

## Cisco\_Unified\_Communications\_--\_System\_Troubleshooting\_Methodology

*This information applies to all Cisco Unified Communications System releases.*

This topic describes how to develop a system-level troubleshooting methodology while installing and configuring a Cisco Unified Communications solution for the first time. It also provides recommendations for preparing and documenting the network that may assist in diagnosing and isolating problems when they occur.

- ◇ Gathering Information on System Problems
- ◇ Isolating Point(s) of Failure
- ◇ Applying Tools to Determine Root Causes

*Have you had experience troubleshooting Cisco Unified Communications equipment? Can you expand on this topic? Please contribute to this wiki and share the tools and techniques you used by sending E-mail to [sysdocwiki@cisco.com](mailto:sysdocwiki@cisco.com). Guidelines for submitting content are available on the [About DocWiki](#) pages.*