

Cisco Certified Field Technician (CCT-FT) – Training Course



Duration: 3 Days (Instructor-led) or 10 Hours (Self-paced eLearning)

Delivery Mode: Online or Onsite.

Target Audience: Field Service Technicians, Support Engineers, & Entry-level Network Professionals.

Course Description

This course prepares participants for the Cisco Certified Field Technician (CCT-FT) certification. It equips learners with the skills required to **diagnose, repair, restore, and replace Cisco networking and system devices on-site**, while collaborating effectively with Cisco's Technical Assistance Center (TAC).

Prerequisites

- Basic understanding of networking concepts.
- No formal certification required to attend or take the exam.

Learning Outcomes

By the end of this course, participants will be able to:

- ✓ Identify Cisco devices and related hardware components.
- ✓ Understand common system failures and troubleshooting processes.
- ✓ Perform physical installation, replacement, and recovery of Cisco hardware.
- ✓ Capture configuration files and restore system settings.
- ✓ Communicate effectively with Cisco TAC and follow escalation procedures.
- ✓ Use diagnostic tools, commands, and Cisco documentation for resolution.

Course Modules

Module 1: Introduction to Cisco Systems & Field Operations

- Overview of Cisco network device families (Routers, Switches, UCS, Collaboration gear).
- Understanding CCT certification and field technician responsibilities.
- Working with Cisco TAC and support procedures.

Module 2: Hardware Identification & Tools

- Recognising Cisco product families and model numbers.
- Using field support tools (serial testers, console cables, loopback plugs).
- Lab: Physical inspection and identification of Cisco hardware.

Module 3: Cabling, Power, and Environmental Considerations

- Cabling types and standards (Ethernet, Fibre, Console).
- Power requirements and redundancy (PoE, DC/AC).
- Rack installation, ESD handling, and equipment safety.
- Lab: Cable testing and proper grounding.



Module 4: System Access & Basic CLI Navigation

- Connecting to devices via console.
- Introduction to IOS and CLI basics.
- Retrieving device inventory and status.
- Lab: CLI-based health check.

Module 5: Configuration Backup, Restore & Software Management

- Backing up and restoring configurations (TFTP, USB, local).
- Performing IOS upgrades and downgrades.
- Lab: Simulated backup and restore on Cisco switches.

Module 6: Troubleshooting & Escalation

- Diagnosing common failures (boot issues, hardware faults, port errors).
- Using LEDs and logs for initial triage.
- Documenting cases for TAC.
- Lab: Fault injection and field repair simulation.

Assessment & Certification

- Practice exam questions based on 800-150 FLDTEC.
- Exam readiness checklist.
- Review of Cisco U. resources and official certification path.

