efficient iP®

SOLIDserver DDI Troubleshooting and Maintenance Course

Training Course

SOLIDserver software version:
8.2

Course type:
Instructor-led with hands-on labs (on-site, virtual)

Duration:
18 hours, spread over 3 or 4 days
Self-paced learning: 45mns

Audience:
System and network administrators

Prerequisites:
«SOLIDserver DDI Administrator» Certification passed

Teaching Methodology:
Lectures and hands-on labs

Certification:
DDI Support Engineer

Training Summary

Overview:

Via the hands-on training, the participants will acquire the knowledge to troubleshoot issues related to SOLIDserver appliance and perform the appliance support.

Objectives:

By the end of the course, the students will be able to:

- Monitor SOLIDserver Performance and Health
- Troubleshoot Network and System Issues
- Use Logging Features to View Events
- Configure Alerts
- Perform Corrective Maintenance
- Troubleshoot SNMP, NTP, IPAM, DNS and DHCP Issues
- Engage with the EfficientIP support team

Course Content

Module 1: SOLIDserver Software Architecture

• Distributed Architecture Environments

Module 2: Hardware Maintenance

• Hardware Panels and Indicators

• Debugging Information and Health Indicators

• iDRAC and Dell Technical Support Report (TSR)

Module 3: SOLIDserver Logging and DEBUG Data Collection

• Logging in SOLIDserver

• Generating a Troubleshooting Dump

• Expert-Level Logs

Module 4: Monitoring and User Activity Tracking

 • Securing and Troubleshooting User Connections

 • User and Session Tracking

Module 5: SOLIDserver Alerts

 • Configuring SOLIDserver Alerts

 • Displaying Alert Definitions and Alerts

Module 6: Monitoring and Troubleshooting System and Database Issues

 • System-Related CLI Commands

 • Database Monitoring and Issues`

 • Database Table Size and Query Log

Module 7: Network Tools and Troubleshooting

 • Network Capture and Netstat

 • CLI Network Troubleshooting Tools`

 • Network Issues

Module 8: SNMP and System Statistics

• SNMP MIBs, Profiles, and Parameters

• System Statistics

• SNMP Traps and Issues

Module 9: Troubleshooting NTP

• Synchronizing Time using the NTP Service

• NTP Amplification and Reflection Attack

Module 10: Troubleshooting IPAM Issues

• Troubleshooting Import and Replication Issues

Module 11: DNS Troubleshooting Tools

• DNS Troubleshooting Tools

• Web-Based Troubleshooting Tools

• Using Query Log

Module 12: Troubleshooting DNS Import

• Importing Resource Records via a CSV File

• Importing BIND Archive and BIND Zone Files

Module 13: DNS Lookup Failures

• Troubleshooting Local Name Lookup Failures

• Troubleshooting Remote Name Lookup Failures

Module 14: Troubleshooting DHCP Failover

• DHCP Failover Overview

• Troubleshooting DHCP Failover Issues

Module 15: Troubleshooting DHCP Issues

• No Leases Being Delivered

• DHCP Option-Related Issues

Module 16: HA Management Handling

• Monitoring HA Status

• Restricted Mode Overview

Module 17: Advanced Troubleshooting Labs

• Troubleshooting System Health Monitoring Issue

• Troubleshooting DNS Issues

• Troubleshooting DHCP Issues

Additional Content

• Using EfficientIP Support - eLearning

• EfficientIP Technical Support Guide

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