

# 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



As one of the world's fastest growing DDI vendors, EfficientIP helps organizations drive business efficiency through agile, secure and reliable network infrastructures. Our unified management framework for DNS-DHCP-IPAM (DDI) and network configurations ensures end-to-end visibility, consistency control and advanced automation. Additionally, our unique 360° DNS security solution protects data confidentiality and application access from anywhere at any time. Companies rely on us to help control the risks and reduce the complexity of challenges they face with modern key IT initiatives such as cloud applications, virtualization, and mobility. Institutions across a variety of industries and government sectors worldwide rely on our offerings to assure business continuity, reduce operating costs and increase the management efficiency of their network and security teams.

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