



Heights HDNA Course Description

Course Overview

The Heights HDNA Basic Operations training course allows learners to understand how the Heights HDNA (Heights Dynamic Network Access) system is configured and functions, including the NetVue Management System, Bandwidth Manager (formerly VMS), along with the Heights hub, and remote modems. This course is geared towards NOC engineers, providing tiered remote and hub support to customers, to field technicians responsible for configuring remote sites.

The training course will focus on the operation of the entire suite of Heights HDNA hardware including HTO-1/HTX modulator, HDC-1, the HRX multi-demodulator, the H-Pro / H-Plus / H-Pico remote modems, Bandwidth Manager, and NetVue IMS. The course structure will consist of a blend of classroom lecture and hands-on lab experience in order to gain an understanding of how the Heights, Bandwidth Manager, and NetVue IMS technology combine to create an efficient satellite network management system.

At the end of this 40 hours course attendees will be able to return to their place of work with the confidence and understanding to properly operate their Heights HDNA.

Heights HDNA Course Certification

To achieve the course certifications students must be able to demonstrate the ability to configure a basic Heights Hub and Remote configuration via a timed hands-on exam. Students will also be given a written exam at the end of training and for those who are able to pass the hands-on exam and achieve a score of at least 70% on the final exam will be given a Heights HDNA course certification.

Course Prerequisite

Each attendee of the Heights HDNA course should have:

- Basic understanding of networking concepts
- Working knowledge of satellite communications
- Basic understanding of Windows Operating System

Heights HDNA Course Agenda

Heights HDNA Introduction Module

- Heights Architecture Overview
- HDNA Solutions Overview
- Network Addressing Overview

Heights Modem Commissioning

- Configuration of Hub Modems
- Understanding and Configuring ACM/DPC
- Understanding and Configuring ECM
- Creating Bandwidth Pools
- Configuration of Remote Modems

Heights QoS

- Understanding and Configuring QoS
- Influence of ACM/Link Degradation on QoS
- Packet Matching Hierarchy

Heights Modem Operations

- Backup and Restore (Bandwidth Manager, NetVue, Heights Modems)
- Firmware Upgrades
- Redundancy (Bandwidth Manager, NetVue, Heights Modems)

NetVue IMS Overview

- NetVue UI Overview
- Element Overview
- Alarms Overview
- Trending Overview
- Reports Overview
- NetVue Authentication, Authorization, and Accounting Overview

End of Course Exam

- Hands On Lab
- Written Exam