RED HAT ENTERPRISE LINUX DIAGNOSTICS AND TROUBLESHOOTING (RH342)

Course Code: 1267

Learn the essential techniques and tools for troubleshooting Red Hat Enterprise Linux.

Troubleshooting is both an art and a science. It is both an instinct and a technique. In this lab-intensive course, system administrators will learn techniques for troubleshooting a Linux system and how to use the troubleshooting tools available on Red Hat Enterprise Linux. Through hands-on labs, you will learn or improve your troubleshooting skills and gain additional experience by debugging live, virtualized systems.

Red Hat Learning Subscription COURSE – Included with Your Purchase

Starting January 1, 2026, Red Hat introduces RHLS-Course —a flexible subscription model now included with this catalog offering. This replaces the previous direct virtual class enrollment from Global Knowledge.

When you purchase this item, you'll receive an RHLS subscription at the course level, giving you the freedom to choose the schedule that works best and self-enroll in your selected class.

Your RHLS subscription includes:

- One live, instructor-led virtual session
- 12 months of self-paced learning access
- One certification exam with a free retake

Onsite Classroom-based sessions and closed course options remain unchanged.

What You'll Learn

- Troubleshooting techniques, including being prepared
- Troubleshooting hardware, including listing, testing, and analyzing devices
- Troubleshooting applications, including diagnosing performance problems and investigating application and OS interactions
- Troubleshooting disks and file systems, including LVM, LUKS, ext3/4, and unauthorized changes
- Troubleshooting the network, including configuring, testing, and diagnosing problems with basic and advanced configurations
- Security, including working effectively with (and not against) security tools

such as SELinux, authentication, and firewall
- Making the most of Red Hat support resources

Who Needs to Attend

Linux system administrators who understand installation and configuration of a Red Hat Enterprise Linux system and wish to deepen their understanding of troubleshooting on Linux

Prerequisites

- Red Hat System Administration I and Red Hat System Administration II
- RHCSA Rapid Track Course
- RHCSA certification or equivalent experience
- 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 using hardware probing tools, such as ethtool and lspci)

RED HAT ENTERPRISE LINUX DIAGNOSTICS AND TROUBLESHOOTING (RH342)

Course Code: 1267

CLASSROOM LIVE	$4,700 USD	4 Day

Classroom Live Outline

1. Being Proactive, Part 1

- Monitor log files, hardware, and file systems
- Monitor system and network performance

2. Being Proactive, Part 2

- Approaches to managing configuration changes and developing a recovery plan

3. Basic Troubleshooting Techniques and Procedures

- Recovery runlevels and rescue mode
- Work with advanced GRUB features

4. Hardware Issues

- Preempting hardware failures (looking for the signs)
- Protecting against hardware failures
- Redundant configurations
- Tools to help identify hardware failures and intermittent problems

5. File System Issues

- Locate unauthorized changes
- Audit software
- File system tuning and repair
- File recovery

6. Disk Issues

- Rescuing LVM volumes
- Maintenance of LUKS-encrypted volumes

7. Networking Issues

- Manual configuration of network cards

- Connectivity issues
- Network diagnostic tools
- Monitor packets
- Tune kernel parameters
- Troubleshoot SAN communication

8. Application Issues

- Tools and techniques for troubleshooting applications
- Common application problems and how to solve them

9. Security Issues

- Working effectively with (and not against) security tools
  - ⬚ SELinux
  - ⬚ Authentication
  - ⬚ Firewall

10. Red Hat Resources

- Support options
- Knowledgebase
- Certified training
- Initiating support calls
- Technical account manager support
- Developer support
- Bugzilla
- Support workflow
- Diagnostic and information-gathering tools

RED HAT ENTERPRISE LINUX DIAGNOSTICS AND TROUBLESHOOTING (RH342)

Course Code: 1267

VIRTUAL CLASSROOM LIVE	$4,700 USD	1 Session

Virtual Classroom Live Outline

1. Being Proactive, Part 1

- Monitor log files, hardware, and file systems
- Monitor system and network performance

2. Being Proactive, Part 2

- Approaches to managing configuration changes and developing a recovery plan

3. Basic Troubleshooting Techniques and Procedures

- Recovery runlevels and rescue mode
- Work with advanced GRUB features

4. Hardware Issues

- Preempting hardware failures (looking for the signs)
- Protecting against hardware failures
- Redundant configurations
- Tools to help identify hardware failures and intermittent problems

5. File System Issues

- Locate unauthorized changes
- Audit software
- File system tuning and repair
- File recovery

6. Disk Issues

- Rescuing LVM volumes
- Maintenance of LUKS-encrypted volumes

7. Networking Issues

- Manual configuration of network cards

- Connectivity issues
- Network diagnostic tools
- Monitor packets
- Tune kernel parameters
- Troubleshoot SAN communication

8. Application Issues

- Tools and techniques for troubleshooting applications
- Common application problems and how to solve them

9. Security Issues

- Working effectively with (and not against) security tools
  - ⊠ SELinux
  - ⊠ Authentication
  - ⊠ Firewall

10. Red Hat Resources

- Support options
- Knowledgebase
- Certified training
- Initiating support calls
- Technical account manager support
- Developer support
- Bugzilla
- Support workflow
- Diagnostic and information-gathering tools

Feb 16 - 19, 2026 | 10:30 AM - 6:30 PM EST

Apr 6 - 9, 2026 | 10:30 AM - 6:30 PM EDT

May 18 - 21, 2026 | 10:30 AM - 6:30 PM EDT

RED HAT ENTERPRISE LINUX DIAGNOSTICS AND TROUBLESHOOTING (RH342)

Course Code: 1267

ON-DEMAND	$4,700 USD

RED HAT ENTERPRISE LINUX DIAGNOSTICS AND TROUBLESHOOTING (RH342)

Course Code: 1267

PRIVATE GROUP TRAINING	4 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.