



70190V-Installing and Supporting Call Management System

This 3-day Virtual Instructor-Led course is designed for individuals responsible for implementing and supporting Call Management System.

Delivered in a virtual 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 70190T-Installing and Supporting Call Management System Test.

Key Learning Objectives :

- Identify Call Management System supported hardware platforms and backup devices
- Explain the requirements for platform and CUE upgrades
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- Establish network connectivity to the Avaya Aura® Communication Manager
- Prepare the system for production and customer handoff
- Understand LDAP integration with CMS
- Schedule and perform cutover tasks
- Complete the initial administration
- Perform maintenance and troubleshooting procedures

Course Syllabus :

Module 01 - Call Management System Overview

Module 02 - Virtualized Environment Architecture Overview

Module 03 - Preliminary CM Configurations and CMS OVA Deployment

Module 04 - Exercise: Connect to Avaya CMS Lab

Module 05 - Exercise: Preliminary CM Configurations Verification

Module 06 - CMS Client Install, Initial System Installation and CMS Licenses installation

Module 07 - Exercise: Installing CMS Client and Setting up CMS Initial System Installation Procedure

Module 08 - Exercise: Administer CMS Licenses on CMS Server

Module 09 - Avaya CMS and Communication Manager Connections Administration

Module 10 - Exercise: Administer the CMS Link on Communication Manager

Module 11 - CMS Backup Options and Setup CMS System

Module 12 - Exercise: Administering NFS Backup options on CMS Server

Module 13 - Exercise: Setup the CMS System

Module 14 - Exercise: Perform a System Backup of the Newly Provisioned CMS

Module 15 - CMS CutOver

Module 16 - Exercise: Administer CMS Using the CMS Supervisor Client Application

Module 17 - Exercise: Create a Timetable to Schedule a Nightly Backup

Module 18 - Exercise: Launch the CMS Supervisor Web

Module 19 - Optional Installation

Module 20 - Exercise: LDAP Integration

Module 21 - Call Management System Upgrade Options

Module 22 - Exercise: CMS Upgrade

Module 23 - CMS Maintenance and Troubleshooting

Module 24 - Exercise: Perform CMS Maintenance Routines and Basic Troubleshooting

Module 25 - Exercise: Running CMS Setup from a Flat File (Optional)

Recommended Knowledge :

- Working knowledge of Unix servers
- Working knowledge of vi-Editor
- 73600V - Implementing Avaya Aura® Call Center Elite or equivalent knowledge

Associated Smart Tracks :

ASTA-9090 - Avaya Call Management System Technical Associate

ACSS-7492 - Avaya Aura® Call Center Elite Support

ACIS-7392 - Avaya Aura® Call Center Elite Implement

Duration & Audience :

This training is only available to Associates , Customers , Partners

Virtual Course - 24 Hrs

System Requirements :

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