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