

Cisco Certified Technician Supporting Cisco Routing and Switching Network Devices (RSTECH) v3.0

What you'll learn in this course

The course **Cisco Certified Technician Supporting Cisco Routing and Switching Network Devices (RSTECH)** 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 Internetwork Operating System (Cisco IOS®) software operating modes and identify commonly found software. The engineer will also be able to use the Cisco Command Line Interface (CLI) to connect and service products. This course prepares you for the **100-490 Cisco Certified Technician Routing and Switching (RSTECH)** exam.

Course duration

- E-learning: Equivalent to 6–7 hours classroom instruction

How you'll benefit

This course will help you:

- Increase your competency in network fundamentals, configure remote servers, troubleshoot basic Layer 1 and basic Layer 2, and recognize connection end points
- Gain confidence in managing Cisco devices and systems
- Prepare for the **100-490 RSTECH** exam, which earns the **Cisco Certified Technician Routing and Switching** certification

What to expect in the exam

The **100-490 RSTECH** exam focuses on the skills required for onsite support and maintenance of Cisco routers, switches, and operating environments. Technicians must be able to identify Cisco router and switch models, accessories, cabling, and interfaces; understand the Cisco IOS software operating modes and identify commonly found software; and be able to use the Cisco CLI to connect and service products. Achieving Cisco Certified Technician (CCT) Routing and Switching certification is considered the best foundation for supporting other Cisco devices and systems.

Who should enroll

This course offers device-specific training and certification program for Field Engineers specifically:

- Cisco's Third-Party Maintainer Field Engineers

How to enroll

- For e-learning, visit the [Cisco Learning Network Store](#)
- For other ways to purchase e-learning, contact us at: learning-bdm@cisco.com

Technology areas

- Networking

Course details

Objectives

After taking this course, you should be able to:

- Use basic Cisco software configuration and tools: Tera Term, Putty, Trivial File Transfer Protocol (TFTP) server, FTP server, USB Storage, loopback plug, and 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

Prerequisite

No prerequisite is required.

Outline

- 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

Lab outline

- No lab is offered for this course.



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