

BLUE COAT PACKETSHAPER TROUBLESHOOTING

Course Objective

The Blue Coat PacketShaper Troubleshooting course is designed to offer a comprehensive approach to troubleshooting Blue Coat PacketShaper appliances. After completing this course, you will understand:

- > How to approach the solution for a technical issue
- > How to use the tools built into the PacketShaper to assist in troubleshooting
- > The hardware inside the different models of PacketShaper and how to diagnose hardware-specific issues
- > How to analyze configuration, classification, and performance issues and troubleshoot them accordingly.

Duration / Format

3 days (24 hours) /available as classroom instructor led (ILT)

-> Instructor-Led Training (ILT) - 3 days (3x8 hours)

Audience / Target Group

IT professionals at authorized Blue Coat partner companies or customer IT help desk and support staff responsible for supporting and troubleshooting network PacketShaper appliance, as well as application performance for WAN Optimization deployments.

Prerequisites

Students must have completed two Blue Coat training courses – (Blue Coat Certified PacketShaper Administrator and Professional courses) and passed the corresponding certification exams.

Course Description and Contents

The course defines and enables students to implement a rigorous methodology when handling support cases and includes in detail all the internal and external tools needed to properly support PacketShaper.

The Blue Coat PacketShaper Troubleshooting Course covers:

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| -> Troubleshooting Methodology | -> Understanding PacketShaper Commands | -> Troubleshooting PacketWise Software |
| -> Blue Touch Online | -> Hardware Troubleshooting | -> Access and Performance issues |
| -> Hardware Overview | -> Hardware Failure Case Studies | -> Troubleshooting Traffic Flows |
| -> PacketShaper Boot process | -> Configuration Issues | -> PacketShaper Report Issues |
| -> Analyzing PacketShaper logs | | |

Students will be recognized as **Blue Coat Certified PacketShaper Troubleshooters** upon completing this course.

Registration / Course Ordering Information

For registration or reservation, please go to www.bluecoat.com/training/enrollmentform and reference course number **TR-BCPST**. Alternatively, for registration or for questions, e-mail us at training@bluecoat.com. Information on Blue Coat's comprehensive training portfolio can be found at <http://www.bluecoat.com/support/training>.