

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

- | | |
|---|--|
| <input checked="" type="checkbox"/> Administrator | <input type="checkbox"/> Expert |
| <input checked="" type="checkbox"/> Engineer | <input checked="" type="checkbox"/> Advanced |
| <input type="checkbox"/> Architect | <input type="checkbox"/> Professional |
| | <input type="checkbox"/> Fundamentals |

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.

Certifications

This course helps to prepare you for the following certification:

- [VCP5-DCV](#)
- [VCAP-DCA](#)

For more information, go to [VMware Certification](#).

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 <http://www.vmware.com/education> to find the class that is right for you.



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

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

Course 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

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



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com

© 2014 VMware, Inc. All rights reserved. The product or workshop materials is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/download/patents.html>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

VMware warrants that it will perform these workshop services in a reasonable manner using generally accepted industry standards and practices. THE EXPRESS WARRANTY SET FORTH IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED BY VMWARE, OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM. VMWARE WILL NOT BE LIABLE FOR ANY THIRD-PARTY SERVICES OR PRODUCTS IDENTIFIED OR REFERRED TO CUSTOMER. All materials provided in this workshop are copyrighted by VMware ("Workshop Materials"). VMware grants the customer of this workshop a license to use and make reasonable copies of any Workshop Materials strictly for the purpose of facilitating such company's internal understanding, utilization and operation of its licensed VMware product(s). Except as set forth expressly in the sentence above, there is no transfer of any intellectual property rights or any other license granted under the terms of this workshop. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.