

HPE OCMP (SIP connectivity) Troubleshooting training

HPE CMS Education Center



Course overview

- Delivery: Instructor-led
- Date: On request
- Length: Three days
- Location: HPE premises (preferred) or your location
- Level: Advanced
- Delivery language: English

Course description

This course explains platform troubleshooting and describes the troubleshooting strategy and procedures. The course presents a complete picture of platform maintenance and troubleshooting. A large part of the time in this three-day course is dedicated to hands-on exercises for you to gain practical experience and prepare to perform platform troubleshooting.

Audience

The training is designed for:

- Platform operators and administrators
- Support and maintenance engineers

Learning objectives

- After successful completion of this course, you should be able to:
- Understand the product concepts, topology, and architecture
- Perform platform maintenance
- Use appropriate tools to troubleshoot the platform
- Identify the functional area that is the source of the trouble
- Define corrective actions

Training agenda

Day 1

- Introduction
- Logs and traces
- Troubleshooting strategy
- Troubleshooting tools
- Hardware issues
- Software issues

Day 2

- Activation, start, stop issues
- Network issues

Day 3

- Services issues
- ASR/TTS issues
- Platform issues

Overview

Mandatory course prerequisites

- Prior attendance to HPE OpenCall Media Platform (OCMP) operation and administration training
- Good knowledge of Linux Red Hat administration tasks
- Knowledge of Session Initiation Protocol (SIP), Netann, and Media Server Control Markup Language (MSCML) concepts
- Knowledge of Automatic Speech Recognition (ASR) and Text To Speech (TTS) technology
- Knowledge of Java™, XML, VoiceXML, and Call Control XML
- Good knowledge of English, as the course is delivered in English. If necessary, translation services can be hired for an additional fee.

Course materials and methodology

At the beginning of the course, you will receive a PDF copy of all PowerPoint slides. One set of user documentation will be available for use during the course. Lectures are interspersed with hands-on exercises, with about half the course dedicated to practical sessions focused on platform operations.

Course location

This course is delivered at an HPE site with HPE-supplied facilities and equipment. It may also be delivered on demand on your premises. In this case, your organization will be responsible for training room setup. This set up includes providing a video projector, a white/paper board, and one platform test bed. Attendees must bring their own laptops.

Trainer's profile

Training will be led by a senior HPE consultant with expertise in platform operations and troubleshooting.

Audience size

Training requires a minimum of two students and a maximum of eight.

Training schedule

- This course is offered on demand.
- A six- to eight-week lead time is required to schedule the training session

For more information

For details on course contents, fee, and availability, please send an email to [**HPE-CMS.Training@hpe.com**](mailto:HPE-CMS.Training@hpe.com).



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