

VMware vSphere: Troubleshooting Workshop {V5.5}

Duration: 5 days

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 interface to analyze problems. The workshop is based on VMware® ESXi™ 5.5 and VMware® vCenter Server™ 5.5.

Objectives:

By the end of the course, you should gain an understanding of the functionality in vSphere 5.5 and be able to meet the following objectives:

- Use the VMware vSphere® Web Client, the command-line interface, 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

Intended Audience:

- System administrators
- System integrators

Prerequisites:

Required prerequisites include completion of one of the following:

- VMware Certified Professional 5 – Data Center 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 working with a command-line interface is highly recommended.

Outline:

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 activeDirectoryenvironment
 - Using commands to record information about your vSphere configuration
 - Locatingimportantlogfiles
 - 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