

N10-008 CompTIA Net+, Part 7 of 7: Network Troubleshooting

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Meet the expert: Patrick Loner has certifications for MCSA, MCSE, MCITP, A+, Network+, Security+, and more. He has been working as a Microsoft Certified Trainer, network administrator, and network consultant for over ten years. He has over a decade of experience working with and teaching about Windows networks with client and server operating systems. He has guided many students toward Microsoft and CompTIA certifications. Most recently, he has worked as a freelance trainer and network consultant specializing in Windows Server 2008 and Microsoft Exchange 2007 and Exchange 2010 implementations, design, and upgrades. Patrick continues to branch out now working with and training on Windows Server 2012, Windows 8, Exchange 2013, and System Center Configuration Manager 2012.

Prerequisites: This course assumes the user has some experience with computer hardware, software, and understands the concept of a computer network.

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Course description: This course is a part of the CompTIA Net+ body of knowledge focusing on the N10-008 Exam. This course covers the tools and methodologies to troubleshoot network issues.

Course outline:

Troubleshooting Methodology

- Introduction
- Introduction to Troubleshooting
- Identify the Issue
- Establish Theory of Probably Cause
- Create Action Plan
- Putting it all Together
- Summary

Troubleshooting Tools

- Introduction
- Hardware Troubleshooting Tools
- Network Tool Kit
- Software Toolkits
- OS Troubleshooting Tools
- Demo: TCP/IP Troubleshooting Tools
- Summary

Troubleshooting Network Issues

- Introduction
- Introduction to Wireless Issues
- Wireless Signal Issues
- Hardware and Configuration
- Wireless Security Issues
- Wired Connectivity Issues
- Fiber and Cable Issues
- Network Service Issues
- Security Issues
- Summary