Mitel

MiVoice Border Gateway

Advanced Troubleshooting Workshop

Format: Self-Study   **Audience:** Technicians, Installers & Maintainers   **Duration:** 5 hours

Course ID: T-IPDECT-4.0-IM-LL-NA

Overview

This workshop examines ways to troubleshoot MBG with emphasis on SIP interactions. Please note that this troubleshooting course was developed around the MBG 6.1/7.0 timeframe.

Prerequisites

To enroll in this course, it is recommended that students have one of the following courses:
 - Mitel Border Gateway rel 6.0 I+M Self-Study
- Mitel Border Gateway rel 6.1 I+M Self-Study
Or
- Mitel Border Gateway rel 7.0 I+M Self-Study

Topics

The following topics are covered during this training:
• System Health Check (MSL, MBG)
• MBG Architecture Overview
• Connectors
• The Log Set
• Anatomy of the tug.log
• Device Registration
• SIP Call Setup & following calls
• How calls are routed
• SIP Invite failures
• Dropped calls
• Investigating one-way audio
• Investigating MBG crashes
• Analyzing Voice Quality
• SIP Attacks and Security
• Using the command line
• Resources

Additional Recommended Training

NA

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