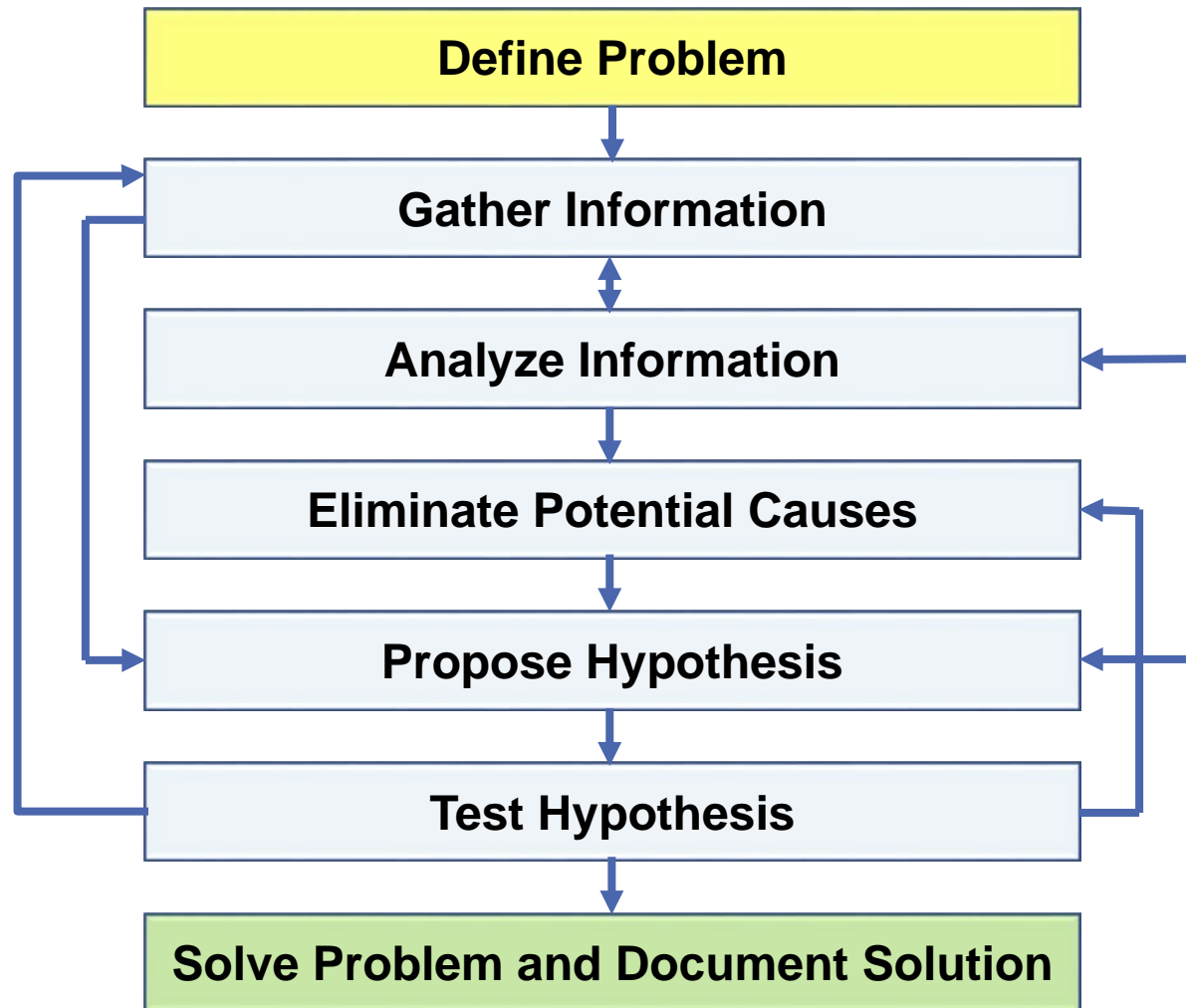


The Cisco Troubleshooting Methodology



Troubleshooting Methods



Top Down



Layer	Name
7	Application
6	Presentation
5	Session
4	Transport
3	Network
2	Data-Link
1	Physical

Bottom Up



Layer	Name
7	Application
6	Presentation
5	Session
4	Transport
3	Network
2	Data-Link
1	Physical

Divide and Conquer



Layer	Name
7	Application
6	Presentation
5	Session
4	Transport
3	Network
2	Data-Link
1	Physical

Troubleshooting Methods



- Compare configurations
- Trace the path
- Swap out components

Connectivity Troubleshooting Methods

- Ping
- Traceroute
- Telnet

