

## CTCOLLAB- Troubleshooting Cisco IP Telephony and Video

Duration: **On-Demand**

### Overview:

This is a Professional-level self-study technical course in the curriculum for the CCNP Collaboration certification. It 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.

### Pre-requisites:

To fully benefit from this course, you should first complete the following course or obtain the equivalent level of knowledge:

- Working knowledge of converged voice, video and data networks
- Working knowledge of the MCCP, SIP, and H.323 protocols and their implementation on CISCO IOS gateways
- Ability to configure and operate CISCO routers and switches
- Ability to configure and operate CISCO Unified Communications Manager in a single site environment

### Module 1: Introduction to Troubleshooting Cisco Collaboration Systems Solutions

#### Lessons:

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

### Module 2: Cisco Unified Communications Manager Troubleshooting

#### Lessons:

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

### Module 3: Cisco VCS Troubleshooting

#### Lessons:

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

### Module 4: Call Setup Issues

#### Lessons:

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

## Course Completion:

- Introduction to Troubleshooting Cisco Collaboration Solutions
- Cisco Unified Communications Manager Troubleshooting
- Cisco VCS Control and VCS Expressway Troubleshooting
- Call Setup Issues
- ILS and GDPR Issues
- Cisco Unified Communications Manager Mobility Features
- Cisco Telepresence Management Suite Issues
- Voice Quality and Media Resources Issues

## Module 5: ILS and GDPR Issues

### Lessons:

- Troubleshooting ILS and GDPR

## Module 6: Cisco Unified Communications Manager Mobility Issues

### Lessons:

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

## Module 7: Cisco Unified Communications Manager Mobility Issues

### Lessons:

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

## Module 8: Cisco TelePresence Management Suite Issues

### Lessons:

- Troubleshooting Cisco TMS Issues

## Module 9: Voice Quality and Media Resources Issues

### Lessons:

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