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## In The Press...

# Cisco Press Connection

Connecting You with the News You Need

### Must Reads

2002 Movers & Shakers  
Cisco CCNA Exam #640-607  
Certification Guide  
1-58720-055-4

Cisco Secure PIX® Firewalls  
1-58705-035-8

Cisco CCNA Exam #640-607  
Flash Card Practice Kit  
1-58720-048-1

Cisco CCNP Certification Library  
(4-Book Boxed Set)  
1-58720-037-6

Routing TCP/IP, Volume II  
(CCIE Professional Development)  
1-58720-089-2

CCNA Practical Studies  
1-58720-046-5

Troubleshooting IP  
Routing Protocols  
(CCIE Professional Development)  
1-58705-019-6

Managing Cisco Network Security  
1-58720-103-1

CCNP Practical Studies: Routing  
1-58720-054-6

CCIE Practical Studies, Volume I  
1-58720-002-3

Cisco CCNA #640-607  
Preparation Library  
(3-Book Boxed Set)  
1-58705-093-5

Cisco Secure Virtual  
Private Networks  
1-58705-033-1

### Cisco Press Titles Relish the Spotlight

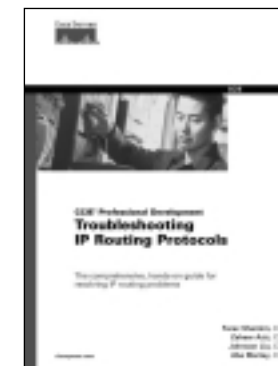
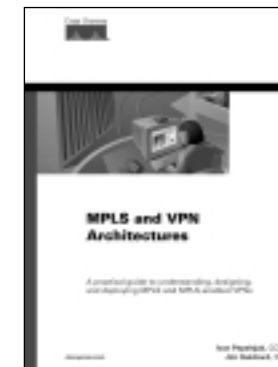
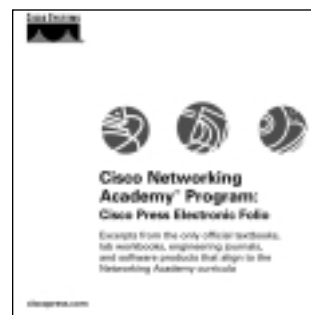
*E-Support* (1-58720-052-X), by Andrew Connan and Vince Russell, made a nice splash in September, grabbing attention from online business sites such as **CNN/Money**, **Cahners**, **MSNBC**, **C/Net**, **Dow Jones Interactive**, **Reuters.com**, **Yahoo Finance**, and **The Washington Post**. Other sites covering the title's press release, which went over the *Business Wire* on September 9, 2002, include **Industry Scoop**, **Service Provider Weekly**, **Black Enterprise Magazine**, **Wall Street Research Net**, **Stockhouse: Empowering Investors**, **TechNN**, and **Interactive Investor**.

Additional Cisco Press titles received exciting coverage in these important publications:

- The September issue of **IEEE Communications Magazine** reviewed *IP Quality of Service* (1-58720-116-3), stating "The book is a good example of putting theory into practice."
- **Certification Magazine** featured *Cisco Field Manual: Catalyst Switch Configuration* (1-58705-043-9); *Cisco Internet Application and Solutions Self-Study Guide* (1-58705-066-8); and *Cisco Internet Architecture Essentials Self-Study Guide* (1-58705-044-7) in the September issue. The print publication reaches more than 42,000 subscribers monthly.
- **IEEE Network Magazine** had great comments about *Troubleshooting IP Routing Protocols* (1-58705-019-6) and *Design and Implementation of DSL-Based Access Solutions* (1-58705-021-8) in separate reviews published in the July 2002 issue.
- The Third Quarter issue of **Packet Magazine** highlighted *Developing Cisco IP Phone Services: A Cisco AVVID Solution* (1-58705-060-9) in a sidebar within author Anne Smith's feature article.
- Covering recent CCNP exam changes, **Cisco World Online**, as well as the August issue of **Telecom Reseller Magazine**, wrote about the Cisco Press CCNP product line including *CCNP Practical Studies* (1-58720-054-6). *Telecom Reseller* is read by more than 27,000 industry professionals.

### Cisco Networking Academy Program E-Folio

Similar to the Professional Networking e-Folio that Cisco Press produced over the summer, there is now an e-Folio available that highlights the Cisco Networking Academy Program titles. This CD-ROM contains excerpts from more than 30 Cisco Press official Networking Academy products and recommended reads. Students and instructors can use these e-Folios as they make purchasing or adoption decisions on Cisco Press titles. The CD-ROM will give them a flavor of the available resources. If you have Networking Academy students and instructors in your area, stock up on these e-Folios (1-58713-101-X) and hand them out with purchase of a Cisco Press title.



### Is Troubleshooting Important?

By Ivan Pepelnjak, co-author of *MPLS and VPN Architectures* (1-58705-002-1), *MPLS and VPN Architectures, CCIP™ Edition* (1-58705-081-1), and *EIGRP Network Design Solutions* (1-58720-165-1)

Ask any seasoned networking engineer and they will probably agree with you that troubleshooting skills are similar to an insurance policy—everyone agrees that it's a good idea, but nobody wants to pay for it, and when you need it, you need it badly. It's also the skill that could make or break your career—there's nothing worse than a lack of troubleshooting skills in a mission-critical network down situation. Having said all that, you would expect that people put great emphasis on gaining troubleshooting skills. Unfortunately, like with insurance policies, troubleshooting aspects of networking education are largely ignored...at least until something really bad happens.

### What Is Troubleshooting?

You could define network troubleshooting in a variety of ways. We will limit ourselves to a simple definition based on what you're trying to troubleshoot:

- The simplest variety of troubleshooting is configuration troubleshooting—making sure your configuration works. It's the simplest because you usually know the environment, you know what you did in the past, and you know what you want to achieve.
- Break-fix troubleshooting is more complex—you are faced with a broken (sometimes unknown) network, you work under time pressure, and you don't have all the information you might need.
- The hardest part of troubleshooting is debugging someone else's software—for example, trying to figure out if a certain router's behavior is a result of your misconfiguration or a bug in the underlying software. This part of troubleshooting is best left to engineers with in-depth knowledge of the software in question—for example, engineers in the Cisco Technical Assistance Center (TAC).

To learn more about how troubleshooting skills are covered in the Cisco Career Certification processes, and get a few hints on how one can gain these valuable skills, read Ivan's full article soon to appear on [ciscopress.com](http://ciscopress.com). Cisco Press has a growing list of troubleshooting titles that meet the self-study and reference needs of various audiences. Check out a portion of our library:

*Cisco Internetwork Troubleshooting* (1-58720-092-2)

*Troubleshooting Cisco IP Telephony* (1-58705-075-7)

*Troubleshooting IP Routing Protocols* (CCIE® Professional Development) (1-58705-019-6)

*Troubleshooting Remote Access Networks* (CCIE Professional Development) (1-58705-076-5)

*Internetworking Troubleshooting Handbook, Second Edition* (1-58705-005-6)

*Network Maintenance and Troubleshooting Guide* (1-58713-800-X)

Thanks for reading. Please direct all inquiries regarding the Cisco Press Connection to [jamie.adams@ciscopress.com](mailto:jamie.adams@ciscopress.com).



## 2002 Event Schedule

Networkers 2002  
Seoul, Korea  
October 9-11, 2002

Networkers 2002  
Copenhagen, Denmark  
October 21-24, 2002

Networkers 2002  
Buenos Aires, Argentina  
November 12-15, 2002

Learn more about each  
of these events at  
[www.ciscopress.com/events](http://www.ciscopress.com/events)

## Cisco Press Experts Bring Troubleshooting Skills to Readers

### Troubleshooting Remote Access Networks

With *Troubleshooting Remote Access Networks* (1-58705-076-5), Dr. Plamen Nedeltchev shows how the systems that connect remote- and satellite-based employees to their companies' networks are kept running in an efficient manner without reducing availability. Also a valued resource for preparing for the CCIE Exam, *Troubleshooting Remote Access Networks* provides critical insight from a Cisco Systems expert that can help networking professionals of all levels improve their remote access networks with information on how to identify, isolate, and correct common failures in enterprise settings.

Plamen Nedeltchev is the author of more than 30 publications and the recipient of numerous awards for his technical and troubleshooting skills. He is a technical solutions consultant in the Remote Access Services group at Cisco Systems.

### Troubleshooting Cisco IP Telephony

The number of IP telephony systems continues to grow. Providing innovative services and reducing operational costs, these systems also bring added network traffic, and a complex new set of problems. *Troubleshooting Cisco IP Telephony* (1-58705-075-7), written by members of the Cisco Systems AVVID (Architecture for Voice, Video, and Integrated Data) team, provides expert advice on how to navigate through these situations and resolve them while providing maximum service and value.

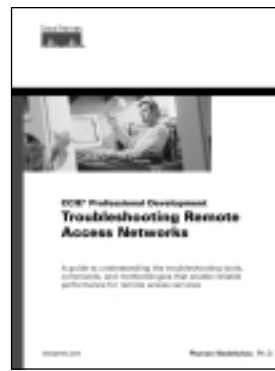
Paul Giralt, CCIE No. 4793, is an escalation engineer at the Cisco Systems Technical Assistance Center in Research Triangle Park, NC, where he has worked since 1998.

Addis Hallmark, CCNA®, is a senior technical marketing engineer with Cisco Systems, where he has been installing, configuring, administering, and troubleshooting the Cisco IP Telephony solution since the 2.3 release of CallManager.

Anne Smith is a technical writer in the CallManager engineering group at Cisco Systems. She is also co-author of *Cisco CallManager Fundamentals* (ISBN: 1-58705-008-0) and *Developing Cisco IP Phone Services* (ISBN: 1-58705-060-9), both from Cisco Press.

## Cisco Networking Academy™ Program: Fundamentals of UNIX-Linux Supplement

In August, the Cisco Networking Academy Program launched Version 2.0 of the Fundamentals of UNIX Web-based course. To meet the needs of students and instructors in a timely fashion, Cisco Press produced updated course materials of the *Companion Guide* and *Lab Companion*, now available for download in Adobe Acrobat PDF format at [www.ciscopress.com/irc/](http://www.ciscopress.com/irc/). The online supplement contains all new and updated material along with mapping information for the Linux additions to the course. The revised course includes parallel coverage of Linux, additional prerequisite material, and coverage to prepare students for Solaris System Administration.



## Important Certification Self-Study Changes

### CCNP® Routing Exam Changes: Free Chapters from Cisco Press!

Recently Cisco Systems replaced the Building Scalable Cisco Networks (BSCN) Routing exam and course with the new Building Scalable Cisco Internetworks (BSCI). The coverage of the new BSCI course is similar to the previous course with an additional section on the IS-IS protocol.

Beginning in November, Cisco Press will post free chapters on [ciscopress.com/ccnp](http://ciscopress.com/ccnp) to cover this addition to the curriculum. These chapters are available for our online resellers to post on their websites. Please contact your Pearson sales representative for more information. The chapters update the following Cisco Press titles:

- *Building Scalable Cisco Networks* (1-57870-228-3)
- *CCNP Routing Exam Certification Guide* (1-58720-001-5)

*CCNP Practical Studies: Routing* (1-58720-054-6) was written to the new exam topics and already includes IS-IS labs, making it a perfect tool to gain experience for the CCNP BSCI exam. Cisco Press front list titles *CCNP Self-Study: Building Scalable Cisco Internetworks (BSCI)* (1-58705-084-6) and *CCNP BSCI Exam Certification Guide, Second Edition (CCNP Self-Study)* (1-58720-073-8) will be updated for a January 2003 release with the *CCNP Preparation* (1-58705-131-1) and *Certification* (1-58720-080-5) Libraries updated in February 2003.

## Site Offerings from ciscopress.com

Cisco Press launched its new website in January 2002 and continues to grow and improve the site to provide professionals, instructors, and students with the resources they need for their learning process. The [ciscopress.com](http://ciscopress.com) site averages more than 700,000 page views per month and has more than 38,000 registered users.

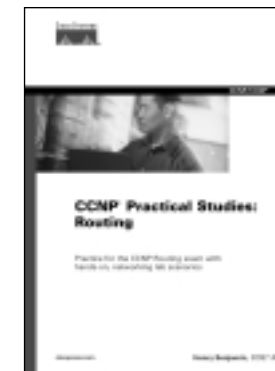
[Ciscopress.com](http://ciscopress.com) offers networking professionals the following resources:

- Sample chapters for select titles
- Cisco certification options
- The latest certification news
- Author biographies and articles
- Cisco Press catalog
- Current promotions
- Press releases
- Cisco Press events calendar
- News and information for Networking Academy Instructors

Site visitors can also register to become a member on [ciscopress.com](http://ciscopress.com). Members can sign up to receive e-mail newsletters and special offers, customize their user profile, and register their books for quick-and-easy access to product pages.

Cisco Press also publishes electronic supplements, which are available for download on [ciscopress.com](http://ciscopress.com). Currently you will find the *Linux Supplement for Fundamentals of UNIX Lab Companion* and *Companion Guide*, as well as an IS-IS introduction that can be used to prepare for the new CCNP BSCI exam.

Stay tuned for additional site enhancements and new features coming soon on [ciscopress.com](http://ciscopress.com).



## Titles to Watch

### Coming Soon from Cisco Press

Voice-Enabling the Data Network: H.323, MGCP, SIP, QoS, SLAs, and Security  
1-58705-014-5

Cisco Multiservice Switching Networks  
1-58705-068-4

Cisco Field Manual: Catalyst® Switch Configuration  
1-58705-043-9

IP Addressing Fundamentals  
1-58705-067-6

Web Security Field Guide  
1-58705-092-7

Troubleshooting Remote Access Networks (CCIE Professional Development)  
1-58705-076-5

Network Security Principles and Practices (CCIE Professional Development)  
1-58705-025-0

Network Sales and Services Handbook  
1-58705-090-0

CCNA® Self-Study Guide: CCNA Basics (CCNAB)  
1-58705-107-9

Troubleshooting Cisco IP Telephony  
1-58705-075-7

DWDM Network Designs and Engineering Solutions  
1-58705-074-9