verification matches to your billing system
- Using iTVFusion to create invoices and access incurred customer charges
- How to identify charge reversals within the iTVFusion system

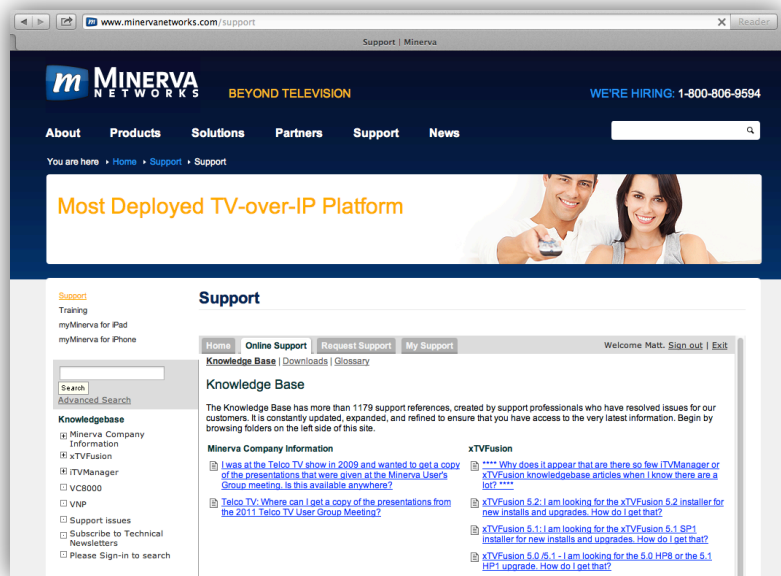
Course: Minerva Technical Support

Course Number: MN-OLT016

Module Duration - 1 Hour

Intended audience:

- IPTV, IT Engineers or computer system administrators in charge of servers
- Admin, Engineering
- Tech Support
- Headend Technicians



What you will learn in this module:

- How to sign-up for a support account to the Web support portal
- How to generate and manage support tickets
- Setting priority levels for support tickets
- How to access the Knowledge Base, searching methods, links to useful information
- How to download: product documentation, software service packs and hot patches from the eSupport site
- When and how to escalate your issues
- Understand the best ways to interoperate with Minerva support staff and expedite problem resolution