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Cisco Training on Demand
Troubleshooting Cisco Wireless Enterprise Networks (WITSHOOT) v1.1

Overview
Troubleshooting Cisco® Wireless Enterprise Networks (WITSHOOT) version 1.1 is a Cisco Training on Demand course. It provides you with the necessary knowledge and skills for troubleshooting Wi-Fi architectures of Cisco wireless components. You learn how to troubleshoot Cisco AireOS Release 8.0, Cisco Prime™ Infrastructure Release 2.2, and Cisco Identity Services Engine (ISE) Release 1.3 features.

Interested in purchasing this course in volume at discounts for your company? Contact ctod-sales@cisco.com.

Duration
The WITSHOOT v1.1 Training on Demand course is a self-paced course based on the 5-day instructor-led training version. It consists of 10 sections of instructor video and text totaling more than 3 hours of instruction along with interactive activities, 8 hands-on lab exercises, content review questions, and challenge question.

Target Audience
This course is designed for wireless network engineers with 3–5 years of experience in the networking or security fields and for those preparing for the 300-470 WITSHOOT exam.
Objectives

After completing this course, you should be able to:

- Describe troubleshooting methodology
- Troubleshoot access point joining issues
- Troubleshoot client connectivity issues
- Identify and locate RF interferences
- Troubleshoot client performance issues
- Identify common wired infrastructure issues based on the output from common troubleshooting tools
- Troubleshoot wireless LAN controller (WLC) and access point high availability issues

Course Prerequisites

The knowledge and skills recommended before attending this course are:

- Topics covered in the Interconnecting Cisco Networking Devices Part 1 (ICND1) course
- Topics covered in the Cisco Wireless Network Fundamentals (WIFUND) course

Course Outline

- Section 1: Describing Network Troubleshooting Methodology
- Section 2: Describing Network Troubleshooting Tools and Resources
- Section 3: Troubleshooting Wireless-Related Wired Infrastructure Issues
- Section 4: Troubleshooting AP-to-Controller Issues
- Section 5: Troubleshooting Cisco FlexConnect
- Section 6: Troubleshooting Client Connectivity Issues
- Section 7: Troubleshooting Client Performance Issues
- Section 8: Troubleshooting Client Authentication Issues
- Section 9: Troubleshooting Guest Access Issues
- Section 10: Troubleshooting Issues with RF-Related Security Threats
**Labs Outline**

This course contains eight hands-on lab exercises.

*Figure 1. Topology for All Labs in Troubleshooting Cisco Wireless Enterprise Networks*

The labs included in this course are:

- Discovery Lab 2.4: Setup Access Point in Sniffer Mode
- Discovery Lab 2.5: Setup Wireshark and Capture Packets
- Discovery Lab 2.6: Analyze Packets from a Capture File
- Discovery Lab 2.7: Setup Converged Access Wireshark Packet Capture
- Discovery Lab 2.8: View the AP Discovery/Join Packets from Wireshark
- Discovery Lab 2.14: Set up Access Point for CleanAir
- Discovery Lab 2.15: View CleanAir Reports on Cisco Prime Infrastructure
- Discovery Lab 2.16: Setup Access Point for SE-Connect Mode

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