Course Overview
This five-day, hands-on training workshop provides you with the advanced knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere® 6.x environment. This workshop increases your skill and competence in using the command-line interface, VMware vSphere® Client™, VMware vRealize® Log Insight™, 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:

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

Target Audience
- System administrators
- System integrators

Prerequisites
This course requires completion of one of the following prerequisites:

- VMware Certified Professional 6.5 – Data Center Virtualization (VCP6.5-DCV)
- VMware vSphere: Fast Track [V6.5]
- VMware vSphere: Install, Configure, Manage [V6.7]
- Equivalent knowledge and administration experience with ESXi and vCenter Server

Experience in working with a command-line interface is highly recommended, as is completion of VMware vSphere: Optimize and Scale [V6.7].
Certifications
This course prepares you for the following certification:

- VMware Certified Professional 6.5 – Data Center Virtualization (VCP6.5-DCV)

Course Delivery Options
- Classroom
- Live Online
- Onsite

Product Alignment
- ESXi 6.7
- vCenter Server 6.7
Course Modules

1 Course Introduction
   - Introductions and course logistics
   - Course objectives

2 Introduction to Troubleshooting
   - Identify the effects of a system problem
   - Define the scope of troubleshooting
   - Use a structured approach
   - Discuss the principles of troubleshooting
   - Follow a logical troubleshooting procedure
   - Examine examples of troubleshooting

3 Troubleshooting Tools
   - Use command-line tools to identify and troubleshoot problems
   - Use vSphere CLI
   - Find and interpret important log files
   - Use vRealize Log Insight for log aggregation, efficient log search, and problem analysis

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

5 Storage
   - Troubleshoot storage (iSCSI, NFS, VMware vSphere® VMFS, VMware vSAN™, and VMware vSphere® Virtual Volumes™) connectivity problems
   - Analyze storage-related logs
   - Analyze hardware malfunction and software misconfiguration scenarios
   - Identify multipathing-related problems, including permanent device loss (PDL) and all paths down (APD)
   - Analyze possible causes, recover from faulty conditions, and restore storage visibility

6 vSphere Clusters
   - Identify and recover from problems related to vSphere HA
   - Analyze and troubleshoot various types of vSphere VMotion problems 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 Virtual Machines
   - Analyze and resolve common virtual machine snapshot problems
   - Identify possible causes and resolve virtual machine power-on problems
   - Troubleshoot virtual machine connection state problems
   - Resolve problems seen during VMware Tools™ installations
   - Examine failure scenarios and provide solutions

8 vCenter Server and ESXi
   - Describe the vCenter Server and VMware Platform Services Controller™ architecture in vSphere 6.x
   - Identify and resolve authentication problems
   - Troubleshoot VMware Certificate Authority and certificate problems
   - Analyze and fix problems with vCenter Server services
   - Analyze and fix vCenter Server database problems
   - Identify VMware vCenter Server® High Availability problems
   - Examine ESXi host and vCenter Server failure scenarios and resolve the problems

Contact

If you have questions or need help registering for this course, click here.