

## Cisco Certified Network Professional (CCNP) Troubleshooting

- **Maintain and monitor network performance**
  - Develop a plan to monitor and manage a network
  - Perform network monitoring using IOS tools
  - Perform routine IOS device maintenance
  - Isolate sub-optimal internetwork operation at the correctly defined OSI Model layer
  
- **Troubleshoot Multi Protocol system networks**
  - Troubleshoot EIGRP
  - Troubleshoot OSPF
  - Troubleshoot eBGP
  - Troubleshoot routing redistribution solution
  - Troubleshoot a DHCP client and server solution
  - Troubleshoot NAT
  - Troubleshoot first hop redundancy protocols
  - Troubleshoot IPv6 routing
  - Troubleshoot IPv6 and IPv4 interoperability
  - Troubleshoot switch-to-switch connectivity for the VLAN based solution
  - Troubleshoot loop prevention for the VLAN based solution
  - Troubleshoot Access Ports for the VLAN based solution
  - Troubleshoot private VLANS
  - Troubleshoot port security
  - Troubleshoot general switch security
  - Troubleshoot VACL and PAACL
  - Troubleshoot switch virtual interfaces (SVIs)
  - Troubleshoot switch supervisor redundancy
  - Troubleshoot switch support of advanced services (i.e., Wireless, VOIP and Video)
  - Troubleshoot a VoIP support solution
  - Troubleshoot a video support solution
  - Troubleshoot Layer 3 Security
    - Troubleshoot issues related to ACLs used to secure access to Cisco routers
  - Troubleshoot configuration issues related to accessing the AAA server for authentication purposes
  - Troubleshoot security issues related to IOS services (i.e.,finger, NTP, HTTP, FTP, RCP etc.)