

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. Guidelines for submitting content are available on the [About DocWiki](#) pages.