

#### **TECHNICAL TRAINING**

# COURSE OUTLINE: ExtremeControl – Troubleshooting Workshop



## **COURSE OVERVIEW**

The ExtremeControl Troubleshooting Workshop provides a fast-paced walk through essential hands-on exercise to familiarize with key methods that support the network edge perimeter troubleshooting via ExtremeCloud IQ – Site Engine with ExtremeControl, as well as troubleshooting ExtremeControl itself. Students will learn troubleshooting methodology as well as the troubleshooting toolkit a security engineer and ExtremeControl administrator can use.

### WHO SHOULD ATTEND

This course is designed for network administrators, support engineers and integrators that use ExtremeControl as their Network Access Control solution.

### **COURSE OBJECTIVES**

Upon completion of this course, students will have gained the working knowledge to:

- Determine whether an issue is client related or not
- Diagnose ExtremeControl engine and the AAA setup with built-in tools
- · Collect support data and open case in GTAC

### MANDATORY PRE-REQUISITE:

Designed for individuals with professional experience in networking, with basic understanding of Layer 2 and Layer 3 operations fundamentals.

Although the workshop is accompanied by a quick recap of the theory behind covered concepts, it's essential that you grasp this theory at a greater depth beforehand with ExtremeControl on-demand training in full.

## AGENDA

- Troubleshooting Toolset
- General Troubleshooting
- Authentication Issues
- Authorization Issues
- End-System Issues
- Captive Portal Issues

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