VERP-VTSHOOT VMWARE VSPHERE: TROUBLESHOOTING

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
5 Days	Advanced	VMware	ILT / VILT	NA

INTRODUCTION

This five-day, hands-on training course provides you with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere® 7.x environment. This workshop increases your skill and competence in using the command-line interface, VMware vSphere® Client™, log files, and other tools to analyze and solve problems.

AUDIENCE PROFILE

This course is intended for:

– System administrators
– System intergrators

PREREQUISITES

This course requires completion of one of the following prerequisites:

– VMware vSphere: Fast Track [V6.x] or [V7]
– VMware vSphere: Install, Configure, Manage [V6.x] or [V7]
– VMware vSphere: Optimize and Scale [V6.x] or [V7]
– Equivalent knowledge and administration experience with ESXi and vCenter Server

Experience in working with a command-line interface is highly recommended.

COURSE OBJECTIVES

After completing this course, delegates will be able to:

– Introduce troubleshooting principles and procedures
– Use command-line interfaces, log files, and the vSphere Client to diagnose and resolve problems in the vSphere environment
– Describe the benefits and capabilities of VMware Skyline
– Explain the purpose of key vSphere log files
– Identify networking problems based on reported symptoms, validate, and troubleshoot the reported problem, identify the root cause, and implement the appropriate resolution
– Analyze storage failure scenarios using a logical troubleshooting methodology, identify the root cause, and apply the appropriate resolution to resolve the problem
– Troubleshoot vSphere cluster failure scenarios and analyze possible causes
– Diagnose common VMware vSphere® High Availability problems and provide solutions
– Identify and validate VMware ESXi™ host and VMware vCenter Server® problems, analyze failure scenarios, and select the correct resolution
– Troubleshoot virtual machine problems, including migration problems, snapshot problems, and connection problems
– Troubleshoot performance problems with vSphere components

MODULES

Module 1: Course Introduction
– Introductions and course logistics
– Course objectives

Module 2: Introduction to Troubleshooting
– Define the scope of troubleshooting

– Use a structured approach to solve configuration and operational problems
– Apply a troubleshooting methodology to logically diagnose faults and improve troubleshooting efficiency

Module 3: Troubleshooting Tools
– Use command-line tools (such as ESXCLI) to identify and

troubleshoot vSphere problems
– Identify important vSphere log files and interpret the log file contents
– Describe the benefits and capabilities of VMware Skyline
– Explain how VMware Skyline works
– Identify uses for Skyline Advisor

Module 4: Troubleshooting Virtual Networking
- Analyze and resolve standard switch and distributed switch problems
- Analyze virtual machine connectivity problems and fix them
- Examine common management network connectivity problems and restore configurations

Module 5: Troubleshooting Storage
- Troubleshoot and resolve storage (iSCSI, NFS, and VMware vSphere® VMFS) connectivity and configuration problems
- Analyze and resolve common VM snapshot problems

- Identify and resolve multipathing-related problems, including common causes of permanent device loss (PDL) and all paths down (APD) event problems

Module 6: Troubleshooting vSphere Clusters
- Identify and recover from problems related to vSphere HA
- Analyze and resolve VMware vSphere® vMotion® configuration and operational problems
- Analyze and resolve common VMware vSphere® Distributed Resource Scheduler™ problems

Module 7: Troubleshooting Virtual Machines

- Identify, analyze, and solve virtual machine snapshot problems
- Troubleshoot virtual machine power-on problems
- Identify possible causes and troubleshoot virtual machine connection state problems
- Diagnose and recover from VMware Tools™ installation failures

Module 8: Troubleshooting vCenter Server and ESXi
- Analyze and fix problems with vCenter Server services
- Diagnose and troubleshoot vCenter Server database problems
- Examine ESXi host and vCenter Server failure scenarios and resolve the problems

ASSOCIATED CERTIFICATIONS & EXAM

Attending this course meets the training requirement to achieve the following certification:
- VMware Certified Professional – Data Center Virtualization (VCP-DCV)

Attending this course is also recommended if you aim to achieve the following certification:
- VMware Certified Advanced Professional – Data Center Virtualization (VCAP-DCV) Deploy