

StoneGate Training Program

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## **Course Outline**

**Network Troubleshooting Course**

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## Network Troubleshooting Course

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In the *Network Troubleshooting* course, the student will learn how to use StoneGate Management Centre components and other network analysis tools to locate and analyse network problems. While the theoretical lessons cover the troubleshooting process and give some necessary background information for efficient network troubleshooting, the practical troubleshooting skills are further reinforced through several hands-on exercises covering variety of problem situations throughout the OSI layers.

### Course Goals

Upon completing the *Network Troubleshooting* course, the student will know how to systematically proceed with the troubleshooting and how to interpret the events seen in the network.

The student will learn to focus on relevant information during the troubleshooting process and find network problems based on the events seen in the traffic captures.

Finally, the student will learn how to provide a good problem description and the necessary amount of information regarding a network problem for further analysis.

### Course Objectives

Upon completing *Network Troubleshooting* course, student is able to:

- Use StoneGate logs for analyzing network problems
- Analyze tcpdump output to solve network problems
- Proceed systematically with the troubleshooting to locate the errors
- Interpret the network events seen from logs and traffic captures
- Gather evidence of the network problem for further analyses

### Course Pre-requisites

- Good knowledge of TCP/IP
- StoneGate SMC Administrator and/or StoneGate Firewall Architect certifications

## Course Program for One-Day Training

- Basic Questions
- Troubleshooting Process
- Troubleshooting Tools
- **Exercise 1 and 2**
- Workarounds vs. Solutions
- **Exercise 3 (7 problems cases with FTP)**
- Example Cases
- **Exercise 4 (6 problem cases with VPN)**
- Contacting Stonesoft Support

## Disclaimer

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