

DELL POWEREDGE™ CONFIGURATION AND TROUBLESHOOTING



Provides IT professionals with advanced skills to deploy and support Dell PowerEdge servers.

OVERVIEW

Dell PowerEdge Configuration and Troubleshooting is a 2-day instructor-led course that helps prepare IT professionals to deploy and support Dell PowerEdge servers (except blades). Focusing on Dell's 9th-generation servers, the course relies heavily on hands-on lab interactions to reinforce learning objectives. This course was developed in conjunction with Dell's highest-ranking internal product support group. The course objectives were designed to address the most common support call drivers. NOTE: This course does not cover blade servers or blade technology.

COURSE DETAILS

Section 1: Introduction

Section 2: PowerEdge Server Families

Section 3: Configuration and Assembly

PowerEdge System Components

Components - Labs 1 and 2

Section 4: Troubleshooting and Diagnostics

Troubleshooting Techniques

Messages and Other Error Indications

Diagnostics and Troubleshooting - Lab 3

Section 5: Storage

IDE, SATA, SAS

RAID, PERC, <Ctrl><R> Overview

Storage - Labs 4 and 5

Section 6: Networking

Networking and OSI Layers

Communication Devices and OSI

NIC and NIC Teaming

Networking - Labs 6 and 7

Section 7: Server Management

OpenManage™ System Overview

Server Updates

Remote Management (DRAC)

Troubleshooting

Configuring Your Management Station

Server Management - Lab 8

Section 8: Navigating Dell Information and Tools

"To react to customer needs quickly, our technicians needed to know our systems like the backs of their hands. With Dell training, our technicians can work on Dell equipment in the dark. They can deploy new equipment and services in rapid fashion, and whenever we have problems, spare parts are readily available and can be installed in a snap."

- RICH LEE, CEO, HOSTED SOLUTIONS
APRIL 2007

YOU WILL LEARN TO:

- Remove and reassemble Dell PowerEdge server components, featuring 9th generation systems
- Diagnose and troubleshoot hardware issues
- Understand storage, networking, and server management principles
- Utilize tools and resources provided by Dell

FEATURES	DELL™ POWEREDGE™ CONFIGURATION AND TROUBLESHOOTING
Type of Course	Instructor-led with labs
Class Length	2 days (14 hours)
Class Times	8:30a.m. - 5:00p.m. CST
Number of Students Per Class	Up to 12 students
Who Should Attend	<ul style="list-style-type: none"> • Level 1 and Level II IT Server Support Personnel • IT Professionals who are seeking technical expertise in diagnosing and servicing Dell PowerEdge servers • Dell customers who use a Help Desk for service dispatch • Dell customers who are self maintainers or third party maintainers
Skill Level	Intermediate/Advanced
Suggested Prerequisites	Six months to one year of experience in IT
Access Period	1 year from the date of purchase

“This training gave our highly qualified engineers an opportunity to learn the tricks and tips that might not be obvious when coming up to speed with new technology. It’s helped them be more productive and increase system efficiency.”

- ANOOSH MANZOORI, MANAGING DIRECTOR, SMARTYHOST
APRIL 2006

ABOUT OUR INSTRUCTORS

Dell’s core group of instructors averages close to 20 years of IT practitioner experience and over 7 years average experience as technology instructors. This expertise is augmented by consultants who prescribe training through Dell Education Services or through one of its local training partners based on their clients’ needs. Dell Education Services uses customer feedback as part of its ongoing curriculum revision cycle to ensure their instruction is comprehensive and relevant to customers’ “in-the-field” needs.

DELL EDUCATION SERVICES

Hardware Training and Certification: Comprehensive training programs that cover Dell systems and include Dell Server and OpenManage, Dell and Dell/EMC Storage Solutions and Hardware Maintenance.

Software Infrastructure Training and Certification: Training and certification on our most popular software applications such as Microsoft® Exchange, Red Hat® Enterprise Linux, Oracle, HPCC and VMWare.

PC Skills and Professional Development: End-user training to help increase productivity on Microsoft Office 2007 and Windows Vista.

Learning Management Systems: The right combination of simplicity, cost-effectiveness and manageability in one convenient solution.

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