

## Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0

TSHOOT is a new component of the CCNP curriculum. Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) is a 5-day instructor-led course designed for network engineers with at least one year of professional work experience, who are ready to advance their skills and work independently on complex network solutions. Students will learn to (1) plan and perform regular maintenance on complex enterprise routed and switched networks and (2) use technology-based practices and a systematic ITIL-compliant approach to perform network troubleshooting. Extensive labs provide for hands-on learning and reinforce troubleshooting skills.



### AUDIENCE

Network professionals who want to increase their skill level at maintaining and troubleshooting complex Cisco IP networks. The typical job roles for this type of professional are network engineer, network operations center (NOC) technical support personnel, or help desk technicians and any individual that is involved in network maintenance and support.

### PREREQUISITES

Cisco CCNA® certification

Knowledge of and experience with the implementation and verification of enterprise routing and switching technologies as offered by the *Implementing Cisco Switched Networks (SWITCH)* and *Implementing Cisco IP Routing (ROUTE)* courses or equivalent skills and knowledge.

### WHAT YOU WILL LEARN

- » Plan and document the most commonly performed maintenance functions in complex enterprise networks
- » Develop a troubleshooting process to identify and resolve problems in complex enterprise networks
- » Select tools that best support specific troubleshooting and maintenance processes in large, complex enterprise networks
- » Practice maintenance procedures & fault resolution in switching-based environments
- » Practice maintenance procedures and fault resolution in routing-based environments
- » Practice maintenance procedures and fault resolution in a secure infrastructure
- » Troubleshoot and maintain integrated, complex enterprise networks

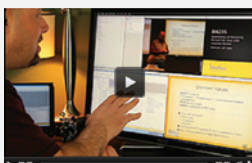
"Jeremy is by far the BEST instructor, I have ever had for ANY training."

Cisco Student  
Phoenix, AZ

**\$3295.00**

- 5-Day Course
- Promotional and package discounts apply
- CLC Eligible

**QUESTIONS?**  
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# COURSE OUTLINE

## Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0

- 1. Planning Maintenance for Complex Networks**
  - » Applying Maintenance Methodologies
  - » Common Maintenance Processes and Procedures
  - » Network Maintenance Tools, Applications, and Resources
- 2. Planning Troubleshooting Processes for Complex Enterprise Networks**
  - » Applying Troubleshooting Methodologies
  - » Planning and Implementing Troubleshooting Procedures
  - » Integrating Troubleshooting into the Network Maintenance Process
- 3. Maintenance and Troubleshooting Tools and Applications**
  - » Assembling a Basic Diagnostic Toolkit Using Cisco IOS Software
  - » Using Specialized Maintenance and Troubleshooting Tools
- 4. Maintaining and Troubleshooting Campus Switching-Based Solutions**
  - » Troubleshooting VLANs
  - » Troubleshooting Spanning Tree
  - » Troubleshooting Switched Virtual Interfaces and Inter-VLAN Routing
  - » Troubleshooting FHRPs
  - » Troubleshooting Performance Problems on Switches
  - » References to Additional Campus Switching Technologies in E-Learning
- 5. Maintaining and Troubleshooting Routing-Based Solutions**
  - » Troubleshooting Network Layer Connectivity
  - » Troubleshooting EIGRP
  - » Troubleshooting OSPF
  - » Troubleshooting Route Redistribution
  - » Troubleshooting BGP
  - » Troubleshooting Performance Problems on Routers
  - » References to Additional Troubleshooting on NAT and DHCP in E-Learning
- 6. Maintaining and Troubleshooting Network Security Solutions**
  - » Troubleshooting Security Features
  - » Security Features Review
  - » References to Additional Security Troubleshooting in E-Learningt