O B J E C T I V E

Boot Process

Customer’s instance is boots successfully, but when the customer SSH’s to the instance they can’t create /write to any files.

P R E – R E Q U I S I T E S

Launch the CloudFormation stack using the template “BootProcess\_Ex2.cform”.   
 Select your keypair for this region for the KeyPair parameter.

I n s t r u c t I o n s

1. Launch the CloudFormation stack. Let the instance run for a few minutes.
2. SSH to the instance, try to create a new file “touch file1”
3. Identify what errors you are seeing.
4. Troubleshoot the issue and find root cause.
5. Identify steps needed to resolve the issue
6. Write a draft reply explaining the issue to the customer, the RCA and the steps needed to resolve the issue.

Given very good feedback.

Few suggestions.

Ask the attendees to go through the boot process before the session

Provide more time for lab.