Hands-On

Avaya Aura Messaging Administration, Maintenance, and Troubleshooting



Course Description

Understand the key concepts of Avaya Aura Messaging administration, maintenance, and troubleshooting.

This course focuses on basic administration, maintenance, and troubleshooting tasks for the latest Avaya Aura Messaging including

Solution features, components, architecture, and topologies

Setting up flexible storage with the additions of using Exchange Store or VMware Zimbra store

Adding a mail gateway utilizing native and fax server options

Performing standard administrative tasks for Avaya Aura Messaging

Post-installation administrative tasks

Class of Server features and how to manage COS

Managing subscriber accounts

Administering system features

Managing user preferences and user features

Managing unified messaging

Updating software and add, modify, or remove sites

Integration capabilities with Avaya CS1000 support through Session Manager

Administering third-party products, such as AudioCodes gateways and fax servers

Downloading service packs and optional languages

Interpreting logs and reports in troubleshooting

And more...

Students Will Learn

- Features and architecture solutions of Avaya Aura Messaging
- · Key concepts of Avaya Aura Messaging Administration, Maintenance and Troubleshooting
- Administration steps for post-Implementation administration
- Administer the flexible storage roles, as appropriate, for Avaya Store, Exchange Store and VMware Zimbra store
- Avaya Aura Messaging maintenance tasks
- · Troubleshoot issues by interpreting logs and reports
- And More...

Target Audience

Anyone interested and or responsible for Avaya Aura Messaging Administration, Maintenance, and Troubleshooting and any Avaya associates, m customers with Administration, Maintenance, and Troubleshooting roles.

Prerequisites

A basic understanding of telephony and messaging system knowledge and practical experience. These preparation topics can also be found in our Avaya Aura Messaging Implementation course that we offer.

Course Outline

Module: 1. Avaya Aura Messaging Key Concepts

Features, Functions, and Components System Architecture Topology Options

Module: 2. Messaging System Post-Installation Administration

Administering CDOM
Creating Role-Based Access Control (RBAC) Roles
Adding and Modifying Privileged Login Accounts
Adding, Modifying, and Removing a Class Of Service
Adding a New Site and Modifying an Existing Site
Topology Settings
Adding and Removing an Application Server
Password Properties and Setting the Caller Applications Password
Adding Users
Viewing and Modifying User Properties
Deleting Users from the Messaging System

Module: 3. System Administration

Planning and Implementing the Enhanced List Application (ELA)
System Broadcasts
Information Mailboxes
Setting Up Text Messaging and Email Notifications
Adding a Mail Gateway
Caller Applications (Caller Apps)

Module: 4. Exchange Administration

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

Module: 5. User Features

Managing User Preferences:

General

Reach Me

Notify Me

My Phone

Creating or Modifying Personal Lists

Modifying User Password

Advanced Tasks

Unified Messaging Qualities of Avaya Aura Messaging

Module: 6. Clientless Outlook Toolbar

Avaya Aura Messaging Form Supporting the Avaya Aura Messaging Toolbar in Microsoft Outlook Accessing Messages in Exchange through Outlook for Avaya Message Store Using the Clientless Outlook Toolbar

Module: 7. Alarms, Events, and Logs

Identifying, Managing, and Viewing Events Alarms Executing and Viewing Logs

Module: 8. Reports

Viewing and Executing Reports
Managing Reports by Viewing/Running:
User Reports
Info Mailboxes

Remote Users

Uninitialized Mailboxes

Login Failure

Locked Out Users

Module: 9. Maintenance and Troubleshooting

Performing a Database Audit
Verifying and Restarting LDAP Process
Verifying IMAP/SMTP Status and Administering Settings
Displaying Voice Equipment Status
Administering Trusted Certificates
Testing Alarm Originations
Testing Connections

Running Application Server Diagnostics

Module: 10. Upgrades and Migration

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

4 Days