

# TVOICE v8.0 - Troubleshooting Cisco Unified Communications

## (Part of the CCNP Voice certification track)



### Course Outline

#### **Module 1: Introduction to Troubleshooting Cisco Unified Communications Solutions**

- Lesson 1: Identifying Cisco Unified Communications Deployments
- Lesson 2: Using Troubleshooting Methodology
- Lesson 3: Using Troubleshooting and Monitoring Tools

#### **Module 2: Cisco Unified Communications Manager Troubleshooting**

- Lesson 1: Troubleshooting Common Gateway and Endpoint Registration Issues
- Lesson 2: Troubleshooting Cisco Unified Communications Manager Availability Issues
- Lesson 3: Troubleshooting Database Replication Issues
- Lesson 4: Troubleshooting LDAP Integration Issues

#### **Module 3: Troubleshooting Call Setup Issues**

- Lesson 1: Examining Call Setup Issues and Causes
- Lesson 2: Troubleshooting On-Premises Single-Site Calling Issues
- Lesson 3: Troubleshooting On-Net Multisite Calling Issues
- Lesson 4: Troubleshooting Off-Net Calling Issues

#### **Module 4: SAF and CCD Issues**

- Lesson 1: Troubleshooting SAF
- Lesson 2: Troubleshooting CCD

## **Module 5: Troubleshooting Cisco Unified Communications Manager Features and Application Issues**

- Lesson 1: Troubleshooting Device Mobility Issues
- Lesson 2: Troubleshooting Cisco Extension Mobility Issues
- Lesson 3: Troubleshooting Cisco Unified Mobility Issues
- Lesson 4: Troubleshooting Cisco Unified Communications Manager Native Presence Issues

## **Module 6: Voice Quality and Media Resources Issues**

- Lesson 1: Troubleshooting MOH Issues
- Lesson 2: Troubleshooting MTP Issues
- Lesson 3: Troubleshooting Issues with Conferences
- Lesson 4: Troubleshooting Transcoder Issues
- Lesson 5: Troubleshooting Issues with RSVP Agents
- Lesson 6: Troubleshooting Voice Quality Issues

## **Lab Outline**

- Lab 2-1: Troubleshooting Gateway and Endpoint Registration Issues
- Lab 2-2: Troubleshooting LDAP Integration Issues (Optional)
- Lab 3-1: Troubleshooting On-Net Single-Site Calling Issues
- Lab 3-2: Troubleshooting On-Net Multisite Calling Issues
- Lab 3-3: Troubleshooting Off-Net Calling Issues
- Lab 3-4: Troubleshooting Globalized Call-Routing Issues
- Lab 4-1: Troubleshooting SAF Client and Forwarder Issues
- Lab 5-1: Troubleshooting Device Mobility Issues
- Lab 5-2: Troubleshooting Cisco Extension Mobility Issues
- Lab 5-3: Troubleshooting Cisco Unified Mobility Issues
- Lab 5-4: Troubleshooting Cisco Unified Communications Manager Native Presence Issues (Optional)
- Lab 6-1: Troubleshooting MOH Issues
- Lab 6-2: Troubleshooting Transcoder Issues
- Lab 6-3: Troubleshooting Issues with RSVP Agents