72200C-Supporting Avaya Aura® Core Components

This 5-day, Instructor-Led course is designed for individuals responsible for the day-to-day troubleshooting and support for the core products in the Avaya Team Engagement Solution.

Delivered in a classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

This course is recommended for students preparing to take the 72200X — Avaya Aura® Core Components Support Exam.

Key Learning Objectives :

- Identifying the Avaya Aura® Core Architecture
- Defining the Avaya GSS troubleshooting methodology and problem analysis process
- Identifying fundamental voice network processes and standards
- Using appropriate tools to validate system status and collect system and network data
- Diagraming call and message flows
- Using the Avaya GSS troubleshooting methodology to isolate issues and present a package of information that will be delivered to the next level of support

Course Syllabus :

Module 01 - Avaya Aura Core Architectures

Module 02 - Lab Architecture Overview (Exercise)

Module 03 - Access Core Components (Exercise)

Module 04 - Register Clients and Make Test Calls (Exercise)

Module 05 - Avaya Session Border Controller for Enterprise

Module 06 - Voice Network Fundamentals

Module 07 – traceSM, Registration, Subscription and PPM (Exercise)

Module 08 - DHCP, Phone Boot Seq, Network Regions, Locations, IGAR, Trunks and CAC

Module 09 - Network Regions, Shared Bandwidth Management & HTTP Server access (Exercise)

Module 10 - Media Processing Resource

Module 11 - SIP Routing Fundamentals Review

Module 12 - SIP Trace (Exercise)

Module 13 - Baseline Troubleshooting

Module 14 - Communication Manager: Alarms, Errors and Events

Module 15 - Communication Manager Alarms, Errors and Events (Exercise)

Module 16 - Communication Manager: Status Verification

Module 17 - Communication Manager Status Verification (Exercise)

Module 18 - Communication Manager: Traces & Global Settings

Module 19 - Communication Manager Traces (Exercise)

Module 20 - Communication Manager: Logs

Module 21 - Communication Manager Logs (Exercise)

Module 22 - Session Manager: Troubleshooting and System Status

Module 23 - Session Manager Troubleshooting and System Status (Exercise)

Module 24 - Session Manager: Reboot, Traces, Calls, Logs and Alarms

Module 25 - Session Manager Traces, Logs and Alarms (Exercise)

Module 26 - System Manager: Logs, Alarms, Licenses and Status

Module 27 - System Manager Alarms (Exercise)

Module 28 - Media Server Troubleshooting Tools

Module 29 - AAMS Troubleshooting (Exercise)

Module 30 - Network Issues

Module 31 - Wireshark (Exercise)

Module 32 - Call Flows

Module 33 - Class Discussion 1 (Exercise)

Module 34 - Call Flows Session Manager to Session Manager

Module 35 - Class Discussion 2 (Exercise)

Module 36 - Class Discussion 3 (Exercise)

Module 37 - Call Flows Remote Worker

Module 38 - Class Discussion 4 (Exercise)

Module 39 - Troubleshooting Case Study Scenarios: Part 1 (Exercise)

Module 40 - Troubleshooting Case Study Scenarios: Part 2 (Exercise)

Module 41 - Troubleshooting Case Study Scenario Solutions (Exercise)

Recommended Knowledge :

- Basic knowledge of Session Initiation Protocol (SIP) fundamentals
- Basic knowledge of Voice of IP (VoIP) technology
- Knowledge of Avaya Team Engagement products
- 71200V, Integrating Avaya Aura® Core Components

Associated Smart Tracks :
ACSS-7220 - Avaya Aura® Core Components

Duration & Audience :
This training is only available to Associates , Customers , Partners

Instructor Led Course - 40 Hrs

System Requirements :

To ensure that you are able to successfully complete this course, please validate that your PC meets the system requirements