
Course Name: Junos Troubleshooting in the NOC

Course Code: EDU-JUN-JTNOC

Duration: Three Days

Introduction

This three-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, troubleshooting the data plane and control plane on devices running the Junos operating system, staging and acceptance methodology, troubleshooting routing protocols, monitoring the network, and working with JTAC. This course is based on Junos OS Release 12.2R2.5.

Objective

After successfully completing this course, you should 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.
- Describe the staging and acceptance methodology.
- Troubleshoot routing protocols.
- Describe how to monitor your network with SNMP, RMON, Junos Traffic Vision (formerly known as JFlow), and port mirroring.
- Become familiar with JTAC procedures.

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 and the Junos Routing Essentials (JRE) course, or have equivalent experience prior to attending this class.

Course Outline

Day 1	
Chapter 1	Course Introduction
Chapter 2	Troubleshooting as a Process
Chapter 3	Junos Product Families
Chapter 4	Troubleshooting Toolkit
Day 2	
Chapter 5	Hardware and Environmental Conditions
Chapter 6	Control Plane
Chapter 7	Data Plane: Interfaces
Chapter 8	Data Plane: Other Components
Day 3	
Chapter 9	Staging and Acceptance Testing
Chapter 10	Troubleshooting Routing Protocols
Chapter 11	High Availability
Chapter 12	Network Monitoring
Chapter 13	JTAC Procedures
Appendix A: Interface Troubleshooting	

Training Location

Mideast Communication Systems
Juniper Authorized Training Center

