



Preface

Because of the rapid and ongoing developments in the field of networking, accurate troubleshooting information is an ever sought-after commodity. Because of this, the Cisco Press *Internetworking Troubleshooting Handbook* is a valuable resource for networking professionals throughout the industry.

For the second edition of this book, we gathered together a team of troubleshooting experts who thoroughly revised the material in each of the technology areas to include the most current and relevant troubleshooting information and solutions available today. Their goal and ours was to provide networking professionals with a guide containing solutions to the problems encountered in the field in a format that is easy to apply. We hope that this publication meets that goal.

Audience

The *Internetworking Troubleshooting Handbook* was written as a resource for anyone working in the field of networking who needs troubleshooting reference information. We anticipate that the information in this publication will assist users in solving specific technology issues and problems that they encounter in their existing environments.

Acknowledgments

The second edition of this unique guide is the outcome of a collaborative effort by a team of talented network troubleshooting experts headed by Cisco Systems Technical Assistance Center (TAC) manager, Janet Ramey. Contributors to this edition include the following current and former TAC Customer Support Engineers (in alphabetical order):

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Document Conventions

In this publication, the following conventions are used:

- Commands and keywords appear in **boldface**.
- New, important terms are *italicized* when accompanied by a definition or discussion of the term.
- **Note** is used to denote additional, helpful suggestions or references that otherwise do not appear in this book.

Our intent in updating this material and presenting it via Cisco Press is to deliver practical information to our customer community and the networking community at large. It is our hope that you find this material useful in your daily operations.

The authors acknowledge that many current and former Cisco employees contributed to building the content of this publication. Key participants included Jim Young, Amir Khan, John Wright, Keith Redfield, Won Lee, Pasvorn Boonmark, Steve Cunningham, Nga Vu, Imran Qureshi, Atif Khan, Arun Sastry, John Bashinski, Dave Katz, Dino Farinacci, Larry Bowden, Praveen Akkiraju, Steve Russell, Srinivas Vegesna, Phil Remaker, Priscilla Oppenheimer, Bruce Pinsky, Joanna Gardner, Dennis Peng, Charlie Justus, Morris Ng, Sue Phelan, Mark Allen, Ivan Chan, Dennis Wind, Rasa Elena Lorenzana, Cerafin Castillo, John Chong, Jeff Schults, Jack Nichols, and Dianne Dunlap.

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Principal authors of the first edition of this book were H. Kim Lew, Spank McCoy, Kathleen Wallace, Tim Stevenson, and Kevin Downes.