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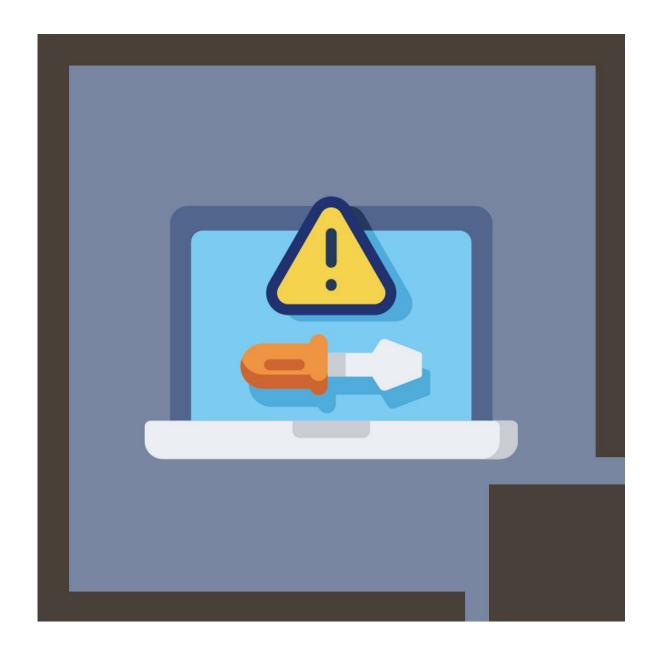
Technology: VMware

Difficulty: Intermediate

Course Duration: 5 Days

Next Course Date: November 3, 2025

# VMware vSphere: Troubleshooting 8.0



#### **About this Course:**

This five-day training course provides you with the knowledge, skills, and abilities to achieve competence in troubleshooting the VMware vSphere<sup>®</sup> 8 environment. This course increases your skill level and competence in using the command-line interface, VMware vSphere<sup>®</sup> Client<sup>TM</sup>, log files, and other tools to analyze and solve problems.

## **Course Objectives:**

- Introduce troubleshooting principles and procedures
- Use command-line interfaces, log files, and the vSphere Client to diagnose and resolve problems in the vSphere environment
- Explain the purpose of common vSphere log files
- Identify networking issues based on reported symptoms
- Validate and troubleshoot the reported networking issue
- · Identify the root cause of networking issue
- Implement the appropriate resolution to recover from networking problems
- Analyze storage failure scenarios using a logical troubleshooting methodology
- · identify the root cause of storage failure
- Apply the appropriate resolution to resolve storage failure problems
- Troubleshoot vSphere cluster failure scenarios
- Analyze possible vSphere cluster failure causes
- Diagnose common VMware vSphere<sup>®</sup> High Availability problems and provide solutions
- Identify and validate VMware ESXi<sup>TM</sup> host and VMware vCenter<sup>®</sup> problems
- Analyze failure scenarios of ESXi host and vCenter problems
- Select the correct resolution for the failure of ESXi host and vCenter problems
- Troubleshoot virtual machine problems, including migration problems, snapshot problems, and connection problems
- Troubleshoot performance problems with vSphere components

#### Audience:

- System administrators
- · System integrators

### **Prerequisites:**

- This course requires completion of one the following courses:
  - VCP-DCV certification
  - VMware vSphere: Install, Configure, Manage
  - VMware vSphere: Operate, Scale and Secure

The course material presumes that you can perform the following tasks with no assistance or guidance before enrolling in this course:

- Install and configure ESXi
- Install vCenter Server
- Create vCenter Server objects, such as data centers and folders
- · Create and modify a standard switch
- Create and modify a distributed switch
- · Connect an ESXi host to NAS, iSCSI, or Fibre Channel storage
- Create a VMware vSphere VMFS datastore
- o Modify a virtual machine's hardware
- Migrate a virtual machine with VMware vSphere<sup>®</sup> vMotion<sup>®</sup> and VMware vSphere<sup>®</sup> Storage vMotion<sup>®</sup>
- Configure and manage a VMware vSphere<sup>®</sup> Distributed Resource Scheduler<sup>TM</sup> cluster
- Configure and manage a VMware vSphere HA cluster
- Basic knowledge of command line tools like ESXCLI, DCLI, and PowerCLI

If you cannot complete these tasks, VMware recommends that you take the VMware vSphere: Install, Configure, Manage [V8] course instead.

#### **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 troubleshooting methodology to logically diagnose faults and improve troubleshooting efficiency

#### Module 3: Troubleshooting Tools

- Discuss the various methods to run commands
- Discuss the various ways to access ESXi Shell
- Use commands to view, configure, and manage your vSphere components
- Use the vSphere CLI
- Use ESXCLI commands from the vSphere CLI
- Use Data Center CLI commands
- Identify the best tool for command-line interface troubleshooting
- Identify important log files for troubleshooting vCenter Server and ESXi
- Describe the benefits and capabilities of VMware Skyline<sup>™</sup>
- Explain how VMware Skyline works
- Describe VMware Skyline<sup>TM</sup> Health
- Describe VMware Skyline Advisor<sup>TM</sup>

#### Module 4: Troubleshooting Virtual Networking

- Analyze and troubleshoot standard switch problems
- Analyze and troubleshoot virtual machine connectivity problems
- Analyze and troubleshoot management network problems
- Analyze and troubleshoot distributed switch problems

#### Module 5: Troubleshooting Storage

- Discuss the vSphere storage architecture
- Identify the possible causes of problems in the various types of datastores
- Analyze the common storage connectivity and configuration problems
- Discuss the possible storage problems causes
- Solve the storage connectivity problems, correct misconfigurations, and restore LUN visibility
- Review vSphere storage architecture and functionality necessary to troubleshoot storage problems
- Use ESXi and Linux commands to troubleshoot storage problems
- Analyze log file entries to identify the root cause of storage problems
- Investigate ESXi storage issues
- Troubleshoot VM snapshots
- Troubleshoot storage performance problems
- Review multipathing
- Identify the common causes of missing paths, including PDL and APD conditions
- Solve the missing path problems between hosts and storage devices

#### Module 6: Troubleshooting vSphere Clusters

- Identify and troubleshoot vSphere HA problems
- Analyze and solve vSphere vMotion problems
- Diagnose and troubleshoot common vSphere DRS problems

#### Module 7: Troubleshooting Virtual Machines

- Discuss virtual machine files and disk content IDs
- Identify, analyze, and solve virtual machine snapshot problems
- Troubleshoot virtual machine power-on problems
- Identify possible causes and troubleshoot virtual machine connection state problems
- Diagnose and recover from VMware Tools installation failures

#### Module 8: Troubleshooting vCenter Server and ESXi

- Analyze and solve vCenter Server service problems
- Diagnose and troubleshoot vCenter Server database problems
- Use vCenter Server Appliance shell and the Bash shell to identify and solve problems
- Identify and troubleshoot ESXi host problems

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