

Cisco SD-WAN Operations Troubleshooting and Best Practices

Duration: 5 Days **Course Code: SDWOTS** **Version: 1.0** **Delivery Method: Virtual Learning**

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).

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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:

Testing and Certification

■ N/A

■ Familiarity with WAN Networks

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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