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## Support Accounts

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## Getting Support

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## eZuce Installation & Management Best Practices

[Planning an Installation](#)

Installation from ISO

Installation from RPM

Network

**DHCP**

**DNS - Part 1**

DNS - Part 2

VLANs

Uniteme WebUI Use

User Management

What to do when adding / deleting users

System Management

System Alarms

Backup & Restore

## eZuce Troubleshooting

Understanding DNS

The importance of log data; phones and servers

Web Interface tools

Services

**Network Packet Capture Service**

**SIP Diagram Builder**

Command line tools

**Sipcodes Script**

MongoDB

Packet Captures and Wireshark use