Cisco Training – HD Telepresence
TVOICE: Troubleshooting Cisco Unified Communications

Master Troubleshooting Cisco Unified Communications (TVOICE) v8.0 in this 5-day course.

$3,495.00

- 5 Days
- Promotional and package discounts may apply

Upcoming Dates

Course Description

Troubleshooting Cisco Unified Communications (TVOICE) v8.0 prepares network professionals with the knowledge and skills that are required to troubleshoot Cisco Unified Communications systems and solutions in enterprise, mid-market, and commercial deployments in single-site and multi-site environments. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Unified Communications Manager.

The version of the authorized course material is 8.0, but SLI is using 9.X in our labs.

Course Outline

Module 1: Introduction to Troubleshooting Cisco Unified Communications Solutions

- Lesson 1: Identifying Cisco Unified Communications Deployments
- Lesson 2: Using Troubleshooting Methodology
- Lesson 3: Using Troubleshooting and Monitoring Tools

Module 2: Cisco Unified Communications Manager Troubleshooting

- Lesson 1: Troubleshooting Common Gateway and Endpoint Registration Issues
- Lesson 2: Troubleshooting Cisco Unified Communications Manager Availability Issues
- Lesson 3: Troubleshooting Database Replication Issues
- Lesson 4: Troubleshooting LDAP Integration Issues

Module 3: Troubleshooting Call Setup Issues

- Lesson 1: Examining Call Setup Issues and Causes
- Lesson 2: Troubleshooting On-Premises Single-Site Calling Issues
- Lesson 3: Troubleshooting On-Net Multisite Calling Issues
- Lesson 4: Troubleshooting Off-Net Calling Issues

Module 4: SAF and CCD Issues

- Lesson 1: Troubleshooting SAF
- Lesson 2: Troubleshooting CCD

Module 5: Troubleshooting Cisco Unified Communications Manager Features and Application Issues

- Lesson 1: Troubleshooting Device Mobility Issues
- Lesson 2: Troubleshooting Cisco Extension Mobility Issues
- Lesson 3: Troubleshooting Cisco Unified Mobility Issues
- Lesson 4: Troubleshooting Cisco Unified Communications Manager Native Presence Issues

Module 6: Voice Quality and Media Resources Issues

- Lesson 1: Troubleshooting MOH Issues
- Lesson 2: Troubleshooting MTP Issues
- Lesson 3: Troubleshooting Issues with Conferences
- Lesson 4: Troubleshooting Transcoder Issues
- Lesson 5: Troubleshooting Issues with RSVP Agents
- Lesson 6: Troubleshooting Voice Quality Issues

Labs:

- Lab 2-1: Troubleshooting Gateway and Endpoint Registration Issues
- Lab 2-2: Troubleshooting LDAP Integration Issues
- Lab 3-1: Troubleshooting On-Net Single-Site Calling Issues
- Lab 3-2: Troubleshooting On-Net Multisite Calling Issues
- Lab 3-3: Troubleshooting Off-Net Calling Issues
- Lab 3-4: Troubleshooting Globalized Call-Routing Issues
- Lab 4-1: Troubleshooting SAF Client and Forwarder Issues
- Lab 5-1: Troubleshooting Device Mobility Issues
- Lab 5-2: Troubleshooting Cisco Extension Mobility Issues
- Lab 5-3: Troubleshooting Cisco Unified Mobility Issues
- Lab 5-4: Troubleshooting Cisco Unified Communications Manager Native Presence Issues
- Lab 6-1: Troubleshooting MOH Issues
- Lab 6-2: Troubleshooting Transcoder Issues
- Lab 6-3: Troubleshooting Issues with RSVP Agents

Audience

This course is designed for Network Administrators, Network Engineers, Systems Engineers and anyone working towards CCNA Voice Certification

Prerequisites

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- 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 single-site and multi-site environments
- Knowledge gained from attending authorized prerequisite Cisco courses: I ICND 1 & ICND 2 or CCNA Bootcamp, and ICOMM, CVOICE, CIPT 1, and CIPT 2.

What You Will Learn

After completing this course, students 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
- Diagnose a call setup issue and resolve the issues as you discover or reveal them, given a trouble call for which the source of the

problem is unknown

- Solve the common issues of an SAF-enabled network and CCD
- Troubleshoot issues that are related to Cisco Unified Communications Manager features and applications
- Troubleshoot voice quality issues and issues that are related to media resources