

## RH242: Red Hat Linux Troubleshooting

Troubleshooting is both an art and a science - an instinct and a technique. In Red Hat Linux Troubleshooting (RH242), system administrators will learn techniques for troubleshooting a Linux system and how to use the troubleshooting tools available on Red Hat Enterprise Linux. This course is a 4-day, heavily lab-oriented class designed to help the student learn or improve troubleshooting skills. Students will gain troubleshooting experience by debugging live, virtualized systems.



### AUDIENCE

Intended for Linux system administrators who understand how to install and configure a Red Hat Enterprise Linux system and who wish to deepen their understanding of troubleshooting on Linux.

### PREREQUISITES

- » RH124: Red Hat System Administration I
- » RH134: Red Hat System Administration II or RH200: RHCSA Rapid Track Course
- » RHCSA certification holder or equivalent experience

Also have system administration knowledge under Red Hat Enterprise Linux, including:

- » Installation
- » Service management (using service and chkconfig, for example)
- » Basic system monitoring (using ps and top, and perhaps meminfo and the /proc file system)
- » File system management (using fdisk and mkfs)
- » Basic troubleshooting (including managing log files and perhaps the use of hardware probing tools, such as ethtool and lspci)

### WHAT YOU WILL LEARN

- » Troubleshooting techniques, including being prepared
- » Troubleshooting hardware, including listing, testing, and analyzing devices
- » Troubleshooting applications, including diagnosing performance problems and investigating application & OS interactions
- » Troubleshooting disks and file systems, including LVM, LUKS, ext3/4 and unauthorized changes
- » Troubleshooting the network, including configuring, testing & diagnosing problems with basic and advanced configurations
- » Security, including working effectively with (and not against) security tools like SELinux, authentication, and firewall
- » Making the most of Red Hat support resources

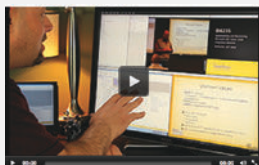
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# COURSE OUTLINE

## RH242: Red Hat Linux Troubleshooting

### Being Proactive, Part 1

- » Proactively monitor log files, hardware, file systems, and system and network performance

### Being Proactive, Part 2

- » Several approaches to managing configuration changes and developing a recovery plan

### Basic Troubleshooting Techniques and Procedures

- » Use recovery runlevels and rescue mode; work with advanced GRUB features

### Hardware Issues

- » Preempting hardware failures (looking for the signs); protecting against hardware failures; redundant configurations; tools to help identify hardware failures and intermittent problems

### File System Issues

- » Locate unauthorized changes; audit software; file system tuning and repair; file recovery

### Disk Issues

- » Rescuing LVM volumes; maintenance of LUKS-encrypted volumes

### Networking Issues

- » Manual configuration of network cards; connectivity issues; network diagnostic tools; monitor packets; tune kernel parameters; troubleshoot SAN communication.

### Application Issues

- » An overview of tools and techniques for troubleshooting applications; some common application problems and how to solve them

### Security Issues

- » Working effectively with (and not against) security tools, including SELinux, authentication, and firewall

### Red Hat Resources

- » Support options; Knowledgebase; certified training; initiating support calls; TAM support; developer support; Bugzilla; support workflow; diagnostic and information-gathering tools.