

# Training

- [Support Accounts](#)
  - [Creating your Support Account](#)
- [Technical Documentation](#)
  - [Documentation Wiki Review](#)
  - [The eZuce Development Process](#)
  - [Forums, Mailing Lists & Blogs](#)
- [Getting Support](#)
  - [How to Open a Support Request](#)
- [eZuce Installation & Management Best Practices](#)
  - [Planning an Installation](#)
  - [Installation from ISO](#)
  - [Installation from RPM](#)
  - [Network](#)
    - [DHCP](#)
    - [DNS - Part 1](#)
- [eZuce Troubleshooting](#)
  - [Web Interface tools](#)
    - [Network Packet Capture Service](#)
    - [SIP Diagram Builder](#)
  - [Command line tools](#)
    - [Sipcodes Script](#)

## Support Accounts

[Creating your Support Account](#)

## Technical Documentation

[Documentation Wiki Review](#)

[The eZuce Development Process](#)

[Forums, Mailing Lists & Blogs](#)

## Getting Support

[How to Open a Support Request](#)

## 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