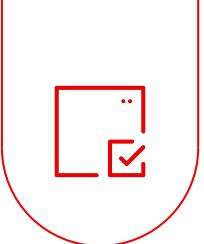


# Exploring Self-Help Tools & Resources

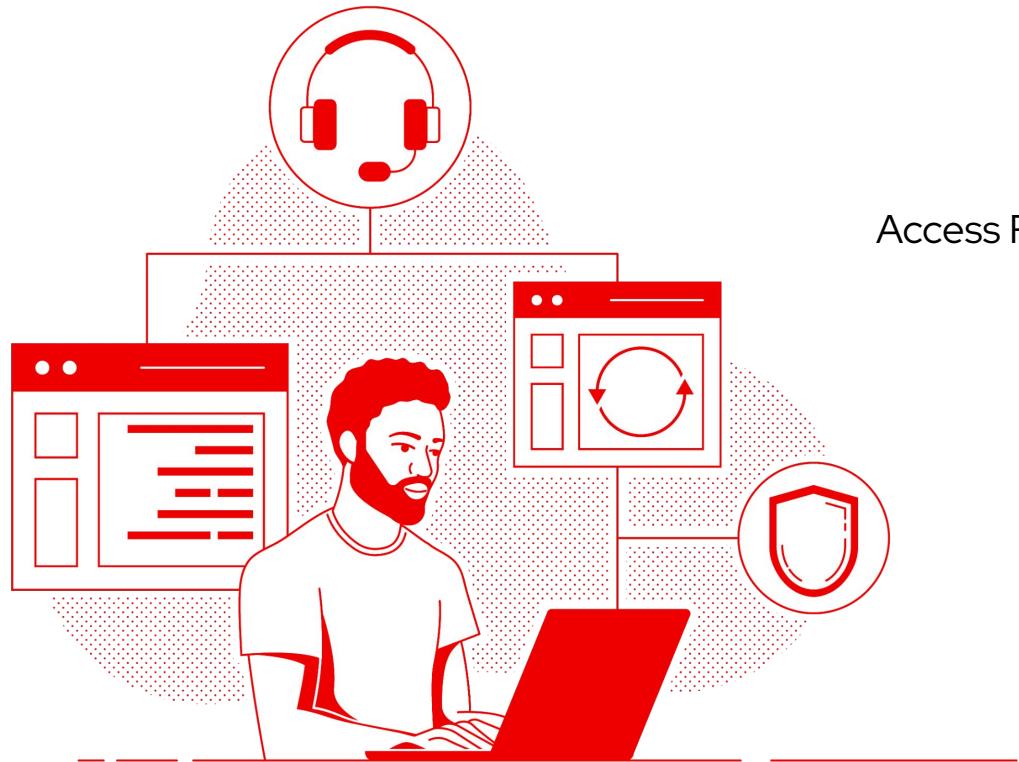


Sam Wachira

Senior Technical Account Manager



“...the use of one's own efforts and **resources** to achieve things without relying on others”



Access Red Hat’s knowledge, guidance, and support through your subscription.

**Learn**

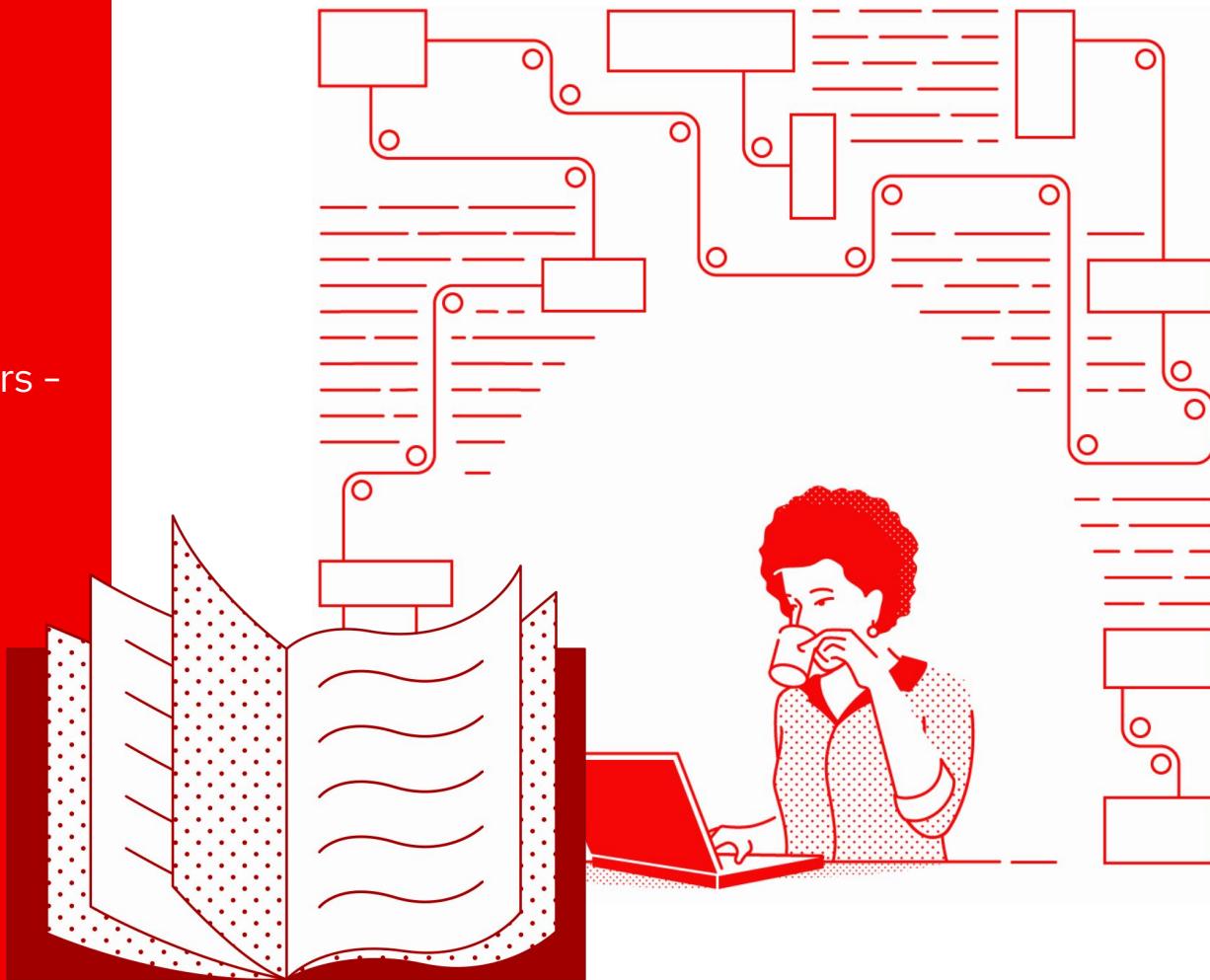
**Build**

**Solve**

# Learn

Help your teams gain the expertise they - and your customers - need.

- Interactive labs
- Developer interactive learning portal
- Red Hat channels on Youtube



# Interactive Labs

## Hands-on, self-paced



### Manage software from an application stream

Learn how to choose versions of popular and supported open source languages and offer them to users through an application stream.

10 mins

### Customize the system-wide cryptographic policy

Create a system-wide cryptographic policy and apply it to all applications that use Red Hat Enterprise Linux cryptographic libraries.

10 mins

### Get started with Event-Driven Ansible and Ansible Rulebooks

Learn about the fundamental components of Event-Driven Ansible and go through some examples.

30 mins

### DevOps & CI/CD with automation controller

Integrate a CI/CD pipeline into automation controller to see how Red Hat Ansible Automation Platform supports DevOps practices.

60 mins



### Get started with Argo CD and GitOps with Red Hat OpenShift

Explore the Red Hat OpenShift GitOps Operator and access Argo CD to deploy a sample application.

20 mins

### Approve applications using file access policy (fapolicyd)

Deploy and manage application control on Red Hat Enterprise Linux systems.

15 mins

### Upgrade to Red Hat Enterprise Linux 9 in place with Leapp

Use the Leapp application to upgrade from Red Hat Enterprise Linux 8 to Red Hat Enterprise Linux 9 without a reinstall.

30 mins

### Build machine images using command-line tools and image builder

Build consistent virtual machines produced for virtualization or cloud providers with the composer command-line tool.

10 mins

### Red Hat Ansible Automation Platform for network administrators

Simplify network administration and operations using Red Hat Ansible Automation Platform.

25 mins

### Get started with Red Hat OpenShift for developers

Build and deploy applications with a private Red Hat OpenShift cluster preconfigured with a set of developer tools.

20 mins



### Red Hat interactive labs

Grow your skills through hands-on practice in a pre-configured environment.

Step-by-step scenarios for learning at your own pace.

See how to build, deploy, run, and manage applications.

Discover how automation can relieve you of manual tasks.

[redhat.com/interactive-labs](https://redhat.com/interactive-labs)



# Develop

## Create careers with code

OpenShift learning   OpenShift Data Science learning   Apache Kafka learning   ROSA learning   All interactive lessons

 **Red Hat OpenShift**

### OpenShift and Kubernetes learning

Follow along our curated learning paths in cutting-edge skills and workloads involving [OpenShift](#) and [Kubernetes](#).

Want to freely explore the OpenShift Developer Console? [Try OpenShift in our Developer Sandbox.](#)

[View all OpenShift learning](#)



### OpenShift Data Science learning

Get started with these step-by-step learning paths. They show you how to create a powerful AI/ML platform for building intelligent applications.

Want to freely explore OpenShift Data Science in the sandbox? [Start this exercise.](#)







## Developer Interactive Learning Portal

Learning paths and tutorials supporting your software development career from starter to expert level.

Advance your tech knowledge and practice the skills you need to stay ahead, with curated resources to support your learning journey.

Build career-advancing skills with self-paced learning paths and interactive tutorials.

[developers.redhat.com/learn](https://developers.redhat.com/learn)

# YouTube

## Watch and learn



Building Security Compliant Images with Red Hat Enterprise Linux Image Builder



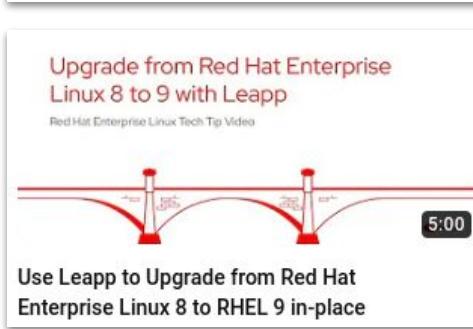
Managing Configuration and Drift with Ansible Automation Platform



Installing Red Hat Advanced Cluster Security on Amazon EKS



Choices Red Hat makes when building a Linux distribution



Use Leapp to Upgrade from Red Hat Enterprise Linux 8 to RHEL 9 in-place



Importing Virtual Machines into OpenShift Virtualization on Red Hat OpenShift Service...



Using Red Hat Enterprise Linux System Roles with Satellite



Windows and Event-Driven Ansible



### Red Hat channels

Product-specific channels serving a range of educational content.

Demos, webinars, new releases, product explainers, along with links to other relevant content.

New content added regularly.

[youtube.com/@RedHatEnterpriseLinux](https://youtube.com/@RedHatEnterpriseLinux)

[youtube.com/@AnsibleAutomation](https://youtube.com/@AnsibleAutomation)

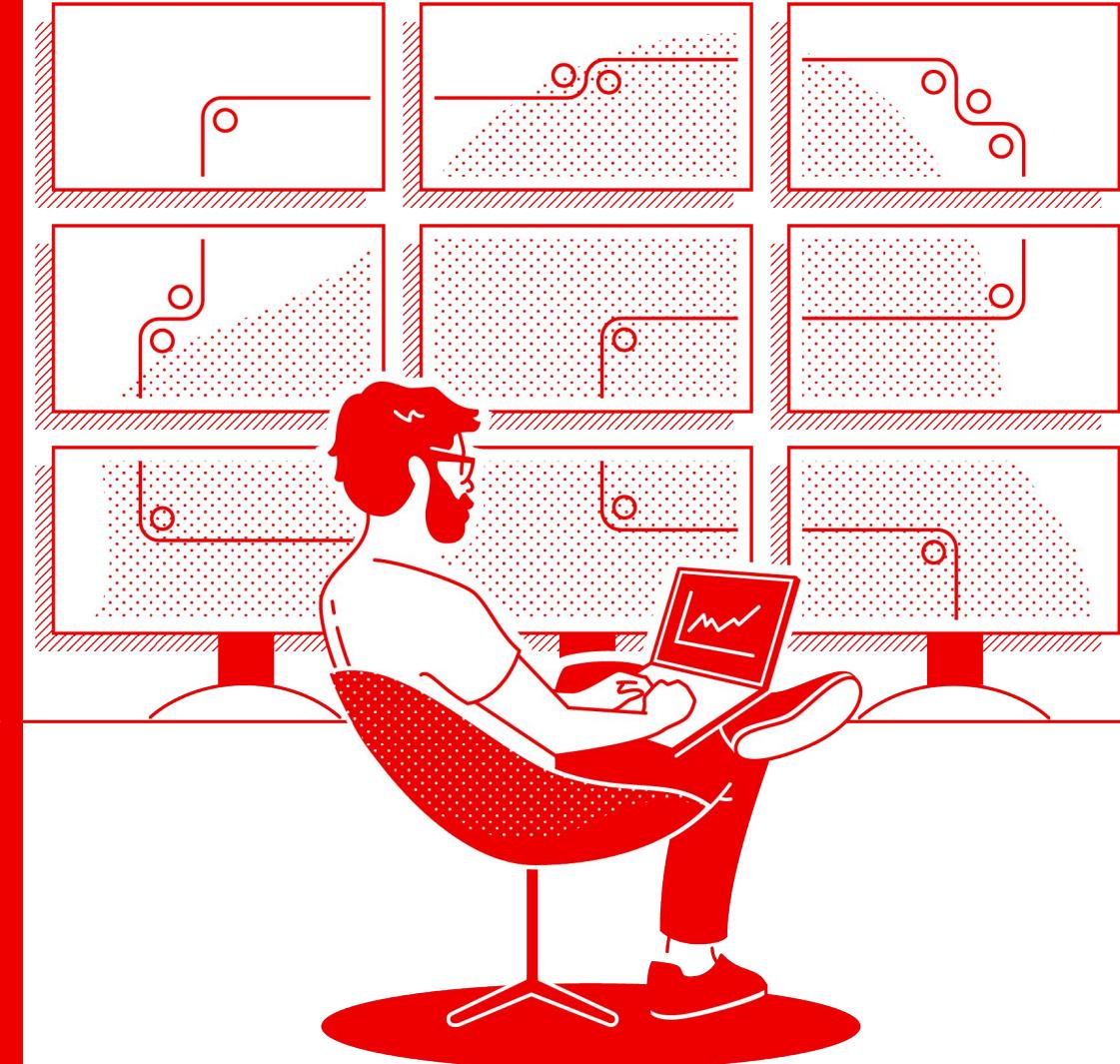
[youtube.com/@OpenShift](https://youtube.com/@OpenShift)



# Build

Red Hat provides you with resources to supplement your day-to-day activities.

- Customer Portal Labs
- Red Hat Ecosystem Catalog
- Product security center
- Built-in system information resources



# Labs

Deploy, configure, secure, optimize



### AD INTEGRATION HELPER (SAMBA FS - WINBIND)

This tool helps you connect a Red Hat Enterprise Linux system to an Active Directory server by generating Samba Winbind configuration. Basic information of Active Directory server is needed and a script will be generated. The script will config Samba, NSS and PAM for you.

### MULTIPATH HELPER

Create optimal multipath configurations for Red Hat Enterprise Linux 5, 6, 7, 8 or 9 that are tailored to meet specific deployment goals.

### ANSIBLE AUTOMATION PLATFORM INVENTORY FILE GENERATOR

This application will allow you to create the Ansible Automation Platform 'inventory' file, which is the basis for any installation. With zero knowledge, we will guide you through a number of questions so you can select your preferences.

### RED HAT SATELLITE UPGRADE HELPER

This app is designed to help you upgrade your Red Hat Satellite 6 to a newer version.

### NETWORK BONDING HELPER

Configure two or more network interfaces to act as one "bonded" interface, simultaneously increasing the bandwidth and providing redundancy.

### RED HAT OPENSHIFT CONTAINER PLATFORM OPERATOR UPDATE INFORMATION CHECKER

This application is designed for customers to find out the update information of OpenShift Operator.



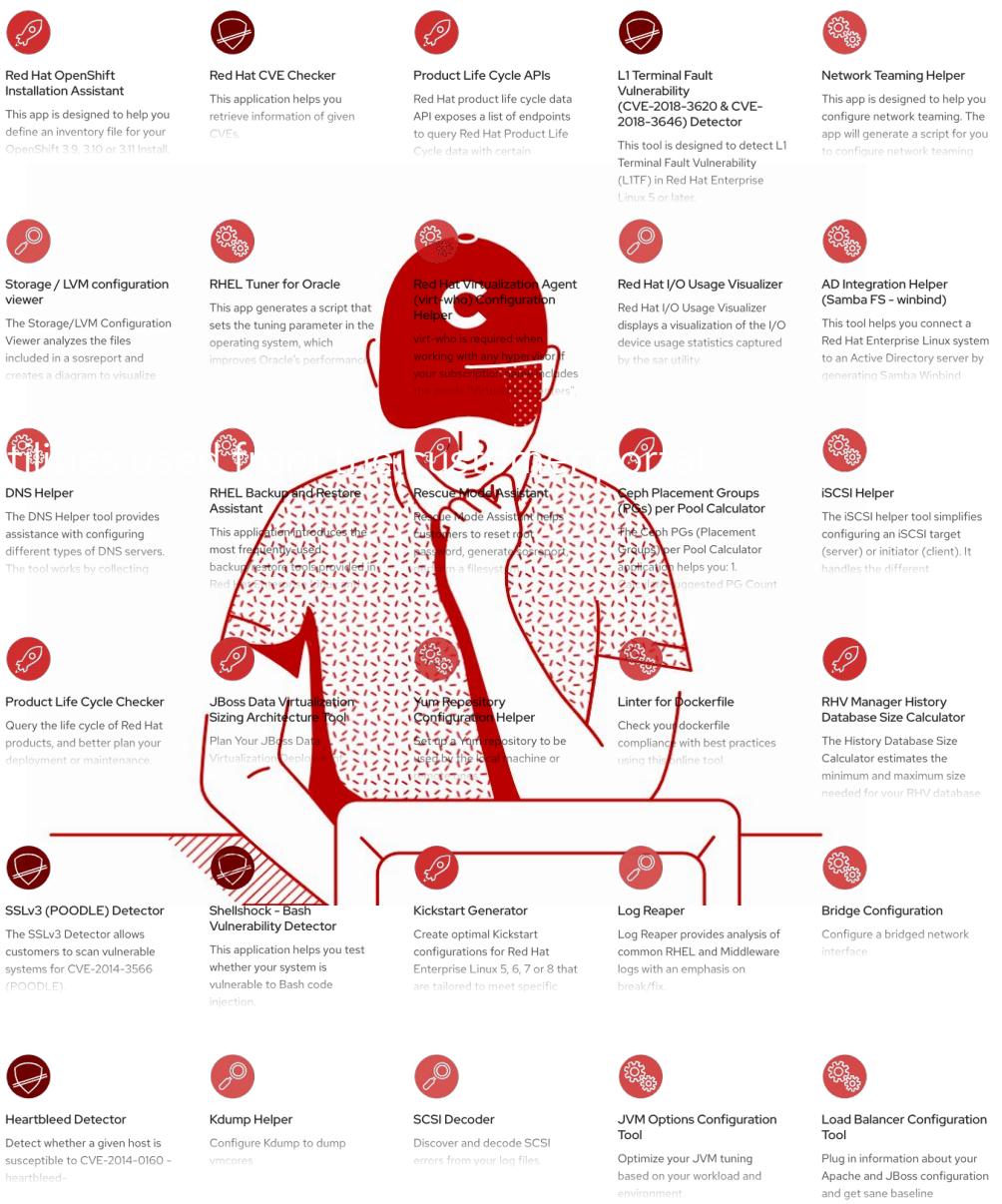
## Red Hat Customer Portal Labs

Developed by Red Hat engineers to help you improve performance, troubleshoot issues, identify security problems, and optimize configuration.

Over 50 Labs are available to you.

[access.redhat.com/labs](http://access.redhat.com/labs)

## Build



## Red Hat Customer Portal Labs

Built on OpenShift Container Platform, enabling continuous delivery and innovation.

As our customer community collaborates and offers feedback, these applications will grow and change.

[access.redhat.com/labs](http://access.redhat.com/labs)

# Ecosystem

Certified, tested, verified

Find a certified solution



## Cloud and Service Providers

Certified Cloud Providers offer public, trusted clouds to run your application on Red Hat technologies.



## Hardware

Certified hardware ensures that your Red Hat solution is running on a tested, verified, and supported machine.



## Software

Third-party software solutions tested specifically on the Red Hat platform.



## Containers

Container images from our partners offer lightweight and self-contained software to enable deployment at scale.

### FEATURED PARTNERS

Microsoft Azure

[Microsoft Azure](#)



[Amazon Web Services](#)



[Google Cloud Platform](#)



[SAP](#)



IBM



### Red Hat Ecosystem Catalog

Your source for certified solutions tested and supported with Red Hat technologies.

Access a growing library of standalone applications and containerized products certified on Red Hat technologies to run in your hybrid cloud.

Find software products based on your needs and hardware products you can trust.

[access.redhat.com/ecosystem](http://access.redhat.com/ecosystem)

# Product security

Deploy solutions with confidence



## Red Hat Security Blog

Security blogs published by Red Hat experts. Posts for 2018 and previous years can be found at our [historical blog address](#).



## Red Hat Security Articles

Security articles published by Red Hat experts.



## Severity Ratings

Red Hat Product Security provides a prioritized risk assessment to help you understand and schedule upgrades to your systems.



## Backporting Policies

Ensures automated updates to customers can be deployed with minimal risk.



## Product Signing Keys

Red Hat Product Security uses a number of OpenPGP keys to verify software updates.



## Security Data

Red Hat Product Security are committed to providing tools and security data to help security measurement.



## Notifications and Advisories

Red Hat errata and advisory policy on advance notification and acknowledgement.



## Red Hat Product Security Center

Access quality information needed to mitigate security and privacy risks.

Protecting customers and partners by empowering Red Hat to design, build, and operate trustworthy solutions, while engaging in open ecosystems.

- Secure Development Lifecycle (SDL) practices
- Compliance and risk
- Incident response
- Contact Product security

[access.redhat.com/security](https://access.redhat.com/security)

# Built-in information



```
MAN(1)                                         Manual pager utils

NAME
    man - an interface to the system reference manuals

SYNOPSIS
    man [man options] [[section] page ...] ...
    man -k [apropos options] regexp ...
    man -K [man options] [section] term ...
    man -f [whatis options] page ...
    man -l [man options] file ...
    man -w|-W [man options] page ...

DESCRIPTION
    man is the system's manual pager. Each page argument given to man is normally the name of a program, utility or function. provided, will direct man to look only in that section of the manual. The default action is to search in all of the available if page exists in several sections.

    The table below shows the section numbers of the manual followed by the types of pages they contain.

    1 Executable programs or shell commands
    2 System calls (functions provided by the kernel)
    3 Library calls (functions within program libraries)
    4 Special files (usually found in /dev)
    5 File formats and conventions, e.g. /etc/passwd
    6 Games
    7 Miscellaneous (including macro packages and conventions), e.g. man(7), groff(7), man-pages(7)
    8 System administration commands (usually only for root)
    9 Kernel routines [Non standard]
```

## Built-in system information resources

Detailed manuals for commands, system calls, file formats and more.

Some documentation available in info format.

No internet connection required.

- man pages
- info pages
- Tooltips
- /usr/share/doc/\*/README

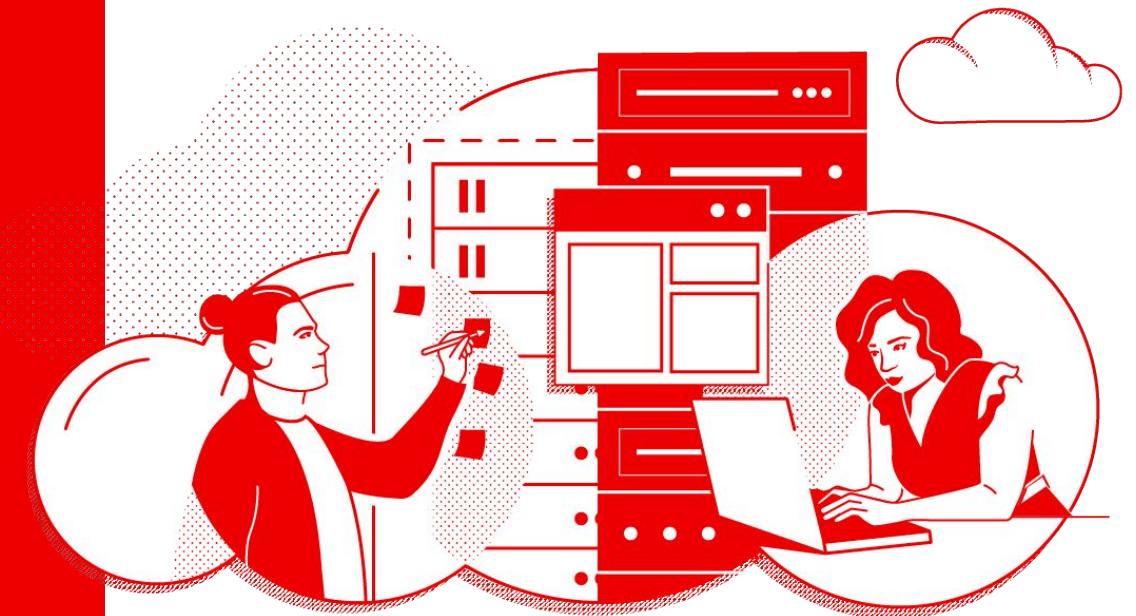
# Solve

Troubleshoot product issues.

Access experience-based information and content.

A Red Hat Subscription allows access to significant technical product content.

- Search
- Solution engine
- Insights



# Search

Find accurate information faster

Search the Customer Portal



Or [troubleshoot your issue](#)

Explore top pages

[Products and Documentation](#)

[Security](#)

[Community](#)



## Red Hat Customer Portal Search

Improved search experience to provide more accurate information for customers and partners.

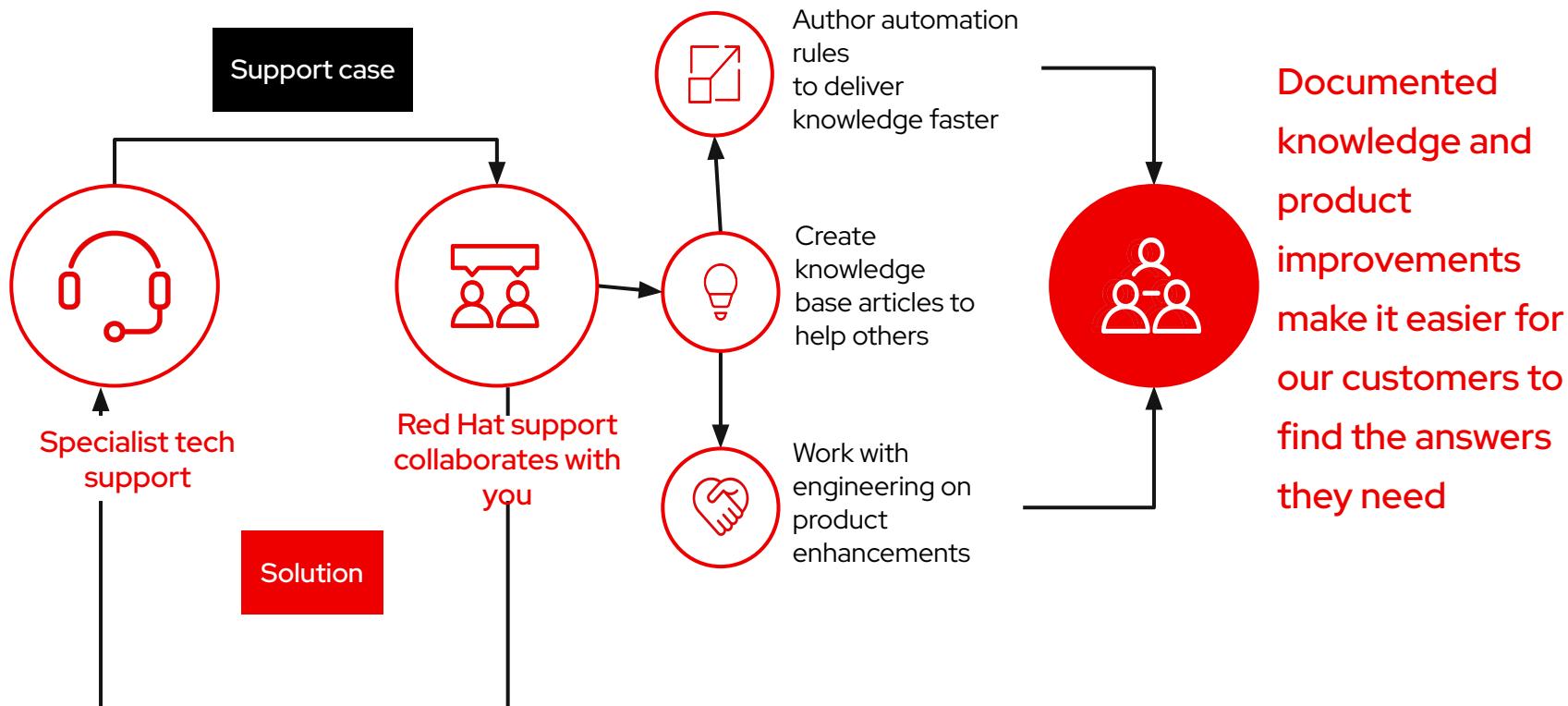
Cleaner, modern layout that is easier to navigate and help you find accurate content faster with less clicks.

Continually testing and improving our search experience to ensure you're able to efficiently get to the content you need.

[access.redhat.com/search](http://access.redhat.com/search)

# Solutions

Find the answers you need



## Knowledgebase

Using what we learn from support cases to help customers and partners.

Based on Knowledge-Centered Service (KCS®) methodology.

KCS® is a process of continuous improvement, based on the experience of those doing the work and the patterns that emerge from knowledge reuse.

[access.redhat.com/search](http://access.redhat.com/search)

# Troubleshoot

## Find solutions



### Customer Portal Solutions Engine

Enter keywords or error messages that describe your issue, or upload a sosreport to help find relevant solutions for your system.

The screenshot shows the Red Hat Customer Portal interface. At the top, there's a navigation bar with links for Products & Services, Tools, Security, and Community. Below that is a teal header bar labeled "Customer support". The main content area has tabs for Cases, Troubleshoot (which is selected), and Manage. On the left, there are two numbered steps: 1. Summarize (with a "Summarize what you're experiencing today" input field) and 2. Troubleshoot (with dropdowns for Product and Version). The overall theme is dark with teal and white highlights.

Use product selector to display specific content.

Option to open a support case if your issue isn't documented.

[access.redhat.com/search](https://access.redhat.com/search)

# Insights

Identifying risks for availability, performance, stability and security

**Advisor recommendations**

! **38 incidents detected**  
Problematic conditions that cause an issue have been actively detected on your systems.

[View incidents](#)

---

**Recommendations by total risk** i

Risk Level	Count
Critical	8
Important	102
Moderate	94
Low	17

**Recommendations by category**



Category	Count
Availability	119
Stability	25
Performance	38
Security	39

● 119 Availability   ● 25 Stability  
● 38 Performance   ● 39 Security



## Red Hat Insights

Modern risk management with analytics and automation.

Better insight reduces risks across your infrastructure. And it is **included** with any subscription to Red Hat Enterprise Linux.

Give your business the ability to predict and prevent problems before they occur.

Address more than one type of risk.

Manage your workloads more efficiently.

[console.redhat.com/insights](http://console.redhat.com/insights)

# Thank you

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.



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[twitter.com/RedHat](https://twitter.com/RedHat)