

Troubleshooting Skype for Business

Modality: On Demand

Duration: 20 Hours

About this course:

At the time when we Troubleshooting Skype for Business, we inspect the architecture of Skype for Business 2015 and figure out how to troubleshoot Skype for Business related problems containing:

- Analyzing the client sign-in process.
- Edge Server configurations.
- Remote connectivity.
- Presence issues.
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- Persistent chat.
- PBX integrations.

This course will be generally significant for the Professionals of IT who oversee the deployments of Skype for Business.

Course Objective:

- Recognize the issues of Firewall configuration.
- Trace communications of Skype for Business with client logs and CLS.
- Analyze messages and traces with Snooper.
- Troubleshoot sign-in process for Skype for Business.
- Troubleshoot configurations of Enterprise Voice.

Targeted Audience:

Troubleshooter

Prerequisites:

Experience deploying or managing a Skype for Business 2015 framework. Foundational information on Microsoft Exchange Server, Basic information on networking technologies, and Windows Server innovations. Fundamental information on Microsoft SQL Server. Fundamental information on Active Directory of Azure.

Course Outline:

1 | Troubleshoot Skype for Business Site Topology and Support Infrastructure

- Supported Architectures

- Network Services
- High Availability and Disaster Recovery
- Troubleshooting Tools and Resources
- Assessment

2 | Troubleshoot Client Connectivity and Conferencing

- Client Authentication Issues
- Presence, Address book, Persistent Chat and Archiving Issues
- Conferencing
- Lync/Skype Room System, Surface Hub and VIS
- Assessment

3 | Troubleshooting Remote Connectivity

- Edge Remote Connectivity
- Federation Issues
- Reverse Proxy and Mobile Devices
- Firewall Issues
- Assessment

4 | Troubleshoot and Analyze Skype for Business Voice

- Enterprise Voice Configuration Issues
- Call Setup and Teardown
- Voice Call Quality Issues
- Enterprise Voice Applications and Cloud PBX Features
- Assessment

Course Conclusion

- Lab
- Course Final Exam?