

## Course Description:



**OnCast Installation and Support** training focuses on the concepts and skills needed to successfully plan, install, configure, administer, and troubleshoot OnCast. Students will perform hands-on activities installing, configuring, administering, and troubleshooting OnCast components. This course includes the following topics: architecture review, high availability, deployment planning, installing and configuring, licensing, administering, and troubleshooting.

### Who should take this course?

**OnCast Installation and Support** is intended for installation engineers, system integrators, technical support specialists, and other technical roles involved in the planning, design, installation, configuration, administration, and support of LiteScape OnCast.

### Course Objectives

After completing this course, a student will be able to:

- Plan for OnCast deployment
- Set-up third party software/hardware to support OnCast deployment
- Install, configure, and run OnCast
- Administer and Troubleshoot OnCast

### Course Topics (3 Days of Training)

- Module 1 - Overview of OnCast Application
- Module 2 - LiteScape Implementation Methodology
- Module 3 - OnCast Architecture
- Module 4 - Pre-Installation Planning
- Module 5 - 3<sup>rd</sup> Party Application Set Up
- Module 6 - OnCast Server: Installation and Configuration
- Module 7 - OnCast Server: Web Admin Advanced Configuration
- Module 8 - Redundancy
- Module 9 - Enabling OnCast Across Multiple Sites
- Module 10 - Microsoft Office Communicator Set Up
- Module 11 - Configuring OnCast Web Client
- Module 12 - Configuring OnCast Smart Client
- Module 13 - Centralized Configuration for Deployment
- Module 14 - Installing and Configuring OnCast Composer
- Module 15 - Executing Test Plan
- Module 16 - Troubleshooting and Support
- Module 17 - User Training
- Module 18 - Licensing

### Recommended Skills & Knowledge

- Enterprise-level system installation or integration experience
- IP communication standards and protocols
- Cisco Call Manager and integrating to 3rd party solutions
- Basic troubleshooting and administration of SQL databases
- Basic configuration and administration of LDAP based Directories
- IIS, Apache/Tomcat, Java, and .Net applications