

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

Course Overview

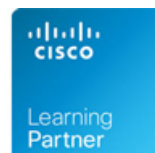
This is a 5-day class

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.

Upcoming Dates

Date	Time	Where
11/04/2019	10:00AM - 7:00PM	Online LIVE

[View All Course Dates & Register Today](#)



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

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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

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