

Cisco Certified Technician Supporting Cisco Routing and Switching Network Devices (RSTECH)

Course Duration: 8 Hours

Course code: RSTECH

1. Course Overview

The Cisco Certified Technician Supporting Cisco Routing and Switching Network Devices (RSTECH) v3.0 course focuses on the skills required for onsite support and maintenance of Cisco routers, switches, and operating environments. This course will help Field Engineers identify Cisco router and switch models, accessories, cabling, and interfaces; understand the Cisco IOS software operating modes and identify commonly found software. The engineer will also be able to use the CLI to connect and service products.

2. What you'll learn?

After completing this course you should be able to:

- Use basic Cisco software configuration and tools: Tera Term, Putty, TFTP server, FTP server, USB Storage, loopback plug, and Microsoft Windows
- Understand network fundamentals, Cisco products, and hardware components
- Perform remedial services (hardware break/fix) on Cisco products including software and configuration backup and restore, software upgrade/downgrade
- Recognize connection type and cable requirement
- Perform basic Layer 1 and basic Layer 2 troubleshooting

3. Target Audience

This course is ideal for:

- Entry-level support technicians
- Field engineers supporting Cisco routing and switching devices
- Technicians seeking to become Cisco Certified Technicians (CCT)
- Anyone responsible for hardware-level support of Cisco network devices

4. Course content

General Networking Knowledge

- Examining LAN and WAN Connectivity
- Describe the function of FTP, TFTP, Telenet, Secure Shell (SSH), and Ping

Cisco Equipment and Related Hardware

- Identifying Cisco router and switch models, and their interfaces
- Identifying and describing commonly used components

Cisco IOS Software Operation

- Describing Cisco IOS CLI Functions
- Using and interpreting the basic Cisco IOS Software commands

Service-Related Knowledge

- Managing Configurations via the Console Port and Terminal Program
- Performing software upgrade or downgrade using TFTP, FTP, XMODEM, tftpdnld, and USB Storage