

Server Administrator Training: Troubleshooting

This Server Administrator Training: Troubleshooting prepares network administrators to perform truly excellent troubleshooting so that your networks and systems keep running well and your solutions work the first time, every time.

[CBT Nuggets course material](#) →

WEEK 1

Explain the Troubleshooting Theory and Methodology 157 min.

Introducing Troubleshooting Methodology	4
Identify the REAL Problem	7
Theorize (and Gather Info)	8
Test the Theory	9
Create a Plan and Implement the Fix	10
Validate the Implementation	7
Document EVERYTHING	8
Summarizing Troubleshooting Methodology	2

Troubleshoot Server Hardware Issues

Overview	1
Troubleshooting Server Hardware	1
Redundant in Everything	7
Disk Failure	10
Network Failure	8
RAM Failure	8
Power Failure	10
Summarizing Server Hardware Troubleshooting	1

Troubleshoot Common OS Functions

Overview	1
Introducing OS and Software Troubleshooting	1
Categorizing Your Issues	5
Recognizing Common Issues	15
Service and Firewall Issues	10
System Recovery and Snapshots	9
NTP and Logging	8

WEEK 2

115 min.

Insufficient Privileges and Escalation 9

Summarizing OS and Software Troubleshooting 1

Troubleshooting Server Networking Issues

Overview 1

Introducing Troubleshooting Networking Issues 1

Troubleshooting External Network Issues 18

Troubleshooting Internal Network Issues 17

Network Troubleshooting Tools 12

Summarizing Network Troubleshooting 1

Troubleshoot Server Security Issues

Overview 1

Introducing Server Security Troubleshooting 1

Troubleshooting File Permissions 12

Troubleshooting GPOs 18

Troubleshooting Firewalls 13

Troubleshooting Anti-Virus 6

Summarizing Security Troubleshooting 1