



# **Minerva 10 & YourTV Now**

**2020**

# **Online Training Schedule and Syllabus**

Updated 7/1/2020

# Minerva 10

## 2020 Online Training Schedule

2020																											
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
29	30	31	1	2	3	4	26	27	28	29	30	31	1	1	2	3	4	5	6	7	29	30	31	1	2	3	4
5	6	7	8	9	10	11	2	3	4	5	6	7	8	8	9	10	11	12	13	14	5	6	7	8	9	10	11
12	13	14	15	16	17	18	9	10	11	12	13	14	15	15	16	17	18	19	20	21	12	13	14	15	16	17	18
19	20	21	22	23	24	25	16	17	18	19	20	21	22	22	23	24	25	26	27	28	19	20	21	22	23	24	25
26	27	28	29	30	31	1	23	24	25	26	27	28	29	29	30	31	1	2	3	4	26	27	28	29	30	1	2
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
26	27	28	29	30	1	2	31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30	1	2	3	4	26	27	28	29	30	31	1	23	24	25	26	27	28	29
31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	31	1	2	3	4	5
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
30	31	1	2	3	4	5	27	28	29	30	1	2	3	1	2	3	4	5	6	7	29	30	1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
27	28	29	30	1	2	3	25	26	27	28	29	30	31	29	30	1	2	3	4	5	27	28	29	30	31	1	2

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# YourTV Now

## 2020 Online Training Schedule

2020																											
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
29	30	31	1	2	3	4	26	27	28	29	30	31	1	1	2	3	4	5	6	7	29	30	31	1	2	3	4
5	6	7	8	9	10	11	2	3	4	5	6	7	8	8	9	10	11	12	13	14	5	6	7	8	9	10	11
12	13	14	15	16	17	18	9	10	11	12	13	14	15	15	16	17	18	19	20	21	12	13	14	15	16	17	18
19	20	21	22	23	24	25	16	17	18	19	20	21	22	22	23	24	25	26	27	28	19	20	21	22	23	24	25
26	27	28	29	30	31	1	23	24	25	26	27	28	29	29	30	31	1	2	3	4	26	27	28	29	30	1	2
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
26	27	28	29	30	1	2	31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30	1	2	3	4	26	27	28	29	30	31	1	23	24	25	26	27	28	29
31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1	30	31	1	2	3	4	5
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
30	31	1	2	3	4	5	27	28	29	30	1	2	3	1	2	3	4	5	6	7	29	30	1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
27	28	29	30	1	2	3	25	26	27	28	29	30	31	29	30	1	2	3	4	5	27	28	29	30	31	1	2

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# 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. <b>Configurable UI</b> <b>(**New Module)</b>	5. Administration/ Troubleshooting (Continued)	6. PRM
12:00PM to 1:00PM				
<b>NOTE: All Times are in USA Pacific Time</b>				

**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.

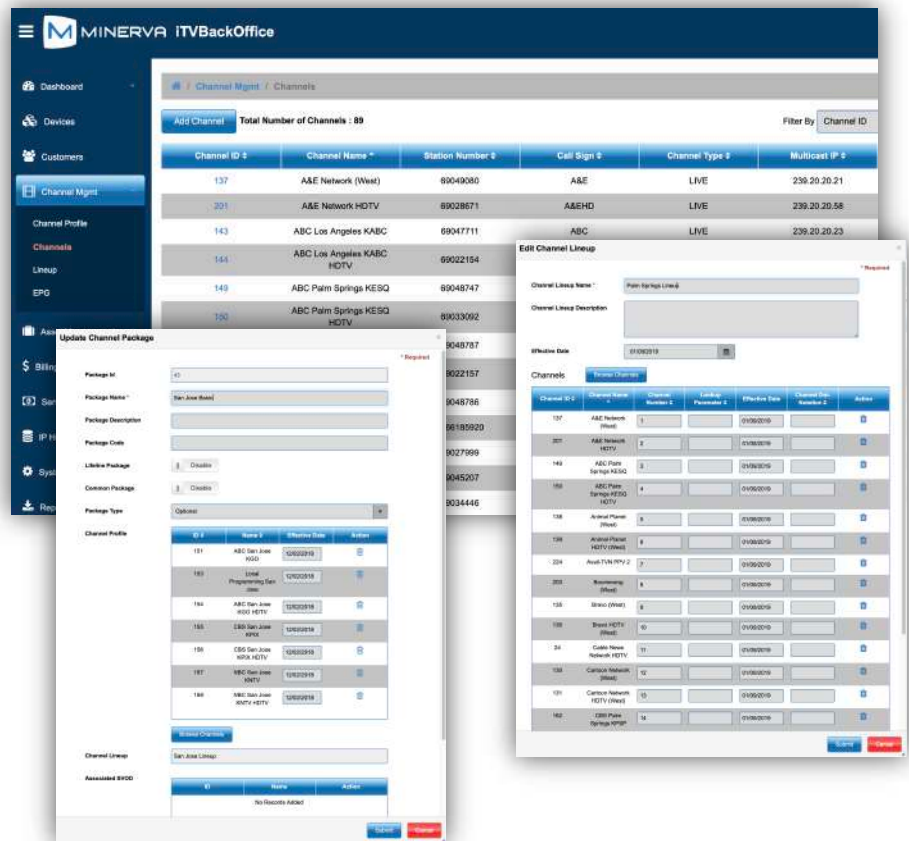
# Course: Channels, Lineups, Regions & Packages

## Course Module 2

Module Duration - 3 Hours

### Intended audience:

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



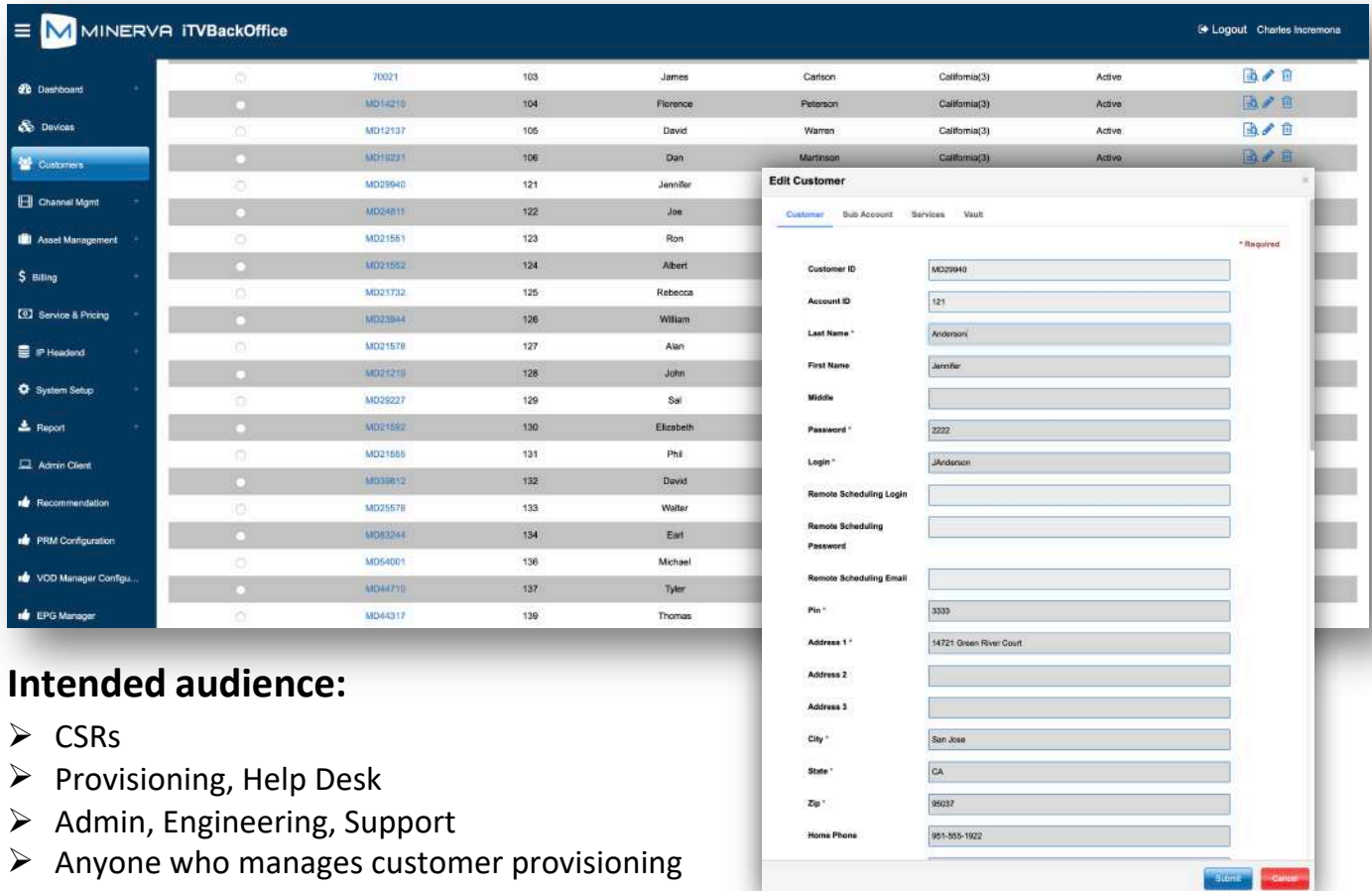
### What you will learn in this module:

- 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 like Dashboard, Devices, Customers, Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, FRM Configuration, VOD Manager Configs..., and EPG Manager. The main area shows a table of customer accounts with columns for ID, Account ID, Name, Location, and Status. An 'Edit Customer' modal window 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 form is pre-filled with data for customer MD22940.

ID	Account ID	Name	Location	Status
70021	103	James Carlson	California(3)	Active
MD14210	104	Florence Peterson	California(3)	Active
MD12137	106	David Warren	California(3)	Active
MD110231	106	Dan Marlinson	California(3)	Active
MD23940	121	Jennifer		
MD24911	122	Joe		
MD21551	123	Ron		
MD21552	124	Albert		
MD21732	125	Rebecca		
MD23944	126	William		
MD21578	127	Alan		
MD21219	128	John		
MD29227	129	Sai		
MD21552	130	Elizabeth		
MD21555	131	Phil		
MD33812	132	David		
MD20578	133	Walter		
MD93244	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: Configurable UI

## Course Module 4

Module Duration - 2 Hours



### Intended audience:

- Administration
- Marketing, Sales, Management
- Anyone wanting an understanding of how to use the available tools to customize the user interface.



### What you will learn in this module:

How to manage your content presentation and delivery including how to:

- Understand and use the basic features of the UI Configuration Module in MAUI
- Create a dynamic interface
- Define how your content can be displayed
- How to create special promotions and pages to support them
- How to create ads that link to special content
- How to upsell premium content
- Highlight “must watch” content
- Promote content collections, for example, the Oscar-nominated films



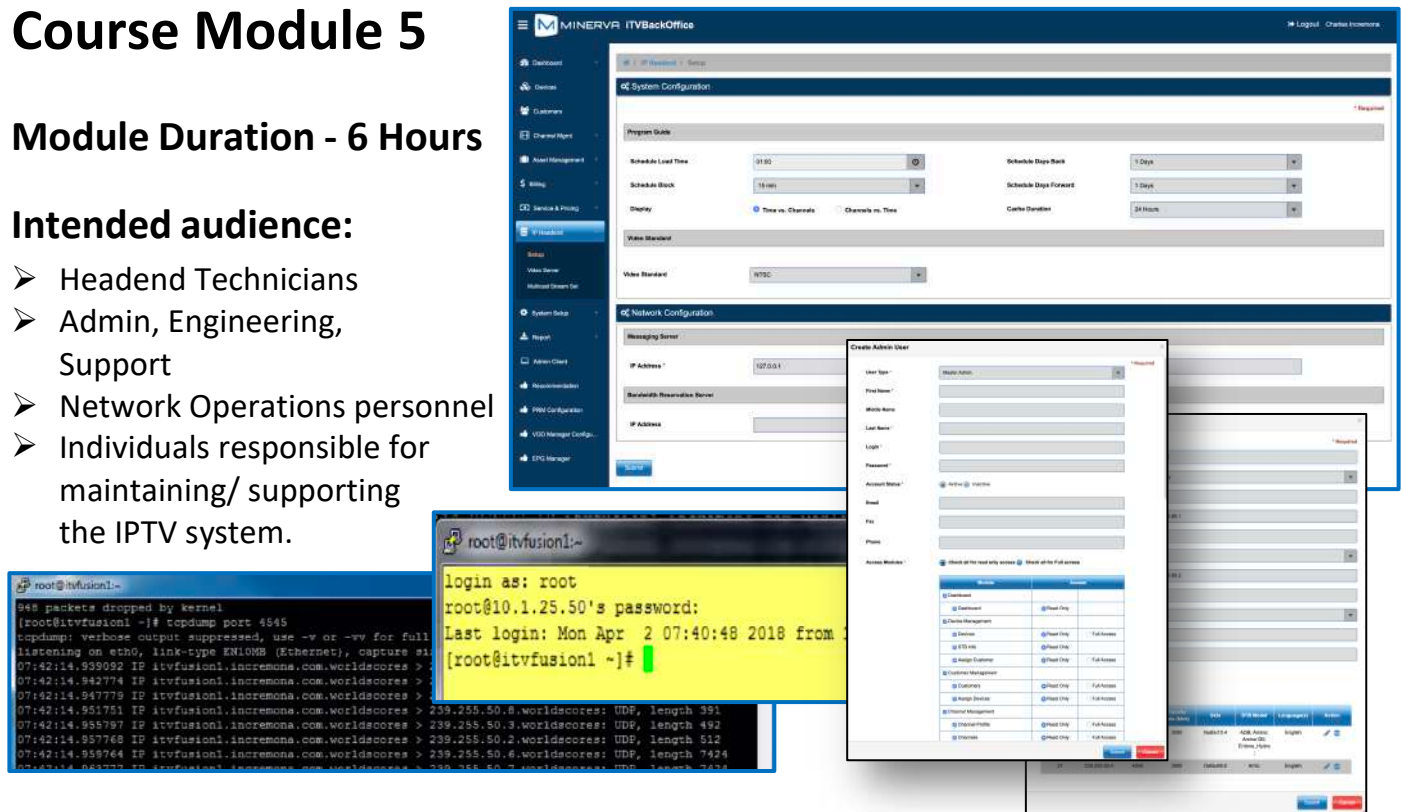
# Course: Administration & Troubleshooting

## 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.

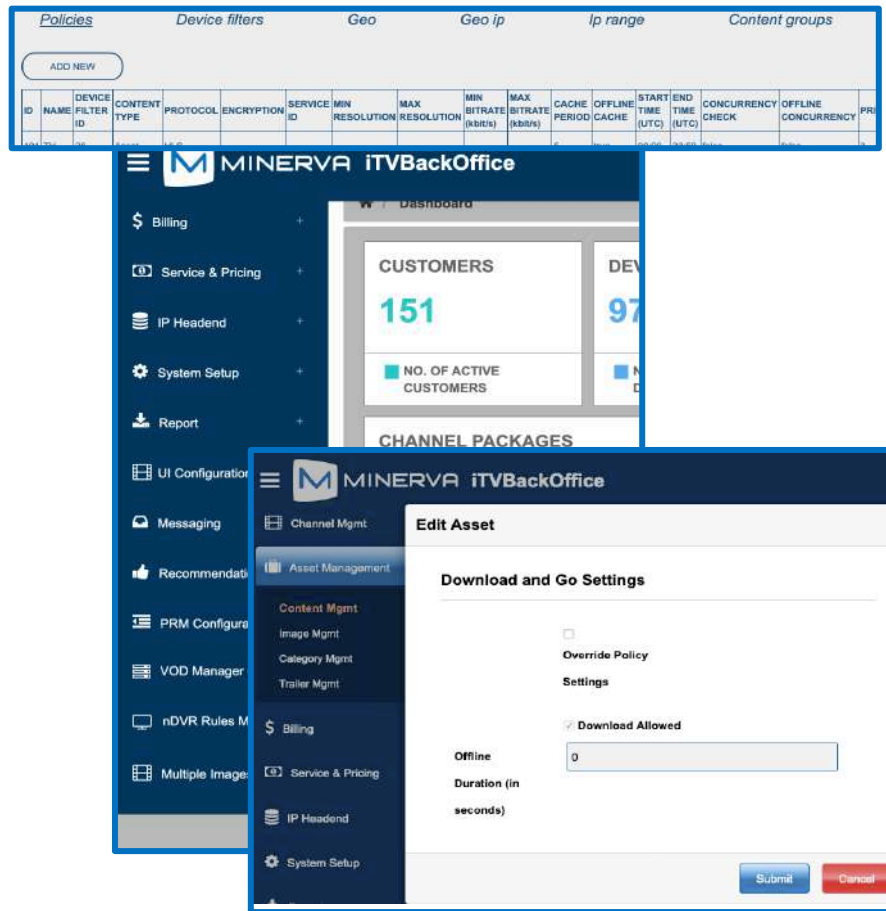
# Course: PRM

## Module 6

**Module Duration - 2 Hours**

### Intended audience:

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



### What you will learn in this module:

- What the PRM, or Playback Resource Manager, is and does.
- How to control and administer playback of content based on the incorporation of rules and constraints using parameters such as:
  - Network capability
  - Content Type
  - Device Type
  - Device Location
  - Bitrate
  - Resolution
  - Etc.

### You will also learn how to configure controls for

- Concurrent streams
- Download & Go

# 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

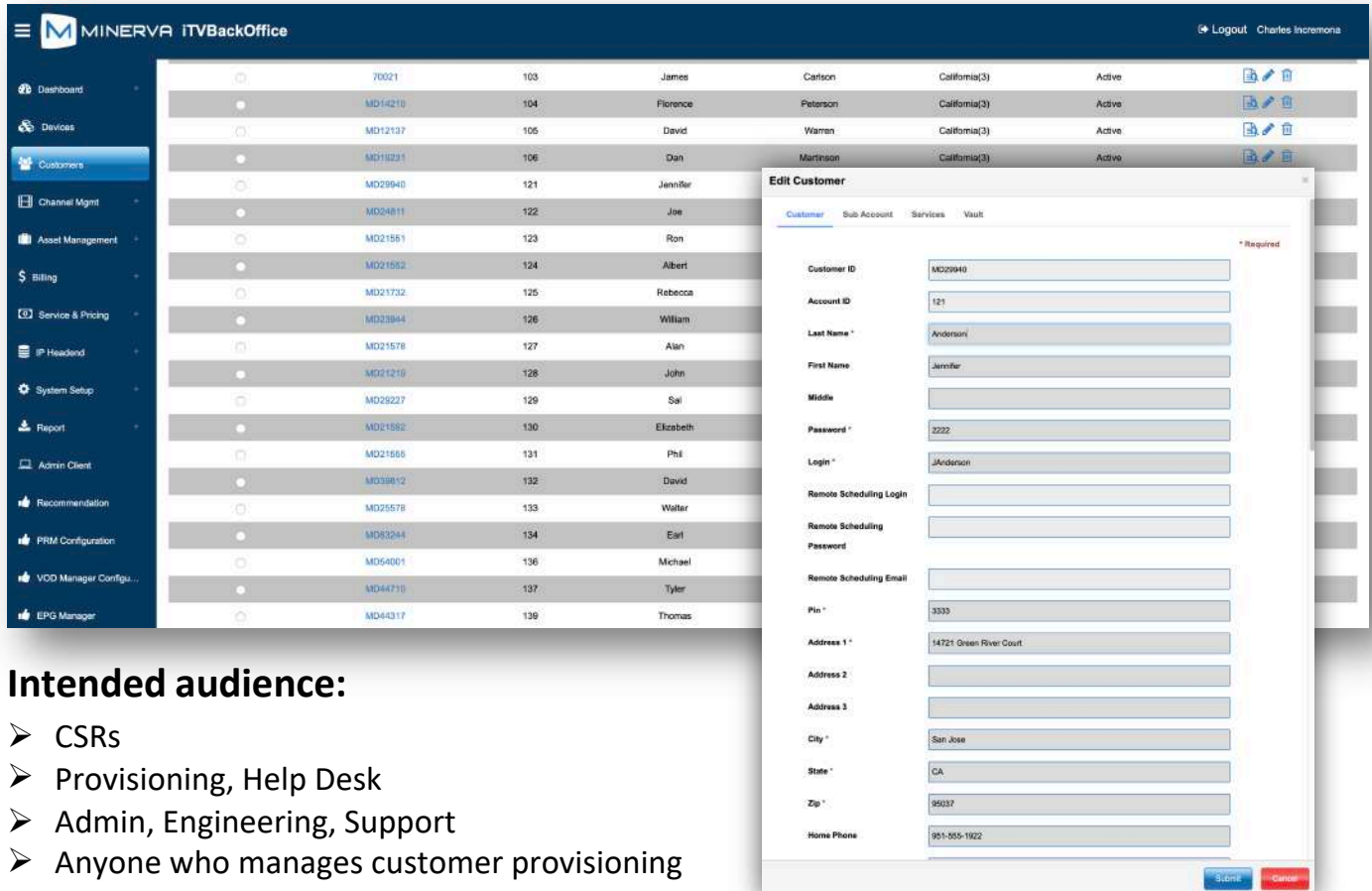
**Convenient online delivery:** The training courses cover all of the key areas required to operate the YourTV Now system.

**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 like Dashboard, Devices, Customers, Channel Mgmt, Asset Management, Billing, Service & Pricing, IP Headend, System Setup, Report, Admin Client, Recommendation, FRM Configuration, VOD Manager Configs..., and EPG Manager. The main area shows a table of customer accounts with columns for ID, Name, Location, and Status. An 'Edit Customer' modal window 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.

ID	Name	Location	Status
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MD20940	Jennifer		
MD24911	Joe		
MD21551	Ron		
MD21552	Albert		
MD21732	Rebecca		
MD23844	William		
MD21578	Alan		
MD21219	John		
MD29227	Sai		
MD21552	Elizabeth		
MD21555	Phil		
MD33812	David		
MD20578	Walter		
MD93244	Earl		
MD54001	Michael		
MD44710	Tyler		
MD44317	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.

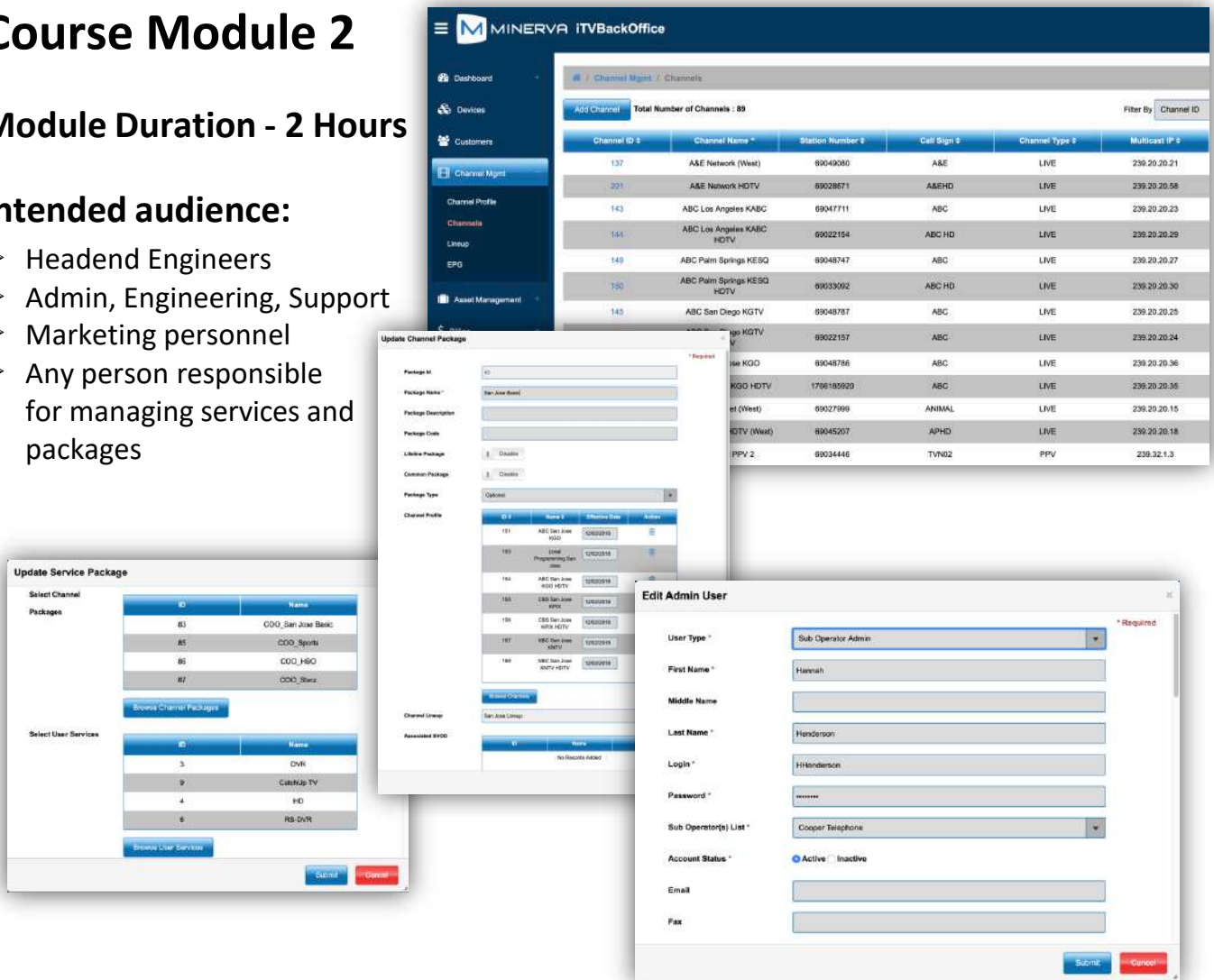
# Course: YTVN Sub Operator Administration

## Course Module 2

Module Duration - 2 Hours

### Intended audience:

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



The image displays a collage of screenshots from the MINERVA ITVBackOffice system. The main screenshot shows the 'Channel Mgmt / Channels' page with a table of channels. Below it are three smaller screenshots: 'Update Channel Package', 'Update Service Package', and 'Edit Admin User'.

Channel ID #	Channel Name *	Station Number #	Call Sign #	Channel Type #	Multicast IP #
137	A&E Network (West)	89049080	A&E	LIVE	239.20.20.21
201	A&E Network HDTV	89028871	AEHD	LIVE	239.20.20.58
143	ABC Los Angeles KABC	69047711	ABC	LIVE	239.20.20.23
144	ABC Los Angeles KABC HDTV	69022154	ABC HD	LIVE	239.20.20.29
149	ABC Palm Springs KESQ	89048747	ABC	LIVE	239.20.20.27
150	ABC Palm Springs KESQ HDTV	89033092	ABC HD	LIVE	239.20.20.30
145	ABC San Diego KGTV	89048787	ABC	LIVE	239.20.20.25
	ABC San Diego KGTV HDTV	89022157	ABC	LIVE	239.20.20.24
	ABC KGO	89048786	ABC	LIVE	239.20.20.36
	KGO HDTV	1796189920	ABC	LIVE	239.20.20.35
	ABC (West)	89027999	ANIMAL	LIVE	239.20.20.15
	HDTV (West)	89045207	APHD	LIVE	239.20.20.18
	PPV 2	89034446	TVN02	PPV	239.32.1.3

### 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.