



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

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CODE:	LENGTH:	PRICE:
VM-VTSW-6-OE	40 Hours (5 days)	\$4,625.00

## Description

This hands-on training workshop provides you with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere® 6 environment. This workshop increases your skill and competence in using the command-line interface, VMware vSphere® Web Client, VMware vRealize® Log Insight®, and other tools to analyze and solve problems.

This workshop is based on VMware ESXi®, 6 and VMware vCenter Server®, 6.

## Objectives

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

- Use vSphere Web Client, the command-line interface, and logs to diagnose and resolve problems in the vSphere environment
- Introduce troubleshooting principles and procedures
- Troubleshoot networking issues and recover from these issues
- Analyze storage failure scenarios and resolve the issues
- Troubleshoot vSphere cluster failure scenarios and analyze possible causes
- Diagnose common VMware vSphere® High Availability issues and provide solutions
- Troubleshoot problems related to virtual machine migration (VMware vSphere® vMotion®) and improve resource use (VMware vSphere® Distributed Resource Scheduler™)
- Troubleshoot vCenter Server issues
- Identify ESXi host issues, analyze failure scenarios, and correct them
- Troubleshoot faulty virtual machines, including installation issues, snapshot issues, connection issues, and more

## Audience

- System administrators
- System integrators

## Prerequisites

Required prerequisites include completion of one of the following:

- VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV)
  - VMware vSphere: Fast Track [V6]
  - VMware vSphere: Optimize and Scale [V6]
  - Equivalent knowledge and administration experience with ESXi and vCenter Server
- Experience in working with a command-line interface is highly recommended.

## Programme

### 1.Course Introduction

- Understand the course objectives
- Understand the scope and topics covered by the course
- Become familiar with online technical resources
- Become familiar with the VMware education system and certification tracks

### 2.Introduction to Troubleshooting

- Identify the effects of a system problem
- Define the troubleshooting scope
- Use a structured approach
- Understand the troubleshooting principles
- Follow a logical troubleshooting procedure
- Troubleshooting examples

### 3. Troubleshooting Tools

- Use command-line tools to identify and troubleshoot problems
- Use VMware vSphere® Management Assistant
- Find and interpret important log files
- Export relevant log files for technical support
- Use vRealize Log Insight for log aggregation and problem analysis
- Use vRealize Log Insight for efficient log search

### 4. Networking

- Identify the symptoms of network-related problems
- Analyze and resolve standard and distributed switch issues
- Analyze virtual machine connectivity issues and restore them
- Examine common management network connectivity issues and restore configurations
- Identify and prevent potential problems

### 5. Storage

- Troubleshoot storage (iSCSI, NFS, VMware vSphere® VMFS, and VMware Virtual SAN™) connectivity problems
- Analyze hardware malfunction and software misconfiguration scenarios
- Identify multipathing-related issues, including PDL and APD
- Analyze possible causes, recover from the faulty conditions, and restore storage visibility

### 6. vSphere Clusters

- Identify and recover from issues related to vSphere HA
- Analyze and troubleshoot various types of vSphere vMotion issues related to virtual machine migrations
- Discuss and recover from vSphere DRS problems to achieve proper function and balanced resource use
- Examine vSphere cluster failure scenarios and possible solutions

### 7. vCenter Server and ESXi

- Understand the vCenter Server and VMware Platform Services Controller™ architecture in vSphere 6
- Identify and resolve authentication issues
- Troubleshoot VMware Certificate Authority and certificate store issues
- Analyze and fix vCenter Server services issues
- Examine ESXi host and vCenter Server failure scenarios and resolve the issues

### 8. Virtual Machines

- Analyze and resolve common virtual machine snapshot issues
- Identify possible causes and resolve virtual machine power-on issues
- Troubleshoot virtual machine connection state issues
- Resolve problems seen during VMware Tools™ installations
- Examine failure scenarios and provide solutions

## Session Dates

On request. Please [Contact Us](#)

## Additional Information

[This training is also available as onsite training. Please contact us to find out more.](#)