

# RH342

# Red Hat Enterprise Linux Diagnostics and Troubleshooting

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**Diagnose problems, gather information, and fix common issues with Red Hat Enterprise Linux**

The Red Hat Enterprise Linux Diagnostics and Troubleshooting course (RH342) provides system administrators with the tools and techniques they need to successfully diagnose, and fix, a variety of potential issues. Students will work through hands-on problems in various subsystems to diagnose and fix common issues.

Students will learn how to apply the scientific method to a structured form of troubleshooting. This approach is then used troubleshooting various types of problems, including boot issues, hardware issues, storage issues, RPM issues, network issues, third-party application issues, security issues, and kernel issues. At the end of the course students can complete various comprehensive review labs to test their skills.

This course is based on Red Hat Enterprise Linux 8.4.

## **Course content summary**

- Use the scientific method to approach troubleshooting
- Troubleshoot boot issues
- Troubleshoot security issues
- Troubleshoot storage issues
- Troubleshoot network issues

## **Audience for this course**

- The Red Hat Enterprise Linux Diagnostics and Troubleshooting course is aimed at senior system administrators who wish to learn more about troubleshooting.

## Prerequisites for this course

Red Hat recommends these prerequisites:

- Have earned a [Red Hat Certified System Administrator \(RHCSA\)](#) or have similar experience
- It is recommend that students have earned a [Red Hat Certified Engineer \(RHCE\)](#) or have similar experience

## Outline for this course

- Introduction to troubleshooting  
Describe a generalized strategy for troubleshooting.
- Take proactive steps to prevent small issues  
Prevent small issues from becoming large problems by employing proactive system administration techniques.
- Troubleshoot boot issues  
Identify and resolve issues that can affect a system's ability to boot.
- Identify hardware issues  
Identify hardware problems that can affect a system's ability to operate.
- Troubleshoot storage issues  
Identify and fix issues related to storage.
- Troubleshoot RPM issues  
Identify and fix problems in, and using, the package management subsystem.
- Troubleshoot network issues  
Identify and resolve network connectivity issues.
- Troubleshoot application issues  
Debug application issues.
- Deal with security issues  
Identify and fix issues related to security subsystems.
- Troubleshoot kernel issues  
Identify kernel issues and assist Red Hat Support in resolving kernel issues.
- Red Hat Enterprise Linux Diagnostics and Troubleshooting comprehensive review  
Practice and demonstrate knowledge and skills learned in Red Hat Enterprise Linux Diagnostics and Troubleshooting.

## **Impact of this training**

As a result of attending this course, students should be able to leverage the software development life-cycle process to plan, create, test, and provision host systems within an organization.