MS 5179A – Implementing and Maintaining Telephony Using Microsoft Office Communications Server 2007

Objectif

After completing this course, students will be able to: implement and maintain telephony by using Office Communications Server 2007, plan and deploy Office Communications Server 2007 in a PBX telephony environment, plan and deploy Office Communications Server 2007 enterprise telephony solutions, describe and monitor Office Communications Server 2007 call flow.

Pré requis

Before attending this course, students must have: familiarity with Active Directory knowledge and concepts, familiarity with Exchange 2007 Unified Messaging knowledge and concepts, familiarity with SharePoint knowledge and concepts, fundamental knowledge of using Microsoft Office 2007 or Microsoft Office 2003, fundamental Windows Server 2003 knowledge and experience, fundamental Networking knowledge and experience, in addition, it is recommended, but not required, that students have completed: Course 5177A: Implementing and Maintaining Instant Messaging Using Microsoft Office Communications Server 2007 and Course 5178A: Implementing and Maintaining Audio/Visual Conferencing and Web Conferencing Using Microsoft Office Communications Server 2007.

Durée

2 jours

Contenu

Module 1: Implementing and Maintaining Telephony by Using Office Communications Server 2007

- Introduction to the Components of a Telephony Solution
- What Is Intermediation of Telephony?
- What Is a PSTN Network?
- What Is a PBX?
- What Is VoIP?
- What Are Gateways?
- How do SIP-PSTN Gateways Work?
- What Are Basic Endpoints?
- Overview of the Integration of Office Communications Server Telephony
- What Is a PBX Coexistence Configuration?
- What Is an Office Communication Server Stand-Alone Configuration?
- Pre-requisites for Migration to Office Communications Server Telephony
- Migration from a PBX to a Coexistence Configuration
- Migration from a PBX to an Office Communications Server Stand-Alone Configuration
- Migration from a Coexistence to a Stand-Alone Configuration
- Determining the Architecture For the Office Communications Server Telephony Deployment
- Determining Configuration Options
- What Is the Role of a Mediation Server?
- What Are HW Load Balancers?
- Designing a Network for Office Communications Server 2007
- Active Directory Design and Network Considerations
- Demonstration: Configuring DNS
- Bandwidth Considerations
- Implementing a Secure Telephony Solution
- Key Features of a Secure Telephony Solution
- Active Directory Credentials in a Secure Telephony Solution
- Group Policies in a Secure Telephony Solution
- Encryption in a Secure Telephony Solution
- Certificate Services in a Secure Telephony Solution
- Demonstration: Securing a Telephony Solution
- Managing and Monitoring an Enterprise Telephony Solution by Using Administration Tools
- What Is Microsoft Management Console?
- Why Monitor Call Detail Records?
- Demonstration: Using the Office Communications Server 2007 Administrative Tools Snap-In

Module 2: Planning and Deploying Office Communications Server 2007 in a PBX Telephony Environment

- Configuring Deployment Topologies
- Considerations for an Office Communications Server 2007 Telephony Configuration
- SIP-to-PBX Topology
- SIP-to-PSTN Topology
- SIP-to-IP-PBX Interoperability
- Overview of Enterprise Telephony Clients Deployment and Configuration
- What Are SIP Endpoints?
- Considerations for Deploying and Configuring Office Communicator 2007
- Considerations for Deploying and Configuring Office Communicator Mobile
- Considerations for Deploying and Configuring Office Communicator Web Access
- Microsoft SIP Endpoints
- Third-Party SIP Endpoints
- Demonstration: Deploying and Configuring Office Communicator 2007

Module 3: Planning and Deploying Office Communications Server 2007 Enterprise Telephony Solutions

- Overview of an Enterprise Telephony Solution
- How Basic Call Control Works
- Features of Advanced Call Control
- What Is Phone Number Normalization?
- Overview of Routing in an Enterprise Telephony Solution
- What Are Location Profiles?
- What Are Dial Plans?
- What Is Call Routing?
- Phone Usage Records
- Voice Policies
- Call Routes
- What Is Route Helper?
- Configuring the Enterprise Telephony Solution Components
- Planning for Media Gateways
- Topologies for Media Gateways
- Deploying Mediation Servers
- Front End Servers
- Directors
- Connecting to a Remote Office
- What Is an Access Edge Server?
- Features of Front End Servers

Module 4: Monitoring and Maintaining Office Communications Server 2007

- Backing Up and Restoring Office Communications Server 2007
- Prepare for Backup and Recovery
- Back Up Office Communications Server 2007
- Restore Office Communications Server 2007
- Demonstration: Backing Up and Restoring Office Communications Server 2007
- Monitoring Office Communications Server 2007
- How to Monitor Resource Utilization
- Event Logging
- What Is OCSLogger?
- Configuring the Archiving and CDR Service
- What Is the Archiving and CDR Server?
- Components of the Archiving and CDR Service
- How to Install the Archiving and CDR Server
- Demonstration: Installing and Activating the Archiving and CDR Server
- Demonstration: Associating Archiving with the Front End Server or Pool
- Options for User Configuration for Archiving
- Options for Call Data Records Configuration
- Overview of Protocol Monitoring in a Telephony Solution
- Why Capture Protocols?
- Call Flow Monitoring Tools
- Monitoring Call Flow in an Office Communications Server 2007 Telephony Environment
- Office Communicator Voice Call Flow
- Demonstration: Capturing Call Flow Between Office Communicator Telephony Users
- Office Communicator-to-PBX Call Flow
- PBX-to-Office Communicator Call Flow
- Office Communicator-to-PSTN Call Flow
- PSTN-to-Office Communicator Call Flow