

TECHNICAL TRAINING



COURSE OUTLINE: ExtremeControl – Troubleshooting



ASSOCIATED BADGE

ExtremeControl – Troubleshooting



COURSE DURATION

Instructor-Led: 2 Days
On-demand: 6 hours





DELIVERY METHOD

Instructor-Led: In-person and virtual training sessions, both with hands-on lab activities.

On-Demand: Flexible, self-paced learning without hands-on lab activities.

COURSE OVERVIEW

Students will learn troubleshooting methodology as well as the troubleshooting toolkit a security engineer and ExtremeControl administrator can use. This knowledge will be reinforced through actual hands-on experience with networking equipment in a lab environment, where students will perform real world tasks.

WHO SHOULD ATTEND

This course is designed as troubleshooting training for individuals responsible for maintaining the ExtremeControl within ExtremeCloud IQ – Site Engine suite, as well as AAA framework in an organization.

PREREQUISITE:

Students should already possess a learning credential for ExtremeControl - Installation and Configuration.

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
- Earn a learning credential on the Professional Program training path

AGENDA

- · Troubleshooting Mindset
- · Troubleshooting Toolset
- · General Troubleshooting
- · Authentication Issues
- · Authorization Issues
- · End-System Issues
- · Captive Portal Issues
- GTAC Case Preparation

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