

Course Description:

CIS-018H - CCNP Network Troubleshooting Units: 3

This course covers advanced concepts of switching, and prepares students for the Cisco Certified Networking Professional (CCNP) Troubleshooting exam, one of the four certification tests for the CCNP. It includes topics such as Selecting and Applying Methods and Tools of Troubleshooting; Diagnosing and Correcting Campus TCP/IP Problems, Frame Relay Problems, and ISDN BRI Problems. Target audience is students who want to analyze, plan, and evaluate computer networks.

Lecture Hours: 2.5 Lab Hours: 1.5 Repeatable: No Grading: O

Prerequisite: CIS 018E AND CIS 018F AND CIS 018G

Corequisite: CIS 200

CAN: None

Advisory Level: Read: 2 Write: 2 Math: 2

Transfer Status: CSU Degree Applicable: AA/AS

CSU GE: None District GE: None IGETC: None

Learning Outcomes:

1. Publish resources in Active Directory.
2. Manage data storage.
3. Create shared resources and configure access rights.
4. Configure and troubleshoot Internet Information Services (IIS)
5. Monitor and manage network security.
6. Troubleshoot routing and connectivity problems using various diagnostic utilities and tools.
7. Install and configure server and client computer hardware.
8. Troubleshoot starting servers and client computers.
9. Utilize various troubleshooting skills in different scenarios