

TROUBLESHOOTING CISCO IP TELEPHONY AND VIDEO (CTCOLLAB)

Temario

This course provides delegates with the knowledge and skills that are required to troubleshoot issues in a voice and video network that includes Cisco Unified Communications Manager, Cisco VCS-C and Cisco Expressway..

This course is based on software version 10.6

Dirigido a

Network engineers involved in the troubleshooting of voice and video networks and individuals looking to achieve CCNP Collaboration Certification.

Pre-requisitos

Attendees should meet the following prerequisites:

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 and their implementation on Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager, Cisco Unified Communications features and applications, and Cisco IOS voice gateways in a single-site and multisite environment.
- Prior attendance of CIPT1 or CIPTV1 and CIPT2 or CIPTV2 is required

Objetivos

After you complete this course you will be able to:

- Describe a systematic methodology to troubleshoot Cisco Unified Communications solutions
- Isolate and troubleshoot reported issues that relate to Cisco Unified Communications Manager, VCS-C and Cisco Expressway
- Troubleshoot voice quality issues and issues related to media resources
- Troubleshooting ILS and GDPR

- Troubleshoot Mobility Issues

Contenido

Introduction to Troubleshooting Cisco Unified Communications Solutions

- Identifying Cisco Collaboration Deployments
- Using Troubleshooting Methodology
- Using Troubleshooting and Monitoring Tools

Cisco Unified Communications Manager Troubleshooting

- Troubleshooting Common Gateway and Endpoint Registration Issues
- Troubleshooting Cisco Unified Communications Manager Availability Issues
- Troubleshooting Database Replication Issues
- Troubleshooting LDAP Integration Issues

Cisco VCS Troubleshooting

- Troubleshooting Endpoint Registration Issues
- Troubleshooting Cisco VCS Control and Cisco VCS Expressway Availability Issues
- Troubleshooting Database Replication Issues
- Troubleshooting LDAP Integration Issues

Call Setup Issues

- Describing Call Setup Issues and Causes
- Troubleshooting On-Net Single-Site Calling Issues
- Troubleshooting On-Net Multisite Calling Issues
- Troubleshooting Off-Net Calling Issues

ILS and GDPR Issues

- Troubleshooting ILS and GDPR

Cisco Unified Communications Manager Mobility Issues

- Troubleshooting Device Mobility Issues
- Troubleshooting Cisco Extension Mobility Issues

- Troubleshooting Cisco Unified Mobility Issues

Cisco Telepresence Management Suite Issues

- Troubleshooting Cisco TMS Issues

Voice Quality and Media Resources Issues

- Troubleshooting MTP Issues
- Troubleshooting Transcoder Issues
- Troubleshooting Audio and Video Conferencing Issues
- Troubleshooting Audio and Video Quality Issues