



Troubleshooting Cisco IP Telephony & Video v1.0 - CTCOLLAB (Professional)

Course Details

Course Outline

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