



# Session VIII

## Troubleshooting, Preparation, and Q&A



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## Topics

- **The Troubleshooting Section**
- **Preparing for the exam**
- **Test-taking strategies**
- **Information sources**

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# Troubleshooting

- **The troubleshooting section of the exam requires candidates to diagnose, record, and fix faults in a network.**
- **There are two procedures used for troubleshooting in the CCIE test**

# Troubleshooting Procedures

**Method 1: faults are inserted into the candidate's existing network.**

**Method 2: the candidate downloads the configurations for a network and troubleshoots the new configurations.**

**Both methods test the same skills.**

# Troubleshooting - The Diagram

If you troubleshoot your own network, a good diagram is essential. It should clearly show (for example):

**Network addresses/zones for all protocols**

**AS and process ID numbers**

**OSPF areas**

**Do **not** include IOS commands!**

# Troubleshooting - Method

- **Organization is Key!**
- **Start from the basics:**
  - Access to routers.**
  - Physical interfaces.**
  - IP connectivity between devices.**
  - IP routing (fix one protocol at a time)**
  - Other features/protocols**

## Troubleshooting - Tips

- **Document every fault or suspected fault.**
- **Fixing faults will help find other problems.**
- **Physical faults are possible.**
- **Don't Panic!**

## Exam Preparation

- **The qualification test**
- **Assessing strengths and weaknesses**
- **Materials and resources**
- **Practicing**

## The Qualification Test

- **Use the content blueprint on the CCIE web page as your guide.**
- **The reading list materials are suggestions only.**
- **The test stresses networking theory more than configuration skill.**
- **Don't study for the qualification test and the lab at the same time.**

## Assessing Strengths

- **Using the content blueprint, determine your experience and knowledge level in the major topic areas.**
- **For strength areas, practicing for speed should be sufficient.**
- **For weak areas, you may need training or books in addition to practice.**

## Materials and Resources

- For the lab exam, choose materials that provide configuration examples and take a “hands-on” approach.
- **Know** the Cisco documentation CD.

## Practicing

- **Find equipment.**
- Build and practice scenarios on a per topic basis.
- Go beyond the basics - practice additional features.
- Learn show and debug commands along with each topic.

## Practicing (Cont.)

- **If a protocol has multiple ways of configuring a feature, practice all of them.**
- **Speed is vital on the exam. Review and practice core material (frame relay, OSPF, BGP, basic ISDN) the week before your exam date.**
- **Prep Labs for additional practice.**

## Test -Taking Strategies

- **Arrive early or visit the site the day before.**
- **Don't schedule flights too close to the end of the exam - it can run overtime.**
- **Get some sleep the night before the exam.**

## Test -Taking Strategies (Cont.)

- Use question point values to judge time.
- Read through the entire test first to check for addressing issues.
- Draw a clean diagram. You are permitted to bring in colored pencils/pens.

## Test -Taking Strategies (Cont.)

- Do each question as a unit - configure and verify **before** moving to the next question.
- Don't assume requirements that aren't mentioned in a question.
- Don't make any drastic changes in the last half hour of the exam.
- Save your configs often.

## Test -Taking Strategies (Cont.)

**ASK THE PROCTOR QUESTIONS.**

## Test -Taking Strategies (Cont.)

- **The proctor's role is to keep the exam as fair as possible. You should talk to the proctor if you don't understand a question, or if you experience technical problems.**

## For More Information...

- Beware of rumors!
- Visit the CCIE web page at [www.cisco.com/go/ccie](http://www.cisco.com/go/ccie)
- Email: *ccie@cisco.com*
- Phone: 1-800-829-NETS

## For More Information... (Cont.)

To contact Sylvan Prometric:

1-800-204-3926

[www.2test.com](http://www.2test.com)



**Thank-You!**

**Questions?**