

## Red Hat Enterprise Linux Diagnostics and Troubleshooting (RH 342)

### COURSE OVERVIEW:

Students will learn how to apply the scientific method to a structured form of troubleshooting. This approach is then used troubleshooting various types of problems, including boot issues, hardware issues, storage issues, RPM issues, network issues, third-party application issues, security issues, and kernel issues. At the end of the course students can complete various comprehensive review labs to test their skills.

### TARGET AUDIENCE:

The Red Hat Enterprise Linux Diagnostics and Troubleshooting course is aimed at senior system administrators who wish to learn more about troubleshooting.

### PREREQUISITES:

Red Hat recommends these prerequisites:

- Required to have earned a Red Hat Certified System Administrator (RHCSA)
- Recommended to have earned a Red Hat Certified Engineer (RHCE)

### OBJECTIVES:

- Use the scientific method to approach troubleshooting
- Troubleshoot boot issues
- Troubleshoot security issues
- Troubleshoot storage issues
- Troubleshoot network issues

### COURSE OUTLINE:

#### Introduction to troubleshooting

- Describe a generalized strategy for troubleshooting.

#### Take proactive steps to prevent small issues

- Prevent small issues from becoming large problems by employing proactive system administration techniques.

#### Troubleshoot boot issues

- Identify and resolve issues that can affect a system's ability to boot.

#### Identify hardware issues

- Identify hardware problems that can affect a system's ability to operate.

#### Troubleshoot storage issues

- Identify and fix issues related to storage.

#### Troubleshoot RPM issues

- Identify and fix problems in, and using, the package management subsystem.

#### Troubleshoot network issues

- Identify and resolve network connectivity issues.

**Troubleshoot application issues**

- Debug application issues.

**Deal with security issues**

- Identify and fix issues related to security subsystems.

**Troubleshoot kernel issues**

- Identify kernel issues and assist Red Hat Support in resolving kernel issues.

**Red Hat Enterprise Linux Diagnostics and Troubleshooting comprehensive review**

- Practice and demonstrate knowledge and skills learned in Red Hat Enterprise Linux Diagnostics and Troubleshooting.

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