

Tech Support Engineer Training Content

Overview of Networking

Introduction to networks and networking, LAN, VLAN, CAN, MAN, WAN, Internet and Intranet etc. Uses and benefits of Network, Server-client based network, peer to peer networks.

Network Hardware and Components

Concept of Server, client, node, segment, backbone, host etc. Analog and Digital transmission, Network Interface Card, Crimping tools and Color standards for Straight crimping and Cross crimping Functions of NIC, Repeaters, Hub, Switches, Routers, Bridges, Router etc.

Transmission Media and Topologies

Media types: STP cable, UTP cable, Coaxial cable, Fiber cable, Base band and Broadband transmission, Cables and Connectors, Physical and logical topologies, Bus, Star, Ring and Mesh topologies

Protocols and Services

HTTP, FTP and other Different types of protocols, OSI Model, Media Access Method, DNS services, DHCP services, WINS services and RAS services, Web services, Proxy Services etc.

TCP/IP and Sub-netting

Introduction about TCP/IP and Sub-nettings, configuring IP address and sub nettings with different Routers and Network, TCP/IP Errors and Solutions,

Introduction and Installation of Server

Installation of server like windows 2003 and 2008, creating a Domain account, File system NTFS permission.

Configuring Services

Installing and Configuring Wire & Wireless Network, Network Troubleshooting, Installing Manageable Switches, Routers, Wi-Fi Device, Printer, CCTV Camera, IP Camera and Other Network Devices,

WANs and Remote Connectivity

Public networks, Remote connectivity for server and clients, Indoor and Outdoor Wireless, WLAN- WIFI and WIMAX, PCI Wireless Card, USB Wireless Card, Wireless Access Point, Security of networks like Firewalls Hardware and Software, VPN,

Practical Work

1. Installing and Configuring Windows 2003 and 2008 Server
2. Cable Crimping using Different Color Codes (Straight and Cross Cable)
3. Installation and configuring Peer to Peer and Server-Client Network
4. FAT and NTFS Sharing Permission
5. Configuring & Implementing Unmanageable Network Switch
6. Configuring & Implementing Manageable Network Switch
7. Installing Printer in Windows XP, Windows 7, Windows 2003 & 2008 Server
8. Configuring Gateway Service for Internet Connectivity

9. Configuring ADSL+2 Router for BSNL Internet Connectivity
10. Configuring Wireless Access Point
11. Installation and Configuring Wire Network
12. Installation and Configuring Wireless Network
13. Installation of AD-hoc Wireless Network
14. Installation and Configure Different Antivirus Software and Admin Console
15. Remote Desktop, Remote Assistance, Telnet, HyperTerminal, TeamViewer

