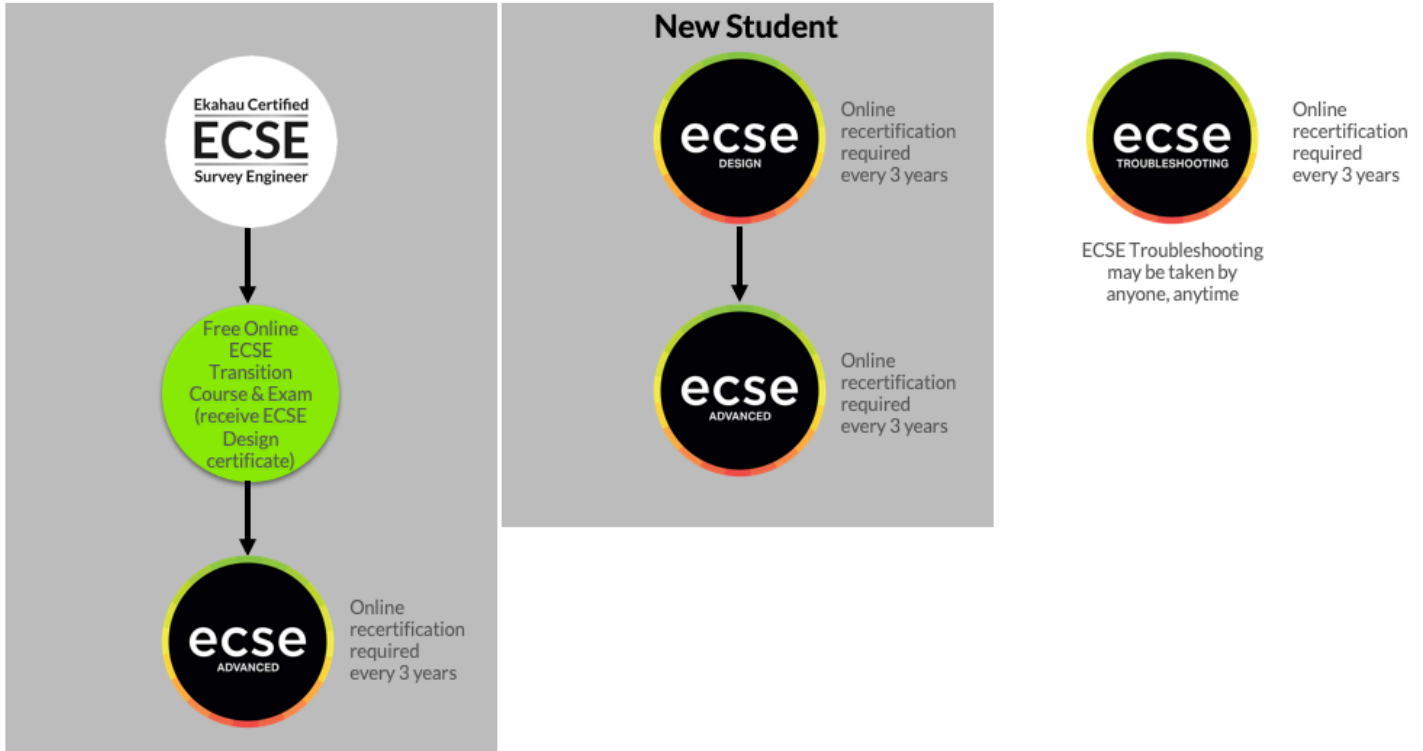# Frequently Asked Questions

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ECSE Course Paths

ECSE Name and Logo

Why did Ekahau remove 'Ekahau Certified Survey Engineer' from the certification name?
With the ability to design, optimize and troubleshoot with Ekahau Connect, the program offers training on more than just surveying wireless networks. We are keeping the acronym, ECSE, because it is well recognized around the world.

Where can I find the new logos?
The new logos can be downloaded from our website: https://www.ekahau.com/logos-and-guidelines/

Who should be contacted if there are questions about the new logos?
Please send any questions regarding the new logos and guidelines to marketing@ekahau.com.

ECSE Design

Why did Ekahau change the ECSE course?
The ECSE Design course aligns with Ekahau Pro as well as Ekahau Connect. We are also introducing the ECSE Advanced course and need to be able to differentiate between the two as well as add additional courses in the future as needed.

ekahau UNIVERSITY

What is the agenda for this course?

Time	Day 1	Day 2	Day 3	Day 4
9:00 - 10:30	• Introductions • How a NIC Works • RF Fundamentals	• Day 1 Review • WLAN Requirements • Medical Clinic Group Assignment	• Designing for Multiple Floors Exercise • Auto-Planner Exercise	• AP on a Stick Surveys • Ekahau Pro Reporting Features
10:30 - 10:45	Break			
10:45 - 12:30	• RF Fundamentals • Modulations • dB Math	• Medical Clinic Group Assignment • Ekahau Pro Design Demonstration Using Medical Clinic - Sensitivity Analysis	• Designing for Capacity Exercise • Outdoor Designs Exercise • Measuring Wall/Area RF Attenuation Exercise	• Spectrum Analysis using Ekahau Sidekick Demo & Exercise • Frequency Monitor • Survey Inspector & Troubleshooting
12:30 - 13:15	Lunch			
13:15 - 15:00	• Antenna Fundamentals • 802.11 Fundamentals	• Install Ekahau Pro • Football Field Exercise • Drawing Walls Exercise • CAD Import Exercise • K-12 Design Exercise	• Rules for Accurate Site Surveys • Validation Survey iPad & Ekahau Connect Exercise	• ECSE Exam Review • ECSE Exam
15:00 - 15:15	Break			
15:15 - 17:00	• Association • Contention Vocabulary	• Small Warehouse Exercise • Large Warehouse Exercise • Cube Farm Exercise • Scaling Exercise	• Analyzing Survey Results • Reviewing all Visualizations & Ekahau Pro Options • Active vs. Passive Throughput Surveys	
Homework	Explain: • "Green Diamond" • "The Game" • "Antenna Rule"	Do team Medical Clinic Design in Ekahau Pro, then redo to meet all requirements	• Read White Papers • Review for Exam • Review Vocabulary	Additional Online Video Modules: • GPS Surveys • Custom Reporting • APoS Gear • Modulations Review

If I received an ECSE certification in the past, can I now use the ECSE Design certificate?
Existing ECSEs that would like to earn an ECSE Design certification will be able to take a free, online course. Once you have completed the course and exam, you will receive your ECSE Design certificate. Go to https://wifi.ekahau.com/ecse-design-transition to request an enrollment key and access the course.

How do I register for an ECSE Design course?
1. To register, go to https://shop.ekahau.com and purchase an ECSE Design seat.
2. You will receive an email with an enrollment key and link to Ekahau University.
3. Register in Ekahau University and enter your enrollment key.
4. Select the course you would like to take.

Does the ECSE Design course qualify for BICSI Continuing Education Credits (CECs)?
Please check our website for the most up-to-date information.

Transitioning from ECSE to ECSE Design

How do I obtain my ECSE Design certificate if I have completed an ECSE course in the past?
Existing ECSEs that would like to earn an ECSE Design certification will be able to take a free, online course. Once you have completed the course and exam, you will receive your ECSE Design certificate. Go to https://wifi.ekahau.com/ecse-design-transition to request an enrollment key and access the course.

ECSE Advanced

Why did Ekahau add an ECSE Advanced course?
We wanted to be able to offer a course that dives deeper into the more complex and advanced topics when designing, optimizing and troubleshooting Wi-Fi networks.

If I received an ECSE certification in the past, can I now use the ECSE Advanced certificate?
Existing ECSEs that would like to earn an ECSE Design certification will be able to take a free, online course. Once you have completed the course and exam, you will receive your ECSE Design certificate. Go to https://wifi.ekahau.com/ecse-design-transition to request an enrollment key and access the course.
Once you receive your ECSE Design certificate, you will then be eligible to register for the ECSE Advanced course.

Can I skip the ECSE Design course and go straight to the ECSE Advanced course?
No, you must complete the ECSE Design course (or ECSE Design transition course if you already have an ECSE) in order to register for the ECSE Advanced course.

How do I register for an ECSE Advanced course?
1. To register, go to https://shop.ekahau.com and purchase an ECSE Advanced seat.
2. You will receive an email with an enrollment key and link to Ekahau University.
3. Register in Ekahau University and enter your enrollment key.
4. Select the course you would like to take

What is the agenda for this course?

Time	Day 1	Day 2	Day 3
9:00 - 10:30	• Introductions • Workflows	• Ekahau Connect • Ekahau Connect Lab	• Advanced Data Modification & Analysis • Advanced Data Lab • Report Templates
10:30 - 10:45	Break		
10:45 - 12:30	• Workflows • Working in Teams • Team Lab	• Packet Capture • Packet Capture Lab	• Report Templates • Report Templates Lab
12:30 - 13:00	Lunch		
13:00 - 15:00	• Ekahau Sidekick: Inside and Out • Ekahau Sidekick Labs	• Throughput Testing • Throughput Testing Lab • Creating & Modifying Floorplans	• Review
15:00 - 15:15	Break		
15:15 - 17:00	• Ekahau Sidekick Labs	• Floorplans Lab • Measuring Attenuation • Attenuation Lab • GPS & Outdoor Designs	• Final Exam

Does the ECSE Advanced course qualify for BICSI Continuing Education Credits (CECs)?
Please check our website for the most up-to-date information.

ECSE Troubleshooting

Why did Ekahau add an ECSE Troubleshooting course?
The ECSE Troubleshooting course reviews potential Wireless LAN issues as well as standard network troubleshooting processes using various tools and techniques to identify and resolve these issues.

How do I register for an ECSE Troubleshooting course?
1. To register, go to https://shop.ekahau.com and purchase an ECSE Troubleshooting seat.
2. You will receive an email with an enrollment key and link to Ekahau University.
3. Register in Ekahau University and enter your enrollment key.
4. Select the course you would like to take.

Does the ECSE Troubleshooting course qualify for BICSI Continuing Education Credits (CECs)?
Please check our website for the most up-to-date information.

What is the agenda for this course?

Time	Day 1	Day 2	Day 3	Day 4

9:00 - 10:30	• Introductions
	• How a NIC Works
	• RF Fundamentals
		• Introduction to Troubleshooting
		• WLAN Issues & Causes
		• WLAN Requirements
			• Validate Process
			• Process Diagram
			• Ekahau Survey Lab Exercise
			  • iPad App
			  • Windows/macOS
				• Using WLANpi for Remote Packet Capture Exercise
				• Troubleshooting 802.1X Issues
				• RADIUS Lab Exercise
				• Using Wireshark Exercise

10:30 - 10:45	Break			

10:45 - 12:30	• RF Fundamentals
	• Modulations
	• dB Math
		• How to Make Wireless Problems Disappear
		• Wired vs. Wireless Excercise
		  • Native Tools
		  • GUI Tools
		  • Windows/macOS
		  • iOS/Android
			• Ekahau Survey Lab Exercise
			• Spectrum Analysis Process
			• Wi-Fi Signal
			• Sidekick Analysis Demo
			• Tracking Non-Wi-Fi-Interference Exercise
				• Management Systems Tools to Troubleshoot
				• Management Lab Exercises
				• Troubleshooting Tools Review by OS

12:30 - 13:15	Lunch			
13:15 - 15:00	• 802.11 Fundamentals • Wi-Fi Client Issues • Meeting Requirements	• Investigate Process • WLANpi Setup & Config Exercise • Kimset Network Scanner Exercise • HORST Exercise • BetterCap Exercise	• Packet Capture Process • Wireshark Install Lab • Customizing Wireshark • Profiles Lab • Columns Lab • Filters Lab • Color Rules Lab	• ECSE Exam Review • ECSE Exam
15:00 - 15:15	Break			
15:15 - 17:00	• Association Processes • Authentication Processes	• WLAN Client Profiler Exercise • Measure Process • Performance & Throughput Testing Exercise • iPerf, ZAP, HTML Exercise • End-point Testing Exercise	• Name Resolution Lab • Commenting Lab • Using Class Profile Exercise • Graphing • Graphing Lab	
Homework	Explain: "Green Diamond" & 802.1X Authentication	Use WLANpi with Extra Homework Exercises	Use Wireshark with Extra Homework Exercises	

Recertification

Why is Recertification now required?
The new ECSE Design and ECSE Advanced Recertification will ensure that ECSEs are up-to-date with the latest Ekahau and industry technology and best practices.

How will a user be informed if their Recertification has expired?
Ekahau will notify users of their upcoming expiration beginning 3 months from expiration.

Where can a user find their expiration date?

Users can see the date they completed the training on their certificate. To download the certificate, log into Ekahau University and go to My Courses > click on the Completed button of the course you completed > click the link below the Certificate header on the right side of the site. Certification will expire 3 years from the date the training was complete.

Where will the Recertification course and exam be taken?

Recertification will be taken through the online Ekahau University (https://learn.ekahau.com).

Who should be contacted if there are questions about Recertification?

Please send any questions regarding the Recertification to training@ekahau.com.

Ekahau University

How is the Ekahau University accessed?

The URL for the Ekahau University is https://learn.ekahau.com.

Who has access to the Ekahau University?

Anyone can access Ekahau University by going to https://learn.ekahau.com and registering.

What type of training is currently available in the Ekahau University?

You can sign up for online training as well as a register for a seat in an instructor-led course. If registering for a paid class, you must first purchase the class on https://shop.ekahau.com.

Who should be contacted if there are questions about Ekahau University in general or the Ekahau University?

Please send any questions to training@ekahau.com.