

Course Number: TCS-444/644
Course Title: Internetwork Troubleshooting
Course Credits: 3

Instructor: Renee Gunderson
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Catalog Description : One of four course courses for preparation for the Cisco CCNP and CCDP professional certification. Students will learn how to troubleshoot internetworks. Students are required to pass the associated Cisco certification exam.

Prerequisites: TCS-441/641, TCS-442/642, TCS-443/643

Course Objectives:

1. Demonstrate an understanding of Cisco IOS troubleshooting commands
2. Explain efficient troubleshooting methods for internetworks
3. Demonstrate and understanding of problem isolation for TCP/IP
4. Demonstrate and understanding of problem isolation for Appletalk
5. Demonstrate and understanding of problem isolation for Frame Relay
6. Demonstrate and understanding of problem isolation for ISDN BRI
7. Demonstrate and understanding of problem isolation for Novell IPX
8. Demonstrate and understanding of problem isolation for Catalyst Switches
9. Demonstrate and understanding of problem isolation for VLANs on switches and routers
10. (Graduate) Identify and evaluate new and emerging technologies in multi-layered switch network

Evaluation:

Labs and Homework: 30%

Practical Final: 20%

Online Quizzes: 25%

Exam 642-845 : 25%

******Exam 642-845 is the industry certification that goes along with this course. It will be the final exam in this course. Exam 642-845 must be completed by May 15th.**

Grading:

<u>Final Average</u>	<u>Final Grade</u>
92-100	A
91-90	A-
87-89	B+
86-82	B
81-80	B-
79-77	C+
76-72	C
71-70	C-
69-68	D+
67-62	D
61-60	D-
<60	F

Late Assignments, missed examinations or other graded activities: All graded activities (examinations, laboratory activities, etc.) will be completed by the specified time or the student will receive a grade of ZERO.

Laboratory Activities: All laboratory activities are graded on a Pass/Fail basis. Failure to successfully complete an activity will not automatically result in a failing grade for that activity. Students should expect to spend additional time in the laboratory beyond scheduled class time. Open laboratory hours will be posted and announced the first week of the semester.

Information on accommodation of special needs, religious beliefs, and participation in University-Sanctioned Activities: Students should notify the instructor as soon as possible so prior arrangements could be made in accordance with university policy.

Procedures for notifying students of class cancellations: For non-school closing cancellations, a notice will be posted on the classroom door.

Attendance Policy: If you are not in class you can't participate in the learning. You (the student) are responsible for all material assigned/presented regardless of attendance.

General Written Assignment Policy: *The APA Style Manual* will be used for all formal papers.

Academic Misconduct: Students are directed to the Student Handbook for academic conduct questions. Students are to do their own work, cheating on assignments, will result in a grade of zero for that assignment, cheating on a test will result in an F for the class. All cases of cheating will be reported to the chair of the Communications, Education and Training Department for review, and possible further action as deemed necessary by the chair..

Laboratory Use: Open lab hours will be posted, not all lab assistants however will be able to answer questions. The illegal use of the computer network and computers will not be tolerated.

Cell Phones

Cell phone usage will not be permitted in class. Either silent your cell phone or turn the power off on your cell phone.

The instructor realizes that there may be extenuating circumstances and you may have

to leave your cell phone on for a phone call. If this is the case, please try to use vibrate mode. If you leave the ringer on, please silence the cell phone immediately. Please do not talk in the class room, kindly retire to the hallway to have your conversation.

If you accidentally leave your phone on, please silence it immediately.