



Troubleshooting Network Policy Control

An Introduction to Troubleshooting Sandvine Deployments

COURSE OVERVIEW

Intended for operations and maintenance, support, and engineering personnel, the objective of Sandvine Troubleshooting is to teach techniques that can be used to troubleshoot problems.

Objectives

This course teaches students about:

- The basic services on all Sandvine Elements
- The relationships between Sandvine's solutions, products, and technologies
- The most important tools to use when starting troubleshooting
- How to reduce the scope of a problem

This course is delivered in-person and includes hands-on troubleshooting, slides, and discussions.

Prerequisites

Network Policy Control Essentials

Course Duration

Three Days

Course Outline

What's in a Sandvine Deployment?

- What runs on Policy Traffic Switch (PTS)?
- What runs on Subscriber Policy Broker (SPB)?
- What runs on Service Delivery Engine (SDE)?
- How do the above elements interact?
- Error/log files used by each element
- Core services
- First troubleshooting steps

Sample Topics for Troubleshooting

- Subscriber mapping
- SDE high availability
- Diameter
- Shaping
- Control Center
- High CPU
- Tunneling
- Network Processing Units

Please note, only the topics relevant to the customer's deployment will be considered and subject to time.

If you have any questions about Sandvine's Education Services or courses, contact learning@sandvine.com

ABOUT SANDVINE

Sandvine helps organizations run world-class networks with Active Network Intelligence, leveraging machine learning analytics and closed-loop automation to identify and adapt to network behavior in real-time. With Sandvine, organizations have the power of a highly automated platform from a single vendor that delivers a deep understanding of their network data to drive faster, better decisions. For more information, visit sandvine.com or follow Sandvine on Twitter at [@Sandvine](https://twitter.com/Sandvine).



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