

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