VMware vSphere: Troubleshooting [V7]

Duration 5 Days

COURSE DESCRIPTION

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.

COURSE OBJECTIVES

By the end of the course, you should be able to meet the following objectives:

- Introduce troubleshooting principles and procedures
- Practice Linux commands that aid in the troubleshooting process
- Use command-line interfaces, log files, and the vSphere Client to diagnose and resolve problems in the vSphere environment
- 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

COURSE OUTLINE

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 Linux commands, vSphere CLI, ESXCLI) to identify and troubleshoot vSphere problems
- Identify important vSphere log files and interpret the log file contents

Module 4: Troubleshooting Virtual Networking
- Analyze and resolve standard switch and distributed switch problems
- Analyze virtual machine connectivity problems and fix them

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▪ 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 multipathing-related problems, including common causes of permanent device loss (PDL) and all paths down (APD) events and resolve these 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 possible causes and resolve virtual machine power-on problems
▪ Troubleshoot virtual machine connection state problems
▪ Resolve problems seen during VMware Tools™ installations

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

WHO SHOULD ATTEND

▪ System administrators
▪ System integrators

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.