

Implementing and Maintaining Instant Messaging Using Microsoft Office Communications Server 2007

Course 5177A: One days; Instructor-Led

Introduction

This one-day instructor-led course teaches students the instant messaging functionalities that are available in Microsoft Office Communications Server 2007. The course introduces the Office Communications Server 2007 architecture in the Standard and Enterprise Editions, and the considerations involved in implementing them. The course focuses on the instant messaging features and the role of server components in both standard and enterprise instant messaging solutions.

Audience

This course is intended for current real-time communications IT Professional and infrastructure specialists who want to learn how to implement Microsoft Office Communications Server 2007.

At Course Completion

After completing this course, students will be able to:

- Implement and deploy an instant messaging solution by using Office Communications Server 2007 Standard Edition.
- Implement end-user and application collaboration features by using the Office Communications Server 2007 messaging clients and the Microsoft Communicator Automation application programming interface (API).
- Implement and deploy an instant messaging solution by using the advanced features of Office Communications Server 2007 Enterprise Edition.

Prerequisites

Before attending this course, students must have:

- Familiarity with Active Directory knowledge and concepts.
- Familiarity with Exchange Server 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.

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Course Outline

Module 1: Implementing and Deploying an Instant Messaging Solution by Using Office Communications Server 2007 Standard Edition

Office Communications Server 2007 Standard Edition supports an instant messaging solution that provides the users in your organization with one-to-one instant messaging, group instant messaging, and file transfer. This module describes how to deploy an Instant Messaging solution with Office Communications Server 2007 Standard Edition. The module also introduces the Active Directory design and network requirements, and security requirements that you should consider when planning your deployment. Finally, the module describes how to share Server 2007 Address Book Server, which can be accomplished by using internal sources such as Active Directory distribution lists, or by using external sources such as public instant messaging user accounts.

Lessons

- Overview of an IM Solution by Using Office Communications Server 2007 Standard Edition
- What Is One-to-One IM?
- What Is Group IM?
- File Transfers in an IM Solution
- What Is SIP?
- Implementing IM by Using Office Communications Server 2007 Standard Edition
- What Is a Server Running Office Communications Server 2007 Standard Edition for IM?
- What Is User Authentication?
- What Is Presence Information?
- How a Server Running Office Communications Server 2007 Standard Edition Routes Messages
- How a Server Running Office Communications Server 2007 Standard Edition Filters Messages
- Planning Considerations When Implementing a Server Running Office Communications Server 2007 Standard Edition
- Configuring the Office Communications Server 2007 Address Book
- What Is the Address Book Service?
- What Are the Sources for the Address Book Service?
- Administration for the Address Book Service
- Demonstration: Configuring the Office Communications Server 2007 Address Book Service
- Overview of Application Servers for an IM Solution in Office Communications Server 2007 Standard Edition
- What Is the Role of Active Directory in IM?
- What Is the Role of Exchange Server 2007 in IM?
- Designing and Configuring Active Directory and Network Infrastructure for Office Communications Server 2007
- Active Directory Design
- Network Infrastructure Considerations
- Global Catalog Server Considerations
- DNS Configuration Process for Office Communications Server 2007 Standard Edition
- Demonstration: Configuring Active Directory and DNS for Office Communications Server 2007

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- Designing a Secure IM Solution
- Group Policy Settings for an IM Solution
- Encryption Settings for an IM Solution
- Considerations for Using Digital Certificates in an IM Solution
- Firewall Policies for an IM Solution
- Demonstration: Configuring Security for an IM Solution

Lab: Implementing and Deploying an IM Solution by Using Office Communications Server 2007

- Exercise 1: Preparing Active Directory for Office Communications Server 2007
- Exercise 2: Installing Office Communications Server 2007 Standard Edition
- Exercise 3: Securing an IM Solution

After completing this module, students will be able to:

- Describe the IM functionality that is available in Office Communications Server 2007 Standard Edition.
- Implement an Office Communications Server 2007 Standard Edition server for an IM solution.
- Configure an Office Communications Server 2007 Address Book.
- Describe the role of application servers in an IM solution for Office Communications Server 2007 Standard Edition.
- Identify the Active Directory design and networking considerations for implementing an IM solution.
- Identify the security considerations for implementing an IM solution.

Module 2: Using Instant Messaging and Presence Information

Office Communications Server 2007 supports three clients: Office Communicator 2007, Microsoft Web Communicator 2007, and Microsoft Mobile Communicator 2007. Office Communications Server 2007 also supports Microsoft Communicator Automation application programming interface (API). These APIs integrate presence and collaboration features in applications and provide enhanced collaboration capabilities to users. This module introduces the client applications and describes how to add new contacts, send instant messages, or find contact information. This module also describes how an Office Communications Server 2007 instant messaging solution enables users to assign presence levels to their contacts, to filter presence information, to find contacts across various application platforms and use this information to communicate and schedule meetings with their contacts.

Lessons

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- Introduction to the Office Communicator Client Applications
- Office Communicator 2007
- Office Communicator Web Access 2007
- Office Communicator Mobile 2007
- Sending an Instant Message
- What Is Contact Information?
- Demonstration: Adding and Searching for Contact Information and Sending an Instant Message
- Configuring Presence Information and Levels
- What Is Presence Information?
- What Are Presence Levels?
- Demonstration: Configuring Presence Information and Levels
- Multimedia: Determining Presence Information Across Application Platforms
- Demonstration: Scheduling a Meeting by Using Presence Information in Microsoft Office Outlook 2007

Lab: Using IM and Presence Information

- Exercise 1: Deploying IM Clients
- Exercise 2: Configuring the Environment for IM
- Exercise 3: Exchanging Instant Messages
- Exercise 4: Configuring Presence Information

After completing this module, students will be able to:

- Identify the features of various Microsoft Office Communicator 2007 client applications.
- Send an instant message to a new contact.
- Configure presence information and levels.

Module 3: Implementing and Deploying an Instant Messaging Solution by Using Office Communications Server 2007 Enterprise Edition

The Enterprise Edition of Office Communications Server 2007 provides a scalable instant messaging solution for real-time communication among users. By using Office Communications Server 2007 Enterprise Edition users can securely access internal servers by using remote user access, connect to external users in a federated external network, and communicate with their instant messaging contacts by using various public instant messaging services and clients. This module introduces students to the steps in implementing an Instant Messaging solution by using Office Communications Server 2007 Enterprise Edition.

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- Overview of an IM Solution for Office Communications Server 2007 Enterprise Edition
- Configuration Options for Office Communications Server 2007 Enterprise Edition
- Remote User Access
- What Is PIC?
- What Is Federation?
- Implementing Enterprise Server Roles
- Multimedia: The Enterprise IM Solution Server Roles
- Front End Server Options in an IM Solution for Office Communications Server 2007 Enterprise Edition
- Access Edge Server Options in an IM Solution for Office Communications Server 2007 Enterprise Edition
- Demonstration: Implementing Enterprise Server Roles
- Configuring Application Servers Used in an IM Solution for Enterprise Edition
- Roles of Active Directory Domain Controllers
- SQL Server 2005
- Exchange Server 2007
- Microsoft Certificate Services
- HTTP Server and Reverse Proxy Server
- Consolidating IM Clients
- Public IM Clients
- Demonstration: Configuring PIC
- Establishing Federation Between Enterprises
- Access Edge Servers in Federation
- Certificates in Federation
- Demonstration: Issuing and Assigning Certificates
- Demonstration: Validating the Certificates
- DNS Resolution in Federation
- Demonstration: Preparing to Establish Federation Between Enterprises

Lab 1: Implementing an Enterprise IM Solution in Tailspin Toys

- Exercise 1: Configuring Internal IM
- Exercise 2: Configuring Internal DNS Records
- Exercise 3: Testing Internal IM
- Exercise 4: Configuring the Access Edge Server
- Exercise 5: Downloading and Validating Certificates
- Exercise 6: Configuring DNS to Support Federation
- Exercise 7: Configuring Federation
- Exercise 8: Testing Federation

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Lab 2: Implementing an Enterprise IM Solution in Wingtip Toys

- Exercise 1: Configuring Internal IM
- Exercise 2: Configuring Internal DNS Records
- Exercise 3: Testing Internal IM
- Exercise 4: Configuring the Access Edge Server
- Exercise 5: Downloading and Validating Certificates
- Exercise 6: Configuring DNS to Support Federation
- Exercise 7: Configuring Federation
- Exercise 8: Testing Federation

After completing this module, students will be able to:

- Describe the IM features that are available in Office Communications Server 2007 Enterprise Edition.
- Describe the role of a server running Office Communications Server 2007 Enterprise Edition in an IM solution.
- Configure application servers in an enterprise IM solution.
- Consolidate IM clients by implementing Public IM Connectivity (PIC).
- Establish federation between enterprises in an enterprise IM solution.