



# FIREFLY

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## Implementing and Troubleshooting Networks Using Cisco ThousandEyes

DURATION: 3 DAYS

COURSE CODE: ENTEIT

FORMAT: LIVE/VIRTUAL

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### COURSE DESCRIPTION

The Implementing and Troubleshooting Networks Using Cisco ThousandEyes (ENTEIT) v1.0 course is designed to introduce you to and familiarize you with Cisco® ThousandEyes. Through a combination of lectures and hands-on experience, you will learn to implement and configure the Cisco ThousandEyes solution. You will also learn to install and configure the Cisco ThousandEyes agents with different test types. This solution will also enable you to perform root cause analysis when troubleshooting.

This course will help you:

- Describe and define Cisco ThousandEyes
- Integrate, implement, and deploy Cisco ThousandEyes solutions
- Configure Cisco ThousandEyes agents
- Perform root cause analysis when troubleshooting
- Customize dashboard and reports
- Monitor solutions
- Administer the system

### WHO SHOULD ATTEND

Network administrators  
Network engineers  
Network managers  
System engineers

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### PREREQUISITES

Before taking this course, you should have a:

- Basic understanding of network fundamentals
- Basic understanding of Internet Control Message Protocol (ICMP), User Datagram Protocol (UDP), Transmission Control Protocol (TCP), HTTP, SSL, and DNS protocol

The following Cisco course may help you meet these prerequisites:

- Implementing and Administering Cisco Solutions (CCNA®)

## LEARNING OBJECTIVES

Describe the Cisco ThousandEyes solution and its high-level use cases

Identify different types of ThousandEyes agents and supported tests

Describe different Enterprise Agent deployment options, requirements, and procedures for agent deployment

Describe different ThousandEyes test types

Compare Thousand Eyes web layer tests

Describe the role of an Endpoint Agent

Deploy and Configure an Endpoint Agent

Utilize ThousandEyes when performing the root cause analysis

Discuss the challenges that ThousandEyes Internet Insights can address

Describe the role and configuration of default and custom alerts

Distinguish between usability of dashboards and reports

Utilize ThousandEyes to monitor solutions end-to-end

Describe how to perform system administration

## COURSE OUTLINE

1. [Introducing Cisco ThousandEyes](#)
2. [Introducing Cisco ThousandEyes Agents and Tests](#)
3. [Deploying Enterprise Agents](#)
4. [Describing ThousandEyes Routing, Network DNS, and Voice Tests](#)
5. [Describing Cisco ThousandEyes Web Tests](#)
6. [Introducing Endpoint Agents](#)
7. [Deploying Endpoint Agents](#)
8. [Troubleshooting with Cisco ThousandEyes](#)
9. [Using Internet Insights](#)
10. [Configuring Alerts](#)
11. [Customizing Dashboards and Reports](#)
12. [Monitoring Solutions](#)
13. [Administrating the System](#)

## DISCOVERY LABS

1. [Schedule a Test](#)
2. [Deploy Enterprise Agent](#)
3. [Configure Network, DNS, and Voice Tests](#)
4. [Configure Web Tests](#)
5. [Deploy and Configure an Endpoint Agent](#)
6. [Examine Internet Insights](#)
7. [Configure Alerts](#)
8. [Build a Dashboard and Report](#)
9. [Account Administration](#)