



Rock Solid Technical

## VMware vSphere 4.1 Troubleshooting Specialized 3 Day Class



### Become a VMware Virtualization Master.

This Rock Solid VMware vSphere 4.1 Troubleshooting Class includes the Virtualization Council's VMware Troubleshooting Professional (VC-VTP) certification; the leading certification in the industry for Virtual Enterprise Architects. This certification validates your skills on designing and optimizing VMware® environments coupled with intensive training on a wealth of third-party applications that are invaluable when designing and building a VMware enterprise.



WinSCP



vizioncore

vmware



Virtualization Council  
Vendor Neutral Certification

VEEAM



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## Welcome to Rock Solid Technical Services

Today more than ever business organizations are turning to virtualization deployments in order to help them overcome their operational and capital expenditure challenges. Rock Solid Technical Services delivers powerful VMware training, VMware certification and VMware consulting that help improve our customers IT infrastructure and provide key virtualization knowledge. Individuals will find our VMware virtualization training and certification invaluable to compete in today's tough job marketplace.

Since 1993, Rock Solid Technical Services has been providing leading edge technology training and consulting to thousands of IT professionals, who need to obtain skills on the most current vendor offerings. We currently specialize in Virtualization Solutions including VMware vSphere ESX/ESXi 4.1, vCenter 4.1 and the Infrastructure 3 suite of datacenter virtualization products. Find out why our VMware virtualization offerings will make your organization's virtualization of systems and people Rock Solid!

- Sherwood Cornforth, President, Rock Solid Technical Services

## Why Choose a Rock Solid class for your VMware Training?

*We at Rock Solid Technical Services know that you have a choice when choosing a VMware Training Provider, so we thought we would help you differentiate our training from the rest! Our maximum strength vSphere Troubleshooting class blows away all other vendor training. Here are just a few of the potent features included in this class:*

- ✓ **Lowest Class Sizes in the Industry** – All Rock Solid VMware vSphere 4.1 Troubleshooting classes are limited in class size to effectively give you more hands-on and the ultimate in exposure to expert instructors.
- ✓ **You Will Build Your Own Server:** In a VMware authorized class, multiple students may share one ESX/ESXi server that is located off-site. In our vSphere Troubleshooting class, each student installs, configures, and supports his or her own server throughout the class, from start to finish. This gives you, the student, the best learning environment available, allowing for a true hands on experience, rather than simply observing the technology.
- ✓ **Your Certification Included:** Rock Solid Technical Services offers independent certifications for virtualization professionals. A passing score will earn you the official certification as a VTP – VMware Troubleshooting Professional. This certification will validate your knowledge and set you apart from your peers.
- ✓ **You'll Work with More Third Party Tools Than Any Other Trainer Provider:** Our VMware vSphere 4.1 Troubleshooting class not only shows you what is supported by VMware, but we also show you what actual administrators in the field are using for solutions. There are many great third party products designed to support VMware products and we train you on them.
- ✓ **Extremely Lab Intensive:** Our VMware vSphere 4.1 Troubleshooting class is extremely lab intensive and is never the same twice. We cater to the students in the class to deliver a very enriched, targeted course, to suit the student's needs. In addition, we offer Live Labs where when you break, it you fix it! This is true knowledge transfer at its best. We provide you direct experience from the ground up on real hardware that is all on the VMware Hardware Compatibility list. This is proven to increase your learning experience, reduce problems in class and give you concrete skills for returning to the workplace.

# VMware vSphere 4.1 Troubleshooting | Specialized 3 Day Class

## Why Choose a Rock Solid class for your VMware Training? - cont.

- ✓ **Accelerated Learning Delivery – You Save Time And Money**
  - **Time Savings:** We have taken out all of the overlap and marketing to condense our VMware vSphere 4.1 Troubleshooting class down into a 3 day end to end solution.
  - **Cost Savings:** Our accelerated format pulls content from multiple courses, saving you well over \$10,000 in multiple course fees.
- ✓ **Certified Expert “Real World” Instructors:** Our instructors are Certified Virtual Infrastructure Professional and Master Infrastructure Architect Trainers and work hands on with the product on a daily basis, giving them an advantage in the classroom. Rock Solid does consulting as well as training, which sets our trainers apart from others. Our instructors are prepared to answer questions that might not be addressed in a scripted, off the shelf class.
- ✓ **GB’s of Student Downloads:** We provide students with content that is available for download after class.
- ✓ **Access to VMware Student Forum:** We provide our students with post class support via a web forum where students can post questions to our instructor team after class.
- ✓ **Experts in Virtualization:** All we do is virtualization. As the "new technology experts," our entire staff is dedicated to helping your company or organization with its' virtualization needs. Rock Solid Technical specializes in VMware, XenServer and Workstation, Microsoft Virtual Server or Hyper-V, and Virtual Iron.
- ✓ **All VMware vSphere 4.1 Troubleshooting classes are available in 3 different delivery formats**
  - **Classroom Based** - Instructor Led, Fast Track Classes at locations nationwide.
  - **LiveOnLine** - We provide a “remote learning” vSphere Troubleshooting class each month to meet your needs on a convenient and timely basis.
  - **Custom Onsite** – Dedicated, custom, intensive VMware Training at your facility.
- ✓ **100% Rock Solid GUARANTEE**

## Course Objectives

Upon the completion of Rock Solid’s VMware vSphere 4.1 Troubleshooting class, students will master:

- ESX Troubleshooting
- ESXi Troubleshooting
- vCenter Troubleshooting
- vMA Appliance
- Log files – vCenter/ESX/ESXi/vSphere Client
- iSCSI authentication and connections
- HA Clusters
- DRS Clusters
- VM Power failures and requirements
- Virtual Hardware vs OS/App issues
- Common Problems and Issues

This exciting, hands-on, lab intensive course covers troubleshooting every component of the VMware product suite. Students troubleshoot VM’s, ESX/ESXi hosts, vCenter issues as well as vSphere Client problems. Our “VMware vSphere 4.1 Troubleshooting” course is intended for students with who need to understand packaging and controlling the end users application environment. It is our intention to take your existing knowledge base and expand upon that.

# VMware vSphere 4.1 Troubleshooting | Specialized 3 Day Class

## VMware vSphere 4.1 Troubleshooting - Benefits and Goals

Our Three (3) day intense VMware vSphere 4.1 Troubleshooting class provides the most comprehensive approach to Virtualization training. This is an intense, accelerated immersion course, designed for computer professionals that require effective, real-world skill-building.

*Only Rock Solid's VMware vSphere 4.1 Troubleshooting class offers you the following benefits:*

- Rock Solid 's definitive, TOTAL immersion training experience
- Specialized Certification
- Intense instruction with no outside distractions
- Three (3) full days of intense instruction, labs and review with an expert virtualization instructor
- The typical day includes:
  - **Expert Led Instruction**, bringing real world expertise into the classroom
  - **Hands-on Labs with in-class equipment**
  - **Group Reinforcement Activities** to help students retain the information for use in the field
- In class students:
  - will use either 2 PC's
    - 1<sup>st</sup> Workstations – each student uses his own server to manage his/her environment
    - 2<sup>nd</sup> ESX – each student works hands-on with his/her own ESX server throughout class
  - or use Dual Monitors using extended desktop
- Pod Access available 24/7 for the 3 days
- CD full of tools used in optimizing your Virtual Infrastructure
- Pre and post mentoring by top rated VMware instructors
- Opportunity to re-sit a classroom-based or distance learning course for up to one year
- Tangible evidence of career growth for potential salary increase and/or promotion
- Lower TCO for your Virtualization Environment

## Prerequisites

This class is for IT professionals with 1 or more years of server and infrastructure experience including System Administrators with experience on Microsoft Windows operating systems

## VMware vSphere VC-VTP Certification

The VMware vSphere 4.1 Troubleshooting class is capped off with a challenging certification, the VC-VTP (Virtualization Council - VMware Troubleshooting Professional). This certification requires passing a demanding exam that has been developed by an expert team of Virtualization Professionals. So not only do you leave trained, you leave TESTED by the top Virtualization Experts in the Industry!

## VC-VTP (Virtualization Council - VMware Troubleshooting Professional) Certification - Exam Details

### Exam Quick facts:

- Exam Length: 60-minutes
- # of exam items: 100
- Benefits: Certification for wall mounting, proof of knowledge-level
- Multiple choice
- Multiple answer
- Cut Rate: 72%

# VMware vSphere 4.1 Troubleshooting | Specialized 3 Day Class

## VMware vSphere 4.1 Troubleshooting | 3 Day Class Schedule

In our 3 day class, Rock Solid's expert instructors will immerse you in unparalleled knowledge transfer. You will learn, participate in labs, test and certify. The typical daily schedule rolls out as follows:

Schedule	DAY 1	DAY 2	DAY 3
8:00am to 12:00pm	ESXi Command-Line Troubleshooting ESX, ESXi,	Storage Troubleshooting vMotion Troubleshooting	Management Troubleshooting
12:00pm - 1:00pm	Lunch Break	Lunch Break	Lunch Break
1:00pm - 5:00pm	Network Troubleshooting	VMware Infrastructure Troubleshooting	vCenter Server Log Files
5:00pm - 10:00pm	Access to Lab Room and time for Practice	Access to Lab Room and time for Practice	Access to Lab Room and time for Practice

\*The above schedule is an example.

## VMware vSphere 4.1 Troubleshooting - Website Schedule

To view our current VMware vSphere 4.1 Troubleshooting course schedule and locations, visit Rock Solid online [here](#)

## VMware vSphere 4.1 Troubleshooting - Follow-on Courses

**Mastering VMware vSphere Offering:** Rock Solid Technical has released an advanced course that is unparalleled in the industry. [Click Here](#) to Learn More

# VMware vSphere 4.1 Troubleshooting | Specialized 3 Day Class

## VMware vSphere 4.1 Troubleshooting | 3 Day Class - Course Breakdown

### DAY ONE

#### ESXi Command-Line Troubleshooting

- Install and use the vMA
- Learn common vSphere Command-Line Interface commands and syntax
- Configure ESXi technical support mode and SSH access

#### ESX, ESXi, and vCenter Server Log Files

- View ESX, ESXi, and vCenter Server log files
- Configure a centralized ESX/ESXi log host

#### Network Troubleshooting

- Identify and configure vNetwork components
- Configure and use a network traffic sniffer

#### Management Troubleshooting

- Troubleshoot vSphere management components

### DAY TWO

#### Storage Troubleshooting

- View, configure, and diagnose storage access problems
- Configure iSCSI authentication and digests

#### vMotion Troubleshooting

- Troubleshoot vMotion and Storage vMotion errors

#### VMware Infrastructure Troubleshooting

- Troubleshoot DRS Cluster errors with shares, pools, and limits
- Troubleshoot HA Cluster errors with slot calculations, admission control, and host monitoring
- Review virtual machine power on requirements
- Troubleshoot virtual machine power on failures

EXAM CRAM /REVIEW SESSION

TAKE VC-VTP EXAM

**Go Home Certified!!**

# VMware vSphere 4.1 Troubleshooting | Specialized 3 Day Class

## You're protected with a "Rock Solid" Guarantee

Rock Solid is committed to you having the best possible training experience available. If during the first day of any classroom-based or distance learning course, the student is not fully satisfied and wishes to withdraw, the student will receive a 100% refund, less any applicable fees. We also offer students the opportunity to re-sit a classroom-based or distance learning course tuition-free for up to one year or until the student obtains certification, whichever comes first. Our *Human Capital Guarantee* ensures a successful return on investment for employers. If an employer has paid the cost of a class for an employee who leaves within three (3) months of obtaining certification, Rock Solid will train an additional employee of the company with no tuition cost to the employer (other costs will apply). The employee taking advantage of the *Human Capital Guarantee* must take training within 6 months of the original employee's class end date.\*

## Testimonials

*"The VMware class was extremely value added and the remote learning was great; a very desirable way to take a course .The instructor, was absolutely one of the best instructors I have had."*

*- Elizabeth Anderson - Boeing*

*"Great class! I highly recommend the instructors."*

*- Peter Fountain, Orion Computer Services Inc.*

*"I learned more in this one week of virtualization training than any course I have taken. I want all of my future training to come from Rock Solid!"*

*- Anthony Masters, FAA*

## Realize substantial savings with a Custom On-Site Delivery

Want to learn where you work? Rock Solid specializes in custom on-site solutions. Your company will realize substantial discounts and experience the greatest return on investment through our custom on-sites! We deliver training at your site, where we customize the content 100% to suit your needs. You and your team become the experts throughout the week, saving time and money on consultant fees later on. In fact, our instructors serve as an expert consultant during the engagement, allowing you collaboration on planning and implementation ideas with leading virtualization experts, while also being trained by them.

## About Rock Solid Technical Services

Rock Solid is the recognized leader in VMware training, certification and consulting. Our expert instructors possess strong consulting, implementation and training expertise. Rock Solid's virtualization professionals come from diverse roles including positions in consulting, product development and project management. Our training team has supported public and private corporations, technology vendors, telecommunications companies, US Government and Military, and professional services organizations around the world.



\*All terms & conditions located on [www.rocksolidtechnical.com](http://www.rocksolidtechnical.com)