

Troubleshooting Cisco IP Telephony and Video

Duración: 5 Días **Código del Curso: CTCOLLAB** **Version: 1.0**

Temario:

Troubleshooting Cisco IP Telephony and 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.

Dirigido a:

Network engineers involved in the troubleshooting of voice and video networks and individuals looking to achieve CCNP Collaboration Certification. Channel Partners Customers Employees

Objetivos:

- **After completing this course you should be able to:**
- 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
- Troubleshoot Cisco Unified Communications Manager Mobility features
- Troubleshoot issues that relate to Cisco TelePresence Management Suite
- Troubleshoot Media resource and voice quality issues

Prerequisitos:

Attendees should meet the following prerequisites:

- Working knowledge of converged voice, video, and data networks
- Working knowledge of the MGCP, 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 and multi-site environment

Exámenes y certificación

Recommended preparation for exam(s):

- **300-080** - Troubleshooting IP Telephony and Video
CTCOLLAB is one of four courses required for the Cisco Certified Network Professional for Collaboration Career Certification

Siguientes cursos recomendados:

There are a number of other courses that may be of interest to delegates involved in the deployment of Cisco Collaboration solutions

- **CAPPS** - Implementing Cisco Collaboration Applications
- **UCCXD** - Deploying Cisco Unified Contact Center Express
- **DUCCE** - Deploying Cisco Unified Contact Center Enterprise
- **DUIC** - Deploying Cisco Unified Intelligence Center

Contenido:

Module 1. Introduction to Troubleshooting Cisco Collaboration Solutions

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

Module 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

Module 3. Cisco VCS Control and VCS Expressway Troubleshooting

- 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

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

Module 5. ILS and GDPR Issues

- Troubleshooting ILS and GDPR

Module 6. Cisco Unified Communications Manager Mobility Features

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

Module 7. Cisco TelePresence Management Suite Issues

- Troubleshooting Cisco TMS Issues

Module 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

Labs:

- Lab 1: Troubleshooting Gateway and Endpoint Registration Issues
- Lab 2: Troubleshooting LDAP Integration Issues
- Lab 3: Troubleshooting Endpoint Registration Issues
- Lab 4: Troubleshooting LDAP Integration Issues
- Lab 5: Troubleshooting On-Net Single-Site Calling Issues
- Lab 6: Troubleshooting On-Net Multisite Calling Issues
- Lab 7: Troubleshooting Off-Net Calling Issues
- Lab 8: Troubleshooting ILS and GDPR
- Lab 9: Troubleshooting Device Mobility Issues
- Lab 10: Troubleshooting Extension Mobility Issues
- Lab 11: Troubleshooting Cisco Unified Mobility Issues
- Lab 12: Troubleshooting Cisco TMS Issues
- Lab 13: Troubleshoot Transcoder Issues
- Lab 14: Troubleshooting Issues with Audio and Video Conferences

Información Adicional:

Recertification:

Cisco Professional-level certifications (CCNP, CCNP Wireless, CCDP, CCSP, CCNP Security, CCNP Voice, CCIP, CCNP Service Provider, CCNP Service Provider Operations, and CCNP Data Center) are valid for three years. To recertify, pass ONE of the following before the certification expiration date: Pass any current 642-XXX Professional-level or any 300-XXX Professional-level exam, or Pass any current CCIE Written Exam, or Pass the current CCDE Written Exam OR current CCDE Practical Exam, or Pass the Cisco Certified Architect (CCAr) interview AND the CCAr board review to extend lower certifications.

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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