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**By the end of the course, you should be able to meet the following objectives:**

- Establish and apply a structured troubleshooting approach and methodology
- Explain the native NSX tools, VMware vRealize® Suite tools, and partner tools that are useful for monitoring, troubleshooting, and operations
- Explain the NSX infrastructure components and the communications between them
- Identify, analyze, and troubleshoot problems related to the NSX management, control, and data planes
- Identify, analyze and troubleshoot problems related to NSX logical switching, logical routing, and VMware
- NSX® Edge™ services
- Identify, analyze, and troubleshoot network security problems related to the NSX distributed firewall and the NSX Edge firewall



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## Outline:

### 1. Course Introduction

- Introduction and course logistics
- Course objectives
- Resources and references
- Learning paths and certifications

### 2. Troubleshooting Methodology

- Develop a structured troubleshooting approach
- Differentiate between symptoms and root causes
- Identify and isolate problems residing in various areas
- Apply an appropriate methodology and procedure to troubleshooting

### 3. NSX Troubleshooting and Operational Tools

- Discuss NSX operational requirements
- Use the native NSX tools (such as the central CLI, the NSX dashboard, and Application Rule Manager) to
- solve various types of problems
- Use vRealize Network Insight to identify and analyze problems
- Use VMware vRealize® Log Insight™ Content Pack for NSX in troubleshooting and operations

### 4. Troubleshooting and Operating NSX Infrastructure

- Explain the NSX infrastructure and component communications
- Troubleshoot VMware NSX® Manager™ and the management plane
- Troubleshoot VMware NSX® Controller™ and the control plane
- Troubleshoot problems in host preparation



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## 5. Troubleshooting and Operating NSX Logical Switches

- Explain VXLAN and logical switching components
- Verify the VXLAN and logical switch configuration and status
- Identify and troubleshoot common layer 2 configuration errors
- Use the GUI, the CLI, packet capture, traceflow, and other tools to troubleshoot logical switching problems

## 6. Troubleshooting and Operating NSX Logical Routers

- Describe the NSX logical routing architecture
- Explain routing components, functions, and communications
- Verify logical router configuration settings
- Use packet capture on routers and perform packet walk
- Use the GUI, the CLI, traceflow, and other tools to troubleshoot logical routing problems

## 7. Troubleshooting and Operating NSX Edge Services

- Verify edge services (such as DHCP and DNS) configuration settings and operational status
- Troubleshoot various types of VPN services (SSL VPN-Plus, L2 VPN, and IPsec VPN)
- Verify the configuration and status of logical load balancers
- Troubleshoot common load-balancing and high availability scenarios

## 8. Troubleshooting and Operating NSX Security Services

- Discuss the NSX distributed firewall architecture, components, communication channels, and features
- Use the CLI and other tools to troubleshoot the configuration and operations of the NSX distributed firewall
- and the NSX Edge firewall
- Explain and troubleshoot the Service Composer components and architecture
- Troubleshoot common problems related to Identity Firewall
- Examine Guest Introspection architecture, components, services, and operations
- Verify Guest Introspection deployment configuration and functions, and troubleshoot common problems