

TECHNET srl

- Via Renato Cesarini, 58/60 – 00144 – Roma
Tel/1. 06 54229198 Tel/2. 06 5925818
- Via Socrate 26 - 20128 - Milano
Tel. 02 27078602

P. IVA: 01508940663 – CCIAA: 11380/00/AQ



PROMETRIC - PEARSON VUE - KRYTERION
Cisco, Juniper and Microsoft authorized Trainers



CI-TUC

Troubleshooting Cisco Unified Communications Systems

Questo corso di 5 giorni fornisce ai partecipanti le conoscenze necessarie per effettuare un'analisi guasti (troubleshooting) di una struttura di rete complessa, che sopporta sia traffico dati tradizionale (applicazioni legacy) sia traffico real-time (voce e video). Nel corso, sono descritte le metodologie di troubleshooting, i processi, le risorse, gli strumenti per un'analisi guasti efficace e le soluzioni dei problemi più comuni, non solo dell'infrastruttura dati, ma anche di componenti specifici quali Voice Gateway, Cisco Unified CallManager, Cisco Unity, sistemi di Videoconferenza e altri. Gli esercizi in laboratorio, completano la parte teorica e forniscono la necessaria manualità nella configurazione degli apparati.

Cosa si impara

- 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

Chi dovrebbe partecipare

Systems Engineers, Field Engineers e chiunque voglia conseguire la certificazione Unified Communication che include IP Telephony Troubleshooting.

Contenuto dettagliato

Web: www.techneteu.com

Email: tecnico@techneteu.com

B.N.L - Via di Santa Prisca, 28 – 00153 - Roma
IBAN: IT09 L010 0503 2190 0000024920 SWIFT: BNLIITRRR

POSTE ITALIANE - Agenzia Business – 00144 - Roma Eur
IBAN: IT76H 07601 03200 000039079777



TECHNET srl

- Via Renato Cesarini, 58/60 – 00144 – Roma
Tel/1. 06 54229198 Tel/2. 06 5925818
- Via Socrate 26 - 20128 - Milano
Tel. 02 27078602

P. IVA: 01508940663 – CCIAA: 11380/00/AQ



PROMETRIC - PEARSON VUE - KRYTERION
Cisco, Juniper and Microsoft authorized Trainers



Methodology and Tools for Troubleshooting Cisco Unified Communications Systems

- 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

Troubleshoot Call Setup 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

Troubleshoot Voice and Video Quality Issues

- Defining Common Voice and Video Quality Issues
- Troubleshooting Voice over IP Quality Problems
- Troubleshooting Echo
- Troubleshooting Quality Problems of Cisco Unified Video Advantage

Web: www.techneteu.com

Email: tecnico@techneteu.com

B.N.L - Via di Santa Prisca, 28 – 00153 - Roma
IBAN: IT09 L010 0503 2190 0000024920 SWIFT: BNLIITRRR

POSTE ITALIANE - Agenzia Business – 00144 - Roma Eur
IBAN: IT76H 07601 03200 000039079777



TECHNET srl

- Via Renato Cesarini, 58/60 – 00144 – Roma
Tel/1. 06 54229198 Tel/2. 06 5925818
- Via Socrate 26 - 20128 - Milano
Tel. 02 27078602

P. IVA: 01508940663 – CCIAA: 11380/00/AQ



PROMETRIC - PEARSON VUE - KRYTERION
Cisco, Juniper and Microsoft authorized Trainers



Application Integration and Media Resource Issues

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

Prerequisiti

- (CI-ICND1) Interconnecting Cisco Network Devices 1
- (CI-ICND2) Interconnecting Cisco Network Devices 2
- (CI-IIUC) Implementing Cisco IOS Unified Communication

Oppure:

- (CI-CCNA) Cisco Certified Network Associate
- (CI-IIUC) Implementing Cisco IOS Unified Communication

E' consigliabile aver seguito prima uno I seguenti corsi:

- CI-QoS
- CI-CVOICE
- CI-CIPT 1
- CI-CIPT 2
- GWGK

Corsi successivi

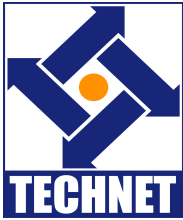
- (CI-CVOICE) - Cisco Voice over IP v6.0
- (CI-CIPT 1) v6.0 - Implementing Cisco Unified Communications IP Telephony Part 1
- (CI-CIPT 2) v6.0 - Implementing Cisco Unified Communications IP Telephony Part 2
- (CI-QOS) - Implementing Cisco Quality of Service

Web: www.techneteu.com

Email: tecnico@techneteu.com

B.N.L - Via di Santa Prisca, 28 – 00153 - Roma
IBAN: IT09 L010 0503 2190 0000024920 SWIFT: BNLIITRRR

POSTE ITALIANE - Agenzia Business – 00144 - Roma Eur
IBAN: IT76H 07601 03200 000039079777



TECHNET srl

- Via Renato Cesarini, 58/60 – 00144 – Roma
Tel/1. 06 54229198 Tel/2. 06 5925818
- Via Socrate 26 - 20128 - Milano
Tel. 02 27078602

P. IVA: 01508940663 – CCIAA: 11380/00/AQ



PROMETRIC - PEARSON VUE - KRYTERION
Cisco, Juniper and Microsoft authorized Trainers



Esami / Certificazioni

Questo corso è parte integrante per la certificazione CCVP

Web: www.techneteu.com

Email: tecnico@techneteu.com

B.N.L - Via di Santa Prisca, 28 – 00153 - Roma
IBAN: IT09 L010 0503 2190 0000024920 SWIFT: BNLIITRRR

POSTE ITALIANE - Agenzia Business – 00144 - Roma Eur
IBAN: IT76H 07601 03200 000039079777