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# CDAT Training: Infoblox Core DDI Advanced Troubleshooting

2 days (14 hours)

## Presentation

Infoblox was founded in 1999 and has delivered over 55,000 boxes to more than 6,900 customers worldwide. Infoblox is the leader in the automation of critical network functions, with an offering covering IP services (DNS/DHCP, IP Addressing Management), configuration management and network equipment change management.

The Infoblox Core DDI Advanced Troubleshooting (CDAT) course is an intensive two-day technical course delivered by an Infoblox-certified instructor. It presents troubleshooting options by alternating presentations of theoretical modules and labs with hands-on diagnostic operations on a partitioned diagnostic environment.

## Objectives

Troubleshoot network infrastructure using infoblox tools

## Prerequisites

- Mandatory: CDIC (or AAC) training.
- Recommended: CDIC (or CICE) certification
- Audience: Support Engineers

## Program

Day 1

- About the course
  - Course presentation
- Support services
  - Media presentation
  - Support levels
  - Incident management
  - SLAs
  - How to climb well
- Diagnosis
  - Correct diagnosis
  - Order lines
  - Support Bundle
  - Global search
- Expert modules
  - The different APIs
  - Recommended utilities
  - Recommended reading
  - Recommended mailing lists
- Grid and Grid member
  - Initial configuration
  - High availability
  - Grid
  - NTP
- DNS
  - Diagnostic tools
  - Transfer
  - Replication Grid
  - RFC 2317' delegation
  - Frequent problems

## Day 2

- Dynamic DNS
  - Response codes
  - TXT recording management
- DHCP
  - DHCPv4
  - DHCPv6
  - Diagnostic tools for DHCP
  - Frequent problems
- Loss and return to work
  - Labs and exchange

## Companies concerned

This course is aimed at both individuals and companies, large or small,

wishing to train its teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

## Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

## Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

## Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

## Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

## Sanction

A certificate will be issued to each trainee who completes the course.