



# RG8000 Installation & Support with Sparrow

This course is designed to enable staff to install the RG8000 HSM and then to configure the HSM and Sparrow to work together.

## Benefits:

You will be able to understand Industry-standard Encryption and Key Management procedures and its relation to the operational management of Sparrow. The procedures for re-installing the HSM will also be learned (for “backup” or disaster-recovery situations).

This is a hands-on course that allows participants to practice some of the relevant tasks.

## Duration:

1 day (classroom-based)

## Audience:

This course can be taken by anyone, but it is designed in particular for:

- ❖ Bank Operations staff
- ❖ Bank Technical Support staff

## Location:

CR2 offices in Dublin, Dubai and Amman. Can also be run onsite on request.

Our training is a blend of classroom and online training and includes:

- Overviews
- Installation
- Configuration
- Operations
- Tools

For more information please email us at [training@cr2.com](mailto:training@cr2.com).

[www.cr2.com](http://www.cr2.com)



## Pre-requisites:

- ❖ None

**Objectives:** At the end of this course you will be able to:

1. Provide RG8000 installation and configuration skills.
2. Overview of Encryption & Key Management.
3. Understanding of standard operations & ad-hoc operational procedures.
4. Content & purpose of relevant parameter files.
5. Monitoring procedures and use of log files for investigations.
6. Error recovery options selection and planning.

### Course Outline:

- ❖ Introduction to Course
- ❖ Encryption and Key Management Overview: Interactive session to develop schematic showing basic components of an ATM/Sparrow system and related normal encryption processes. New terminology will be explained.
- ❖ RG8000 Installation and Configuration: Installing RG HSM & connecting to a Sparrow system. Description of pre-install data preparation, parameter file settings and site-specific options.
- ❖ Encryption Key Management Procedures: Description of HSM tasks related to configuration and normal operation of Sparrow, ATMs, POS, etc., & directory structure used to hold components for normal & maintenance operations.
- ❖ Monitoring Normal Procedures: Use of existing system features (including Electronic log & debug logs) to monitor daily operations and investigative options to identify faults.
- ❖ Recovery Procedures: Interactive session on selecting appropriate corrective action in the case of HSM failure or Key-security compromise; performing maintenance/replacing defective hardware and re-installing relevant software/ establishing interim solution/ advising on customer feedback, etc.
- ❖ Course Exam

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## Materials:

Course Participant Guide, Course handouts / diagrams, Glossary, relevant User Guides, etc., supplied on USB key.