

Troubleshooting Skype for Business

Modality: Self-Paced Learning

Duration: 20 Hours

SUBSCRIPTION: Learn, Master, Master Plus

About this course

In Troubleshooting Skype for Business, we examine the Skype for Business 2015 architecture and learn how to troubleshoot Skype for Business related issues including:

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

This course will be most valuable for IT Professionals who manage Skype for Business deployments.

Course Objective:

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

Audience:

- Troubleshooter

Prerequisites:

Experience managing or deploying a Skype for Business 2015 system. Foundational knowledge of networking technologies Foundational knowledge of Microsoft Exchange Server and Windows Server technologies. Foundational knowledge of Microsoft SQL Server. Foundational knowledge of Azure Active Directory.

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?