

Avaya Aura® Communication Manager Maintenance and Troubleshooting

5U00040I



Duration: 5 days

Objectives

- ✓ Collect, manage, and analyze fault data;
- ✓ Generate and interpret reports and log files;
- ✓ Monitor and interpret status and fault indicators;
- ✓ Isolate, troubleshoot, and clear faults/alarms;
- ✓ Test and monitor hardware and software connections using application-specific and command line diagnostic tools;
- ✓ Backup/restore from Communication Manager and System Platform to all supported media, including troubleshooting failed backups/restores;
- ✓ Download and install firmware/software images, service packs, and data;
- ✓ Resolve issues with peripheral applications / servers covered in this course.

Overview

This course teaches troubleshooting and maintenance for Communication Manager. The course focuses on Communication Manager Release 6.0 and these complementary Avaya Aura® products: Communication Manager Messaging, Branch Session Manager, Utility Server, and System Platform.