

Course 10508A:

Planning, Deploying, and Managing Microsoft Exchange Server 2010 Unified Messaging

Course Outline

Module 1: Overview of Exchange Server 2010 Unified Messaging

This module provides an introduction to new features introduced in the Exchange Server 2010 Unified Messaging service, with particular attention to the new Arbitration Mailbox feature and improved name resolution.

Lessons

- Lesson 1: Introduction to Exchange Server 2010 Unified Messaging
- Lesson 2: Overview of Changes to Unified Messaging in Exchange Server 2010
- Lesson 3: Arbitration Mailbox
- Lesson 4: Improved Name Resolution

After completing this module, students will be able to:

- Describe the new and enhanced UM features in Exchange Server 2010.
- Explain the benefits of these new features.
- Describe the purpose of the new Arbitration Mailbox feature in Exchange Server 2010.
- Explain how name resolution has been improved in Exchange Server 2010.

Module 2: Exchange Server 2010 Unified Messaging Architecture

This module describes the overall Exchange Server 2010 architecture and the role of the Unified Messaging system within this architecture. The module also describes how to plan your UM server implementation to ensure that your capacity and availability needs are met, and explains how Cisco Call Manager can be integrated with Exchange Server 2010 UM.

Lessons

- Lesson 1: Exchange Server 2010 Unified Messaging Server Topologies
- Lesson 2: Exchange Server 2010 Unified Messaging Logical Design
- Lesson 3: Exchange Server 2010 Unified Messaging Server Capacity Planning
- Lesson 4: Exchange Server 2010 Unified Messaging Availability
- Lesson 5: VoIP Gateway Capacity Planning and Ports Calculation
- Lesson 6: Exchange Server 2010 Unified Messaging Audio Codecs

After completing this module, students will be able to:

- Explain the role of the Unified Messaging server in the overall Exchange Server 2010 architecture.
- Describe the various UM server topologies that can be deployed.
- Plan your UM server implementation to meet your capacity needs.
- Plan your UM server implementation to meet your availability needs.
- Explain the role of audio codecs in an Exchange Server 2010 Unified Messaging solution.
- Describe key components of the Exchange Server 2010 Unified Messaging logical design.

Module 3: Exchange Server 2010 Unified Messaging Setup and Language Support

This module explains the changes in Unified Messaging server Setup in Exchange Server 2010. You will also learn about the extended Unified Messaging internationalization introduced in Exchange Server 2010, as well as changes in language support between Exchange Server 2007 and Exchange Server 2010 Unified Messaging.

Lessons

- Lesson 1 Changes in Exchange Server 2010 Unified Messaging Setup
- Lesson 2: Installing the Exchange Server 2010 Unified Messaging Server Role
- Lesson 3: Internationalization

Lab : Installing a Language Pack

Lab : Removing a Language Pack

After completing this module, students will be able to:

- Describe changes to UM server setup in Exchange Server 2010.
- Explain what has changed in language support between Exchange Server 2007 and Exchange Server 2010 Unified Messaging.
- Install and remove additional language packs.
- Describe the impact of removing a language pack that is currently being used by a dial plan.
- Troubleshoot basic language pack–related issues.

Module 4: Upgrading Exchange Server 2007 to Exchange Server 2010 Unified Messaging

This module explains the different scenarios for upgrading from an existing Exchange Server 2007 Unified Messaging environment to an Exchange Server 2010 Unified Messaging environment. The module explains what types of environments are supported, and how calls will be routed in the new mixed environment.

Lessons

- Lesson 1: Upgrade Requirements and Scenarios
- Lesson 2: Adding an Exchange Server 2010 UM Server to an Existing Exchange Server 2007 UM Environment
- Lesson 3: Call Flow After Introducing an Exchange Server 2010 Unified Messaging Server
- Lesson 4: Migration Issues

Lab : Exploring Exchange Server 2007 Unified Messaging Objects Before and After Upgrade

Lab : Examining Network Trace for Different Call-routing Scenarios

After completing this module, students will be able to:

- Describe the requirements for upgrading Exchange Server 2007 Unified Messaging to Exchange Server 2010 Unified Messaging.
- Add an Exchange Server 2010 UM server to an existing Exchange Server 2007 UM environment.
- Explain different call-flow scenarios after introducing an Exchange Server 2010 UM server and how to troubleshoot them.

Module 5: Call Answering Rules

This module explains the new Call Answering Rules feature that is introduced in Exchange Server 2010 Unified Messaging. The module describes how Call Answering Rules work, and explains how to administer, configure, and troubleshoot these rules.

Lessons

- Lesson 1: Call Answering Rules Overview
- Lesson 2: Administering Call Answering Rules
- Lesson 3: Troubleshooting Issues with Call Answering Rules

Lab : Working with Call Answering Rules

Lab : Troubleshooting with MFCMapi

After completing this module, students will be able to:

- Describe the Call Answering Rules feature and the scenarios that it supports.
- Administer Call Answering Rules.
- Troubleshoot issues with Call Answering Rules.

Module 6: Voice Mail Preview

This module introduces the new Voice Mail Preview feature in Exchange Server 2010. The module describes how Voice Mail Preview works and how users can administer the various Voice Mail Preview options.

Lessons

- Lesson 1: What Is Voice Mail Preview?
- Lesson 2: Voice Mail Preview User Administration and Experience

Lab : Verifying Voice Mail Preview Settings

Lab : Observing How Voice Mail Preview Works and Fails

After completing this module, students will be able to:

- Describe the benefits of Voice Mail Preview.
- Describe the architecture of Voice Mail Preview.
- Enable Voice Mail Preview for users.
- Understand common Voice Mail Preview failure scenarios.

Module 7: Protected Voice Mail

This module introduces Protected Voice Mail, a new feature in Exchange Server 2010 Unified Messaging that uses Information Rights Management (IRM) to encrypt the contents of voice messages and specify the operations permitted on them.

Lessons

- Lesson 1: Overview of Protected Voice Mail
- Lesson 2: Active Directory Rights Management Service
- Lesson 3: Supported Protected Voice Mail Operations
- Lesson 4: Implementing Protected Voice Mail

Lab : Configuring RMS

Lab : Configuring Protected Voice Mail

After completing this module, students will be able to:

- Describe the features and benefits of Protected Voice Mail.
- Understand the role of Microsoft Active Directory Rights Management (AD RMS) in Protected Voice Mail.
- Describe supported Protected Voice Mail scenarios.
- Implement Protected Voice Mail.

Module 8: Message Waiting Indicator

This module presents an overview of the Message Waiting Indicator feature introduced in Exchange Server 2010.

Lessons

- Lesson 1: Overview of Message Waiting Indicator
- Lesson 2: Configuring Message Waiting Indicator
- Lesson 3: Message Waiting Indicator Design and Support Issues

Lab : Verifying Message Waiting Indicator Settings

Lab : Setting Up SMS Text Message Notifications

After completing this module, students will be able to:

- Explain how the Message Waiting Indicator feature functions in Exchange Server 2010.
- Configure Message Waiting Indicator settings.
- Understand common Message Waiting Indicator implementation and support considerations.

Module 9: Faxing with Exchange Server 2010 Unified Messaging

This module explains how Exchange Server 2010 Unified Messaging enables users to receive fax messages in their Exchange Server 2010 mailbox.

Lessons

- Lesson 1: Overview of Faxing with Exchange Server 2010 Unified Messaging
- Lesson 2: Configuring Exchange Server 2010 Unified Messaging Faxing

Lab : Verifying Fax Provisioning

Lab : Changing Fax Configuration

After completing this module, students will be able to:

- Understand differences in fax functionality between Exchange Server 2007 Unified Messaging and Exchange Server 2010 Unified Messaging.
- Describe Unified Messaging fax call flow and its underlying logic.
- Administer Unified Messaging fax functionality in Exchange Server 2010.

Module 10: Integrating Office Communications Server 2007 R2 with Exchange Server 2010 Unified Messaging

This module presents common integration scenarios that make Exchange Server 2010 Unified Messaging and Office Communications Server 2007 R2 “better together.”

Lessons

- Lesson 1: Exchange Server 2010 Unified Messaging and Office Communications Server 2007 R2 Integration
- Lesson 2: Exchange Server 2010 Unified Messaging Integration with Office Communications Server 2007 R2 Enterprise Voice
- Lesson 3: Office Communications Server 2007 R2 Integration with Outlook Web App

Lab : Integrating Office Communications Server 2007 R2 and the Outlook Web App Chat Feature

After completing this module, students will be able to:

- Describe the principal Microsoft Exchange Server 2010 Unified Messaging–Office Communications Server 2007 R2 integration scenarios.
- Explain the steps for deploying an integrated Exchange Server 2010–Office Communications Server 2007 R2 Enterprise Voice solution.
- Describe Office Communications Server 2007 R2 instant messaging (IM) integration with Outlook Web App (OWA).