VMware vSphere: Troubleshooting Workshop

Delivery Methods
- Instructor-led training
- Live-online
- Onsite training

Course Duration
- Five days of instructor-led training
- 25% lecture, 75% hands-on lab

Target Audience
- System administrators
- System integrators

Course Suitability

☒ Administrator ☐ Expert
☒ Engineer ☒ Advanced
☐ Architect ☐ Professional
☐ Fundamentals

Prerequisites
Required prerequisites include completion of one of the following:

- VMware® Certified Professional 5 – Datacenter Virtualization (VCP5-DCV)
- VMware vSphere: Fast Track [V5.1]
- VMware vSphere: Optimize and Scale [V5.1]
- Equivalent knowledge and administration experience with ESXi and vCenter Server

Experience with working at the command prompt is highly recommended.

Pricing
Contact your VMware representative or a VMware® Authorized Training Center™ for pricing information.

More Information
Courses are conveniently scheduled around the world. Go to www.vmware.com/education to find the class that is right for you.

Onsite training is available for customers who prefer to bring a VMware Certified Instructor to their own facilities. For more information about onsite classes, including facility requirements, go to www.vmware.com/education

Course Overview

This hands-on training workshop provides you with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware® vSphere® environment. This workshop also increases your skill and competence in using the command line to analyze problems. The workshop is based on VMware ESXi™ 5.1 and VMware® vCenter Server™ 5.1.

To learn more about vSphere administration, go to www.vmware.com/education for other course options.

Course Objectives

At the end of the course, you should gain an understanding of the functionality in vSphere 5.1 and be able to do the following:

- Use the VMware vSphere® Web Client, the command line, and log files to diagnose and correct problems in vSphere.
- Configure SSL certificates.
- Troubleshoot networking issues.
- Troubleshoot storage issues.
- Troubleshoot vCenter Server issues.
- Troubleshoot ESXi host issues.
- Troubleshoot vSphere cluster issues.
- Troubleshoot VMware vSphere® vMotion® issues.
- Troubleshoot virtual machine issues.

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Course Modules

1 **Course Introduction**
- Introductions and course logistics
- Course objectives

2 **Introduction to Troubleshooting**
- Using a structured approach to troubleshooting

3 **Troubleshooting Tools**
- Adding the VMware vSphere® Management Assistant to an Active Directory environment
- Using commands to record information about your vSphere configuration
- Locating important log files
- Gathering log bundles for technical support

4 **SSL Certificates**
- Implementing SSL certificates for vCenter Server
- Implementing SSL certificates for ESXi

5 **Networking**
- Troubleshooting standard switch issues
- Troubleshooting virtual machine network connectivity issues
- Troubleshooting management network connectivity issues
- Troubleshooting distributed switch issues

6 **Storage**
- Troubleshooting LUN connectivity issues
- Troubleshooting multipathing issues

7 **Cluster Management**
- Troubleshooting vSphere cluster issues
- Troubleshooting vSphere vMotion issues

8 **vCenter Server and ESXi**
- Troubleshooting vCenter Server issues
- Troubleshooting ESXi host issues

9 **Virtual Machines**
- Troubleshooting virtual machine state issues
- Troubleshooting VMware® Tools™ installation issues
- Troubleshooting VMware snapshot issues
- Troubleshooting virtual machine power-on issues

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