Junos Troubleshooting in the NOC (JTNOC)

- This two-day course is designed to provide introductory troubleshooting skills for engineers in a network operations center (NOC) environment. Key topics within this course include troubleshooting methodology, troubleshooting tools, hardware monitoring and troubleshooting, interface monitoring and troubleshooting, and troubleshooting data and control planes on devices running the Junos operating system. This course is based on Junos OS Release 11.1R1.14.

Prerequisites

- Students should have basic networking knowledge and an understanding of the Open Systems Interconnection (OSI) reference model and the TCP/IP protocol suite. Students should also attend the *Introduction to the Junos Operating System* (IJOS) course or have equivalent experience prior to attending this class.

Who Should Attend

- The course content is aimed at operators of devices running the Junos OS in a NOC environment. These operators include network engineers, administrators, support personnel, and reseller support personnel.

Objectives

- After successfully completing this course delegates will be able to:
  - Reduce the time it takes to identify and isolate the root cause of an issue impacting your network.
  - Gain familiarity with Junos products as they pertain to troubleshooting.
  - Become familiar with online resources valuable to Junos troubleshooting.
  - Gain familiarity with Junos tools used in troubleshooting.
  - Identify and isolate hardware issues.
  - Troubleshoot problems with the control plane.
  - Troubleshoot problems with interfaces and other data plane components.

Topics Covered

- Course Introduction
- Troubleshooting as a Process
- Junos Product Families
- Troubleshooting Toolkit
- Hardware and Environmental Conditions
- Control Plane
- Data Plane: Interfaces
- Data Plane: Other Components

Duration

- 2 Days