

Introduction

12.0.1

Why should I take this module?



Welcome to Network Troubleshooting!

Who is the best network administrator that you have ever seen? Why do you think this person is so good at it? Likely, it is because this person is really good at troubleshooting network problems. They are probably experienced administrators, but that is not the whole story. Good network troubleshooters generally go about this in a methodical fashion, and they use all of the tools available to them.

The truth is that the only way to become a good network troubleshooter is to always be troubleshooting. It takes time to get good at this. But luckily for you, there are many, many tips and tools that you can use. This module covers the different methods for network troubleshooting and all of the tips and tools you need to get started. This module also has two really good Packet Tracer activities to test your new skills and knowledge. Maybe your goal should be to become the best network administrator that someone else has ever seen!

12.0.2

What will I learn to do in this module?



Module Title: Network Troubleshooting

Module Objective: Troubleshoot enterprise networks.

Topic Title	Topic Objective
Network Documentation	Explain how network documentation is developed and used to troubleshoot network issues.
Troubleshooting Process	Compare troubleshooting methods that use a systematic, layered approach.
Troubleshooting Tools	Describe different networking troubleshooting tools.
Symptoms and Causes of Network Problems	Determine the symptoms and causes of network problems using a layered model.
Troubleshooting IP Connectivity	Troubleshoot a network using the layered model.