

## Troubleshooting Cisco Unified Communications

**Duration: 5 Days**    **Course Code: TVOICE**

### Overview:

The Troubleshooting Cisco Unified Communications (TVOICE) course equips you with the knowledge and skills required to troubleshoot Unified Communications (UC) systems and solutions in enterprise, mid-market, and commercial deployments. You'll learn problem triage, as well as troubleshooting methodology, resources, tools, and fixes at the integrated system/solution level. You will cover troubleshooting components, such as Cisco Unified Communications Manager (CUCM), Cisco Unity, videoconferencing, and network infrastructure

### Target Audience:

This course is designed for: Network administrators and network engineers System engineers and field engineers Individuals working toward CCNP Voice certification

### Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
- A systematic methodology to troubleshoot Cisco UC systems
- Knowledge of tools and reports that help isolate UC system problems
- Use troubleshooting and monitoring tools
- Troubleshoot common gateway and endpoint registration issues
- Troubleshoot CUCM availability issues
- Investigate database replication issues
- Troubleshoot LDAP integration issues
- Diagnose and resolve a call setup issue
- Examine on-premises single-site calling issues
- Troubleshoot on-net multisite calling issues
- Investigate off-net calling issues
- Troubleshoot SAF and CCD
- Diagnose and resolve device mobility, extension mobility, and unified mobility issues
- Investigate CUCM native presence issues
- Troubleshooting MOH, MTP, conferences, and transcoder issues
- Diagnose and resolve issues with RSVP agents
- Troubleshoot the quality of both voice and video streams
- Troubleshoot a globalized E.164 dial plan

### Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- 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 multisite environments

To gain the prerequisite skills and knowledge, Cisco strongly recommends the knowledge of the following courses:

- Implementing Cisco Unified Communications Voice over IP and QoS (CVOICE)
- Implementing Cisco Unified Communications IP Telephony Part 1

### Testing and Certification

Recommended as preparation for :

- 642-427 - Troubleshooting Cisco Unified Communications TVOICE is one of the courses required for the **Cisco Certified Network Professional CCNP Voice** Certification

(CIPT1)

- Implementing Cisco Unified Communications IP Telephony Part 2 (CIPT2)

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## Content:

### UC Troubleshooting

- Identifying UC Deployments
- Troubleshooting Methodology
- Troubleshooting and Monitoring Tools

### CUCM Troubleshooting

- Common Gateway and Endpoint Registration Issues
- CUCM Availability Issues
- Database Replication Issues
- LDAP Integration Issues

### Troubleshooting Call Setup Issues

- Examining Call Setup Issues and Causes
- On-Premises Single-Site Calling Issues
- On-Net Multisite Calling Issues
- Off-Net Calling Issues

### Troubleshooting SAF and CCD Issues

- Troubleshooting SAF
- Troubleshooting CCD

### Troubleshooting CUCM Features and Application Issues

- Device Mobility Issues
- Extension Mobility Issues
- Unified Mobility Issues
- CUCM Native Presence Issues

### Troubleshooting Voice Quality and Media Resources Issues

- MOH Issues
- MTP Issues
- Issues with Conferences
- Transcoder Issues
- Issues with RSVP Agents
- Voice Quality Issues

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## Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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