Expert Wireless Network Troubleshooting and Analysis Training Course



23 - 27 Nov 2026

Cape town

4600 € (Per Person)

Ref: #NO7970_279323

Course Introduction / Overview:

In today's hyper-connected world, reliable wireless networking is no longer a luxury but a critical infrastructure component. The proliferation of IoT devices, Bring Your Own Device (BYOD) policies, and high-bandwidth applications has created an incredibly complex and congested radio frequency (RF) environment. This complexity makes troubleshooting wireless issues a significant challenge for even experienced IT professionals. This course provides a comprehensive, hands-on approach to mastering the art and science of wireless network troubleshooting and spectrum analysis. As detailed by author Matthew S. Gast in his seminal work, "802.11 Wireless Networks: The Definitive Guide," a deep understanding of the underlying protocols and RF behavior is essential for effective problem resolution. BIG BEN Training Center has designed this program to move beyond basic connectivity checks, equipping participants with the skills to diagnose elusive performance problems, pinpoint sources of interference, and optimize WLANs for peak efficiency and reliability. This training course delves into the intricacies of protocol analysis, real-time spectrum analysis, and the diagnostic methodologies required to maintain robust and high-performing wireless networks in any environment.

Target Audience / This training course is suitable for:

- Network Engineers and Administrators.
- Wireless Network Specialists.
- IT Support Technicians and Help Desk Professionals.
- Systems Engineers.
- Network Operations Center (NOC) Staff.
- IT Managers overseeing network infrastructure.
- Solutions Architects and Network Designers.
- Field Technicians responsible for WLAN installation and maintenance.

Target Sectors and Industries:

- Telecommunications and Internet Service Providers.
- Corporate and Enterprise IT.
- Healthcare and Medical Facilities.
- Education (Universities, Colleges, and Schools).
- Retail and Hospitality.
- Manufacturing and Industrial Operations.
- Logistics and Warehousing.
- Government, Public Sector, and Military Agencies.

Target Organizations Departments:

- Information Technology (IT) Department.
- Network Operations and Engineering.
- Technical Support and Help Desk.
- Infrastructure Management.
- Information Security (InfoSec).
- Research and Development (R&D).
- Field Services and Operations.

Course Offerings:

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

- Master the fundamentals of RF behavior and the 802.11 standards.
- Utilize spectrum analyzers to identify and classify Wi-Fi and non-Wi-Fi interference.
- Perform deep packet analysis of wireless frames using protocol analyzers.
- Diagnose and resolve common wireless connectivity and performance issues.
- Troubleshoot client-side problems, including driver and configuration errors.
- Analyze and optimize network performance in high-density environments.
- Implement a systematic methodology for efficient wireless troubleshooting.
- Validate wireless network health and performance post-deployment.
- Address security-related wireless issues and vulnerabilities.
- Optimize channel planning and power levels to mitigate interference.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their new skills in real-world scenarios. This course moves beyond theoretical lectures by immersing attendees in a simulated network environment where they will tackle realistic troubleshooting challenges. A significant portion of the training is dedicated to hands-on labs using industry-standard analysis tools and software. Participants will work with real-world packet captures and spectrum analysis data to develop their diagnostic intuition. The curriculum is built around a series of case studies drawn from actual network failures, encouraging collaborative problem-solving in small groups. Our expert instructors facilitate these sessions, providing personalized feedback and guiding discussions to explore various troubleshooting approaches. The learning experience is further enriched by interactive Q&A sessions, peer-to-peer knowledge sharing, and practical demonstrations, creating a dynamic and effective educational environment that fosters deep understanding and skill mastery.

Course Agenda (Course Units):

Unit One Fundamentals of Wireless Networking and RF Principles

- Introduction to Radio Frequency (RF) characteristics.
- Understanding signal strength (RSSI), noise floor, and Signal-to-Noise Ratio (SNR).
- Deep dive into the 802.11 standards (a/b/g/n/ac/ax).
- Exploring the OSI model in the context of WLANs.
- The role of the MAC layer in wireless communication.
- Understanding Wi-Fi channels, channel bonding, and spectrum allocation.
- Introduction to wireless security protocols (WPA2/WPA3).

Unit Two Core Troubleshooting Tools and Techniques

- Introduction to spectrum analyzers and their key functions.
- Differentiating between Wi-Fi and non-Wi-Fi interference.
- Introduction to protocol analyzers and packet capture.
- Setting up and using Wireshark for wireless analysis.
- Analyzing the three main 802.11 frame types (Management, Control, Data).
- Key performance indicators (KPIs) for wireless network health.
- Establishing a baseline for network performance.

Unit Three Diagnosing Common Connectivity and Performance Issues

- A systematic approach to troubleshooting wireless problems.
- Resolving client authentication and association failures.
- Investigating "slow Wi-Fi" complaints and throughput issues.
- Troubleshooting roaming problems between access points.
- Identifying and mitigating co-channel and adjacent-channel interference.
- Diagnosing issues related to DHCP and DNS in a wireless context.
- Analyzing client device capabilities and driver-related problems.

Unit Four Advanced Spectrum Analysis and Interference Hunting

- Identifying common sources of non-Wi-Fi interference (microwaves, Bluetooth, Zigbee).
- Using spectrum analyzer views like the waterfall plot and duty cycle.
- Advanced techniques for locating physical sources of RF interference.
- Analyzing the impact of radar and Dynamic Frequency Selection (DFS) events.
- Understanding the RF impact of building materials and physical obstacles.
- Characterizing intermittent interference sources.
- Documenting and reporting interference findings.

Unit Five Advanced Protocol Analysis and Optimization Strategies

- Analyzing advanced 802.11 mechanisms like beamforming and MU-MIMO.
- Troubleshooting Quality of Service (QoS) for voice and video over Wi-Fi.
- Diagnosing complex application-level issues over wireless.
- Conducting a post-deployment validation site survey.
- Strategies for optimizing high-density WLAN environments.
- Proactive network monitoring and trend analysis.
- Comprehensive review and complex, multi-faceted troubleshooting scenarios.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As wireless environments become increasingly congested with IoT devices and new protocols, how might traditional spectrum analysis techniques need to evolve to effectively manage non-802.11 interference?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by focusing intensely on developing a diagnostic mindset rather than simply teaching tool-specific functions. While participants will gain proficiency with spectrum and protocol analyzers, the core emphasis is on understanding the "why" behind network failures. We move beyond the obvious, teaching how to interpret subtle clues within packet captures and RF data to uncover root causes that automated systems often miss. The curriculum is vendor-neutral, ensuring the skills learned are universally applicable across any manufacturer's hardware, from enterprise-grade access points to consumer devices. Unlike courses that remain purely theoretical, this program is built on a foundation of real-world case studies, challenging participants to solve complex, multi-layered problems they are likely to encounter in their own environments. It provides a deep dive into the often-overlooked area of non-802.11 interference, equipping engineers with the specialized knowledge to diagnose issues caused by the growing number of non-Wi-Fi devices that share the unlicensed spectrum, a critical skill in modern IoT-dense networks.