Troubleshooting Cisco IP Telephony and Video

Duration: 5 Days      Course Code: CTCOLLAB      Version: 1.0

Overview:
Troubleshooting Cisco IP Telephony and Video prepares voice professionals for the troubleshooting of Cisco Unified Communications Manager, Cisco VCS-C and Cisco Expressway series in a multi-site 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. 

This course is based on software version 10.6

Target Audience:
Network engineers involved in the troubleshooting of voice and video networks and individuals looking to achieve CCNP Collaboration Certification.

Objectives:
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

Prerequisites:
Attendees should meet the following prerequisites:
- 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 a single-site and multisite environment.
- Prior attendance of CIPTV1 and CIPTV2 is required

Testing and Certification
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

Follow-on-Courses:
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
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### 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

### Cisco VCS Troubleshooting
- Troubleshooting Endpoint Registration Issues
- Troubleshooting Cisco VCS Ctrl and Cisco VCS Expressway Availability Issues
- Troubleshooting Database Replication Issues
- Troubleshooting LDAP Integration 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: Troubleshooting Transcoder Issues
- Lab 14: Troubleshooting Issues with Audio and Video Conferences

## Additional Information:

**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.

**Further Information:**
For more information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931
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