



## **Implementing and Maintaining IM/Presence, Conferencing and Telephony using Microsoft Office Communications Server 2007 R2**

<b>Days:</b>	<b>5</b>
<b>Format:</b>	<b>Instructor-Led</b>
<b>Class Code</b>	<b>50214</b>
<b>Certification Exams:</b>	<b>None</b>
<b>Certification Track:</b>	<b>None</b>

### **Recommended Course Sequence**

Knowledge of prerequisites  
noted below.

*Course content is subject to change  
without notice.*

### **Course Description:**

This five-day instructor-led course teaches students how to implement, maintain, and deploy Microsoft Office Communications Server 2007 R2. This course covers the topologies supported by Office Communications Server 2007, as well as the designing, implementing, and troubleshooting of an Office Communications Server 2007 R2 solution. This includes implementing telephony, conferencing, and group chat solutions.

### **Target Student:**

The audience for this course is IT Professional infrastructure specialists. This includes real-time communications Technology Specialists and Professional Engineers. In addition, IT Professionals in any job role that interacts with Office Communications Server 2007 R2, Microsoft Office SharePoint Server, and Microsoft Exchange Server will benefit from the course.

### **Delivery Method:**

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

### **Prerequisites:**

This course requires that you meet the following prerequisites:

- Familiarity with Active Directory and its concepts
- Familiarity with Exchange Server Messaging and its concepts
- Familiarity with Office SharePoint and its concepts
- Experience with:
  - The 2007 Microsoft Office system or Microsoft Office 2003
  - Windows Server 2003
  - Networking technologies

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## At Course Completion:

Upon successful completion of this course, students will be able to:

- Describe the functions and capabilities of Microsoft Office Communications Server 2007 R2.
- Install, configure, and support Microsoft Office Communications Server 2007 R2 Clients.
- Implement and deploy an Instant Messaging solution by using Microsoft Office Communications Server 2007 R2.
- Implement and deploy a Group Chat solution by using Microsoft Office Communications Server 2007 R2.
- Implement and deploy a Conferencing solution by using Microsoft Office Communications Server 2007 R2
- Implement and maintain Telephony by using Microsoft Office Communications Server 2007 R2.
- Plan and deploy Microsoft Office Communications Server 2007 R2.
- Configure advanced voice options for Microsoft Office Communications Server 2007 R2.
- Monitor and troubleshoot Microsoft Office Communications Server 2007 R2.
- Configure the Archiving and Monitoring Servers to maintain legal and internal corporate compliance within your organization.
- Describe Enterprise deployment and design considerations for Microsoft Office Communications Server 2007 R2.

## Course Outline

### Module 1: Overview of Microsoft Office Communications Server 2007 R2

This Describes how you can use the Microsoft Office Communications Server 2007 R2 architecture, server roles, and considerations for deploying and configuring Office Communications Server 2007 R2.

Lessons
<ul style="list-style-type: none"><li>■ Lesson 1: Overview of the Office Communications Server 2007 R2 Architecture</li><li>■ Lesson 2: Server Roles for Office Communications Server 2007 R2 Infrastructure for Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 3: Designing and Configuring Active Directory and Network Infrastructure for Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 4: Designing and Configuring Protocol Support for Microsoft Office Communications Server 2007 R2</li></ul>
Lab : Preparing Active Directory to Support an Office Communications Server 2007 R2
<ul style="list-style-type: none"><li>■ Exercise 1- Preparing the Active Directory Schema</li><li>■ Exercise 2 - Preparing the Active Directory Forest</li><li>■ Exercise 3 - Preparing the Active Directory Domain</li><li>■ Exercise 4 - Delegating Setup and Administrative Permissions</li></ul>

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### Lab : Implementing a Standard Edition Server

- Exercise 1 - Implementing a Standard Edition Server
- Exercise 2 - Configuring Server Security by Using Certificates
- Exercise 3 - Verifying Server Functionality
- Exercise 4 - Configuring the Address Book Server

### Module 2: Installing, Configuring and Supporting Microsoft Office Communications Server 2007 R2 Clients

Describes the different clients used with Office Communications Server 2007 R2. The module also covers the different deployment methodologies for each of the clients and how users will access the enterprise solutions by using Office Communications Server 2007 R2 clients.

### Lessons

- Lesson 1: Exploring Clients Used by Microsoft Office Communications Server 2007 R2
- Lesson 2: Deploying Clients Utilized by Microsoft Office Communications Server 2007 R2
- Lesson 3: Configuring Clients Utilized by Microsoft Office Communications Server 2007 R2 through Group Policies

### Lab : Implementing Office Communications Server 2007 R2 Clients

- Exercise 1 - Configure Security for Office Communicator 2007 R2
- Exercise 2- Deploy Office Communicator 2007 R2
- Exercise 3- Implement Office Communicator 2007 R2
- Exercise 4 - Configure Team Call

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### Module 3: Implementing and Deploying an Instant Messaging Solution by Using Microsoft Office Communications Server 2007 R2

Describes how to deploy and implement an Office Communications Server 2007 R2 IM solution. The module also introduces the Active Directory design, network requirements, and security requirements that you must consider when planning your deployment. Finally, the module describes how to populate the Office Communications Server 2007 R2 Address Book service by using internal sources such as Active Directory distribution lists, or by using external sources such as public IM user accounts

Lessons	
■	Lesson 1: Overview of an Instant Messaging Solution Using Microsoft Office Communications Server 2007 R2
■	Lesson 2: Exploring the Authentication, Focus, and Presence Features of Microsoft Office Communications Server 2007 R2
■	Lesson 3: Configuring the Microsoft Office Communications Server 2007 R2 Address Book
■	Lesson 4: Consolidating IM Clients (PIC)
Lab : Using IM and Presence Information	
■	Exercise 1 - Deploying IM Clients
■	Exercise 2 - Configuring the Environment for IM
■	Exercise 3 - Sending an Instant Message

### Module 4: Implementing Group Chat in Microsoft Office Communications Server 2007 R2

Describes how the Group Chat client component is used within Microsoft Office Communications Server 2007 R2. This module will also discuss how the client component, together with Microsoft Office Communications Server 2007 R2 Group Chat Server, enables communication in real time with persistent content that is retained after a session ends. It allows for the instant exchange of business expertise across an organization and with external partners so that it is possible to maintain a continuous flow of information amongst project members.

Lessons	
■	Lesson 1: Installing and Configuring Group Chat in Office Communications Server 2007 R2
■	Lesson 2: Installing and Configuring the Compliance Service
■	Lesson 3: Configuring Group Chat
■	Lesson 4: Troubleshooting Group Chat in Office Communications Server 2007 R2
Lab : Configuring and Implementing Group Chat	
■	Exercise 1 - Install Group Chat
■	Exercise 2 - Configuring Group Chat through Group Chat Administration Tools
■	Exercise 3 - Install Group Chat Client
■	Exercise 4 - Create a Filter for Group Chat

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### Module 5: Implementing and Deploying a Conferencing Solution by Using Microsoft Office Communications Server 2007 R2

Describes the creation of both scheduled and unscheduled Web conferences by using the Microsoft Office Live Meeting Add-In for Microsoft Office Outlook 2007. This module will also cover the advantages of using on-premise Web conference to enable users to collaborate and share their data. Office Communications Server 2007 R2 also supports audio/video conferencing.

Lessons
<ul style="list-style-type: none"><li>■ Lesson 1: Overview of Conferencing Solutions Using Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 2: Overview of Components Used in an On-Premise Conferencing Solution Using Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 3: Configuring Client and User Related Settings for Conferencing Using Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 4: Understanding a Conference Life Cycle within Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 5: Establishing Federation for a Conferencing Solution Using Microsoft Office Communications Server 2007 R2</li></ul>
Lab : Configuring and Deploying Conferencing Solutions
<ul style="list-style-type: none"><li>■ Exercise 1 - Scheduling a Web Conference</li><li>■ Exercise 2 - Establishing an Unscheduled Web Conference</li><li>■ Exercise 3 - Using Group Policies to Configure User and Meeting Policies</li></ul>

### Module 6: Implementing and Maintaining Telephony by Using Microsoft Office Communications Server 2007 R2

Describes the basic components of an enterprise telephony solution, such as PSTN, PBX, telephony gateways, and endpoints, and considerations for implementing a secure telephony solution.

Lessons
<ul style="list-style-type: none"><li>■ Lesson 1: Introduction to the Components of a Telephony Solution</li><li>■ Lesson 2: Overview of the Integration of Office Communications Server 2007 R2 Telephony</li><li>■ Lesson 3: Configuring Deployment Topologies</li><li>■ Lesson 4: Overview of Enterprise Telephony Clients Deployment and Configuration</li></ul>

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### Lab : Implementing and Administering a Secure Telephony Solution

- Exercise 1 - Designing an Office Communications Server Architecture for Tailspin Toys
- Exercise 2 - Designing an Office Communications Server Architecture for World Wide Importers
- Exercise 3 - Securing a Telephony Solution

### Module 7: Planning and Deploying Microsoft Office Communications Server 2007 R2 Enterprise Telephony Solutions

Describes a telephony solution that supports call control and call numbering functionalities. Call control includes basic call control and advanced call control such as inbound call options and call forwarding. Call numbering includes the normalization of phone numbers and the application of dial plans.

### Lessons

- Lesson 1: Overview of Enterprise Telephony Solution
- Lesson 2: Overview of Routing in an Enterprise Telephony Solution
- Lesson 3: Configuring the Enterprise Telephony Solution Components
- Lesson 4: Overview of Protocol Monitoring in a Telephony Solution

### Lab : Implementing an Office Communications Server 2007 Enterprise Telephony Solution

- Exercise 1 - Configure Location Profiles
- Exercise 2 - Create Phone Usage Records
- Exercise 3 - Configure Routes
- Exercise 4 - Using Route Helper to Check Enterprise Voice Configuration
- Exercise 5 - Configure Enterprise Voice Policy
- Exercise 6 - Configure User Phone Numbers

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### Module 8: Additional Voice Applications for Microsoft Office Communications Server 2007 R2

Describes the advanced options available to enterprise Office Communications R2 environments. This module discusses the Response Group Service and the Team-Call Group features. The Office Communicator 2007 R2 Attendant allows individuals performing reception or front desk functions to manage several calls simultaneously. The Call Delegation feature uses the Office Communicator 2007 R2 Attendant as the recipient for calls that a manager has delegated or forwarded to an assistant. The Office Communicator 2007 R2 Mobile client has substantial improvements over its predecessors, including the availability of a client for Java. The new Dial-In Conferencing functionality permits external users to participate in internal conferences.

Lessons
<ul style="list-style-type: none"><li>■ Lesson 1: Response Group Service</li><li>■ Lesson 2: Team-Call Group Feature</li><li>■ Lesson 3: Office Communications Server 2007 R2 Attendant and Call Delegation</li><li>■ Lesson 4: Single Number Reach for Office Communicator 2007 R2 Mobile</li></ul>
Lab : Additional Voice Applications for OCS 2007 R2
<ul style="list-style-type: none"><li>■ Exercise 1 - Install and Configure the Response Group</li><li>■ Exercise 2 - Configuring the Response Group</li><li>■ Exercise 3 - Test the Response Group Configuration</li><li>■ Exercise 4 - Configuring the OCS 2007 R2 Attendant</li></ul>

### Module 9: Monitoring and Troubleshooting Microsoft Office Communications Server 2007 R2

Describes the features and steps you must take in order to protect your communications infrastructure against data loss. In addition, it is important to monitor server operations, protocols, and call flow to ensure that you can identify service-related performance and reliability issues before they start to affect users.

Lessons
<ul style="list-style-type: none"><li>■ Lesson 1: External Components Necessary for Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 2: Backing Up and Restoring Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 3: Monitoring Call Flow in Microsoft Office Communications Server 2007 R2 Telephony Environment</li></ul>
Lab : Maintaining and Monitoring Microsoft Office Communications Server 2007 R2
<ul style="list-style-type: none"><li>■ Exercise 1 - Backing Up and Restoring Office Communications Server</li><li>■ Exercise 2 - Monitoring Office Communications Server</li><li>■ Exercise 3 - Working with the Call Flow Monitoring Tools</li></ul>

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### Module 10: Compliance in Office Communications Server 2007 R2

The Archiving Server has changed with Office Communication Server 2007 R2—now it only maintains Instant Messages (IM) for compliance reasons. A new server role, the Monitoring Server, compiles and maintains information on Call Detail Records (CDR) and Quality of Experience (QoE) for legal and internal corporate compliance purposes. An understanding of how to deploy and configure the Archiving Server and Monitoring Server will enable you to take steps to ensure that your organization remains compliant.

Lessons	
<ul style="list-style-type: none"><li>■ Overview of XML Architecture in ASP.NET</li><li>■ XML and the DataSet Object</li><li>■ Managing XML Data</li><li>■ Accessing XML Data by Using the XML Web Server Control</li></ul>	
Lab	
<ul style="list-style-type: none"><li>■ Exercise 1: Reading a List of Mutual Funds from an XML File</li><li>■ Exercise 2: Reading, Transforming, and Displaying XML</li><li>■ Exercise 3 (If Time Permits): Nested Data</li></ul>	

### Module 11: Enterprise Deployment and Design Consideration for Microsoft Office Communications Server 2007 R2

Careful planning prior to the deployment of Microsoft Office Communications Server 2007 R2 will allow for the maximization of the benefits that OCS 2007 R2 provides for the enterprise. In this module, we will examine the issues that should be taken into account by organizations prior to performing an installation.

Lessons	
<ul style="list-style-type: none"><li>■ Lesson 1: Migration to Microsoft Office Communications Server 2007 R2</li><li>■ Lesson 2: Planning to Deploy Office Communications Server 2007 R2</li></ul>	
Lab : Planning a Microsoft Office Communications Server 2007 R2 Deployment	
<ul style="list-style-type: none"><li>■ Exercise 1 - Designing an Office Communications Server Architecture for Contoso</li><li>■ Exercise 2 - Designing an Office Communications Server Architecture for Tailspin</li><li>■ Exercise 3 - Designing an Office Communications Server Architecture for World Wide Importers</li><li>■ Exercise 4 - Installing and Using the OCS 2007 R2 Planning Tool</li></ul>	