Red Hat Enterprise Linux Diagnostics and Troubleshooting (RH342) Training

Duration: **5 Day**

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Overview

Diagnose, troubleshoot, and resolve issues in Red Hat Enterprise Linux systems.

The **{*training}** course equips senior system administrators with advanced skills to**identify, analyze, and resolve system problems efficiently**.
Through extensive hands-on labs, participants learn structured troubleshooting techniques for a variety of common issues across system subsystems, including **boot failures, hardware problems, storage management, RPM package errors, network issues, security incidents, and kernel-level faults**.

The course emphasizes applying the **scientific method** to troubleshooting—formulating hypotheses, testing systematically, and isolating root causes—to ensure consistent, repeatable success in diagnosing issues.

This course is based on Red Hat Enterprise Linux 8.4.

Prerequisites

Red Hat recommends that participants:

- Have **Red Hat Certified System Administrator (RHCSA)** certification or equivalent experience.
- Ideally hold **Red Hat Certified Engineer (RHCE)** certification or comparable knowledge.

Who Should Attend

This course is designed for:

- **Experienced Linux System Administrators** responsible for maintaining mission-critical systems.
- Professionals who want to enhance their **troubleshooting and problem-solving skills** in enterprise Linux environments.

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What You Will Learn

By the end of this {*training}, you will have gained knowledge and skills in the following areas:

- Apply the **scientific method** for structured problem-solving.
- Diagnose and resolve **boot-related failures**.
- Troubleshoot and secure **network and storage configurations**.
- Identify and repair **hardware and kernel issues**.
- Troubleshoot **security-related problems** and permission conflicts.
- Diagnose **RPM and application-level** issues.
- Collaborate effectively with Red Hat Support when addressing complex kernel or system issues.

Impact on the Organization

By developing skilled troubleshooters, organizations gain:

- **Reduced downtime** through faster issue identification and resolution.
- **Increased system reliability and performance**.
- Better **root-cause analysis** and fewer recurring issues.
- Enhanced collaboration between operations and support teams.

This course helps teams prevent costly outages and maintain**business continuity** through proactive Linux administration.

Impact on the Individual

After completing this course, you will be able to:

- Systematically **diagnose and resolve common Linux issues**.
- Apply the **scientific troubleshooting method** to any subsystem.
- Recover failed systems efficiently using Red Hat tools and best practices.
- Prevent future incidents with **proactive monitoring and analysis**.

You'll gain the confidence to manage complex enterprise Linux environments and minimize downtime through **effective diagnostics and remediation**.

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Outline

1. Introduction to Troubleshooting
Learn a systematic approach for diagnosing issues using the scientific method.

2. Proactive System Administration
Discover how preventive maintenance reduces downtime and avoids critical failures.

3. Troubleshooting Boot Issues
Identify and resolve issues preventing Red Hat Enterprise Linux from booting properly.

4. Diagnosing Hardware Problems
Detect hardware malfunctions that may impact system stability and performance.

5. Troubleshooting Storage Problems
Resolve storage access, filesystem corruption, and LVM configuration issues.

6. Resolving RPM and Package Management Issues
Fix dependency and installation problems in the package management subsystem.

7. Troubleshooting Network Connectivity
Identify and fix network configuration and connectivity failures.

8. Debugging Application Issues
Diagnose and resolve performance or dependency issues affecting applications.

9. Dealing with Security-Related Problems
Address access control, SELinux, and authentication configuration issues.

10. Troubleshooting Kernel Issues
Identify kernel-related failures, gather diagnostics, and assist Red Hat Support in resolution.

11. Comprehensive Troubleshooting Review
Perform complex, real-world troubleshooting exercises to demonstrate full mastery.