

Avaya Aura® Messaging Administration, Maintenance, and Troubleshooting (5C00063V)

GK0921



Duration: 3 days

Overview

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.

Pre-Requisites

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).

Objectives

- ✓ 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.

Target Audience

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