

Nutanix Troubleshooting Course

Duration: 3 days

Course Overview

This advanced course provides you with the skills necessary to provide Level 1 and Level 2 technical support to end-user customers. Building upon the foundational knowledge of the Nutanix Platform Professional course, this course goes deeper into the logging and configuration tools available within the system to address typical problems or optimizations encountered by customers

Target Audience

Service Reliability Engineers of Authorized Support Partners. Customers or partners interested in expanding their knowledge of the Nutanix architecture.

Course Objectives

- Module 1: Course Overview
- Module 2: Nutanix Support Toolkit
- Module 3: Advanced Storage Pipeline
- Module 4: Extent Group Management
- Module 5: Log File Analysis
- Module 6: Nutanix Upgrades
- Module 7: Installation Issues
- Module 8: Performance Issues
- Module 9: Storage Unavailability Issues
- Module 10: Hardware Failures
- Module 11: Platform Configuration Issues
- Module 12: Customer Frequently Asked Questions
- Module 13: Escalation Processes
- Module 14: Troubleshooting FAQ

Pre-Requisites

- Nutanix Platform Professional (NPP) Certification