» HiPath ProCenter v6.5 Standard and Agile Installation and Maintenance «

This course covers the knowledge and skills required to install and configure HiPath ProCenter v6.5 Standard & Agile. The course is based on practical exercises designed to develop skills and test the understanding of the theoretical sessions. Continuous assessment of practical exercises combined with a written test is used to measure delegate performance.

Audience

The course is intended for service and support personnel who will be installing, configuring or supporting the HiPath ProCenter v6.5 Standard and Agile.

The skills you will gain

By the end of the course delegates will be able to install and maintain the HiPath ProCenter v6.5 Standard and Agile; use Server Start to configure the HiPath ProCenter server; install and configure the Microsoft Baseline Security Analyser; configure and use of Config sync server; ACD administrator (HiPath 4000); configure Callbridge (HiPath DX), CSTA Browser (HiPath 3000) and CAP (HiPath 4000); configure and License RSM Lite (HiPath 3000); configure and add SID based features; configure and programme group based routing.

Objectives

Complete all specified installation, commissioning and training exercises, safely and efficiently. Using the necessary equipment, tools and manuals provided, observing all warnings and cautions.

Course outline

- Core components of HiPath ProCenter v6.5 Standard and Agile
- Switch configuration for HiPath ProCenter— HiPath DX/HiPath 3000/HiPath 4000
- Windows 2003 Server Standard Edition
- Server Start and RAID
- Microsoft Baseline Security Analyser (MBSA)
- RSM Lite (HiPath 3000)
- ACD administrator (HiPath 4000)
- Domain management
- Users profiles, queues and groups
- Feature activation via SID
- XMU and the Call Director
- Desktop applications
- Broadcaster
- Auto PA, patches, IT monitor and diagnostic files
- Passwords
- Reports
- LDAP and active directory
- Data sources
- Upgrades
- Documentation

NOTE—The course is based on practical exercises designed to develop skills and test the understanding of the theoretical sessions. Exercises must be completed to the tutor's satisfaction. A system of continuous practical assessment and a final written test measure delegate performance.

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Products

Code
VAPE043

Duration
8 days

Price
£2200 + VAT per delegate

Venue
The training course is delivered at our training school in Beeston, Nottingham.

Pre-requisites
Must be able to demonstrate UCD or ACD programming skills. Trained engineer on HiPath 3000, HiPath 4000 or HiPath DX. A working knowledge of IP/VoIP/LAN and WAN technologies. A working knowledge of Windows 2003 server.

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Booking Form

Preferred date(s)

Number of delegates

Contact name

Job title

Name of organisation

Address

Postcode

Direct dial telephone number

Email address

Invoice address (if different from above)

Postcode

Method of payment

☐ Please contact me for credit card details

☐ Please invoice me for the amount due

Purchase order number

Signature

Date

On receipt of this booking form, a member of the Learning Solutions team will contact you to confirm your booking. If you have not been contacted within five working days please contact us.

Terms and conditions - cancellation and transfer fees apply - please read our policy. A full copy of our terms and conditions, including cancellation and transfer policy, can be downloaded from our website.

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