

COURSE OUTLINE: ExtremeCloud IQ™ – Site Engine Troubleshooting



ASSOCIATED BADGE

ExtremeCloud IQ™ –
Site Engine – Troubleshooting



COURSE DURATION

Instructor-Led: 1 Day
On-Demand: 3 hours

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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 gain basic troubleshooting understanding and the tools available within ExtremeCloud IQ – SE (Site Engine) to troubleshoot network outages to common end-user issues. Students have these concepts reinforced with a hands-on lab experience (instructor-led only) working with a pre-configured network.

WHO SHOULD ATTEND

This course is designed for individuals responsible for the overall network management using ExtremeCloud IQ – SE, Extreme Analytics, Extreme Policy, and Extreme Control.

COURSE OBJECTIVES

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

- Identify and isolate network faults
- Identify and isolate end-user issues
- Create custom alarms and reports

MANDATORY PREREQUISITE

Extreme Cloud IQ – Site Engine Installation and Configuration certification is a mandatory prerequisite for this course. The ExtremeCloud IQ – SE courses are recommended to be taken in the following order:

Installation and Configuration, Management, Advanced Configuration, and Troubleshooting. Students should possess an understanding of network fundamentals, and general network management concepts, as well as network security concepts and technologies. In addition, Extreme Networks recommends the following courses prior to enrolling in the ExtremeCloud IQ – SE courses:

- Campus Switching
- Extreme Cloud IQ – Controller (formerly Extreme Campus Controller (XCC)) or Wireless Core

AGENDA

- How to Troubleshoot
 - Administration
 - Diagnostics
 - Device
 - End-user
 - GitHub
 - Alarms and Events
 - GTAC Case Preparation
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