

Avaya Aura® Communication Manager Messaging Embedded Administration, Maintenance, and Troubleshooting (5M00050)

GK0902



Duration: 3 days

Overview

Analyze, monitor, and resolve issues for a Communication Manager 6.0.1 Embedded system. Get hands-on practice on Communication Manager Messaging (CMM) 6.0.1 Embedded performing administration, maintenance, and troubleshooting. You will learn to set up and manage privileged and non-privileged user accounts and administrative data. You will learn to perform regular backups, restore activities, improve performance optimization, and increase security. You will learn to download and apply the latest Remote Field Updates (RFUs) and to interpret alarms and events. You will learn to use fault management user interfaces, tools, and utilities to collect, manage, and analyze fault data, and you'll learn to monitor and interpret the status and fault indicators so you can isolate and troubleshoot issues that may arise during installation or maintenance. You will learn also to perform emergency recovery, generate, and interpret reports and log files. After completing this course, you will be able to administer, schedule maintenance activities, and perform troubleshooting tasks associated with the CMM Embedded system. You will also have the ability to analyze various troubleshooting techniques to resolve messaging server and application issues.

This course does not cover CM or CMM implementation.

Pre-Requisites

Attendees should complete the following course(s) before attending this course:

- ✓ Avaya Aura® Communication Manager Basic Administration (AVA00836H00);
- ✓ Avaya Aura® Communication Manager Implementation (ATI02348IEN);
- ✓ Avaya Aura® Communication Manager Messaging: Implementation (ATI01731VEN).

Objectives

After you complete this course you will be able to:

- ✓ Use administration user interfaces, tools, and utilities;
- ✓ Manage administrative user accounts, IDs, and privileges;
- ✓ Manage physical and logical devices;
- ✓ Manage components;
- ✓ Collect and manage administrative data;
- ✓ Administer system features;
- ✓ Administer user mailboxes and features;
- ✓ Administer system lists;
- ✓ Troubleshoot administration issues;
- ✓ Performance optimization;

- ✓ Enhance security;
- ✓ Apply engineering guidelines for tolerances, limits, and standards;
- ✓ Use and clear alarms;
- ✓ Upgrades and migrations;
- ✓ Perform backups and restore activities;
- ✓ Use fault-management user interfaces, tools, and utilities;
- ✓ Collect, manage, and analyze fault data;
- ✓ Generate and interpret reports and log files;
- ✓ Monitor/Interpret status and fault indicators;
- ✓ Perform emergency recovery;
- ✓ Isolate and troubleshoot faults.

Target Audience

Avaya customers, business partners, and associates responsible for administration, maintenance, and troubleshooting.

Certification

This course is recommended training for the following exam(s):

- ✓ Avaya Certified Support Specialist (ACSS) - Avaya Aura® Communication Manager and CM Messaging – Embedded.