Course Outline

Security Center: Advanced Troubleshooting	
Code	SC-STC-002
Level	Advanced
Duration	2 days (instructor-led)
Target audience	Technicians, Administrators, and IT Professionals
Prerequisites	Security Center Synergis training (SC-STC-001 5.x) or, equivalent practical experience managing a Security Center system

Objectives	Upon successful completion of this course the participant will be able to:
	
	• Describe the architecture of a Security Center access control system.
	• Configure secure areas for antipassback, interlock, 1st person, visitor escort.
	• Share cardholder and credential information with Global Cardholder Sync.
	• Import cardholders and credentials from Windows Active Directory.
	• Configure threat levels to change access within a system with a single click.
	• Enroll and configure:
	    o Synergis Cloud Link, HID and Mercury controllers.
	    o Enroll and configure biometric readers.
	    o Update firmware and EEPROM files.
	• Troubleshoot a Security Center access control system using Security Center tools, Windows tools and 3rd party tools.
	• Use the Server, Cloud Link or Client diagnostic console for troubleshooting.
	• 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.

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Topic	Description
Module 1: *Introduction* (1 hour)	• Introduction • Troubleshooting workflow • Where to find information ◦ https://portal.genetec.com
Module 2: *Architecture review* (1½ hour)	• High level system architecture • Role based architecture • Services • Processes • Hardware connections • Fail-over Access Manager

Module 3:
Additional Configurations
(3½ hours)
	• Secured areas
	    ◦ Antipassback
	    ◦ Interlock
	    ◦ 1st Person in
	    ◦ Visitor escort
	    ◦ Duress PIN
	• Global Cardholder Synchronizer
	• Active Directory integration
	• Threat Levels and Clearance levels

Module 4: *Advanced HW configuration and firmware* (3 hours)	• Firmware • Input customization • Synergis Cloud Link • HID • Mercury

Module 5:
More Hardware
(1½ hour)
	• Electronic locks
	    ◦ Assa Abloy
	    ◦ Allegion Schlage
	    ◦ Simon Voss
	    ◦ Salto Sallis
	• OSDP
	    ◦ Adding OSDP readers to: Axis, HID, Mercury

Module 6: *Troubleshooting methodology* (1½ hour)	• Troubleshooting methodology • Scenarios • Troubleshooting Exercises
Module 6: *Console & Log files* (2 hours)	• Server console • Softwire console • Client consoles • Log files