

## COURSE OUTLINE

# 72201V - Supporting Avaya Aura Core Components

**Duration: 5 Days**

### Prerequisites:

- 71201V, Integrating Avaya Aura® Core Components, or equivalent knowledge
- Basic knowledge of Session Initiation Protocol (SIP) fundamentals
- Basic knowledge of Voice of IP (VoIP) technology

### Course Description:

This 5-day Virtual Instructor Led course is designed for Avaya Associates, Partners, and Customer technicians who are responsible for the day-to-day troubleshooting and support of the Avaya Aura Core products. The Core products include Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Communication Manager, Avaya Aura® Media Server and Avaya Aura® Devices Services.

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 72201X - Avaya Aura® Core Components Support Certified Exam.

### Course Objectives:

- Identify the components of the Avaya Aura® Core Architecture
- Define the role played by Avaya Aura Device Services in supporting the Avaya Aura Core
- Describe fundamental voice network processes and standards
- Use appropriate tools to validate system status and collect system and network data
- Diagram call and message flows
- Use the lessons learned in this course to isolate issues and/or present a package of information to assist the next level of support

### Target Audience:

This course is recommended for students preparing to take the 72201X - Avaya Aura® Core Components Support Certified Exam.

### Course Outlines:

- 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 Resources
- 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 and 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 – Avaya Aura Device Services Troubleshooting Tools
- Module 31 – Avaya Aura Device Services Troubleshooting Tools (Exercise)
- Module 32 – Network Issues
- Module 33 – Call Flows
- Module 34 – SIP to SIP Call Flow Class Discussion 1 (Exercise)
- Module 35 – Call Flows Session Manager to Session Manager
- Module 36 – H.323 to SIP Call Flow Class Discussion 2 (Exercise)
- Module 37 – SIP to H.323 Call Flow Class Discussion 3 (Exercise)
- Module 38 – Call Flows Remote Worker
- Module 39 – SIP to SIP Remote Worker Class Discussion 4 (Exercise)
- Module 40 – Troubleshooting Case Study Scenarios: Part 1 (Exercise)
- Module 41 – Troubleshooting Case Study Scenarios: Part 2 (Exercise)
- Module 42 – Troubleshooting Case Study Scenario Solutions (Exercise)

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