



300-370

Troubleshooting Cisco Wireless Enterprise Networks

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SUCCESS GUIDE TO CISCO CERTIFICATION

Exam Summary – Syllabus – Questions

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Introduction to 300-370 Exam on Troubleshooting Cisco Wireless Enterprise Networks

A great way to start the Cisco Certified Network Professional Wireless (WITSHOOT) preparation is to begin by properly appreciating the role that syllabus and study guide play in the Cisco 300-370 certification exam. This study guide is an instrument to get you on the same page with Cisco and understand the nature of the Cisco CCNP Wireless exam.

Our team of experts has composed this Cisco 300-370 exam preparation guide to provide the overview about Cisco Troubleshooting Cisco Wireless Enterprise Networks exam, study material, sample questions, practice exam and ways to interpret the exam objectives to help you assess your readiness for the Cisco WITSHOOT exam by identifying prerequisite areas of knowledge. We recommend you to refer the simulation questions and practice test listed in this guide to determine what type of questions will be asked and the level of difficulty that could be tested in the Cisco CCNP Wireless certification exam.

Cisco 300-370 Certification Details:

Exam Name	Troubleshooting Cisco Wireless Enterprise Networks
Exam Number	300-370 WITSHOOT
Exam Price	\$300 USD
Duration	90 minutes
Number of Questions	55-65
Passing Score	Variable (750-850 / 1000 Approx.)
Recommended Training	Troubleshooting Cisco Wireless Enterprise Networks (WITSHOOT) v1.0
Exam Registration	PEARSON VUE
Sample Questions	Cisco 300-370 Sample Questions
Practice Exam	Cisco Certified Network Professional Wireless Practice Test

Cisco 300-370 Exam Syllabus:

Section	Weight	Objectives
Troubleshooting Methodology	10%	<ol style="list-style-type: none"> 1. Apply the appropriate trouble shooting methods to identify an issue <ol style="list-style-type: none"> 1. Bottom up 2. Top down 3. Divide and Conquer 4. Shoot from the hip 2. Utilize the appropriate tools to assist in isolating an issue <ol style="list-style-type: none"> 1. Interpret Show commands 2. Interpret Debug commands 3. Interpret Config analyzer output 4. Interpret Sniffer traces 5. Interpret Spectrum analysis 6. Interpret Ekahau output
Troubleshoot AP Joining Issues	15%	<ol style="list-style-type: none"> 1. Resolve controller discovery issues <ol style="list-style-type: none"> 1. Compare controller discovery methods 2. Analyze Controller selection method 2. Resolve DTLS session establishment issues 3. Resolve AP Joining issues <ol style="list-style-type: none"> 1. Analyze join phase issues 2. Analyze configuration phase issues
Troubleshoot Client Connectivity Issues	20%	<ol style="list-style-type: none"> 1. Identify and resolve authentication issues <ol style="list-style-type: none"> 1. Identify 802.11 issues 2. Analyze external EAP issues 3. Resolve local EAP issues 4. Resolve WebAuth issues 2. Identify RF signal issues <ol style="list-style-type: none"> 1. Analyze poor RSSI/SNR issues due to AP-client positions 2. Evaluate degraded RF conditions in the cell 3. Evaluate excessive retries 4. Resolve poor roaming performances (client stickiness or cell overlap issues)

Section	Weight	Objectives
		3. Resolve supplicant configuration issues – (iOS, Android, Windows, MAC OS, year 2013+) 4. Troubleshooting autonomous AP links 1. Troubleshooting work group bridge connectivity 2. Troubleshoot WGB roaming issues 3. Evaluate AP to AP EAP authentication issues 4. Resolve root and non-root connectivity issues
Identify and Locate RF Interferences	13%	1. Identify and mitigate rogues 1. Characterize rogue clients and rogue access point 2. Implement rogue mitigation techniques 2. Manage non-802.11 interferences 1. Detect and characterize non-802.11 interferences 2. Evaluate interference zone of impact 3. Assess interference security severity
Troubleshoot Client Performance Issues	17%	1. Characterize roaming issues 1. Identify client stickiness 2. Mitigate ping pong effect 3. Resolve cross-band roaming issues 2. Evaluate throughput and data rate issues 1. Identify rate shifting issues 2. Evaluate incompatible client requirements vs AP settings 3. Identify the source of poor user experience 1. Evaluate L2 issues vs upper Layer issues 2. Identify cell design issues 3. Mitigate Overlapping Basic Service Sets (OBSS) issues in high density designs 4. Resolve channel planning issues
Identify Common Wired Infrastructure Issues Based on the Output From	15%	1. Identify DHCP - DHCPv4 / DHCPv6 issues 2. Identify DNS issues 3. Identify VLAN issues

Section	Weight	Objectives
Common Troubleshooting Tools		4. Analyze end to end IP connectivity issues 5. Assess POE issues 6. Describe stacking as it related to wireless licenses and WCM role
Troubleshoot WLC and AP High Availability Issues	10%	1. Troubleshoot primary, secondary, tertiary controller join issues <ol style="list-style-type: none"> 1. Resolve configuration mismatch 2. Address capacity and capability mismatch 2. Troubleshoot Stateful Switch Over (SSO) issues <ol style="list-style-type: none"> 1. Resolve primary and backup communication issues 2. Assess primary and backup unsynchronized elements 3. Analyze AP and client failover process

300-370 Sample Questions:

01. A WLC receives a coverage hole detection alert from an AP. What two conditions must occur for the controller to dynamically mitigate the situation? (Choose two.)

- a) The AP serving the troubled client must currently have a power level 2 or lower.
- b) The client must be able to dynamically raise its power level to match the new AP power.
- c) The AP must be RF visible to additional APs on the other side of the coverage hole for calibration.
- d) The client must have WMM-PS disabled to allow for the increased power usage.
- e) The AP serving the troubled client must currently have a power level higher than 2.

02. Some users are experiencing inconsistent performance on their mobile devices as they move throughout the building when browsing the Internet. Which feature provides a more consistent user experiences?

- a) low RSSI check
- b) 802.11r
- c) RX-SOP
- d) optimized roaming

03. A wireless engineer is unable to join lightweight access points to the Cisco Wireless Controller. The access points receive ip addresses from a DHCP pool configured on the core switch. Which action must be taken to resolve the issue?

- a) Upgrade the Wireless Controller to a newer IOS release.
- b) Configure option 43 on the DHCP pool.
- c) Configure option 82 on the Wireless controller.
- d) Change the management ip address on the Wireless Controller.

04. In a cisco Office Extend environment, which encryption type is used between the access point and the master WLC controller?

- a) DTLS
- b) TLS
- c) STIS
- d) OpenSSL

05. An engineer must open a support case with Cisco TAC. Which two commands verify the model and serial number of a controller?

(Choose two)

- a) show sysinfo
- b) show udi
- c) show inventory
- d) show boot
- e) show tech-support

06. You have successfully configured HA and SSO using two Cisco 5508 Wireless LAN Controllers. You are able to access the Active Primary WLC but are unable to access the Secondary Standby WLC. Which two methods will allow you to access the standby unit?

(Choose two.)

- a) Via SSH to the Redundancy Management Interface.
- b) Via Service Port Interface.
- c) Via SSH to the Management Interface.
- d) Via console connection.

07. A Cisco WLC v7.0 is not seeing an AP join. Which starting prefix debug command can help determine a combination of discovery/join and DHCP process status?

- a) debug capwap events - from Cisco WLC
- b) debug capwap events - from the AP
- c) debug ip udp - from Cisco WLC
- d) debug ip udp - from the AP

08. When implementing interface groups, how are the IP addresses sourced via DHCP for wireless clients?

- a) through the primary interface of the group
- b) through round robin between interfaces
- c) through interface group definition
- d) through the interface receiving the first response

09. A network engineer has identified clients who are experiencing delays while roaming. The network is configured with WPA2-Enterprise, AES encryption, 802.1X authentication, and Cisco Centralized Key Management. Which change resolves the roaming delays?

- a) Utilize a supplicant that supports Cisco Centralized Key Management.
- b) Enable AES and TKIP encryption
- c) Disable client session timeout
- d) Install wireless device drivers from Cisco

10. An engineer is concerned about rogue-on-wire and wants to enable port security. Which guideline must the engineer follow?

- a) Enable port security on dynamic access ports.
- b) Use 802.1x with port security to prevent MAC spoofing.
- c) Configure Switched Port Analyzer destination ports as secure.
- d) Employ static MAC address configuration for APs with port security.

Answers to 300-370 Exam Questions:

Question: 01 Answer: a, b	Question: 02 Answer: a	Question: 03 Answer: c	Question: 04 Answer: a	Question: 05 Answer: a, b
Question: 06 Answer: c, d	Question: 07 Answer: d	Question: 08 Answer: b	Question: 09 Answer: a	Question: 10 Answer: c

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@nwexam.com