

## COURSE OUTLINE

# CDAT: Core DDI Advanced Troubleshooting 8.0

### DDI – ADVANCED PRODUCT TRAINING

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| <b>Course Description</b>   | Understand the Infoblox support process and tools available to assist your Core DDI troubleshooting efforts. Troubleshoot the Infoblox Grid and HA (high availability) pairs. Study common root cause analysis and resolution strategies and techniques for network connectivity and DNS and DHCP issues. Use a case-study approach to apply your learnings to real-life failure scenarios and recovery methods. |
| <b>Target Audience</b>      | This is an advanced-level course for team members who provide technical support and troubleshooting for the Infoblox DDI product.                                                                                                                                                                                                                                                                                |
| <b>Duration</b>             | 2 days                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Learning Style</b>       | Lecture and hands-on lab exercises using a break-fix approach to troubleshoot and resolve common operational issues.                                                                                                                                                                                                                                                                                             |
| <b>Available Modalities</b> | Instructor-led                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Maximum Class Size</b>   | 8 attendees                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Prerequisites</b>        | Attendees should have completed the Core DDI Configuration & Administration course and have at least six months' experience supporting Infoblox DDI products.                                                                                                                                                                                                                                                    |
| <b>Accreditation</b>        | Core DDI Advanced Troubleshooting (CDAT) attendance on completion of course.<br>Core DDI Advanced Troubleshooting (CDAT) accreditation exam (on-line, open-book).                                                                                                                                                                                                                                                |
| <b>Training Credits</b>     | 20                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Course Topics</b>        | <ul style="list-style-type: none"> <li>• Infoblox Support</li> <li>• Troubleshooting</li> <li>• NIOS Expert Topics</li> <li>• Grid and Grid Members</li> <li>• DNS</li> <li>• Dynamic DNS</li> <li>• DHCP</li> <li>• Service Failure-Recovery</li> </ul>                                                                                                                                                         |