

Cisco SD-WAN Operations Troubleshooting and Best Practices

Duration: 5 Days **Course Code: SDWOTS** **Version: 1.0** **Delivery Method: Company Event**

Overview:

This five-day course covers deployment options, troubleshooting workflows, and operational best practices for Cisco Catalyst SD-WAN version 20.18.x. Cisco Catalyst SD-WAN simplifies WAN operations, enhances security, and improves application performance across any transport (MPLS, Broadband, LTE, VSAT). Learners will design, configure, and operate Catalyst SD-WAN from Day 0 provisioning to advanced troubleshooting, policy control, and application visibility. Reference platforms include WAN Edge routers (vEdge and cEdge) running Cisco IOS-XE 17.18.x and Catalyst SD-WAN Manager (formerly vManage).

Catalyst SD-WAN enables agility, security, and cost optimization for modern enterprises. This course emphasizes proactive troubleshooting, AI-driven insights, Splunk-based observability, and automation to reduce MTTR and improve operational resilience. Sustainability note: Cloud-managed orchestration reduces hardware overhead and operational energy footprint. The course qualifies for 40 Cisco Continuing Education Credits (CE).

Updated 11/08/2026

Target Audience:

After this course participants should be able to:

- Deploy Cisco Catalyst SD-WAN Manager, Controller, Validator, and WAN Edge devices
- Configure SD-WAN environment and templates
- Implement Zero-Touch Provisioning (ZTP) and Plug-and-Play
- Apply SD-WAN security policies and segmentation
- Configure centralized and localized policies for QoS and AppQoE
- Troubleshoot control and data plane issues using advanced tools
- Integrate Cisco Secure Access DNS Security for Secure Internet Access
- Automate operations using REST API and Python scripting
- Integrate Splunk for observability and security analytics
- Apply best practices for multi-tenant deployments and Cloud OnRamp

Objectives:

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Prerequisites:

The knowledge and skills that the learner should have before attending this course are as follows:

- Familiarity with WAN Networks

Testing and Certification

- N/A

Follow-on-Courses:

■ None Recommended

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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