coursera

Troubleshooting Concepts

 \bigcirc **1h 10m** of videos left \bigcirc **30 min** of readings left \bigcirc **1** graded assessment left

In this module, you'll be introduced to the fundamentals of troubleshooting and you'll learn different strategies and approaches to tackle problems that you might encounter. You'll learn about the concept of debugging and how debugging is one of the core principles of troubleshooting. You'll be introduced to some tools that will help you in the debugging process, like tcpdump, ps, top, itrace, and lots more. Next, you'll explore how to "understand the problem." This might sound like a no brainer, but it's not as easy as you might think! Next, we'll dive into the different approaches when troubleshooting reproducing errors versus intermittent errors. Finally, you'll learn about "binary searching a problem." We'll explore the different types of searches, including binary and linear searches. Then, we'll learn about the concept of bisecting and how it can be used in your troubleshooting approach, and finish up with finding invalid data in a CSV file.

Learning Objectives

- Understand the concept of troubleshooting
- Grasp what debugging is and how it can help in the troubleshooting process
- Understand how to get to the root cause of a problem
- Utilize the right approach for recurring problems and intermittent problems
- Understand the difference between linear and binary searches
- Search CSV files for invalid data

↑ Hide Learning Objectives

Course Introduction

Course Introduction
Video • 4 min

Get started

- Welcome to the Course
 Reading 10 min
- Meet & Greet
 Discussion Prompt 10 min