


AudioCodes SBC Testing & Troubleshooting

Course Code	
Public/Per Seat: TR-SBC-TRBS-ACA-S Dedicated Course: TR-SBC-TRBS-ACA-C	
Course Name	
AudioCodes SBC Testing & Troubleshooting	
Course Details	
Course	The course covers topics and techniques for troubleshooting AudioCodes SBC using Syslog and other tools. This is a lab-oriented class designed to help you gain troubleshooting experience before attending more advanced courses. You will debug an Enterprise SBC (E-SBC) environment using the Demo lab system and simulated case logs.
Products	AudioCodes SBC Series
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment holding an expired/valid ACA certificate.
Duration	3 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	ACA (AudioCodes Certificate Associated) certification renewal 
General Objectives	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes SBC products. On completion of the course, students will be able to: <ul style="list-style-type: none"> • Configure the parameters required by the SBC • Configure the SBC for SIP trunking • Troubleshoot faults related to: <ul style="list-style-type: none"> ✓ Generic faults ✓ Classification faults ✓ Routing faults ✓ Transcoding faults ✓ Manipulation faults (number & message) ✓ Use test call for media handling
Prerequisites	An ACA certificate
Course Outline	<ul style="list-style-type: none"> • AudioCodes SBC Application Brief Review • Debugging Tools • Classification Process • Routing Process • Media Handling

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	<ul style="list-style-type: none">• Test Calls• Message Manipulation• Debug Recording Usage
Lab Activities	<ul style="list-style-type: none">• SBC Interworking• Troubleshooting Generic Related Issues• Troubleshooting Classification Related Issues• Troubleshooting Routing Related Issues• Troubleshooting Media Related Issues• Test calls Usage with Media Handling• Troubleshooting Message Manipulation Related Issues• Debug Recording Usage• Core Dump