ROI Troubleshooting specifications and procedures

You've been made aware of the following enterprise procedures that needs to be followed when performing troubleshooting in the ROI network environment.

Enterprise procedures

1. The network troubleshooting process should follow recommendations from the manufacture website and resources.
2. Troubleshooting processes followed and all configuration changes made should be properly documented on logs for future reference.
3. All troubleshooting changes, once implemented should be tested for correct functionality of the internetwork.

Manufacturer specifications

Cisco 1941 router guide and user manual:

- https://www.cisco.com/c/en/us/support/routers/1941-integrated-services-router-isr/model.html#TroubleshootingTechNotes
- https://www.manualslib.com/products/Cisco-1941-5546830.html

Cisco 2960 switch troubleshooting guide and user manual:

- https://www.cisco.com/c/en/us/support/switches/catalyst-2960-series-switches/products-tech-notes-list.html
- https://www.cisco.com/c/dam/en/us/td/docs/switches/lan/catalyst2960/hardware/quick/guide/9368.pdf

Troubleshooting guide for WAN point-to-point connections:

https://www.cisco.com/c/en/us/support/docs/wan/point-to-point-protocol-ppp/25646-ppp-authen-ts-fl.html

Procedure for notifying network status

After troubleshooting tasks have been performed all configuration changes should be notified to the Network/IT Manger.

Formally the changes made to the system should be presented in a written document to management and be signed-off by Network/IT Manager.