DATA SHEET

Office Communication Server 2007 R2 Configuration and Support Workshop

The 4-Day Microsoft Office Communications Server® (OCS) 2007 R2 Configuration and Support (Level 300) Workshop course provides attendees with the knowledge and practice to successfully understand deploy and manage an OCS 2007 R2 Infrastructure. The modules in this workshop focus on introducing, planning, deploying, monitoring and maintenance. Each group of modules is designed to provide participants with the concepts, tools and hands-on experience to help to ensure your business productivity needs are met with high performance, high efficiency, and high availability instant messaging and application integration. This course teaches the tools and techniques to help enable you to deploy and support a healthy OCS 2007 R2 environment.

Target Audience:

IT staff responsible for the design, deployment, administration and support of OCS 2007 R2

Business Needs:

Organisations who wish to deploy a healthy, integrated instant messaging infrastructure that impacts multiple technologies.

Benefits:

After completing this course, you will be able to:

- Understand message SIP messaging flow and dependencies.

- Understand the server roles.

- Understand OCS R2 topologies, for all features and scales of users.

- Understand the features of OCS 2007 R2.

- Troubleshoot message flow dependencies, such as DNS and Active Directory®.

- Troubleshoot OCS errors and warnings.

- Understand the external access scenarios with Edge servers and Mediation servers.

- Understand Archiving and compliance and management features.

Syllabus:

Module 1: Active Directory Preparation and Server Install– This module describes how to deploy and operate OCS 2007 R2 by extending the Active Directory® Domain Services schema and then creating and configuring objects in Active Directory. Also understand and deploy the Standard / Enterprise Edition architecture for small to large deployments. Understand the different server roles and their placement.

Module 2: Office Communicator 2007 R2– Deploy and administer the client application. Understand the new features and the way OC integrates with other applications.

Module 3: Attendant Console - Understand how OCS 2007 R2 Attendant works as an integrated call management application that enables you to effectively manage many conversations at once via rapid call handling, instant messaging, and on-screen routing.

Module 4: Communicator Web Access- Understand and deploy the web access components to provide users access to most OCS features with just a web browser and no fat client.

Module 5: Group Chat Server- This module introduces the new Group Chat functions of Office Communications Server 2007 R2. Learn how to deploy and administer group chat server and understand how to use the group chat client.

Module 6: Dial-In Conferencing- In this module, understand the requirements for deploying and activating Dial-In Conferencing. Also go in depth in configuring the various features of the new Dial-In Conferencing of OCS 2007 R2.

Module 7: Deploy Monitoring- OCS 2007 R2 Monitoring Server adds Call Detail Record (CDR) functionality to the Quality of Experience (QoE) data gathering role. Understand the concepts and benefits of using the monitoring server and learn about the type of data gathered and about its different components.

Module 8: Archiving and Call Detail Record - Learn step by step process of how to design and set up archiving and CDR to meet the organization's unique archiving requirements.

Module 9 (Lab Only) – Learn how to effective and seamlessly manage and update Round Tables, CPE's (Tanjay) and Office Communicator clients.

Module 10: Deployment Scenarios With Edge Servers – Understand the deployment scenarios with external access for; remote users, Public IM connectivity (PIC), and federation with other companies.

Module 11: Call Management Features- OCS 2007 R2 call management features allows for automatic call routing and distribution. Learn about call routing and queuing and how team based call forwarding and response groups can be set up and configured.

Module 12: Communicator Mobile - Learn and understand how the 2007 R2 version of Office Communicator Mobile can be used as an enterprise messaging client for mobile devices that integrates instant messaging, presence and telephony which can be accessed anywhere from Windows Mobile Smartphone and pocket PC devices.

Module 13, 14 & 15: Deploying Enterprise Voice - Understand the conceptual, planning, deployment, and management information that is needed to successfully integrate Enterprise Voice into your OCS infrastructure. Learn how to integrate your voice infrastructure with Exchange Unified Messaging

Module 16: OCS 2007 R2 Client and Server Troubleshooting – Learn how to troubleshoot performance issues based on reported symptoms as well as client connectivity and issues throughout the system.

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