Cisco Certified Technician Supporting Cisco Routing and Switching Network Devices (RSTECH) v3.0 - On Demand

Modality: On Demand

Duration: 40 Hours

CLC: 3 Units

Course Information

About this course:

This course focuses on building the skillset around onsite support and maintenance of Cisco® routers, switches, and operating environments.

Field Engineers will be equipped with the ability to use the CLI to connect and service products. They will also be trained to identify Cisco router and switch models, cabling, interfaces and accessories; understand the Cisco IOS® software operating modes and identify commonly found software.

Upon completion of this course you will be fully prepared to take the Cisco Certified Technician Routing and Switching (100-490 RSTECH) exam.

Course Objective:

After taking this course, you should be able to:

- Use basic Cisco software configuration and tools: Tera Term, Putty, TFTP server, FTP server, USB Storage, loopback plug, and Microsoft Windows
- Perform remedial services (hardware break/fix) on Cisco products including software and configuration backup and restore, software upgrade/downgrade
- Understand network fundamentals, Cisco products, and hardware components
- Perform basic Layer 1 and basic Layer 2 troubleshooting
- Recognize connection type and cable requirement

Audience:

These specific Field Engineers are offered device-specific training and certification programs:

- Cisco's Third-Party Maintainer Field Engineers

Prerequisite:

- No prerequisites

Course Outline:

General Networking Knowledge

- Examining LAN and WAN Connectivity
- Describe the function of FTP, TFTP, Telenet, Secure Shell (SSH), and Ping

Cisco Equipment and Related Hardware

- Identifying Cisco router and switch models, and their interfaces
- Identifying and describing commonly used components

Cisco IOS Software Operation

- Describing Cisco IOS CLI Functions
- Using and interpreting the basic Cisco IOS Software commands

Service-Related Knowledge

- Managing Configurations via the Console Port and Terminal Program
- Performing software upgrade or downgrade using TFTP, FTP, XMODEM, tftpdnld, and USB Storage