



Minerva 10 & YourTV Now 2019 Online Training Schedule and Syllabus

Minerva 10

2019 Online Training Schedule

2019																											
January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
30	31	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	1	2	31	1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31	1	2	24	25	26	27	28	1	2	24	25	26	27	28	29	30	28	29	30	1	2	3	4
May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	1	2	3	4	5	6	28	29	30	31	1	2	3
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31	1	23	24	25	26	27	28	29	28	29	30	31	1	2	3	25	26	27	28	29	30	31
30	1	2	3	4	5	6	30	1	2	3	4	5	6	30	1	2	3	4	5	6	25	26	27	28	29	30	31
September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30	29	30	31	1	2	3	4

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Note: Revised Dates

YourTV Now

2019 Online Training Schedule

2019																											
January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
30	31	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	1	2	31	1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9	7	8	9	10	11	12	13
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20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31	1	2	24	25	26	27	28	1	2	24	25	26	27	28	29	30	28	29	30	1	2	3	4
May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	1	2	3	4	5	6	28	29	30	31	1	2	3
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31	1	23	24	25	26	27	28	29	28	29	30	31	1	2	3	25	26	27	28	29	30	31
30	1	2	3	4	5	6	30	1	2	3	4	5	6	28	29	30	31	1	2	3							
September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7	29	30	1	2	3	4	5	27	28	29	30	31	1	2	1	2	3	4	5	6	7
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
29	30	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30	29	30	31	1	2	3	4

Note: Revised Date

Minerva 10: Course Modules - Days/ Times (USA Pacific Time) [\(See below for YourTV Now course outline\)](#)

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 module is only 1 to 6 hours long and is delivered online by trained Minerva Networks experts.

Module Times	Day 1 Tuesday	Day 2 Wednesday	Day 3 Thursday	Day 4 Friday
8:00AM to 9:00AM	1. M10 System Foundations & Overview	3. Customer Accounts	5 . Administration/ Troubleshooting	5. Administration/ Troubleshooting (Continued)
9:00AM to 10:00AM	2. Channels, Lineups, Regions & Packages			
10:00AM to 11:00AM	Break	Break	Break	Break
11:00AM to 12:00PM	2. Channels, Lineups, Regions & Packages (Continued)	4. STB Operation & Client Devices	5. Administration/ Troubleshooting (Continued)	6. ACTools
12:00PM to 1:00PM				7. Billing and Data Extraction
NOTE: All Times are in USA Pacific Time				

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.

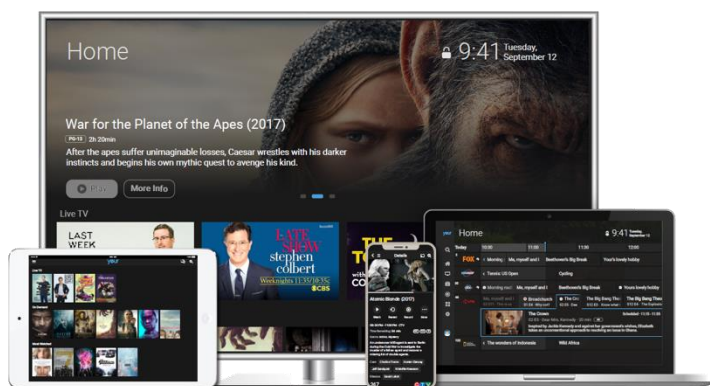
Course: Minerva M10 Platform Foundations

Course Module 1

Module Duration - 1 Hour

Intended audience:

- Anyone who wants to get a foundational overview understanding of the M10 System
- Server System administrators, Headend, IPTV and IT Engineers
- Tier 1, 2 and 3
- Engineering operators
- Tech Support personnel
- Headend Technician
- CSRs, Marketing, Sales, Management, Provisioning, Help Desk, Marketing, etc.



What you will learn in this module:

- Minerva Networks M10 Platform and System overview.
- What operations does the Minerva M10 server system control?
- The essentials of the Minerva BackOffice server system.
- Features and Functionalities available at the Set Top Boxes and mobile devices.
- The essentials of the Minerva Edge server system.
- M10 system architecture, components and functions.

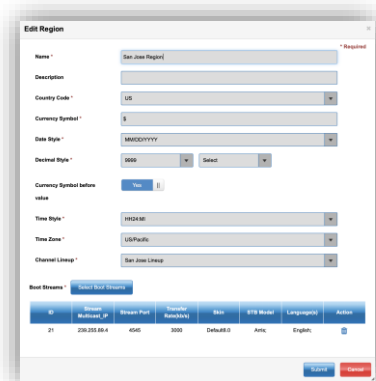
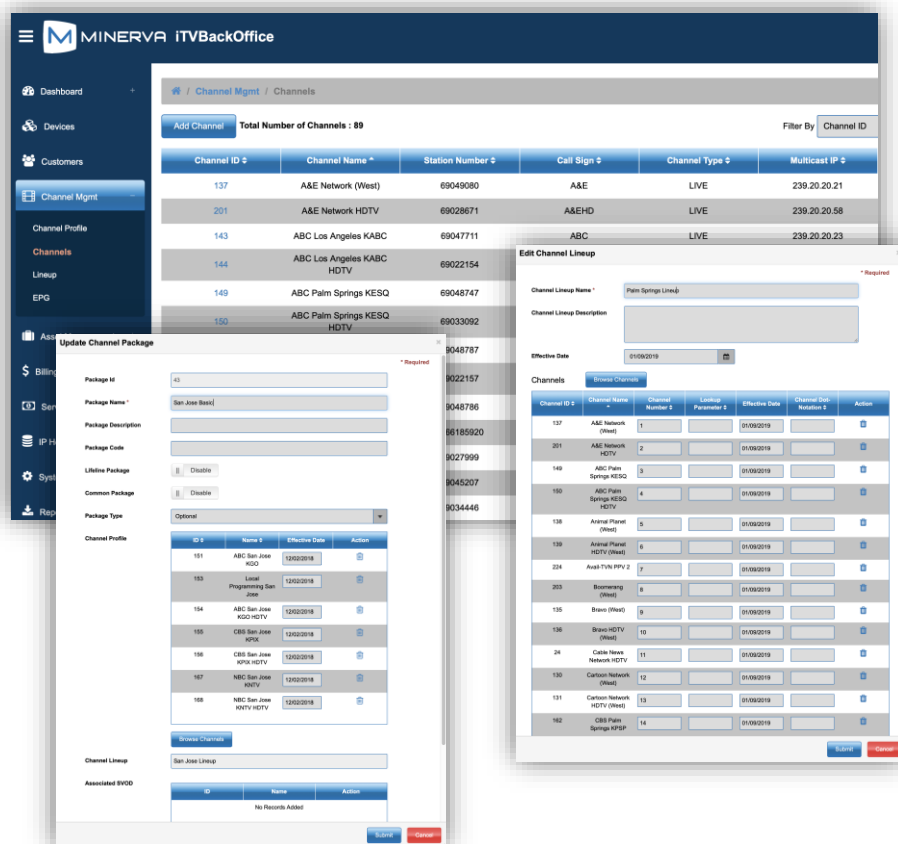
Course: Channels, Lineups, Regions & Packages

Course Module 2

Module Duration - 3 Hours

Intended audience:

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

Channel ID	Channel Name	Station Number	Call Sign	Channel Type	Multicast IP
137	A&E Network (West)	69049080	A&E	LIVE	239.20.20.21
201	A&E Network HDTV	69028671	AA&HD	LIVE	239.20.20.58
143	ABC Los Angeles KABC	69047711	ABC	LIVE	239.20.20.23
144	ABC Los Angeles KABC HDTV	69022154			
149	ABC Palm Springs KESQ	69048747			
150	ABC Palm Springs KESQ HDTV	69033092			

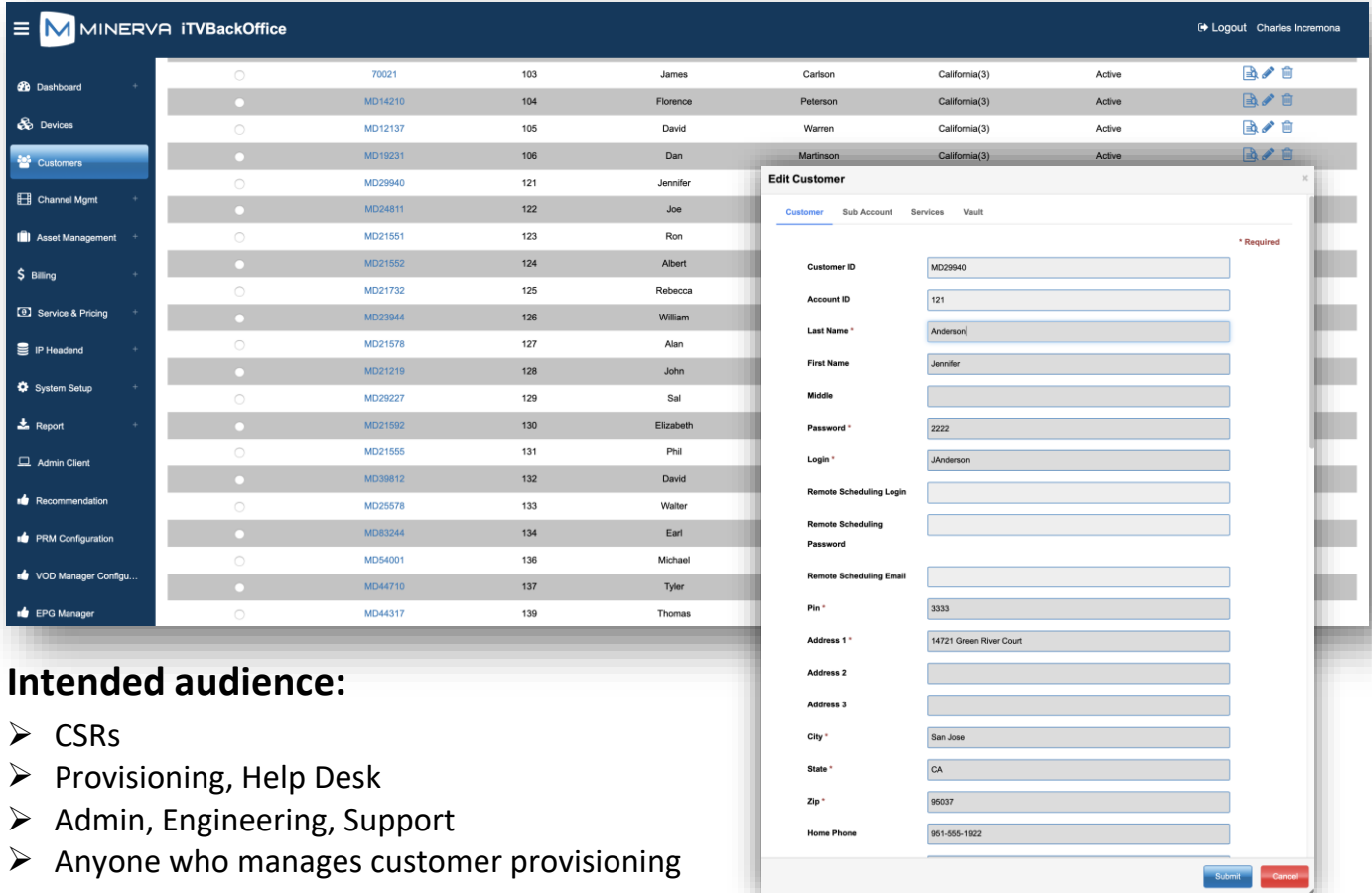
What you will learn in this module:

- Channels – students learn how to create channels as well as associate these channels with the TV Listing data service, the multicast IP addresses and port numbers, the HLS URL values or the DASH 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: Customer Account Creation/ Management

Course Module 3

Module Duration - 2 Hours



The screenshot displays the MINERVA iTVBackOffice interface. On the left is a navigation menu with options: Dashboard, Devices, Customers (selected), Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, PRM Configuration, VOD Manager Configu..., and EPG Manager. The main area shows a table of customer accounts. An 'Edit Customer' modal is open, showing fields for Customer ID, Account ID, Last Name, First Name, Middle, Password, Login, Remote Scheduling Login, Remote Scheduling Password, Remote Scheduling Email, Pin, Address 1, Address 2, Address 3, City, State, Zip, and Home Phone. The 'Edit Customer' form is titled 'Edit Customer' and has tabs for Customer, Sub Account, Services, and Vault. The 'Customer' tab is active, showing fields for Customer ID, Account ID, Last Name, First Name, Middle, Password, Login, Remote Scheduling Login, Remote Scheduling Password, Remote Scheduling Email, Pin, Address 1, Address 2, Address 3, City, State, Zip, and Home Phone. The 'Required' fields are marked with an asterisk.

Customer ID	Account ID	Last Name	First Name	Middle	Password	Login	Remote Scheduling Login	Remote Scheduling Password	Remote Scheduling Email	Pin	Address 1	Address 2	Address 3	City	State	Zip	Home Phone
70021	103	James	Carlson														
MD14210	104	Florence	Peterson														
MD12137	105	David	Warren														
MD19231	106	Dan	Marlinson														
MD29940	121	Jennifer															
MD24811	122	Joe															
MD21551	123	Ron															
MD21552	124	Albert															
MD21732	125	Rebecca															
MD23944	126	William															
MD21578	127	Alan															
MD21219	128	John															
MD29227	129	Sal															
MD21592	130	Elizabeth															
MD21555	131	Phil															
MD39812	132	David															
MD25578	133	Walter															
MD83244	134	Earl															
MD54001	136	Michael															
MD44710	137	Tyler															
MD44317	139	Thomas															

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 ID, phone number or the 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.

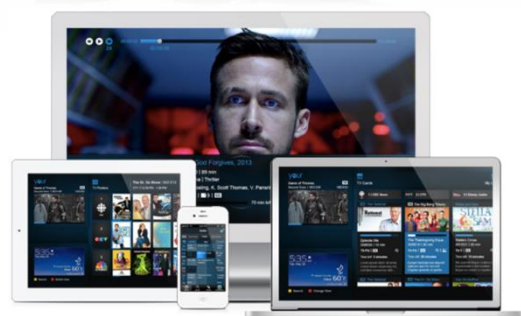
Course: STB, Client Devices/ End User Experience

Course Module 4

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 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 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.
- Customer initiated account changes using the TV remote control (blocking channels from the home, changing the account password/PIN, changing Parental control levels, etc.).

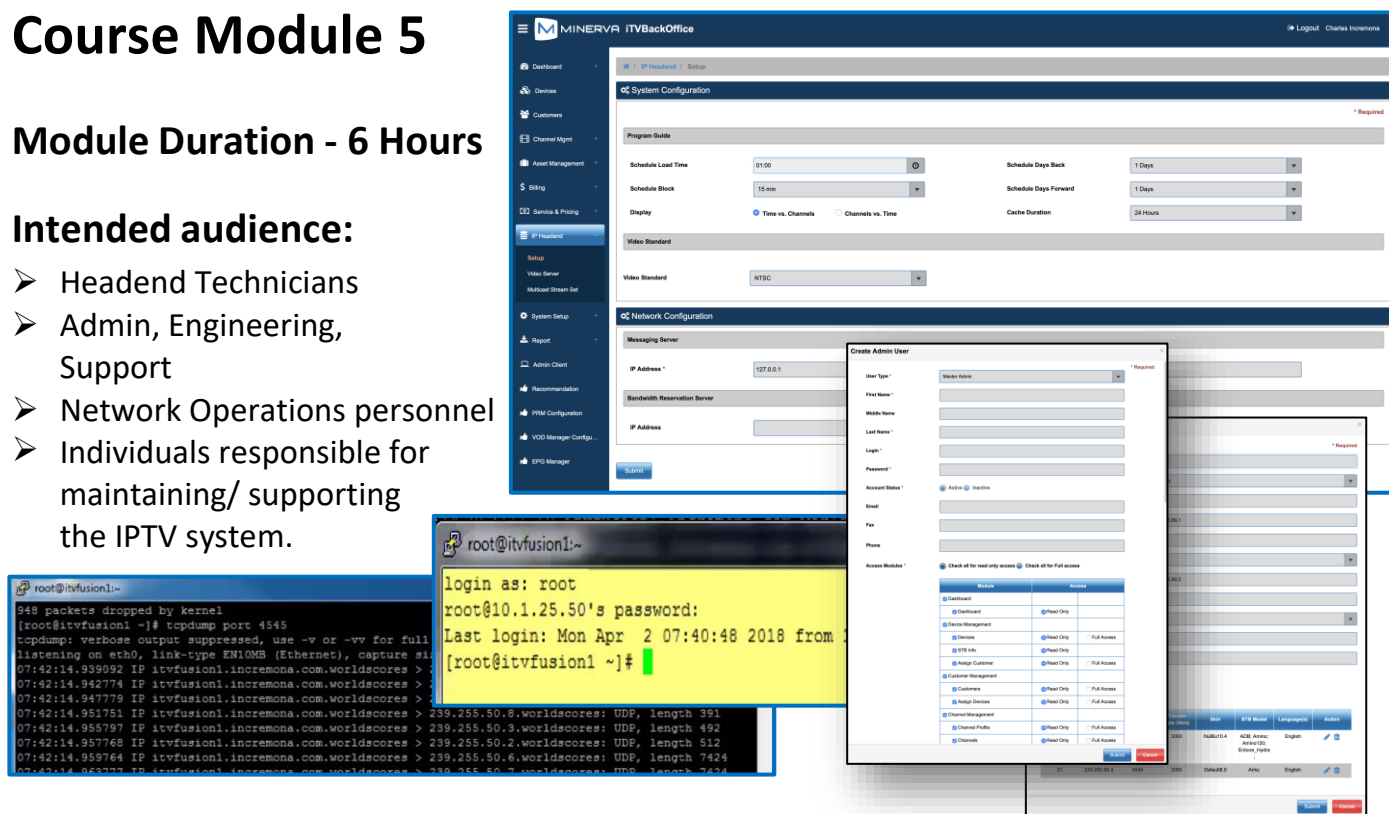
Course: Administration & Troubleshooting

Course Module 5

Module Duration - 6 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 BackOffice and Edge system core architecture and components fully explained.
- The Edge Panel screens, alarms, events, and the Kibana dashboard.
- Advanced M10 BackOffice administration screens and configurations.
- Both methods of operation (HLS Unicast and multicast) operation will be explained.
- The Dispatcher functionality will be explained and demonstrated.
- Configuration of the multicast control (Runtime and Message) streams as it relates to system requirements as well as the boot streams within the M10 BackOffice.
- Using the tcpdump command to troubleshoot the M10 BackOffice & Edge servers.
- Using the tail command to watch logs & troubleshoot problems within the BackOffice & Edge systems. Finding root causes of failures.
- Checking, starting and stopping WebLogic, appropriate Linux commands and directories, troubleshooting.
- Linux login, cron jobs, log files, process management (DB Backup Loading EPG data)
- Adding new admin users.
- Triggering a Cold start from the Edge Panel and checking log files for successful operation.

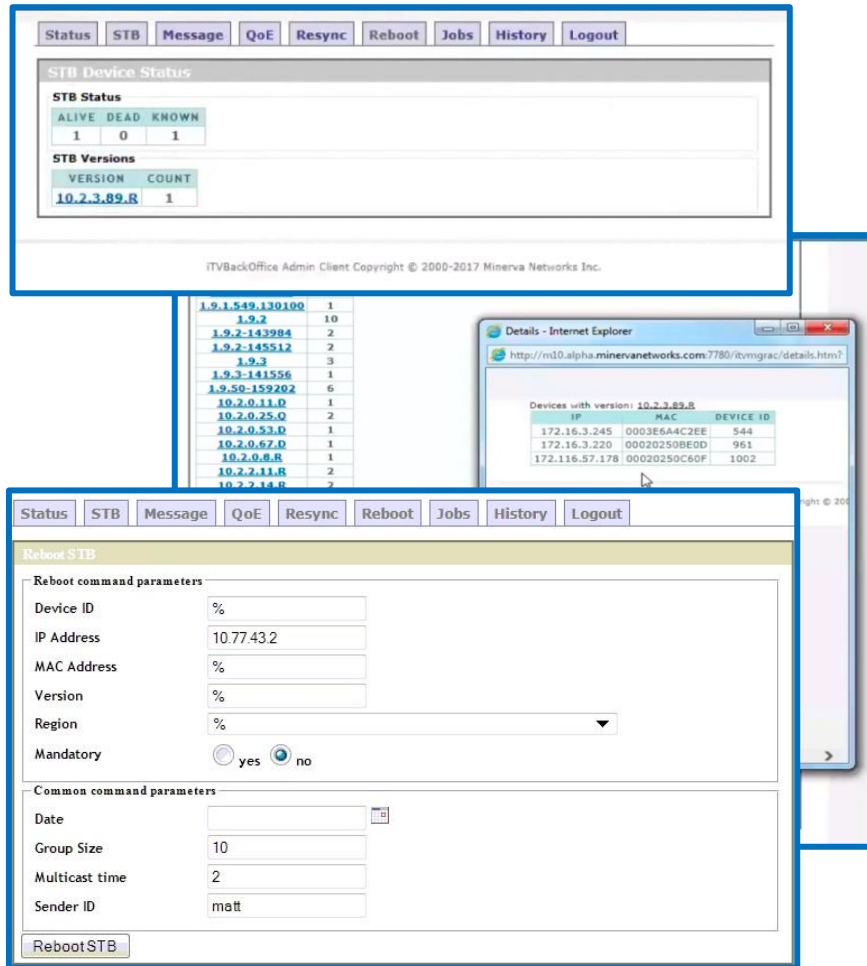
Course: ACTools

Course Module 6

Module Duration - 1.0 Hour

Intended audience:

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



The screenshots show the ACTools interface with the following components:

- STB Device Status:** A table showing STB Status (ALIVE, DEAD, KNOWN) and STB Versions (VERSION, COUNT).
- Reboot STB:** A form for rebooting an STB with fields for Device ID, IP Address, MAC Address, Version, Region, and Mandatory (yes/no).
- Devices with version:** A table listing devices with their IP, MAC, and Device ID.

STB Status	ALIVE	DEAD	KNOWN
	1	0	1

STB Versions	VERSION	COUNT
	10.2.3.89.R	1

Devices with version: 10.2.3.89.R	IP	MAC	DEVICE ID
	172.16.3.245	0003E6A4C2EE	544
	172.16.3.220	00020250BE0D	961
	172.116.57.178	00020250C60F	1002

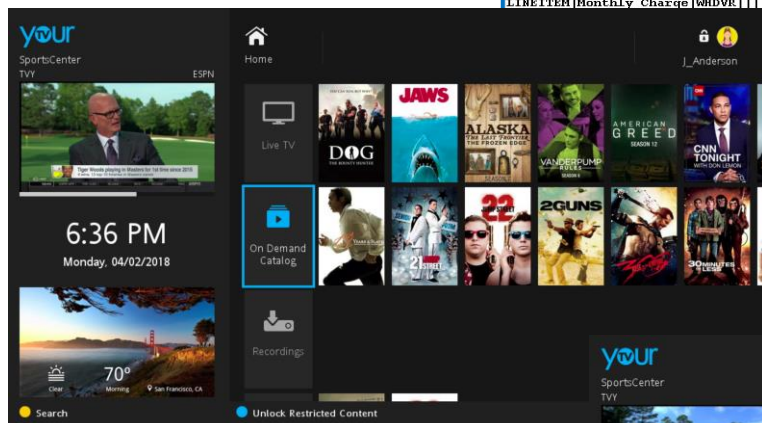
What you will learn in this module:

- 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 BackOffice 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 Data Extraction

Course Module 7

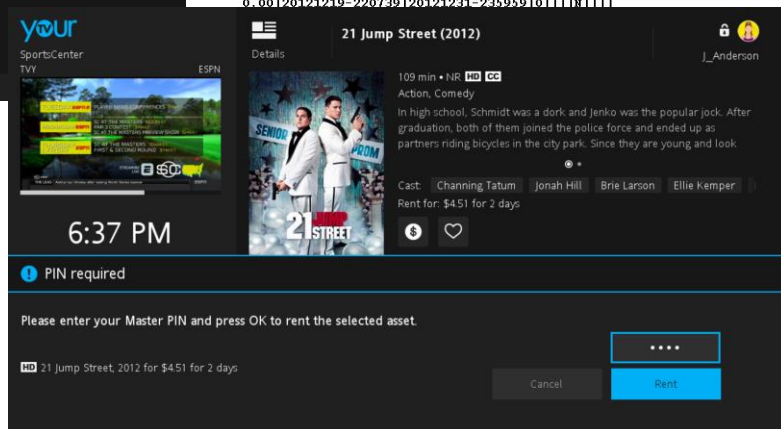
Module Duration - 1 Hour



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CUSTOMER|MD13112|Jason||Anderson|20120910-000000|20120910-000000|1427 Chestnut Street||Lake Elsinore|CA|92532||95
15554777||N|||
PAYMENTS|A|J Anderson|0|0|20120910-000000|20120910-000000|20130101-000000|Credit Card||||106|1||||
LOGININF|PETER|PG|TVPG|N|N|20|185|
LOGININF|RACHEL|G|TVY|N|N|10|191|
STBSINFO||c8600036Lead|10.1.25.238|
LINEITEM|Monthly Charge|Email|||0.00|20121201-000000|20121211-032330|0||||N|||||
LINEITEM|Monthly Charge|Network Pause Live TV|||5.95|20121201-000000|20121211-032330|2||||N|||||
LINEITEM|Monthly Charge|Internet|||0.00|20121201-000000|20121211-032330|0||||N|||||
LINEITEM|Monthly Charge|Email|||0.00|20121201-000000|20121211-032330|0||||N|||||
LINEITEM|Monthly Charge|Internet|||0.00|20121201-000000|20121211-032330|0||||N|||||
LINEITEM|Monthly Charge|Extended|||0.00|20121201-000000|20121211-032330|0||||N|||||
LINEITEM|Monthly Charge|All Widg|||0.00|20121201-000000|20121211-032330|0||||N|||||
LINEITEM|Monthly Charge|HD|||5.95|20121201-000000|20121211-032330|2||||N|||||
LINEITEM|Monthly Charge|VMDVR|||5.95|20121201-000000|20121211-032330|2||||N|||||
Basic|||0.00|20121201-000000|20121211-032330|0||||N|||||
||0.00|20121201-000000|20121211-032330|0||||N|||||
||0.00|20121201-000000|20121211-032330|0||||N|||||
||5.95|20121201-000000|20121211-032330|2||||N|||||
||5.95|20121201-000000|20121211-032330|2||||N|||||
||0.00|20121211-032631|20121219-220601|0||||N|||||
||5.95|20121211-032631|20121219-220601|2||||N|||||
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County Basic|||0.00|20121219-220739|20121231-235959|0||||N|||||
0.00|20121219-220739|20121231-235959|0||||N|||||
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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.

YourTV Now: Course Modules - Days/ Times (USA Pacific Time)

YourTV Now Online Training:

Minerva Networks training courses are designed to provide your team with the knowledge they need to operate their YourTV Now system on a daily basis. Each course module is only 1 to 6 hours long and is delivered online by trained Minerva Networks experts.

Module Times	Day 1 Monday
8:00 AM to 10:00 AM	1. Module YTVN 1. – YourTV Now Customer Accounts and Devices
10:00 AM to 11:00 AM	Break
11:00 AM to 1:00 PM	2. Module YTVN 2. – YourTV Now Sub Operator Administration

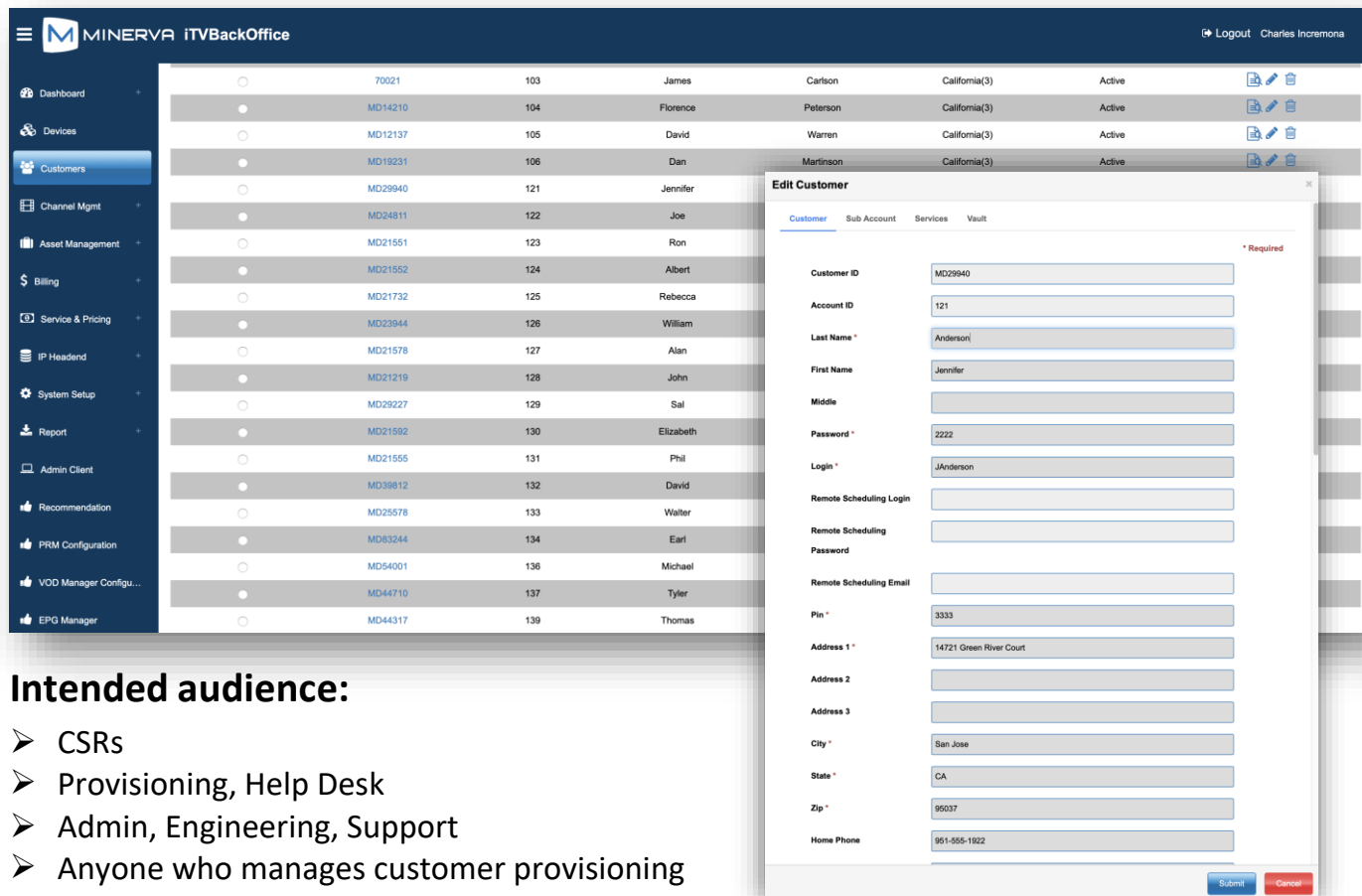
Convenient online delivery: The training courses cover all of the key areas required to operate the YourTV Now system.

Comprehensive set of modules: The training courses cover all of the key areas required to operate the YourTV Now system.

Course: YTVN Customer Accounts and Devices

Course Module YTVN 1

Module Duration - 2 Hours



The screenshot displays the MINERVA iTVBackOffice interface. On the left is a navigation menu with options: Dashboard, Devices, Customers (highlighted), Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, PRM Configuration, VOD Manager Configu..., and EPG Manager. The main area shows a table of customer accounts with columns for selection, ID, Account ID, Name, Location, and Status. An 'Edit Customer' modal is open, showing fields for Customer ID, Account ID, Last Name, First Name, Middle, Password, Login, Remote Scheduling Login, Remote Scheduling Password, Remote Scheduling Email, Pin, Address 1, Address 2, Address 3, City, State, Zip, and Home Phone. The modal has 'Submit' and 'Cancel' buttons at the bottom right.

	ID	Account ID	Name	Location	Status
<input type="radio"/>	70021	103	James Carlson	California(3)	Active
<input checked="" type="radio"/>	MD14210	104	Florence Peterson	California(3)	Active
<input type="radio"/>	MD12137	105	David Warren	California(3)	Active
<input checked="" type="radio"/>	MD19231	106	Dan Martinson	California(3)	Active
<input type="radio"/>	MD29940	121	Jennifer		
<input checked="" type="radio"/>	MD24811	122	Joe		
<input type="radio"/>	MD21551	123	Ron		
<input checked="" type="radio"/>	MD21552	124	Albert		
<input type="radio"/>	MD21732	125	Rebecca		
<input checked="" type="radio"/>	MD23944	126	William		
<input type="radio"/>	MD21578	127	Alan		
<input checked="" type="radio"/>	MD21219	128	John		
<input type="radio"/>	MD29227	129	Sal		
<input checked="" type="radio"/>	MD21592	130	Elizabeth		
<input type="radio"/>	MD21555	131	Phil		
<input checked="" type="radio"/>	MD39812	132	David		
<input type="radio"/>	MD25578	133	Walter		
<input checked="" type="radio"/>	MD83244	134	Earl		
<input type="radio"/>	MD54001	136	Michael		
<input checked="" type="radio"/>	MD44710	137	Tyler		
<input type="radio"/>	MD44317	139	Thomas		

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 ID, phone number or the 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: YTVN Sub Operator Administration

Course Module 2

 MINERVA ITVBackOffice

Module Duration - 2 Hours

Intended audience:

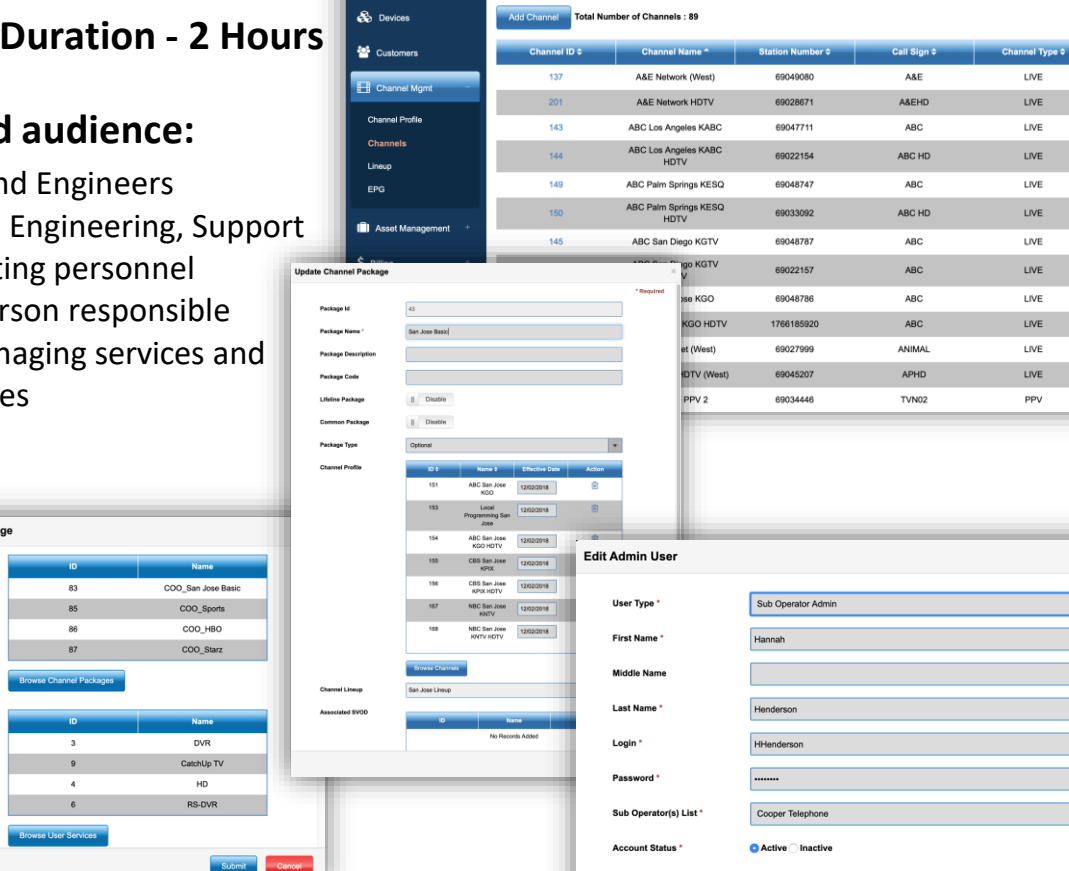
- Headend Engineers
- Admin, Engineering, Support
- Marketing personnel
- Any person responsible for managing services and packages

Course Module 2

Module Duration - 2 Hours

Intended audience:

- Headend Engineers
- Admin, Engineering, Support
- Marketing personnel
- Any person responsible for managing services and packages



The screenshot displays the MINERVA ITVBackOffice interface. The main navigation menu on the left includes Dashboard, Devices, Customers, Channel Mgmt, Channel Profile, Channels, Lineup, EPG, and Asset Management. The 'Channel Mgmt' screen is active, showing a table of channels with columns for Channel ID, Channel Name, Station Number, Call Sign, Channel Type, and Multicast IP. A table with 6 columns and 10 rows is visible. Overlaid on this are three other windows: 'Update Channel Package' with fields for Package ID, Name, Description, Code, and Package Type; 'Update Service Package' with a table of service packages (ID, Name) and buttons for browsing channel packages and user services; and 'Edit Admin User' with fields for User Type, First Name, Middle Name, Last Name, Login, Password, Sub Operator(s) List, Account Status, Email, and Fax.

What you will learn in this module:

- Creating and administering Admin Users and setting permissions.
- Channel Packages – students learn how to create channel packages.
- Service Packages – Students learn how Service Packages are combinations of channel packages and other features available to the customer.