
CTCOLLAB v1.0 - Troubleshooting Cisco IP Telephony and Video v1.0

1. Introduction to Troubleshooting Cisco Collaboration Solutions

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

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

3. Cisco VCS Troubleshooting

- Troubleshooting Endpoint Registration Issues
- Troubleshooting Cisco VCS Control and Cisco VCS Expressway Availability Issues
- Troubleshooting Database Replication Issues
- Troubleshooting LDAP Integration Issues

4. Call Setup Issues

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

5. ILS and GDPR Issues

- Troubleshooting ILS and GDPR

6. Cisco Unified Communications Manager Mobility Features

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

7. Cisco TelePresence Management Suite Issues

- Troubleshooting Cisco TMS Issues

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: Troubleshooting Transcoder Issues
- Lab 14: Troubleshooting Issues with Audio and Video Conferences