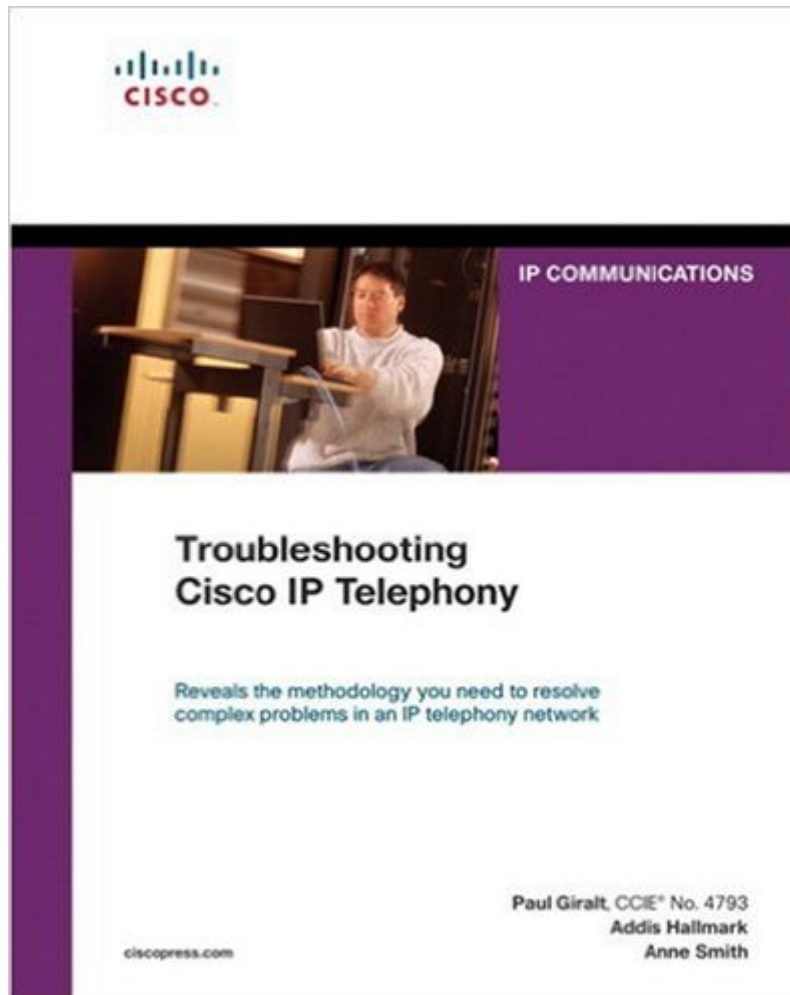


The book was found

# Troubleshooting Cisco IP Telephony



## Synopsis

Reveals the methodology you need to resolve complex problems in an IP telephony network Master troubleshooting techniques and methodologies for all parts of a Cisco IP Telephony solution-Cisco CallManager, IP phones, gateways, applications, and more Learn how to investigate and resolve voice quality problems, including delayed audio, choppy or garbled audio, static and noise, one-way or no-way audio, and echo Read about the variety of trouble-shooting tools at your disposal and how and when to use them based on the problem type Discover the potential causes of common problems and how to efficiently troubleshoot them to resolution Learn how to identify and resolve gateway problems by breaking the components into logical groups and following a methodical troubleshooting approach Use best practices recommendations to build a stronger IP telephony deployment and avoid common mistakes IP telephony represents the future of telecommunications: a converged data and voice infrastructure boasting greater flexibility and more cost-effective scalability than traditional telephony. The ability to troubleshoot an IP telephony environment and the underlying network infrastructure is vitally important, just as it is in any complex system. Troubleshooting Cisco IP Telephony teaches the troubleshooting skills necessary to identify and resolve problems in an IP telephony solution. This book provides comprehensive coverage of all parts of a Cisco IP Telephony (CIPT) solution, including CallManager, IP phones, gateways, analog devices, database and directory replication, call routing, voice mail, applications, network infrastructure, and more. You'll learn how to read trace files, determine when to turn on tracing and Cisco IOS(r) Software voice debugging, and how to troubleshoot voice quality issues. Troubleshooting Cisco IP Telephony shows you how to break down problems to find the root cause. Descriptions of each part of the CIPT solution help you understand the functionality of each part of the solution and how each part interacts with other parts of the solution. You'll then learn what steps to take and tools to use to identify and resolve the cause of the problem.

## Book Information

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## Customer Reviews

I have to admit that this is not a book that I have read cover to cover. I have dipped into it to cover topics listed in the CCIE voice exam. I have found it to be very useful in that respect. For each topic it gives an overview and brief details on configuration before going on to explain how to troubleshoot problems. It will not replace the troubleshooting resources available on CCO, but it will give you a great place to start! Now that I've read it I can answer the following questions: Would I buy it to help pass the Troubleshooting Exam? - Yes (but I have not done the exam so difficult to say for certain) Would I buy it to help pass the CCIE Voice written exam? - Probably, but would need more information from CCO. Would I buy it for my reference bookshelf? - Definitely.

I have to say, a lot of the Cisco Press books can be frustrating. They're great if you want a really detailed background on VoIP technologies, but for day to day use and quick reference they quickly prove to be more hassle than they're worth. The idea of a "troubleshooting" guide by Cisco seemed like it would be this to the extreme, but this is actually an incredibly useful book. Especially useful are the sections on configuring traces, monitoring, and alarms. I've worked with Cisco IP Telephony products for nearly 2 years and still was not aware of many of these features. Many of the problems I've encountered are listed here, and accompanied by an ordered checklist of things to troubleshoot. Reading this book will save any engineer, administrator, technician, or manager tons of time on the job. The only reason I can't give this book 5 stars is it is 4 years old, and only covers CallManager up to 3.3 (5.0 is the latest version). Subsequently, there's lots of "this may be supported in future CallManager versions" lines, which you must then look up on Cisco's website. Many of the problems listed in this book were fixed with CallManger 4.1, released in late 2004.

For anyone studying for the CCVP, this is the greatest reference book you could have in your library. Yes, it is a troubleshooting book, and, it is a cisco book. However, it is easy to read and the concepts are explained well with detail.

Overall I thought this book was very well written. It has a lot of good examples and if you are willing to invest the brain power you can learn a lot from it. I will say that you can't rely entirely on this book to help you pass the Cisco IPT troubleshooting test. I used this book along with some material from Knowledgenet to pass the test. I'm pretty sure I would have had to take it at least twice if this book was my only reference.

This book was recommended to me by a lot of people. It is a very good book and most of it applies to VoIP just as much today as when it was written. This is a must have for VoIP professionals.

10 years already , please give an update.Suggest to reference troubleshooting IP routing protocol present format which give an easy reference and intersting examples.

This is the absolute BEST troubleshooting book for Cisco IP Telephony. Absolutely an insightful read, and a must have for anyone supporting Cisco IP Telephony!

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