

HP Education Services Course Overview

VMware vSphere: Troubleshooting (HH642S)



This 4-day, lab-intensive course focuses on providing system administrators with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere™ virtual infrastructure. In this course, you will spend most of the time diagnosing and rectifying configuration problems created on VMware® ESX™/ESXi hosts and VMware vCenter™ Server systems. This course is 25 percent lecture and 75 percent hands-on labs.

Audience

System administrators, systems engineers, and help desk personnel who need the knowledge, skills, and abilities to perform advanced troubleshooting of their vSphere deployments

Prerequisites

This is an advanced course. Prerequisites include the completion of one of the following:

- VMware vSphere: Install, Configure, Manage (HH627S), VMware vSphere: Manage Availability (HH641S), VMware vSphere: Manage Scalability (HH639S)
- Completion of vSphere: Fast Track (HH629S)
- Equivalent knowledge and administration experience with ESX/ESXi and vCenter Server

Course objective

At the end of the course, you should be able to:

- Use the VMware vSphere Client and service console commands to configure or diagnose and rectify problems on ESX

Course title: VMware vSphere: Troubleshooting

HP product number: HH642S

Category/Subcategory: VMware

Course length: 4 days

Level: Intermediate

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

- Use the vSphere Client and the VMware vSphere Management Assistant (vMA) appliance to configure or diagnose and rectify problems on ESX and ESXi hosts
- Use ESXi technical support mode to diagnose and rectify problems on ESXi

- Create and use a network sniffer to capture and display virtual switch network traffic
- Use the vSphere Client and command-line tools to troubleshoot VMware VMotion™, VMware Storage VMotion, VMware High Availability, VMware Distributed Resource Scheduler, and virtual machine power-on problems

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Detailed course outline

Course Introduction

ESXi Command-Line Troubleshooting Methods

- Install and use vMA
- Learn common VMware vSphere Command-Line Interface commands and syntax
- Configure ESXi technical support mode and SSH access

ESX, ESXi, and vCenter Server Log Files

- View ESX, ESXi, and vCenter Server log files
- Configure a centralized ESX/ESXi log host

Network Troubleshooting

- Identify and configure vNetwork components
- Configure and use a network traffic sniffer

Management Troubleshooting

- Troubleshoot vSphere management components

Storage Troubleshooting

- View, configure, and diagnose storage access problems
- Configure iSCSI authentication and digests

VMotion Troubleshooting

- Troubleshoot VMotion and Storage VMotion errors

VMware HA Cluster Troubleshooting

- Troubleshoot errors with slot calculations, admission control, and host monitoring

DRS Cluster Troubleshooting

- Troubleshoot errors with shares, pools, and limits

Virtual Machine Troubleshooting

- Review power-on requirements
- Troubleshoot virtual machine power-on failures

Graduation Lab

- Complete a final multihour, multiproblem troubleshooting exercise

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