

HPE OCMP (SS7 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 involved—presenting a complete picture of platform maintenance and troubleshooting. A large part of the course is dedicated to hands-on exercises for you to gain practical experience and prepare to perform platform troubleshooting.

Audience

Training is designed for:

- Platform operators and administrators
- Support and maintenance engineers

Learning objectives

Upon successful completion of this course, you should be able to:

- Understand 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, and stop issues
- Network issues

Day 3

- Services issues
- ASR/TTS issues
- Platform issues

Overview

Mandatory course prerequisites

- Prior attendance to OCMF operations and administration training
- Good knowledge of Linux Red Hat administration tasks
- Knowledge of M3UA, ISUP, TCAP, and SIP concepts
- Knowledge of Automatic Speech Recognition (ASR) and Text To Speech (TTS) technology
- Knowledge of Java, XML, VoiceXML, and CCXML
- Good knowledge of English—if necessary, you can purchase translation services 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 of 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 setup 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



Sign up for updates
