

RCSP-NPM

Riverbed Certified Solutions Professional
Network Performance Management

Exam 299-01 Prep/Blueprint

Version 2018-1

Table of Contents

- Preface3
- What's inside?.....3
- Certification Overview3
- Benefits of Certification3
- RCSP-NPM Blueprint and Study References6
- Riverbed Recommended Training Courses6
- Recommended References7
- General Knowledge.....7
- SteelCentral NetProfiler, NetExpress, and Flow Gateway7
- SteelCentral Packet Analyzer7
- SteelCentral NetShark8
- SteelCentral Portal.....8
- Exam Questions9
- Types of Questions9
- Exam Question Distribution.....9

Preface

This Riverbed® certification blueprint is intended for anyone who wants to become certified in the Riverbed Network Performance Management – NPM products and SteelCentral®.

What's inside?

The Riverbed Certified Solutions Professional – Network Performance Management (RCSP-NPM) program is designed to validate the skills required of technical professionals who can demonstrate strong knowledge in the theory, configuration, implementation, and troubleshooting of the Riverbed SteelCentral product solutions in a complex network environment.

This blueprint provides a combination of theory and practical experience needed for a general understanding of the subject matter.

This publication does not replace practical experience, nor is it designed to be a stand-alone guide for any subject. Instead, it is an effective tool that, when combined with education activities and experience, can be a very useful preparation guide for the exam.

Certification Overview

The Riverbed Certified Solutions Professional – NPM certificate is granted to individuals who demonstrate advanced knowledge and experience with the Riverbed SteelCentral product suite. The typical RCSP-NPM will have taken a Riverbed approved training class such as the *NPM200 Performance Monitoring Essentials* in addition to having hands-on experience in performing deployment, troubleshooting, and maintenance of Riverbed SteelCentral products in small, medium, and large organizations. While there are no set requirements prior to taking the exam, candidates who have taken these Riverbed authorized training classes and have at least six months of hands-on experience with Riverbed Optimization System (RiOS®) products and SteelCentral products have a significantly higher chance of receiving the certification.

We would like to emphasize that *solely* taking the class will not adequately prepare you for the exam.

To obtain the RCSP-NPM certification, you are required to pass a computerized exam available at any Pearson VUE testing center worldwide.



Benefits of Certification

- ***Establishes your credibility as a knowledgeable and capable individual in regard to Riverbed SteelCentral products and services***
- ***Improves your career advancement potential***
- ***Entitles you to use the RCSP-NPM certification logo on your business card***
- ***Enables you to join Riverbed's RCSP Members only Splash community group***

Exam Information

- **Exam Number: 299-01**
- **Exam Name: Riverbed Certified Solutions Professional – NPM**
- **Product Version: Please refer to the ‘Blueprint and Study References’ section for detail.**
- **Number of Questions: 45**
- **Total Time: 75 minutes for exam, 15 minutes for Survey and Tutorial (90 minutes total)**
- **Exam Provider: Pearson VUE**
- **Exam Language: English only. Pearson automatically provides a 30-minute time extension for exams taken in non-English speaking countries. English speaking countries are Australia, Bermuda, Canada, Ireland, New Zealand, United Kingdom, South Africa, and the United States.**
- **Special Accommodations: Yes (must submit written request to Pearson VUE for ESL or ADA accommodations; includes time extensions and/or a reader)**
- **Offered Locations: Worldwide (over 4000 test centers in 165 countries)**
- **Prerequisites: None, although taking a Riverbed training class is highly recommended**
- **Available to: Partners, customers, and employees**
- **Passing Score: 60%**
- **Certification Expires: Every two years (must recertify every two years, with six month grace period)**
- **Recertification Criteria: Retake the 299-01 – RCSP-NPM current exam. If you are RCSA-NPM certified, passing the 299-01 – RCSP-NPM exam will re-certify both your RCSA-NPM and the RCSP-NPM**
- **Wait Between Failed Attempts: 72 hours**
- **Wait Between Passed Exams: One year**
- **Number of Attempts Allowed: Unlimited**



Certification Checklist

As the RCSP-NPM exam is geared towards individuals who have both the theoretical knowledge and hands on experience with the Riverbed SteelCentral product suite, ensuring proficiency in both areas is crucial towards passing the exam. For individuals starting out with the process, we recommend the following steps to guide you along the way.

1. Building Theoretical Knowledge

The easiest way to become knowledgeable in deploying, maintaining, and troubleshooting the Riverbed SteelCentral product suite is to take a Riverbed authorized training class. To ensure the greatest possibility of passing the exam, it is recommended that you review the RCSP-NPM Blueprint and Study References and ensure your familiarity with all topics listed, prior to any examination attempts.

2. Gaining Hands-on Experience

While the theoretical knowledge will get you partway there, hands-on knowledge will also help prepare you to pass the exam. Since all deployments are different, providing an exact amount of experience required is difficult. Generally, we recommend that resellers and partners perform at least five deployments in a variety of technologies prior to attempting the exam. For customers, and alternatively for resellers and partners, starting from the design and deployment phase and having **at least six months of active hands-on experience** in a production environment would be beneficial.

3. Taking the Exam

The final step in becoming an RCSP-NPM is to take the exam at a Pearson VUE authorized testing center. To register for any Riverbed Certification exam, please visit <http://www.pearsonvue.com/riverbed>



RCSP-NPM Blueprint and Study References

The Riverbed Certified Solutions Professional-NPM exam, and therefore this blueprint, covers the Riverbed products and technologies through version 10.8.7 for the SteelCentral NetProfiler, NetExpress, and Flow Gateway; version 10.9 for SteelCentral Packet Analyzer; version 10.9 for SteelCentral NetShark and virtual NetShark, version 10.8.7 for SteelCentral NetExpress 470, version 17 of Transaction Analyzer, version 9.6 for SteelCentral AppResponse, and version 1.1.5 of SteelCentral Portal.

This publication does not replace practical experience, nor is it designed to be a stand-alone guide for any subject. Instead, it is an effective tool that, when combined with education activities and experience, can be a very useful preparation guide for the exam.

Riverbed Recommended Training Courses

- ***NPM200 Performance Monitoring Essentials***

Additional Information on Riverbed Training can be found at: <http://www.riverbed.com/training/index.html>. You can also write to training@riverbed.com

Riverbed authorized training courses and Riverbed Certification are mutually exclusive programs. This means that certification is not directly mapped to specific training courses and vice versa. We recommend certain courses but in no way does that automatically qualify or prepare you for the exam.

To access Riverbed technical documentation and publications please visit Riverbed Support webpage at <https://support.riverbed.com/index.htm>



Recommended References

General Knowledge

Subject	Reference
TCP	<ul style="list-style-type: none">• http://www.ietf.org/rfc.html• RFC 793 (Original TCP RFC)• RFC 1323 (TCP extensions for high performance)• RFC 2474 (Differentiated Services Code Point)• RFC 4789 (Simple Network Management Protocol – SNMP)• RFC References for DNS http://www.zoneedit.com/doc/rfc/• TCP/IP Illustrated, Volume I, The Protocols by W. R. Stevens (Addison-Wesley, 1994)
NetFlow	<ul style="list-style-type: none">• http://www.caida.org/tools/utilities/flowscan/arch.xml

SteelCentral NetProfiler, NetExpress, and Flow Gateway

Subject	Reference
SteelCentral NetProfiler, Flow Gateway, NetExpress, Installation, Deployment, Sizing	<ul style="list-style-type: none">• Riverbed SteelCentral NPM Deployment Guide• SteelCentral NetProfiler, NetExpress, and Flow Gateway Installation Guide v10.8.7• SteelCentral Flow Gateway-VE Installation Guide v10.8.7• SteelCentral NetProfiler-VE Installation Guide v10.8.7• SteelCentral NetProfiler and SteelCentral NetExpress User's Guide v10.8.7• SteelCentral Flow Gateway User's Guide v10.8.7• Riverbed Training Course: NPM200 Performance Monitoring Essentials

SteelCentral Packet Analyzer

Subject	Reference
Installation, Configuration, Operation, Reporting, Analytics, Network Evaluation, Deployment, Sizing	<ul style="list-style-type: none">• Riverbed SteelCentral NPM Deployment Guide• SteelCentral Packet Analyzer Personal Edition Reference Manual v10.9• SteelCentral Packet Analyzer Reference Manual v10.9• Riverbed Training Course: NPM200 Performance Monitoring Essentials

SteelCentral NetShark

Subject	Reference
Installation, Configuration, Operation, Sizing, Analytics, Monitoring, Deployment	<ul style="list-style-type: none">• Riverbed SteelCentral NPM Deployment Guide• SteelCentral NetShark Quick Start Guide v10.9• SteelCentral NetShark Appliance Maintenance Guide v10.9• SteelCentral NetShark Filters Guide v10.9• SteelCentral NetShark User's Guide v10.9• SteelCentral Virtual NetShark Quick Start Guide v10.9• Riverbed Training Course: NPM200 Performance Monitoring Essentials

SteelCentral Portal

Subject	Reference
Installation, Configuration, Operation, Sizing, Analytics, Monitoring, Deployment	<ul style="list-style-type: none">• SteelCentral Portal 1.1.5 Users Guide• SteelCentral Portal 1.1.5 Troubleshooting Guide• SteelCentral Portal 1.1.5 Installation Instructions• SteelCentral Portal 1.1.5

Exam Questions

Types of Questions

The RSCP-NPM exam includes a variety of question types, including single-answer multiple choice, multiple-answer multiple choice, and scenario based. The question distribution is heavily targeted toward the multiple-choice variety.

Exam Question Distribution

Subject Area	Approximate Number of Questions from this area
NetProfiler	26
Packet Analyzer	7
NetShark	7
Portal	5
TOTAL QUESTIONS	45

About Riverbed

Riverbed enables organizations to modernize their networks and applications with industry-leading SD-WAN, application acceleration, and visibility solutions. Riverbed's platform allows enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. At more than \$1 billion in annual revenue, Riverbed's 28,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com.



© 2017 Riverbed Technology, Inc. All rights reserved.

Riverbed®, SteelConnect™, SteelCentral™, SteelHead™, and SteelFusion™ are all trademarks or registered trademarks of Riverbed Technology, Inc. (Riverbed) in the United States and other countries. Riverbed and any Riverbed product or service name or logo used herein are trademarks of Riverbed. All other trademarks used herein belong to their respective owners. The trademarks and logos displayed herein cannot be used without the prior written consent of Riverbed or their respective owners.

This technical marketing paper is furnished "AS IS" and is subject to change without notice and should not be construed as a commitment by Riverbed. Riverbed does not provide any warranties for any information contained herein and specifically disclaims any liability for damages, including without limitation direct, indirect, consequential, and special damages in connection with this technical marketing paper. This document may not be copied, modified or distributed without the express authorization of Riverbed and may be used only in connection with Riverbed products and services. Use, duplication, reproduction, release, modification, disclosure or transfer of this document is restricted in accordance with the Federal Acquisition Regulations as applied to civilian agencies and the Defense Federal Acquisition Regulation Supplement as applied to military agencies. This document qualifies as "commercial computer software documentation" and any use by the government shall be governed solely by these terms. All other use is prohibited. Riverbed assumes no responsibility or liability for any errors or inaccuracies that may appear in this technical marketing paper.