



OVERVIEW

Course Level:

Intermediate

Format:

Four half-days online or two days on-site

Course Code:

TRN-nG1-Triage

Prerequisites:

- Attendees must have NETSCOUT® Certified Associate certification. Complete either of these requirements to attain NCA certification
 - nGeniusONE Essentials
 - nGeniusONE Service Assurance Platform On-Demand Learning program
- Students must have a working knowledge of LAN technologies and topologies, the OSI reference model, and the function of network devices
- A basic understanding of unified communications (voice and video) technologies and protocols, and quality measurements such as jitter, packet loss, latency and MOS, is also helpful

Service Triage for the Enterprise

nGeniusONE Service Assurance Platform

Course Description

The Service Triage for the Enterprise course is an instructor-led training course for Enterprise users using the nGeniusONE™ Service Assurance platform. Students should come to the course with a basic understanding of the nGeniusONE platform and are required to be a NETSCOUT Certified Associate before attending. The course is designed to provide intermediate level hands-on training using real-life scenarios that simulate issues that may be encountered in modern enterprises networks.

The training uses common data center protocols and topologies to present monitoring and troubleshooting techniques using nGeniusONE. The course describes the applications and presents suggested workflows for triaging typical problems using all of the tools available in the nGeniusONE platform, including the Dashboard, Service Monitors, Service Enablers, and Session Analysis. Some configuration tasks are presented so that the user understands the platform's full capabilities.

Course Objectives

- Use Service Monitors and other nGeniusONE tools to analyze application and network performance
- Perform service triage workflows using the nGeniusONE platform
- Isolate application and network problems
- Use nGeniusONE to show the current and over time status of applications
- Access session and packet decode data to validate the root cause of problems
- Utilize the Alert Browser to determine issues on the network
- Describe common configuration tasks that facilitate nGeniusONE troubleshooting
- Create nGeniusONE reports to illustrate the root cause of application or network issues

Course Syllabus:

Day One

(Days 1 and 2 of virtual class)

Course Introduction

Citrix

- Protocol architecture
- Troubleshooting workflows
- Hands-on exercises (2)

Exchange

- Protocol architecture
- Troubleshooting workflows
- Hands-on exercises (2)

Oracle

- Protocol architecture
- Troubleshooting workflows
- Hands-on exercises (2)

Day Two

(Days 3 and 4 of virtual class)

DHCP

- Protocol architecture
- Troubleshooting workflows
- Hands-on exercises (2)

FTP

- Protocol architecture
- Troubleshooting workflows
- Hands-on exercises (2)

Unified Communication

- Troubleshooting workflows
- Hands-on exercise
- Reporting

Reporting

Certification

Exam Code: nG1-TRIAGE

Format: Online, multiple choice

Availability: Worldwide, English

Exam Fees: Included with course registration fee

Enrollment

All students who register for and successfully complete the nGeniusONE Service Triage course are eligible to take the corresponding nG1-TRIAGE certification exam.

Preparation

The exam is designed to measure students' retention of key lesson objectives in the course. When preparing for the exam, students are encouraged to pay close attention in class and to actively participate. Students may reference their student guides during the exam.

Procedure

The exam consists of twenty-five multiple choice questions chosen from a larger pool of questions. Candidates have two hours to complete the exam. A score of seventy percent (18 correct answers) is required to pass. If a candidate does not pass on the first try, two additional retakes are allowed.

For more information about NETSCOUT University's Certification Program, please [click here](#) to access the program website.

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