Avaya Aura® Messaging Administration, Maintenance & Troubleshooting

Duración: 4 Días   Código del Curso: 5C00063V

Temario:

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

This course focuses on basic administration, maintenance, and troubleshooting tasks for Avaya Aura Messaging 6.1 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

Dirigido a:

Avaya associates, business partners, and customers who will administer, maintain, and troubleshoot Avaya Aura Messaging

Objetivos:

- 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

Prerequisitos:

- Telephony and messaging system knowledge and experience
- We recommend Avaya Aura Messaging Implementation (5C00062V) for students responsible for implementation tasks
- Avaya Aura® Messaging Implementation (5C00062V)

Exámenes y certificación

This course is part of the following programs or tracks:

Avaya Certified Support Specialist (ACSS) - Avaya Aura® Messaging

Siguientes cursos recomendados:

There are no follow-ons for this course.

Contenido:

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
  a. Info Mailboxes
  b. Remote Users
  c. Uninitialized Mailboxes
  d. Login Failure
  e. 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

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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