

Basic ETM® System Operation/Administration Course Objectives

ETM System v5.2

Module 1: Course Introduction--After completing this module, you will be able to:

- Describe telephony management issues.
- Explain why protecting the voice side of the network is important.
- List the advantages that the ETM System provides.
- Identify the components of the ETM System.
- Describe the basic architecture of the ETM System and how it interacts with your telco network.
- Describe how the SecureLogix training lab is laid out and what materials were provided to you.

Module 2: System Overview--After completing this module, you will be able to:

- Start the Clients and Servers and log in to the ETM System.
- Create a user account and assign permissions.
- Launch the client tools from the ETM System Console.
- Locate the following items in the ETM System Console and explain their uses:
 - Shutdown Server icon
 - Connect/Disconnect icons
 - ETM Server Properties Tool
 - ETM File Management Tool
 - ETM Data Management Tool
 - Status Tool
 - Alert Tool
 - Server Administration Tool
- Name each type of ETM System Policy and explain its use.
- Describe the difference between Firewall and IPS Policies--Firewall monitors individual calls and can function during Server disconnect; IPS is calling patterns over time and Server must be available to calculate accumulations and identify breaches.
- Define Dialing Plans and explain their purpose. State how they relate to Service Types and Billing Plans.
- State the call types identified by the ETM System.
- Explain how the ETM System continuous call-type detection works.
- Define item-level locking.
- Locate the ETM Server installation directory and understand the file structure and key files.

Module 3: The Performance Manager--After completing this module, you will be able to:

- State the purpose of each subtree/menu and access its options:
 - Platform Configuration Subtree
 - Telco Configuration Subtree
 - Span Groups Subtree
 - Policies Subtrees
 - Toolbar
 - Main Menu Options
- Understand the visual indicators in the tree pane that alert about issues.
- Describe the kind of information provided in the Diagnostic Log and understand system event tracks.
- Allow a Card to connect to the Server.
- Download Card software.
- Download updated Dialing Plans.
- Understand Switch configuration and how it is used for:
 - SMDR
 - Access Codes
 - Protected Extensions
- Explain what Span Groups are used for and create a Span Group.
- State the purpose of each type of object on the Manage menu.
- Create each type of object on the Manage menu, used for Policy development and Platform configuration.
- Explain how Extension Masking Plans work.
- Open the Call Monitor.
- Open the Call Log and explain the data it includes.

Module 4: The Directory Manager--After completing this module, you will be able to:

- Describe each type of Directory Entity.
- Search for Listings.
- Create a Listing.
- Import Listings.
- Create a Directory Filter.
- Create a Directory Range.
- Create a Directory Group.

- Create a Directory Wildcard.

Module 5: The Usage Manager--After completing this module, you will be able to:

- State the different kinds of information you can run reports on.
- Schedule a report.
- Archive data with a report.
- Use each of the report generation options to run reports.
- Explain what relative date ranges are.
- Understand the components of a Usage Manager Report.
- Create a custom report.
- Change headings in reports.
- Describe how active-to-historical data migration affects availability of data for reports.

Module 6: Voice Firewall--After completing this module, you will be able to:

- Explain how Voice Firewall Policies are processed.
- Explain Policy transition issues.
- Describe the Implied Rules.
- Explain what a Dirty Policy is and what to do about it.
- Explain how AAA Services works.
- Create a new Policy and assign a new Emergency Group to it.
- Verify a Policy and understand what verification checks.
- Install a Policy.
- View the Policy Log.
- Describe how active-to-historical data migration affects the Policy Log.

Module 7: IPS--After completing this module, you will be able to:

- Explain the purpose of IPS Policies.
- Explain thresholds and intervals.
- Explain when Policy accumulations are reset.
- Know how IPS processing reacts to network disruption.
- Define, verify, and install an IPS Policy.
- View the Policy Log.
- View and understand the Real-Time Monitor.

Module 8: Review and Q&A. No objectives.

Module 9: Call Recorder--(Optional Module.) After completing this module, you will be able to:

- Explain the Call Recorder architecture.
- Explain what Protected Extensions are.
- Explain how inbound SMDR is used with the Call Recorder.
- State which Appliances support announcement.
- Create a Call Recorder Policy.
- Specify internal numbers as Protected Extensions.
- Access Calls in the ETM Web Portal.
- Access calls on the optional Collection Server.