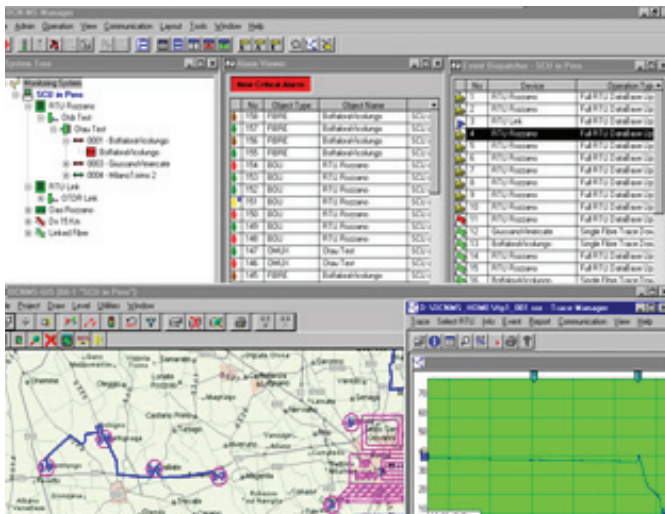


# MedTel Services™

## IRISnGEN® & NET-PATH®

### Intelligent System Management Training Courses



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## **IRISnGEN® & NET-PATH® Intelligent System Management Training**

Proactive alarms management. It's the ability to pinpoint and resolve equipment problems before they bring business grinding to a halt. It's the power to monitor and manage thousands of devices anywhere on the globe from a single centralized service point.

Proactive alarms management is what MedTel Services' Intelligent Systems Management products are all about. And training your employees to use these powerful tools effectively is the focus of the ISM training program.

### **Smart Tools for Smart Business**

ISM products include intelligent alarms collection devices and IRISnGEN, a powerful client-server based alarms management system. The key to unlocking the unsurpassed flexibility of these products is education.

Whether your interest is in IRISnGEN System Administration or SEB database programming and device management, MedTel Services' training programs will help you make the most of your ISM System.

### **In-Depth Instruction and Hands-On Learning**

All MedTel Services training courses provide focused, in-depth instruction coupled with vital hands-on learning labs to help our students maximize their learning potential.

MedTel Services' classrooms are equipped with specialized training systems that provide the trainee with the "hands-on" experience that is crucial to coming online quickly and maintaining the highest levels of productivity. Classes provide a combination of instructor lecture, written exercises and quizzes, group activities and instructor-supervised student lab work. Each student's performance is monitored and evaluated throughout the class.

### **Focused Education for Any Need**

Whether you are a distributor, end-user, or systems integrator, MedTel Services' ISM training courses are designed to equip you with the knowledge and skills you need to be most effective in putting the power of the IRISnGEN and NET-PATH products to work for you.

### **The MedTel Services Training Mission**

The MedTel Services training department is committed to offering high quality educational programs for its distributors, end users, and employees, led by experienced, qualified instructors, in an environment that promotes learning through proven instructional and hands-on training techniques.

# IRISnGEN® ADMINISTRATION & NET-PATH® PROGRAMMING

## Intelligent Alarm Management

IRISnGEN gives you single-point control of all alarms collection equipment and monitored devices, no matter where they're located. The system provides critical data instantly on-screen to identify trouble areas and faulty equipment. Problems can often be corrected remotely, avoiding costly site visits. When on-site service is required, technicians arrive with exactly the information they need to take immediate corrective action.

### Rapid Problem Solving for Superior Customer Service

The tools to supercharge your service center are here...now you have to learn how best to use them. In this informative 5-day class, you'll learn about every aspect of IRISnGEN that's important when programming, managing, maintaining, and troubleshooting your system. The course combines a thorough review of system hardware and software, database configuration, standard and optional features, administrative tools, client interfaces, reports, and valuable software troubleshooting techniques.

### Who Should Attend

This course is designed for IRISnGEN administrators, service technicians, CSRs, and support personnel who are familiar with the IRISnGEN 2.x or higher software and are responsible for installing and maintaining SEBea and/or NET-PATH intelligent alarms collection devices.

### Prerequisites

Successful completion of IRISnGEN 2.x or higher Administration Training (IRISADMTRG) is required in order to attend this class. Students should have basic Windows PC experience, an understanding of personal computer operations, and familiarity with alarms management. LAN and SQL database administration experience is recommended but not required. Anyone interested in SNMP trap detection and processing should have a solid working knowledge of SNMP.

### Schedule

This class meets from 8:30am to 5:00pm, including the last day.

### Course Content

- ☞ IRISnGEN Overview
- ☞ Installing IRISnGEN Client & Establishing SQL DataSource
- ☞ Navigating IRISnGEN Client
  - Libraries
  - Menus & Toolbars
  - Related Applications
- ☞ Overview of Alarms Processing
- ☞ Defining Alarms
  - Alarm Keywords and Enhanced Keyword Templates
  - Creating and Populating Message Libraries
  - Creating and Associating Filter Actions & Filter Sets
  - Alarm Severity and Escalation
  - Forwarding Alarms
- ☞ Customer Hierarchies
  - Adding Customers, Sites, and Hosts
  - Adding Remote Agents
- ☞ Creating and Implementing Extended Hierarchies
- ☞ Creating and Effectively Using Thresholds and Correlations
- ☞ Forward Selectors
  - Activating
  - Dynamically customizing based on Host, Host Type, Customer, or Site
  - Day / Night Mode
- ☞ Alarms Viewer Features and Functions
  - Managing Alarms using the Alarms Viewer
  - Customizing Viewer Settings
  - Accessing Alarm Details
  - Updating Alarm Status
- ☞ Map and History Viewers
- ☞ Processing Bad Data
- ☞ Polling Stored Alarms
  - Polling Schedules
  - Manual Polls
- ☞ Testing and Troubleshooting IRISnGEN Alarms Databases
- ☞ IRISnGEN Parameters
- ☞ Configuring Communications with Remote Agents
- ☞ NET-PATH Database Manager
  - Triggerwords and Event Detection
  - Creating and Populating NetPath Databases
- ☞ Remote Agent Manager
  - Transparent Host Communications
  - Polling
  - Uploading and Downloading Databases
- ☞ System Reporting
- ☞ Reports (Optional Module)

### Course Material

Students receive a comprehensive student workbook, plus IRISnGEN documentation.

Course Name	Course Number	Number of Days	Price Per Student
IRISnGEN Administration	IRISADMTRG	5	\$1,750

For more information about available training courses: Call 941.753.5000 ex-7550 or visit [www.medtelservices.com](http://www.medtelservices.com).

# SEBea & NET-PATH® DATABASE PROGRAMMING

## Intelligent Alarm Management

Collect and process alarms from serially connected host devices such as PBXs, voicemail systems, interactive voice response systems...monitor hard-contact sensors for door closures, temperature variances, and more...monitor and control relay switches... process and respond to SNMP traps. The powerful SEBea and NET-PATH Remote Agent collection devices provide unsurpassed alarms and information collection, processing, and notification capabilities.

### State-of-the-Art Event Processing

Vastly expanding the event detection and processing capabilities of previous SEB collection devices, the SEBea & NET-PATH remote agents support literally thousands of triggerwords, plus advanced thresholding, correlation, and corrective capabilities that allow you to build maximum intelligence into your alarms management architecture. The SEBea & NET-PATH Database Programming course combines a thorough review of remote agent hardware and software, database configuration, standard and optional features, and valuable testing and troubleshooting techniques.

### Who Should Attend

This course is designed for IRISnGEN administrators, service technicians, CSRs, support personnel responsible for installing and maintaining IRISnGEN and NET-PATH intelligent alarms collection devices, and individuals responsible for training others on system operations.

### Prerequisites

Students should have basic Windows PC experience, an understanding of personal computer operations, and familiarity with alarms management. LAN and SQL database administration experience is recommended but not required.

### Schedule

This class meets from 8:30am to 5:00pm, including the last day.

### Course Content

- ☞ SEBea & NET-PATH Hardware & Software Overview
- ☞ Event Processing Overview
- ☞ Configuring Remote Agents
  - Adding RA's to customer database
  - Defining & configuring Hosts
  - Downloading RA databases and applications
- ☞ Testing and Troubleshooting Remote Agents & RA Databases
- ☞ Monitoring Fixed Events
  - Adding System Host to customer database
  - Processing Fixed Events
  - Reporting events to IRIS via modem
- ☞ Monitoring Serial Hosts
  - Adding Serial Hosts to customer database
  - Assigning Serial Hosts to Remote Agent devices
  - Detecting & Processing Unsolicited Serial Events
  - Storing events to RA memory
  - Testing & Troubleshooting Serial Hosts
- ☞ Introduction to SNMP
  - Introduction to MIBs
  - Understanding basic Trap types
  - How IRIS and RA work in an SNMP environment
- ☞ Sending SNMP Traps
- ☞ Monitoring SNMP Hosts
  - Adding & configuring SNMP Hosts in customer database
  - SNMP Trap Detection & Matching
  - Building SNMP Layouts
- ☞ Using Remote Agent Manager
  - Command Line Interface
  - Telnet
  - Transparent Host Communications
  - Downloading Applications and Databases
  - Polling Remote Agents
- ☞ Monitoring/Managing Contacts & Output Relays
  - Fixed Event Matching
  - Relay Actions
- ☞ Scheduled Event Processing
  - Action Windows and Holiday Libraries
  - Tasks & Expects
- ☞ Variable extraction & qualification expressions
- ☞ Creating and Effectively Using RA-level Thresholds and Correlations
- ☞ Implementing other Actions: Buzzer, LED, Fax, LCD.
- ☞ Creating and using Template Libraries
- ☞ Defining & implementing pre-existing script objects
- ☞ Remote Agent Security Libraries
  - Access permissions
  - Users & User Groups

### Course Material

Students receive a comprehensive student workbook, plus IRISnGEN, SEBea & NET-PATH documentation

Course Name	Course Number	Number of Days	Price Per Student
SEBea & NET-PATH Database Programming	SEBNPTRG	5	\$1,750

For more information about available training courses: Call 941.753.5000 ex-7550 or visit [www.medtelservices.com](http://www.medtelservices.com).

# IRISnGEN® ADMINISTRATION & REMOTE AGENT DATABASE PROGRAMMING

## Intelligent Alarm Management

The powerful SEB family of Remote Agent collection devices provide unsurpassed alarms and information collection, processing, and notification capabilities. Combine SEBs with the comprehensive alarms monitoring and management capabilities of the IRISnGEN system, and you have a total alarms management solution that offers the ultimate in power and flexibility to provide the highest level corrective action.

### Comprehensive, End-to-End Control

The IRISnGEN Administration & Remote Agent Database Programming course combines full-featured IRISnGEN server level alarms management and Remote Agent database programming (SEBea & NET-PATH®) into a single, ten-day, information-packed learning experience.

### Who Should Attend

This course is designed for IRISnGEN administrators, service technicians, CSRs, and support personnel who are responsible for installing, administering, and/or maintaining IRISnGEN servers and any SEBea, or NET-PATH intelligent alarms collection devices.

### Prerequisites

Students should have basic Windows PC experience, an understanding of personal computer operations, and familiarity with alarms management. LAN and SQL database administration experience is recommended but not required.

Anyone interested in SNMP trap detection and processing should have a solid working knowledge of SNMP. No previous IRISnGEN or SEB experience is necessary.

### Schedule

This class that meets from 8:30am to 5:00pm, including the last day.

### Course Material

Students receive a comprehensive student workbook, plus IRISnGEN, SEB-II, SEBea, and NET-PATH technical documentation.

### Course Content

- ☞ IRISnGEN Overview
- ☞ Installing IRISnGEN Client & Establishing SQL DataSource
- ☞ Navigating IRISnGEN Client
  - Libraries
  - Menus & Toolbars
  - Related Applications
- ☞ Overview of Alarms Processing
- ☞ Defining Alarms
- ☞ Customer Hierarchies
- ☞ Creating and Implementing Extended Hierarchies
- ☞ Thresholds and Correlations
- ☞ Forward Selectors
- ☞ Day / Night Mode Alarms Viewer Features and Functions
- ☞ Map and History Viewers
- ☞ Processing Bad Data
- ☞ Polling Stored Alarms
  - Schedule & Manual Polls
- ☞ Testing and Troubleshooting IRISnGEN Alarms Databases
- ☞ IRISnGEN Parameters
- ☞ Configuring Communications with Remote Agents
- ☞ System Reporting
- ☞ Remote Agent Hardware & Software Overview
- ☞ SEB-II Database Programming
  - Serial & Fixed Event processing
  - Reporting, Storing, Ignoring, and thresholding events
- ☞ Remote Agent Libraries
- ☞ Defining Event Libraries to process
  - Fixed events
  - Serial events
  - SNMP events
- ☞ Using variable extraction templates to customize event matching
- ☞ Creating and implementing SEBea/NET-PATH Actions
- ☞ Scheduled Event Processing
  - Action Windows and Holiday Libraries
  - Tasks & Expects
- ☞ SEBea & NET-PATH Tasks, Thresholds, Correlations, and Events
- ☞ Defining & implementing pre-existing script objects
- ☞ Defining Host Libraries
- ☞ Remote Agent Manager
  - Transparent Host Communications
  - Telnet / Modem
  - Downloading Applications and Databases
  - Polling SEBs
- ☞ Testing and Troubleshooting Remote Agents
- ☞ Remote Agent Security Libraries
  - Access permissions
  - Users & User Groups
- ☞ SNMP Trap Detection & Reporting

Course Name	Course Number	Number of Days	Price Per Student
IRISnGEN Admin & Remote Agent Programming	IRISSEBNPTRG	10	\$3,500

For more information about available training courses: Call 941.753.5000 ex-7550 or visit [www.medtelservices.com](http://www.medtelservices.com)

# REMOTE AGENT SCRIPT PROGRAMMING

## Intelligent Alarm Management

The powerful SEB family of Remote Agent collection devices provide unsurpassed alarms and information collection, processing, and notification capabilities. The SEBea and NET-PATH family of remote agent devices offers an even greater level of functionality and power through custom script programming

### Unlock the Power of SEBea & NET-PATH Remote Agents

Vastly expanding the event detection and processing SEBea & NET-PATH Remote Agent devices are capable of doing much more than even the comprehensive event processing database functions allow. To fully unlock the potential of these powerful devices, MedTel Services has equipped the Remote Agents with the ability to execute completely user-customizable programs called scripts.

The Remote Agent Script Programming course is a five-day, hands-on programming class designed to teach students how to design, program, test and maintain scripts that operate with the SEBea and NET-PATH Remote Agents. Students will learn to use the Python programming language and the MedTel Services-developed Python Extensions for the SEBea/NET-PATH to create powerful interactive scripts capable of a variety of functions.

### Who Should Attend

This course is designed for experienced programmers responsible for designing, developing, and/or maintaining custom programming scripts that run on SEBea and/or NET-PATH intelligent alarms collection devices.

### Prerequisites

Students must be previously certified for SEBea/NET-PATH database programming and should have a basic working knowledge of the Python Programming language.

### Schedule

This class that meets from 8:30am to 5:00pm, including the last day.

### Course Content

- ☞ Python Overview
- ☞ Review Basic Python script commands and program requirements
  - Data types
  - Script Structure
  - Script Editors / Test
- ☞ Overview of RA Alarms Processing
- ☞ Overview of RA Scripts
  - Port Control scripts
  - Pre Processing scripts
  - Post Processing scripts
  - Action Scripts
  - Manual scripts
- ☞ Sending / receiving Serial Data
  - buffer Library
  - sebio Library
- ☞ Login / XML Query
  - seb Library
  - sebdb Library
- ☞ Script Parameters
  - Passing, parsing, using
- ☞ File Handling
- ☞ Error Handling
- ☞ Introduction to Network
  - Telnet
  - FTP
  - SNMP
  - Socket
- ☞ Telnet scripts
- ☞ FTP scripts
- ☞ SNMP scripts
- ☞ Device Management

### Course Material

Students receive a comprehensive student workbook, plus SEBea/NET-PATH Python Script Extensions documentation.

Course Name	Course Number	Number of Days	Price Per Student
Remote Agent Script Programming	PYPRGTRG	5	\$2,000

For more information about available training courses: Call 941.753.5000 ex-7550 or visit [www.medtelservices.com](http://www.medtelservices.com).



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