# Course Outline

| Security Center 5.7: Advanced Troubleshooting | |
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| **Code** | SC-STC-002 (5.7) |
| **Level** | Advanced |
| **Duration** | 2 days |
| **Target audience** | Technicians, Administrators, and IT Professionals |
| **Prerequisites** | Security Center Synergis training (SC-STC-001 5.x) or,<br>equivalent practical experience managing a Security Center system |
| **Objectives** | Upon successful completion of this course the participant will be able to:<br>• Describe the architecture of a Security Center access control system<br>• Configure secure areas for antipassback, interlock, 1st person, visitor escort<br>• Share cardholder and credential information with Global Cardholder Sync<br>• Import cardholders and credentials from Windows Active Directory<br>• Configure threat levels to change access within a system with a single click<br>• Enroll and configure:<br>  ○ Synergis Cloud Link, HID and Mercury controllers<br>  ○ Enroll and configure biometric readers<br>  ○ Update firmware and EEPROM files<br>  ○ Add OSDP readers<br>• Troubleshoot a Security Center access control system using Security Center tools, Windows tools and 3rd party tools<br>• Use the Server, Cloud Link or Client diagnostic console for troubleshooting<br>• Find, open and read the contents of the various log files |
| **Certification** | An open-book, practical exam will be given at the end of this course. |

| Topic | Description |
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| **Module 1:**<br>*Introduction & Troubleshooting*<br>(1½ hour) | • Introduction<br>• Troubleshooting methodology<br>• Where to find information<br>  ○ https://portal.genetec.com |
| **Module 2:**<br>*Architecture review*<br>(1½ hour) | • High level system architecture<br>• Role based architecture<br>• Services<br>• Processes<br>• Hardware connections<br>• Fail-over Access Manager |
| **Module 3:**<br>*Advanced Configurations*<br>(4 hours) | • Secured areas<br>  ○ Antipassback<br>  ○ Interlock<br>  ○ 1st Person in<br>  ○ Visitor escort<br>• Global Cardholder Synchronizer<br>• Active Directory integration<br>• Threat Levels and Clearance levels<br>• Occupancy limits on areas<br>• Duress PIN |
| **Module 4:**<br>*Advanced Troubleshooting*<br>(3 hours) | • Synergis Cloud Link<br>• HID<br>• Mercury |
| **Module 5:**<br>*More Hardware*<br>(2 hours) | • Electronic locks<br>  ○ Assa Abloy<br>  ○ Allegion Schlage<br>  ○ Simon Voss<br>  ○ Salto Sallis<br>• OSDP<br>  ○ Adding OSDP readers to: Axis, HID, Mercury<br>• Biometric integrations<br>  ○ Bioconnect<br>  ○ Morpho |
| **Module 6:**<br>*Diagnostic Console & Log files*<br>(2 hours) | • Access Manager console<br>• Softwire console<br>• Client console<br>• Log files |