



Minerva 10

2018

Online Training Schedule and Syllabus

Minerva 10

2018 Online Training Schedule

January 2018							February 2018							March 2018							April 2018						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6					1	2	3					1	2	3	1	2	3	4	5	6	7
7	8	9	10	11	12	13	4	5	6	7	8	9	10	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28				25	26	27	28	29	30	31	29	30					

May 2018							June 2018							July 2018							August 2018						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5						1	2	1	2	3	4	5	6	7				1	2	3	4
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31					26	27	28	29	30	31	

September 2018							October 2018							November 2018							December 2018						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1		1	2	3	4	5	6					1	2	3							1
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16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29
30																					30	31					

Course Modules - Days/ Times (USA PST)

DAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
MODULE	1. End User Client Operations - STB & Mobile	3. Channels, Lineups, Regions & Packages	4. ACTools	8. Administration & Troubleshooting	
TIME	8:00 AM to 10:00 AM	8:00 AM to 10:00 AM	8:00 AM to 9:00 AM	8:00 AM to 10:00 AM	
MODULE	↓		5. Billing & Extraction		↓
TIME	↓		9:00 AM to 10:00 AM		↓
BREAK	10:00 AM to 11:00 AM	10:00 AM to 11:00 AM	10:00 AM to 11:00 AM	10:00 AM to 11:00 AM	
MODULE	2. Customer Account Creation/ Management	3. Channels, Lineups, Regions & Packages ...continued	6. Minerva Support	8. Administration & Troubleshooting ... continued	
TIME	11:00 AM to 1:00 PM	11:00 AM to 1:00 PM	11:00 AM to 12:00 PM	11:00 AM to 1:00 PM	
MODULE	↓		7. Admin System Architecture		↓
TIME	↓		12:00 PM to 1:00 PM		↓
NOTE: ALL TIMES ARE USA Pacific Time					

Minerva 10 Online Training:

Minerva Networks training courses are designed to provide your team with the knowledge they need to deploy and use the Minerva 10 system on a daily basis. Each course is only 1 to 4 hours long and is delivered online by trained Minerva Networks experts.

Convenient online delivery : The training courses cover all of the key areas required to implement the Minerva 10 system.

Comprehensive set of modules: The training courses cover all of the key areas required to implement the Minerva 10 system.

Experienced training staff: Each of the Minerva's trainers has had at least 4 years hands-on field experience with Minerva Networks.

Course: End User Experience

Course Module 1

Module Duration - 2 Hours

Intended audience:

- Installers, Technicians
- CSRs
- Help desk
- Administration
- Headend Engineers
- Marketing, Sales, Management
- Anyone wanting an understanding of the end user experience



What you will learn in this module:

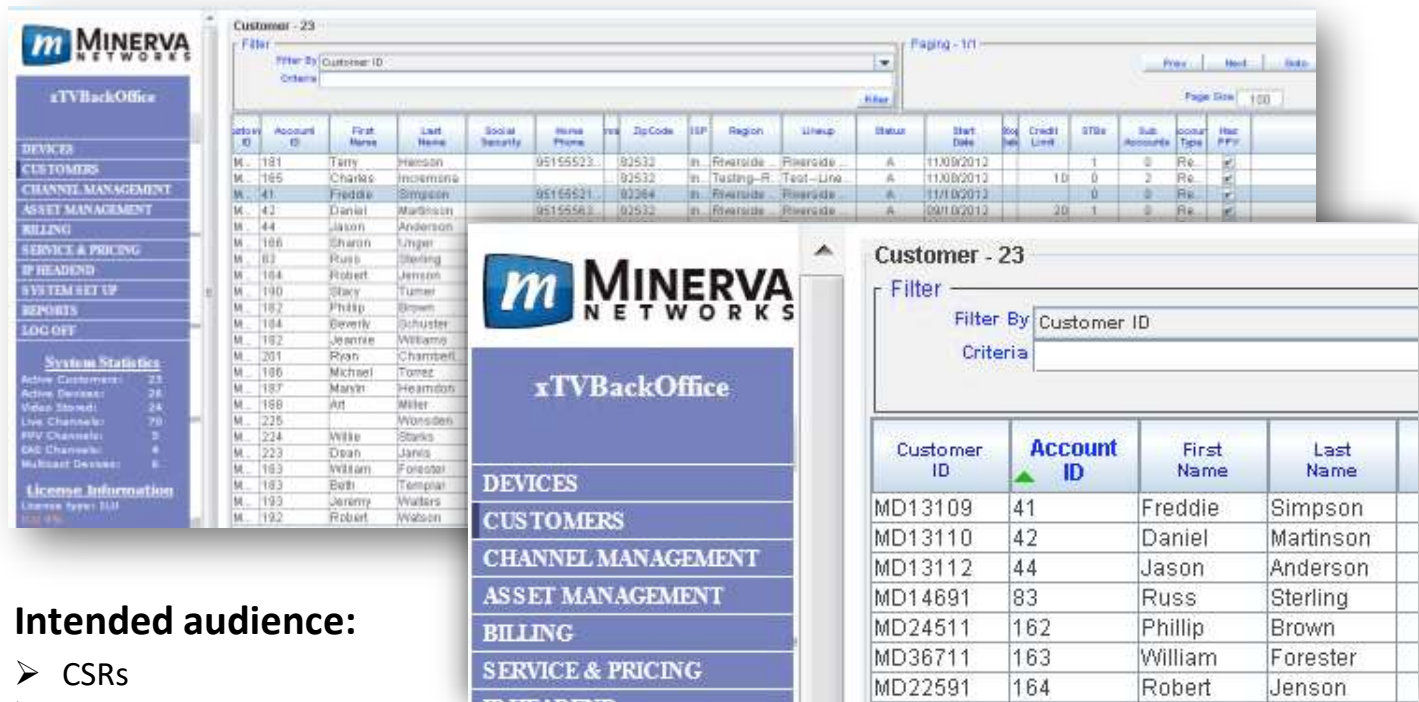
- Overview of the Minerva 10 screens and operations across multiple devices (Set Top Boxes, mobile phones, tablets, PC/Mac, ROKU box and Amazon Fire TV).
- Activation process for STBs and other client devices, booting, etc.
- Explanation of the Home Screen and the stripes at the Set Top Boxes.
- The TV Grid and various Guide views explained and demonstrated.
- User initiated TV remote control commands explained & demonstrated (guide, menu, info, red, green, yellow, blue, arrow keys, etc.
- The Info bar explained.

- Searching through the guide demonstrated.
- Parental Controls, overriding from the menu, unlock, etc.
- Adding programs and series to customer Favorites as well as creating Favorites lists, editing and using multiple Favorites list.
- Sub-Accounts and Set Top Box Logins.
- DVR operation, Restart TV, Catchup TV, VOD operation, ordering, etc.

Course: Customer Account Creation/ Management

Course Module 2

Module Duration - 2 Hours



The screenshot displays the Minerva Networks xTVBackOffice interface. On the left is a navigation menu with categories like DEVICES, CUSTOMERS, CHANNEL MANAGEMENT, ASSET MANAGEMENT, BILLING, SERVICE & PRICING, IP HEADEND, SYSTEM SET UP, REPORTS, and LOG OFF. Below the menu are system statistics and license information. The main area shows a table of customer accounts with columns for Account ID, First Name, Last Name, Social Security, Home Phone, Zip Code, IEP, Region, Lineup, Status, Start Date, and more. A detailed view of a customer account (Customer - 23) is shown on the right, including a filter section and a table of account details.

Account ID	First Name	Last Name	Social Security	Home Phone	Zip Code	IEP	Region	Lineup	Status	Start Date	Req. Fee	Credit Limit	STBs	Sub-Accounts	Good Type	Has P/P
M. 181	Terry	Henson		95155523	92532	in	Riverside	Riverside	A	11/09/2012			1	0	Re	
M. 165	Charles	Indemiano			92532	in	Tustin-R	Test-Line	A	11/08/2013		10	0	2	Re	
M. 41	Freddie	Simpson		95155521	92264	in	Riverside	Riverside	A	11/10/2013			0	2	Re	
M. 42	Daniel	Martinson		95155563	92532	in	Riverside	Riverside	A	09/10/2012		20	1	0	Re	
M. 44	Jason	Anderson														
M. 186	Sharon	Linger														
M. 83	Russ	Sterling														
M. 164	Robert	Jenson														
M. 190	Stacy	Tumer														
M. 182	Phillip	Brown														
M. 164	Beverly	Schuster														
M. 162	Jeanne	Williams														
M. 201	Ryan	Chambert														
M. 186	Michael	Tomez														
M. 187	Marvin	Heimbohn														
M. 168	Art	Miller														
M. 225		Wansden														
M. 224	Willie	Starks														
M. 223	Drahn	Janis														
M. 163	William	Forester														
M. 163	Boh	Templar														
M. 193	Jeremy	Walters														
M. 192	Robert	Watson														

Customer ID	Account ID	First Name	Last Name
MD13109	41	Freddie	Simpson
MD13110	42	Daniel	Martinson
MD13112	44	Jason	Anderson
MD14691	83	Russ	Sterling
MD24511	162	Phillip	Brown
MD36711	163	William	Forester
MD22591	164	Robert	Jenson

Intended audience:

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

What you will learn in this module:

- Customer Accounts - how to add new customer accounts & edit existing ones.
- Complete explanation of customer account fields, required & unrequired.
- Activating Devices using account numbers, phone number or Customer ID.
- Explanation of the M10 Customer ID and Account ID and which matches a Service Provider's Billing System
- How to set up and change Parental Controls on behalf of the customer, retrieve

forgotten PINs and customer password changes, block channels, set credit limits, enable or disable services, require PIN usage, logins, limit the number of STB devices and mobile devices etc.

- Assigning Services – Service Packages, Channel Packages, User services & Mobile
- Activating, deactivating & deleting customer accounts.
- How to locate/track Device IDs within the M10 system and delete devices so they can be activated to another customer account.

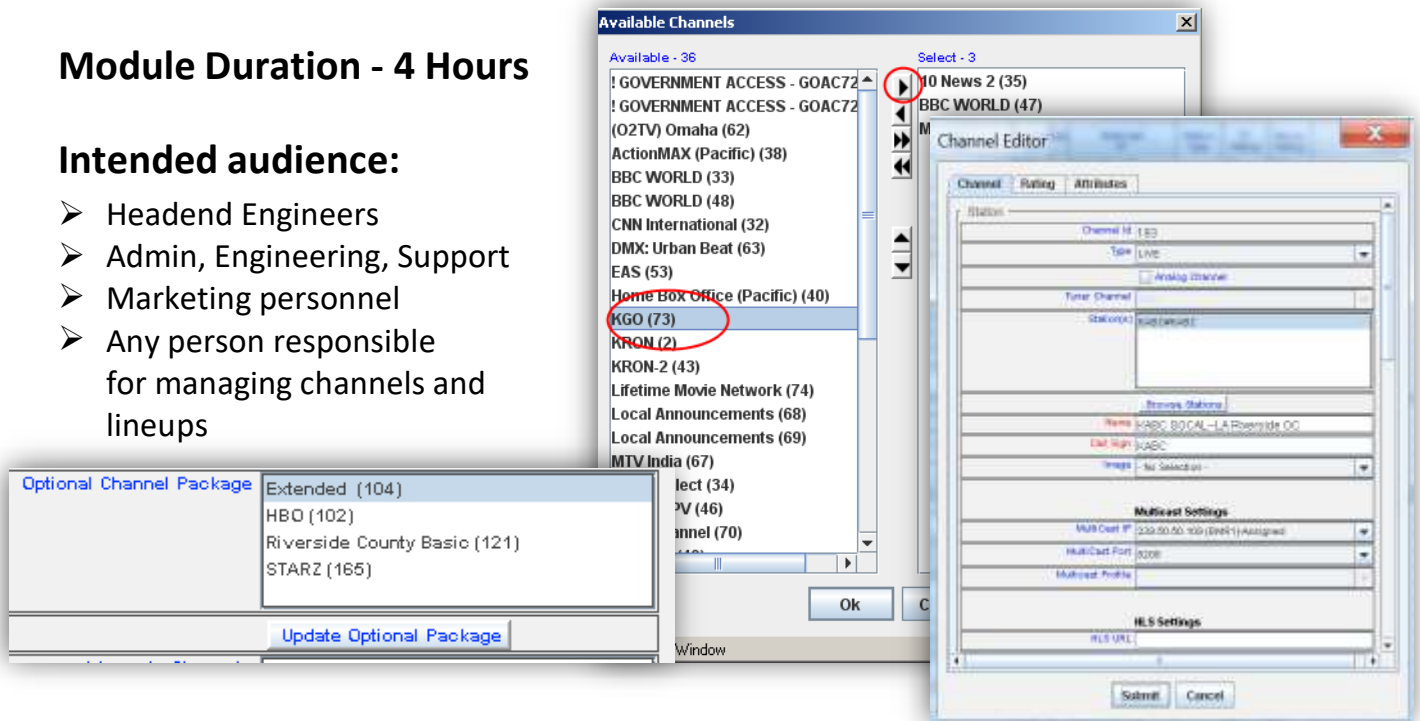
Course: Channels, Lineups, Regions & Packages

Course Module 3

Module Duration - 4 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 or the HLS URL values.
- Pay Per View Channels are created.
- 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.
- Service Packages – Students learn how Service Packages are combinations of channel packages and other features available to the customer.
- Final review – Channels, Lineups, Regions and Packages

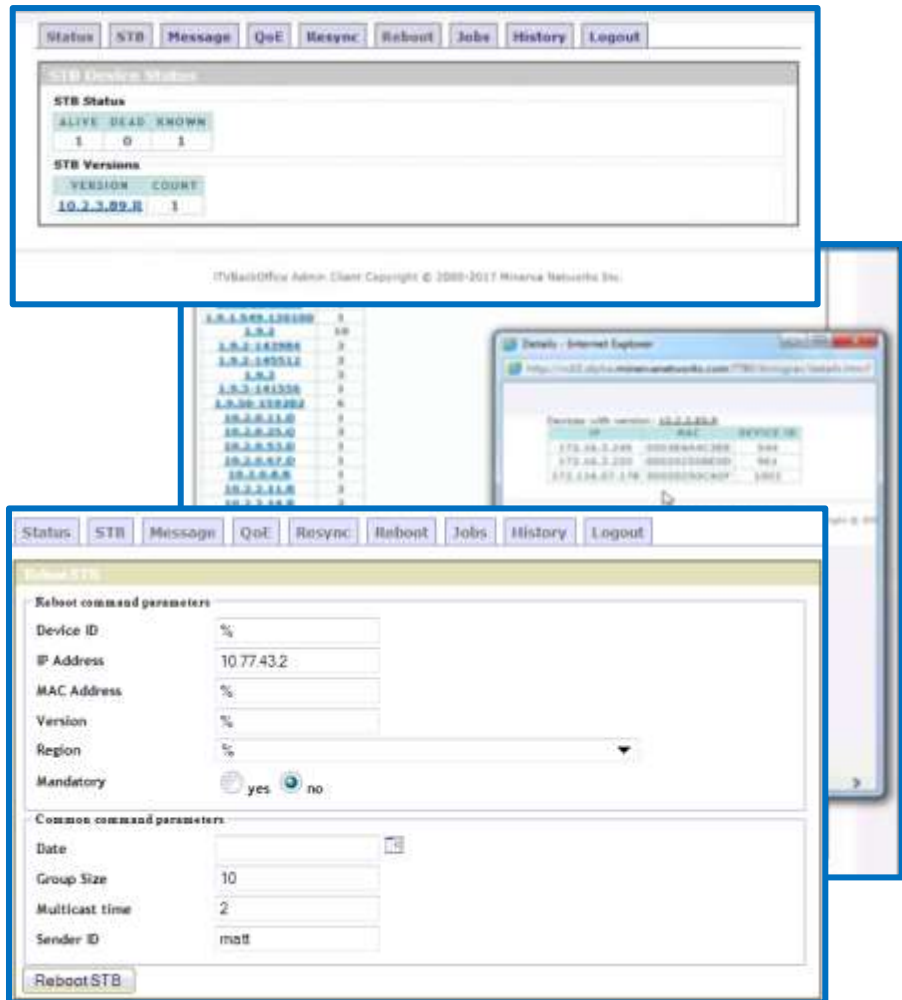
Course: ACTools

Course Module 4

Module Duration - 1.0 Hour

Intended audience:

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



What you will learn in this module:

- How to enable user access to the ACTools functionality.
- Logging into the ACTools functionality.
- The Admin Client/ ACTools Interface
- Overview of the ACTools Tabs
- STB Status, “alive” versus “dead” nomenclature, the meaning of the version parameters listed in the various screens.
- Tracking devices/ device IDs within the ACTools tab as well as within the Devices tab of the admin screens
- Troubleshooting scenarios
- Running and stopping jobs
- Resyncing & Rebooting STBs
- Filtering by region, wildcard, Device ID, Mac Address, etc.
- The History Tab

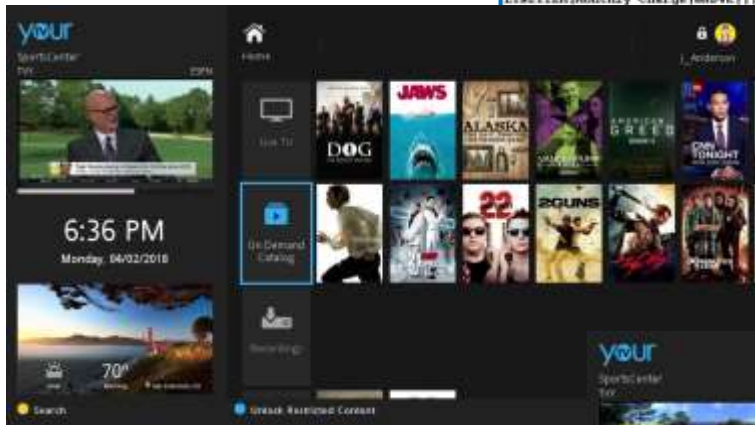
Course: Billing and Extraction

Course Module 5

Module Duration - 1 Hour

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CUSTOMER|HD13112|Jason|Anderson|20120910-000000|20120910-000000|1427 Chestnut Street||Lake Elsinore|CA|92532|195
15554772|||
PAYMENTS|A|J Anderson|0|0|20120910-000000|20120910-000000|20130101-000000|||Credit Card|||130611|||
LOGIDRF|PETER|PG|TVPG|W|W|20|105|
LOGIDRF|HAACHEL|G|TVPG|W|W|10|103|
STESTRFO|c0000036Load|10. 1. 23. 23B|
LIREITH|Monthly Charge|Email||| 0.00|20121201-000000|20121211-032330|0|||W||||
LIREITH|Monthly Charge|Network Pause Live TV||| 5.95|20121201-000000|20121211-032330|2|||W||||
LIREITH|Monthly Charge|Internet||| 0.00|20121201-000000|20121211-032330|0|||W||||
LIREITH|Monthly Charge|Email||| 0.00|20121201-000000|20121211-032330|0|||W||||
LIREITH|Monthly Charge|Intarcue||| 0.00|20121201-000000|20121211-032330|0|||W||||
LIREITH|Monthly Charge|Extended||| 0.00|20121201-000000|20121211-032330|0|||W||||
LIREITH|Monthly Charge|All Midq||| 0.00|20121201-000000|20121211-032330|0|||W||||
LIREITH|Monthly Charge|HD||| 5.95|20121201-000000|20121211-032330|2|||W||||
LIREITH|Monthly Charge|IMDVR||| 5.95|20121201-000000|20121211-032330|2|||W||||
Radio||| 0.00|20121201-000000|20121211-032330|0|||W||||
0.00|20121201-000000|20121211-032330|0|||W||||
0.00|20121201-000000|20121211-032330|0|||W||||
0.00|20121201-000000|20121211-032330|0|||W||||
3.95|20121201-000000|20121211-032330|2|||W||||
5.95|20121201-000000|20121211-032330|2|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
ouse Live TV||| 5.95|20121211-032631|20121219-220601|2|||W||||
5.95|20121211-032631|20121219-220601|2|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
5.95|20121211-032631|20121219-220601|2|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
5.95|20121211-032631|20121219-220601|2|||W||||
q - Lab Test||| 0.00|20121211-032631|20121219-220601|0|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
5.95|20121211-032631|20121219-220601|2|||W||||
0.00|20121211-032631|20121219-220601|0|||W||||
County Radio||| 0.00|20121210-220739|20121231-235959|0|||W||||
0.00|20121210-220739|20121231-235959|0|||W||||
  
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Intended audience:

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

What you will learn in this module:

- Recurring and non-recurring charges as they relate to M10 and a Service Provider's billing system.
- Billing files – Extraction, delivery and usage
- Minerva 10 billing reports within the scheduled cron jobs of M10
- Technical differences between the TAB format and the ARB format
- Using the TAB format for inventory and verification matching to your billing system.
- Using the M10 system to create invoices and access incurred customer charges.
- How to identify charge reversals within the M10 system.

Course: Minerva Technical Support

Course Module 6

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 access 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.

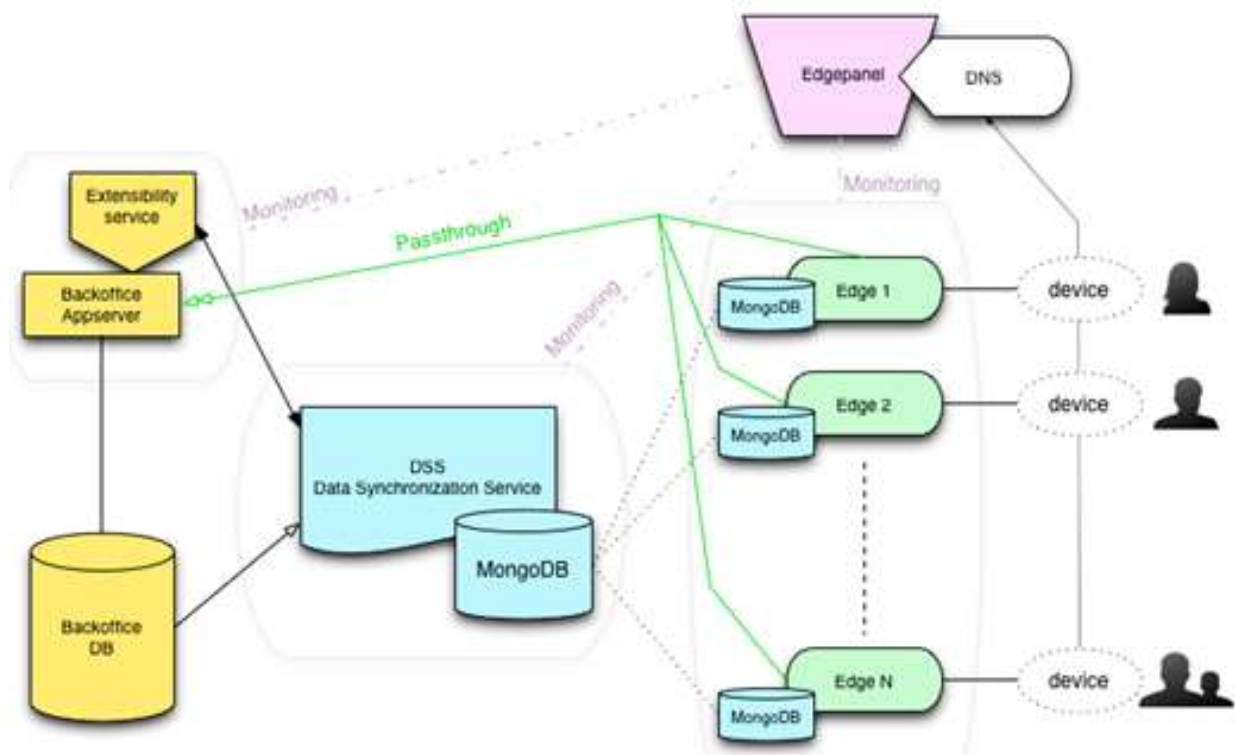
Course: M10 Architecture Overview

Course Module 7

Module Duration - 1 Hour

Intended audience:

- Headend, IPTV and IT Engineers, Server System administrators
- Engineering operators
- Tech Support personnel
- Headend Technician



What you will learn in this module:

- System architecture overview.
- System operation overview.
- Back Office to Edge system synchronization.
- General client server communication overview.

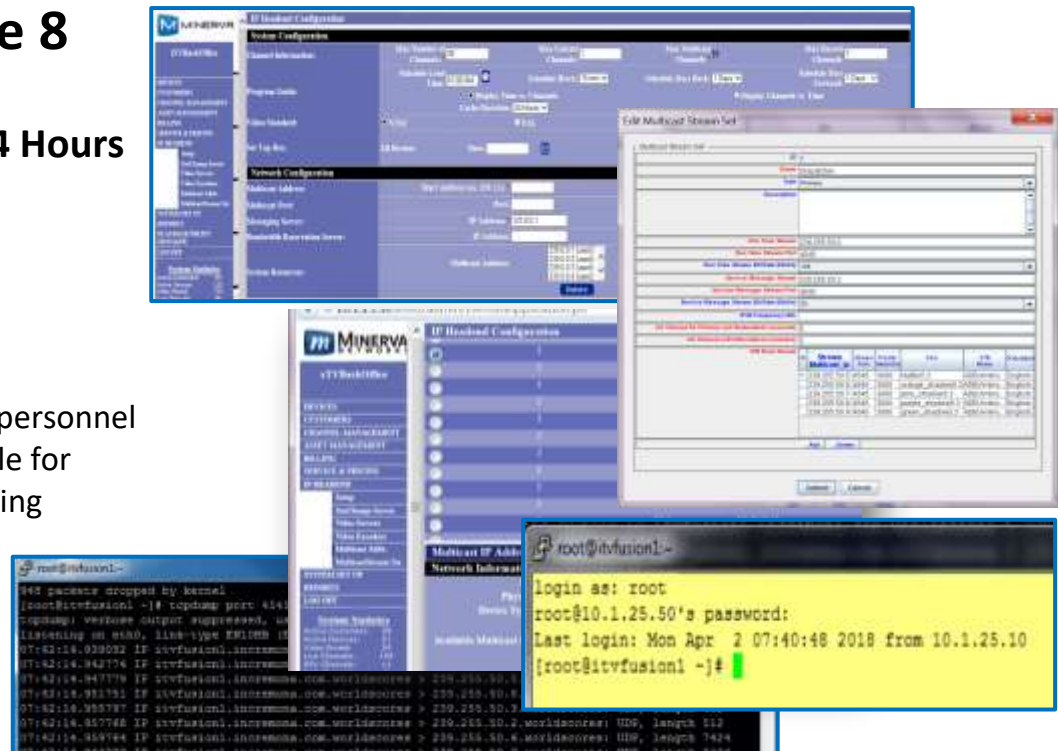
Course: Administration & Troubleshooting

Course Module 8

Module Duration - 4 Hours

Intended audience:

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



What you will learn in this module:

- M10 general operations, maintenance, setup/configuration screens and menus.
- Both methods of operation (HLS Unicast and multicast) operation will be explained.
- Multicast addressing setup: You will learn how the M10 system regulates the use of these multicast addresses.
- The Dispatcher functionality will be explained and demonstrated.
- Configuration of the multicast control (Runtime and Message) streams as it relates to setup needs as well as the various boot streams within the M10 Back Office configurations.
- Using the tcpdump command to troubleshoot the M10 system
- Using the tail command to watch logs and troubleshoot problems.
- Checking, starting and stopping WebLogic, appropriate Linux commands and directories, troubleshooting.
- Linux login, cron jobs, log files, process management
 - DB Backup
 - Loading EPG data
 - Daily, weekly and monthly maintenance checks
- Adding new admin users.
- Basic troubleshooting techniques:
 - Checking logs.
 - Finding root causes of basic failures.