

## Dell PowerEdge Troubleshooting and Configuration

Course SSDL007 Two Days; Instructorled

### Overview:

PowerEdge Configuration and Troubleshooting is a two-day, instructor-led course that helps prepare IT professionals to deploy and support Dell PowerEdge servers. Focusing on Dell's new 9th-generation servers, the course relies on hands-on lab interactions to reinforce learning objectives. This course was developed in conjunction with Dell's highest-ranking internal product support group, and the course objectives were designed to address the most common support call drivers.

### Who Should Attend

This course is of value to Level 1 and Level 2 Server Support Personnel and IT professionals who are seeking technical expertise in diagnosing and servicing Dell computer systems. It also caters for Dell customers who use a Help Desk for service dispatch and those who are self maintainers or third part maintainers.

### Suggested Prerequisite

Six months to one year of experience in IT

### Course Outline

#### PowerEdge Hardware

- 9th generation PowerEdge product family
- System Hardware Fundamentals

#### Diags

- 3 tiered structure
- Diagnosing hardware issues
- Lab: Diagnostic Activities

#### Storage

- RAID basics
- Data transmission types
- PERC Family
- Troubleshooting RAID
- DAS Clusters
- Lab: How-to/Hands-On RAID activities

#### Networking

- Networking Layers
- NICs by generation (8G/9G)
- PXE boot
- NIC Teaming
- TOE
- Troubleshooting
- Lab: How-to/Hands-On networking activities

#### Server Management

- Server Updates
- IPMI
- DRACs
- Troubleshooting
- Dell OpenManage™ Overview
- Lab: How-to/Hands-On systems management