

Cisco® Troubleshooting Cisco® IP Telephony and Video v1.0 (CTCOLLAB)

Course Overview

[View Course Dates & Register Today](#)

This is a 5-day class

Troubleshooting Troubleshooting Cisco IP Telephony & Video (CTCOLLAB) v1.0 is a five-day course that prepares the learner for troubleshooting Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Collaboration Solutions. It covers troubleshooting of Cisco Unified Communications Manager, VCS Control and VCS Expressway, issues with Call Setup, issues with ILS, Cisco Unified Communications Manager Mobility Features, Cisco TelePresence Management Suite, and issues with Voice Quality and Media Resources.



Who Should Attend

The primary target audiences for the course are:

Network administrators and network engineers
CCNP Collaboration candidates
Secondary audiences are:

Systems engineers

Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

Describe a systematic methodology to troubleshoot issues in Cisco collaboration deployments
Troubleshoot issues that relate to Cisco Unified Communications Manager
Troubleshoot issues that relate to Cisco VCS
Troubleshoot call setup issues
Troubleshoot ILS and GDPR issues
Troubleshoot Cisco Unified Communications Manager mobility features
Troubleshoot issues that relate to Cisco TelePresence Management Suite
Troubleshoot media resource and voice quality issues

Course Outline

1 Introduction to Troubleshooting Cisco Collaboration Systems Solutions

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

2 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



800.683.NHLS (6457)
nhls.com



Cisco® Troubleshooting Cisco® IP Telephony and Video v1.0 (CTCOLLAB)

3 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

4 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

5 ILS and GDPR Issues

Troubleshooting ILS and GDPR

6 Cisco Unified Communications Manager Mobility Issues

Troubleshooting Device Mobility Issues
Troubleshooting Cisco Extension Mobility Issues
Troubleshooting Cisco Unified Mobility Issues

7 Cisco TelePresence Management Suite Issues

Troubleshooting Cisco TMS Issues

8 Voice Quality and Media Resources Issues

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