

Hands-On

# Avaya Aura Messaging Implementation



## Course Description

This extensive Hands-On course provides the necessary skills to install Avaya Aura Messaging and the troubleshooting skills needed for implementation process to be successful.

You will learn the basics of implementation tasks for Avaya Aura Messaging and how to troubleshoot issues that may arise during the implementation process. You will also learn about the hardware and architecture, administrative tasks, preparing the Microsoft Exchange Store, and how to back up and restore the systems and much more...

## Students Will Learn

- **Features and architecture solutions of Avaya Aura Messaging**
- **Related servers and their components**
- **Install Avaya Aura Messaging**
- **Implement and perform implementation administrative tasks**
- **Common installation errors and how to troubleshoot them**
- **Back up and restore Avaya Aura Messaging**
- **And more...**

## Target Audience

Anyone interested and or responsible in the preparation and implementation of Avaya Aura Messaging and any Avaya associates,m customers with implementation and maintenance roles.

## Prerequisites

A basic understanding of Avaya Messaging concepts, hardware, and software and a basic understanding Microsoft Exchange.

## Course Outline

### Module: 1. Avaya Aura Messaging

- Features
- Architecture Solutions

### Module: 2. Hardware

- Servers and components:

- ? S8800
- ? S8730
- ? HP
- ? Dell

- Installing servers:

- ? S8800
- ? S8730
- ? HP
- ? Dell

### Module: 3. Pre-Installation Tasks and Installing the Software

- Pre-Installation Tasks
- Prerequisites and Requirements for Installing
- Installing Avaya Aura Messaging 6.1 Software
- Updating the Avaya Aura Messaging Software

### Module: 4. Architecture

- Server Roles
- Most Common Topologies

### Module: 5. Preparing the Network

- Enabling Network Traffic to Support Messaging
- Creating Domain Name System (DNS) Record

### Module: 6. Telephony Server

- Basics of Switch/Telephony Server

### Module: 7. Administering the Storage Role

- Starting the Messaging System
- Configuring and Adding the Mail Gateway
- Verifying the Trusted Server Configuration
- Setting and Configuring Mailbox Parameters
- Adding a Postmaster Mailbox
- Configuring an IMAP4 port

### Module: 8. Administering the Application Role

- Configuring the Switch Link
- Setting the Phone Extension Length for Dial Rules
- Dial Rules
- Assigning an Attendant Number
- Fax Capabilities

## Configuring Languages

### Module: 9. Test User

- Adding Test Users
- Setting up a Message Testing Scenario

### Module: 10. Clientless Outlook Toolbar

- Avaya Aura Messaging Form
- Installing and Displaying the Avaya Aura Messaging Toolbar in Microsoft Outlook
- Accessing Messages through Outlook for Avaya Message Store
- Using the Clientless Outlook Toolbar

### Module: 11. Preparing MS Exchange Store

- Exchange Store
- Configuring Exchange Store
- Configuring Avaya Aura Messaging for Exchange
- Enabling Users for Exchange
- Leaving and Retrieving Voice Messages for Exchange

### Module: 12. Administering Sites and Topology

- Setting Site Properties for the First Time
- Adding Additional Sites
- Adding Additional Application Servers
- Configuring a Cluster

### Module: 13. Troubleshooting

- Troubleshooting Common Installation Issues

### Module: 14. Backup and Restore

- Performing a Backup
- Using Avaya Aura Messaging to:
  - ? Backup Status
  - ? Backup History
  - ? Restoring a Backup

### Module: 15. Upgrades and Migrations

- Options
- Scenarios
- Upgrading Legacy Modular Messaging Hardware

## Delivery Method

Instructor-Led with numerous Hands-On labs and exercises.

## Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

## Course Length

3 Days