

CCNP Enterprise Hands-On Troubleshooting v2.0

CISCO Live !

Patrick Gargano
Lead Content Advocate, @PatrickGargano

Cisco Webex App

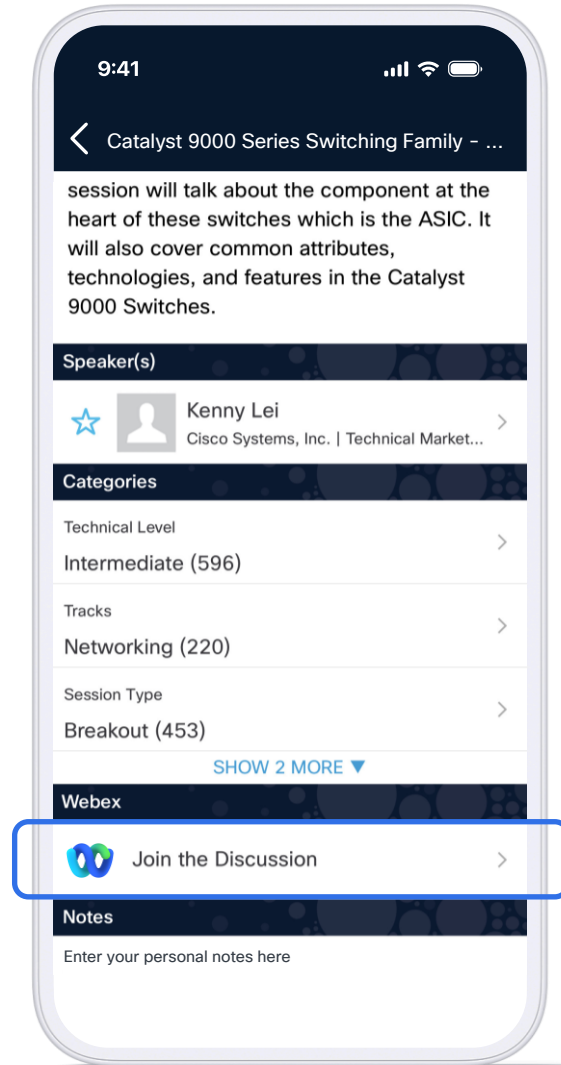
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until 14 November 2025.



<https://ciscolive.ciscoevents.com/ciscolivebot/#LTRCRT-2002>

Agenda

- 01 Introduction
- 02 Lab Setup
- 03 Troubleshooting Challenge
- 04 Cisco Press Prizes
- 05 Conclusion

Introduction

Presenter

Patrick Gargano

Lead Content Advocate – Learn with Cisco

CCNP Enterprise (SD-WAN | Adv Routing | Cloud Connectivity | Design)

CCNA, CCNA Cybersecurity, CCT

CCSI and Networking Academy Instructor

Cisco Press Author

Cisco Live Distinguished Speaker

Housekeeping

- Breaks and drinks
- Restrooms
- Session surveys



**This session will make you stronger
at troubleshooting traditional
network issues.**

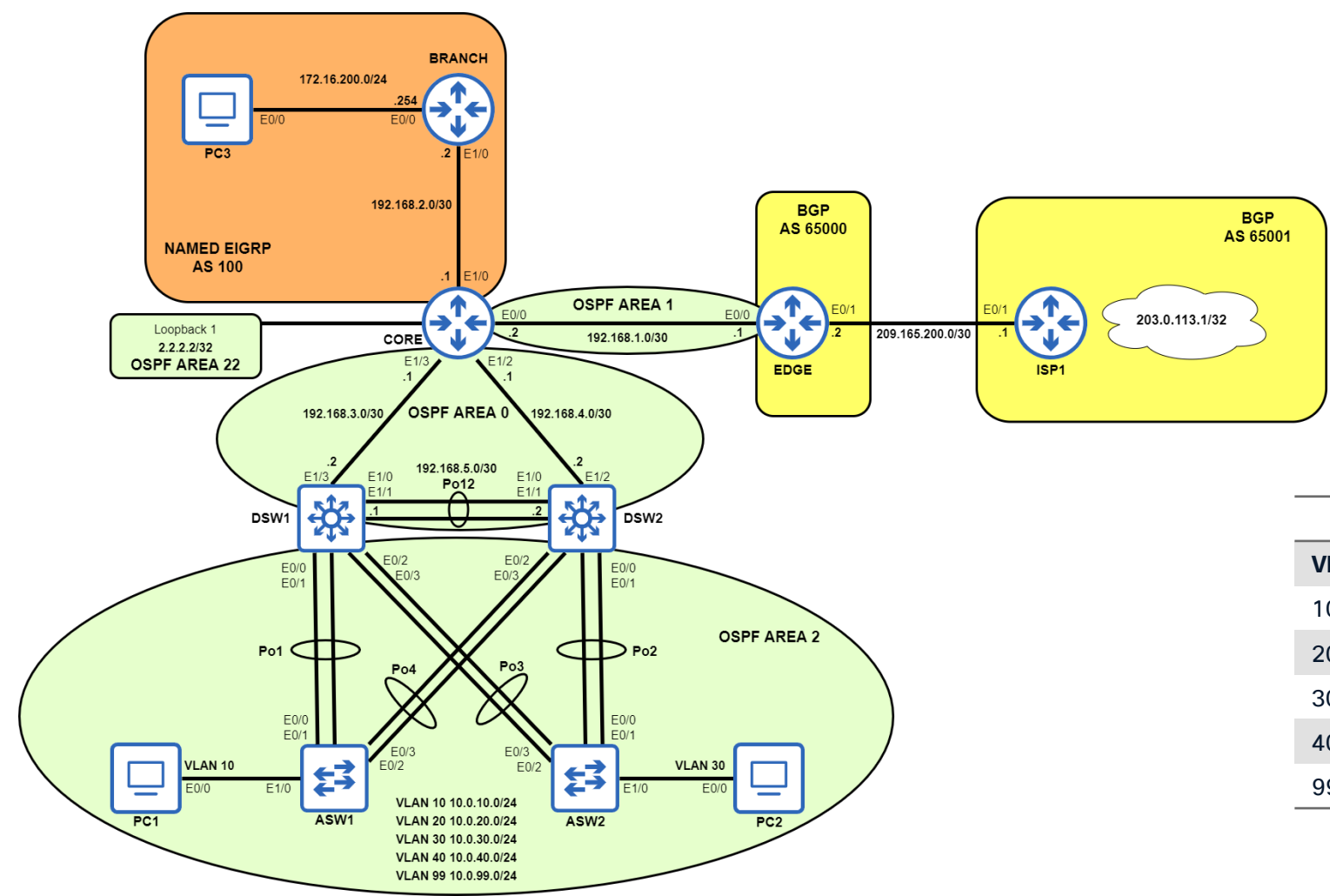
No AI was involved in the making of this session.

Lab Setup

Lab Overview

- 27 Trouble Tickets
- Like the legacy CCNP TSHOOT exam and ENARSI labs
 - Scenario-based
 - Issue has been logged
 - Confirm issue
 - Troubleshoot and fix
 - Document solution on answer sheet
 - Get answer validated by proctor or request a hint
- Prepares you for CCNP Enterprise ENCOR + ENARSI exams
- Stick around until the end for Cisco Press giveaways!

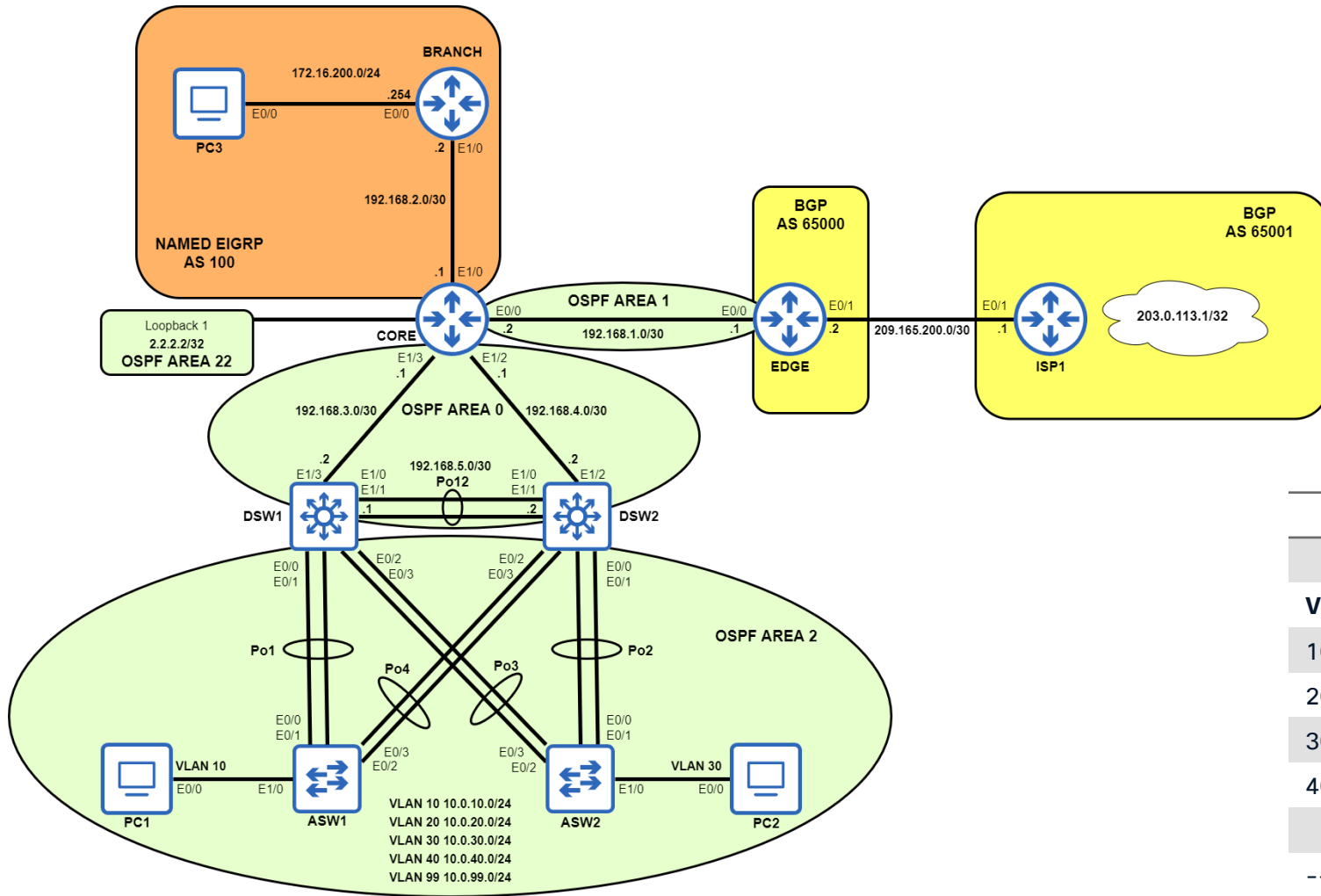
Lab Topology – IPv4 (Tickets 1-21)



RSTP		
VLAN	DSW1	DSW2
10	Root	Backup root
20	Root	Backup root
30	Backup root	Root
40	Backup root	Root
99	Root	Backup root

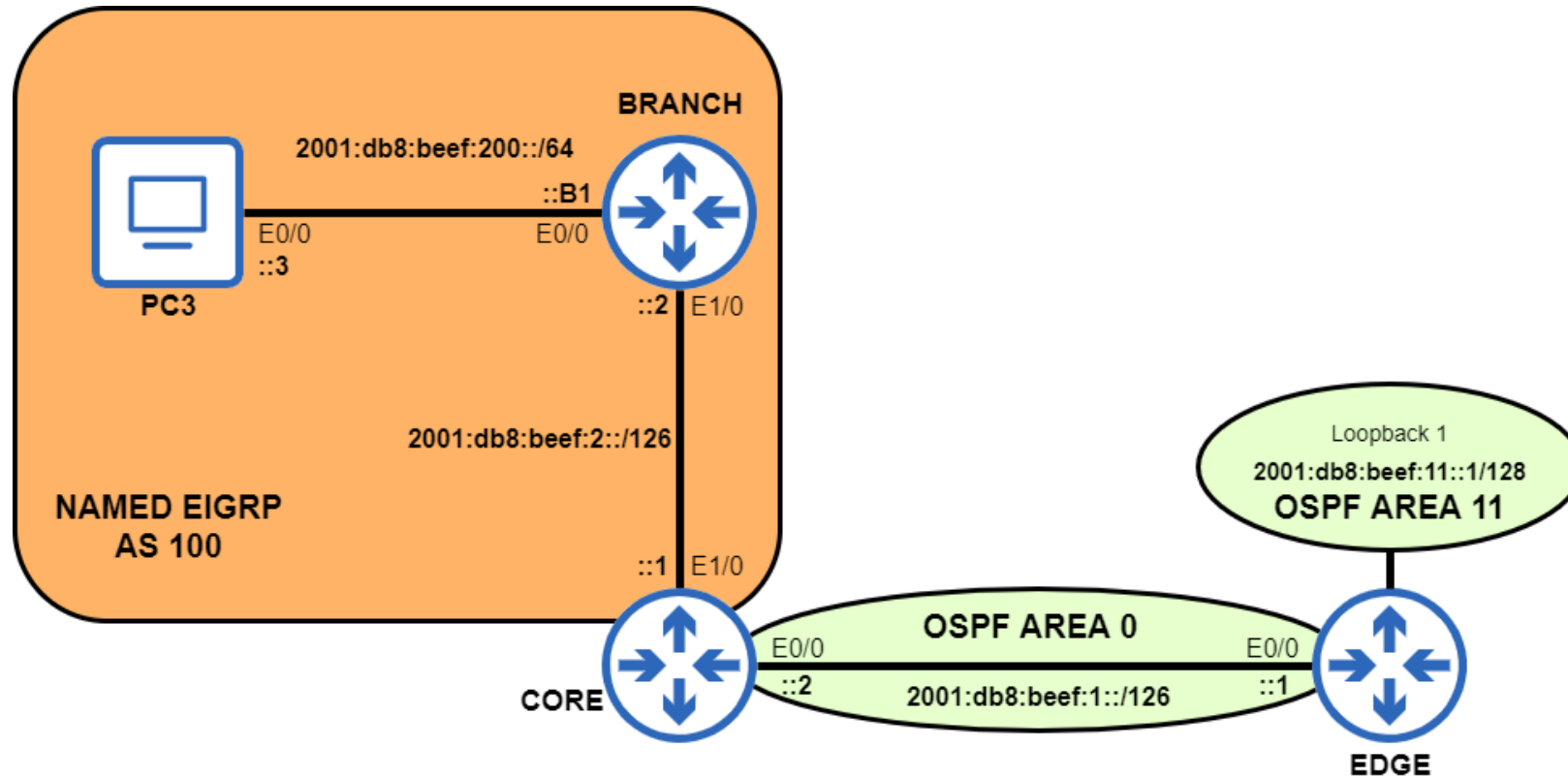
HSRPv2			
VLAN	DSW1	DSW2	Virtual IP
10	Active	Standby	10.0.10.254
20	Active	Standby	10.0.20.254
30	Standby	Active	10.0.30.254
40	Standby	Active	10.0.40.254
99	Active	Standby	10.0.99.254

Lab Topology - IPv4 (Tickets 1-21)

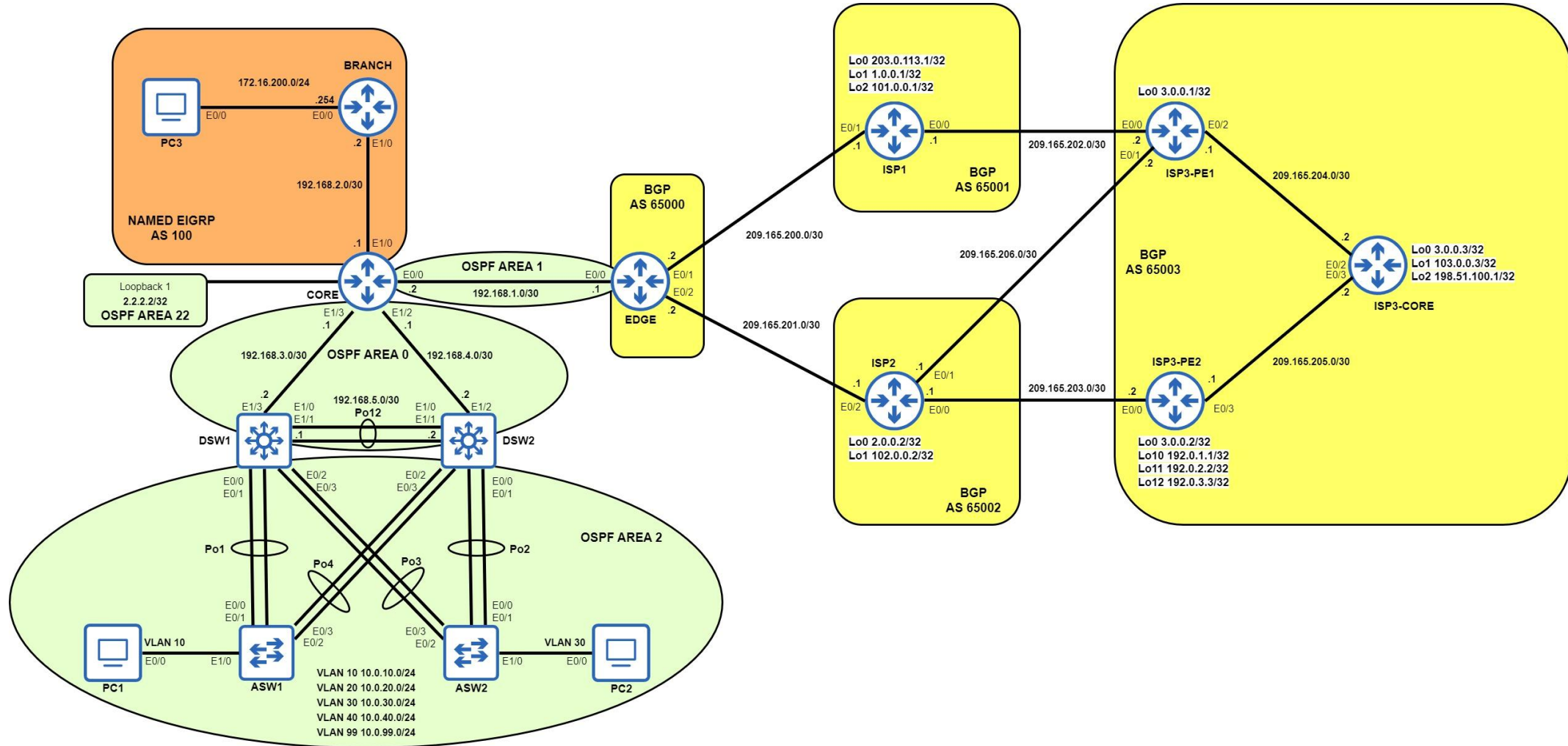


DHCP		
CORE (relay agent 2.2.2.2)		
VLAN	Subnet	Gateway
10	10.0.10.0/24	10.0.10.254
20	10.0.20.0/24	10.0.20.254
30	10.0.30.0/24	10.0.30.254
40	10.0.40.0/24	10.0.40.254
BRANCH		
--	172.16.200.0/24	172.16.200.254

Lab Topology – IPv6 (Tickets 1-21)



Lab Topology - Advanced Tickets (22-27)



Steps to Login

- <https://cl-ng.cisco.com>
- Credentials
- Instructor Token:
- Click OK in the instructor popup.

The image shows a web interface for Cisco Learning Labs. It consists of two main sections: a 'Login' form and an 'Enter Contact and Instructor Details' form. The 'Login' form has fields for 'Username' and 'Password', a 'Submit' button, and a link for 'Forgot password?'. The 'Enter Contact and Instructor Details' form has fields for 'Email Address', 'First Name', 'Last Name', 'CCO ID (Optional)', and 'Instructor Token'. Below the 'Instructor Token' field is a checkbox for 'Skip assigning instructor' and a 'Submit' button. A large blue arrow labeled 'TOKEN' points from the 'Login' section towards the 'Instructor Token' field in the second form.

Welcome to Cisco Learning Labs

Login

Username

Enter your username

Password

Enter your password

Submit

[Forgot password ?](#)

Enter Contact and Instructor Details

Email Address

First Name

Last Name

CCO ID (Optional)

Instructor Token

Provided by your instructor

☐ Skip assigning instructor

Submit

Lab Portal



cl22tshoot-41-1 ▾

Lab List

RefreshTime SummaryTools ▾Links ▾Logout

TIP:
Click on your account name in the upper-right hand corner of the screen to change your password or access preferences:

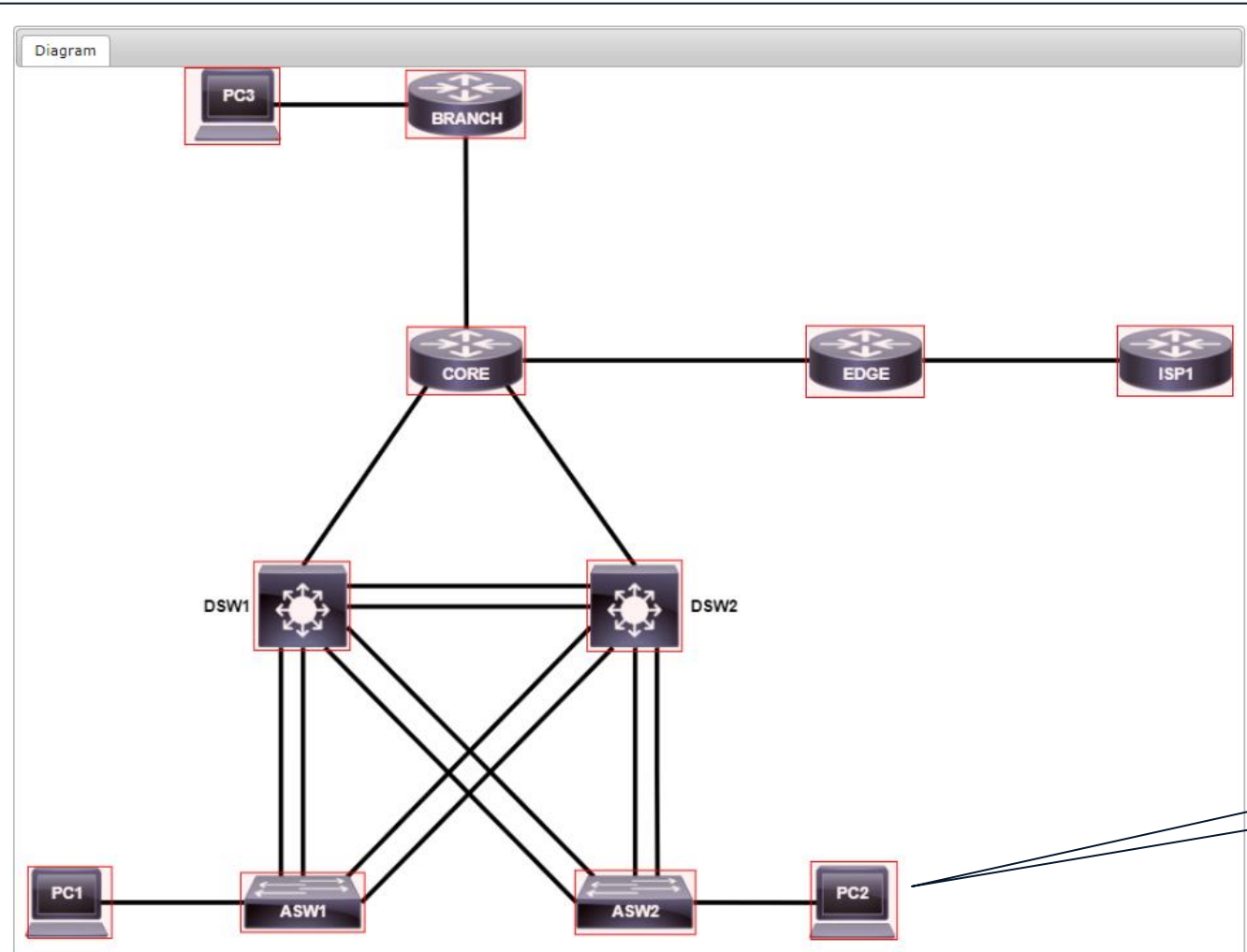
jsmith999 ▾

Change Password
Preferences

Labname	Status	
Discovery 1: CCNP Enterprise Hands-On Troubleshooting—Trouble Ticket 1	Pending	Start Lab
Discovery 2: CCNP Enterprise Hands-On Troubleshooting—Trouble Ticket 2	Pending	Start Lab
Discovery 3: CCNP Enterprise Hands-On Troubleshooting—Trouble Ticket 3	Pending	Start Lab
Discovery 4: CCNP Enterprise Hands-On Troubleshooting—Trouble Ticket 4	Pending	Start Lab
Discovery 5: CCNP Enterprise Hands-On Troubleshooting—Trouble Ticket 5	Pending	Start Lab

Lab Environment

Introduction Guidelines Job Aid Trouble Ticket 1 Manage Devices Help & Settings ▾ Exit



Note:

Introduction, Guidelines, and Job Aid are identical across all tickets.

Enable secret password: **cisco**

PCs are running IOS router image
no ip routing
ip default-gateway

Troubleshooting Challenge

Cisco Press Prizes

Conclusion

Complete your session evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to claim a Cisco Live T-Shirt.



Earn up to 800 points by completing all surveys and climb the Cisco Live Challenge leaderboard.



Level up and earn exclusive prizes!



Complete your surveys in the Cisco Live Events app.

Continue your education



Visit the Cisco Stand for related demos



Book your one-on-one Meet the Expert meeting



Attend the interactive education with Capture the Flag, and Walk-in Labs



Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand

Thank you

CISCO Live !

