
Troubleshooting Cisco Unified Communications Systems

Duration: 5 Days **Course Code: TUC**

Overview:

This five-day course equips network professionals with the knowledge and skills required to troubleshoot Cisco Unified Communications Systems and solutions in differing deployments. TUC teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level and for components such as Cisco Unified CallManager, Cisco Unity, videoconferencing, and infrastructure. 60 -70% of this course will be lab based.

Target Audience:

This course is intended for Systems Engineers, Field Engineers and anyone attempting Unified Communication certification that includes IP Telephony Troubleshooting. It is highly recommended that delegates attend CIPT prior to taking this class.

Objectives:

- Use a systematic methodology to troubleshoot Cisco Unified Communication systems by using knowledge of tools and reports that help isolate Cisco Unified Communication system problems.
 - Given a trouble call that has been categorized as a Cisco Unified CallManager related issue, isolate the specific problem, propose a solution, and, where appropriate, implement the solution.
 - Diagnose a call setup issue and resolve the issues
 - Troubleshoot the quality of both voice and video streams
 - Given a trouble call that has been isolated to a Cisco Unified Communication system component application, the learner will be able to isolate the specific problem, propose a solution and where appropriate, implement the solution.
-

Prerequisites:

Delegates are required to meet the following prerequisites:

- Valid CCNA
- QoS
- CVOICE
- CIPT 1 & 2
- GWGK

Testing and Certification

Recommended as preparation for exam :

- 642-426 Cisco TUC
This is part of the Cisco Certified Voice Professional Certification
-

Follow-on-Courses:

The following courses are recommended for further study:

- IPTX – IP Telephony Express
 - IPTD – IP Telephony Design
-

Content:

- Introducing Cisco Unified Communications Systems Troubleshooting
 - Understanding Troubleshooting Methodology in Cisco Unified Communications Systems
 - Gathering Information for Troubleshooting Troubleshoot Cisco Unified CallManager-Related Issues
 - Troubleshooting Common Endpoint Registration Issues
 - Troubleshooting Cisco Unified CallManager Availability Issues
 - Troubleshooting Cisco Unified CallManager Security Issues
 - Troubleshooting Database Replication Issues
 - Troubleshooting LDAP Replication Issues
 - Troubleshooting Common Gateway Registration Issues

 - Introducing Call Setup Issues and Causes
 - Troubleshooting On-Premises Single-Site Calling Issues
 - Troubleshooting Offsite Call Issues
 - Troubleshooting Intercluster Dial Plan Issues
 - Troubleshooting Gatekeepers in a Cisco Unified Communications System
- Defining Common Voice and Video Quality Issues
 - Troubleshooting Voice over IP Quality Problems
 - Troubleshooting Echo
 - Troubleshooting Quality Problems of Cisco Unified Video Advantage

 - Troubleshooting Common Cisco Unity Integration Issues
 - Troubleshooting CTI Issues
 - Troubleshooting Media Resources

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

training@globalknowledge.com.eg

www.globalknowledge.com.eg

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo, Egypt