



OpenSource ICT Solutions

Zabbix training course – Certified User

## **Syllabus**



## Overview

This one day training course is designed for engineers and managers that are new to Zabbix and would like to learn the potential of the product. It covers most frontend sections and how to use them.

This course consists of lectures and hands-on exercises performed in a virtual lab environment provided to you by our team. The exercises teach you to perform configuration and operational tasks by following along with procedures laid out in provided lab guides, to exercise the features in focus throughout the training. Throughout the duration of the course you will have unrestricted access to your lab environment which will continue to be available for additional practice for 24 hours after the class ends. Comprehensive course materials containing theory and practical exercises will be provided during the course. Copies of the slide decks will also be provided at the end of the training.

### Intended audience

- Managers
- It administrator
- Security engineers
- NOC/SOC operators

**Duration:** 1 day

### Software versions:

- Zabbix 6.0.X
- RHEL (derivate) 8
- MySQL 8

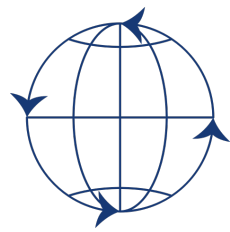
### Prerequisites:

- Basic understanding of IT systems

### Course Objectives:

At the end of the course you should be able to:

- Describe the key features of Zabbix.
- Configure Zabbix frontend
- Create your own maps
- Find data effectively
- Find and navigate through problems
- Understand how Zabbix gets it data
- Know the potential of the product



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## Day 1



## Day 1

### Introduction

The course introduction gives students a general overview of the product Zabbix and its history. You will learn what Zabbix is and why company use it.

### Zabbix releases

This module describes the release policy of Zabbix and the differences between major, minor and LTS releases.

### Zabbix components

This module will describe which components are used in order to build a Zabbix environment, how they work together and the compatibility of those components on the various operating systems.

Next to the main component we will discuss Zabbix proxies and Zabbix agents, Database engines and communication flows.

### Zabbix definitions

This module is all about teaching the various terms and definitions that are commonly used within Zabbix in order to build a understanding what we mean if talking about 'Hosts' or 'Triggers'

### Zabbix interface

This module covers the various menu's of the Zabbix frontend, what they do and how permissions are used to make menu's visible or invisible.

After this module, students are available to use the global search, and have a basic understanding of the various filtering options in the frontend.

### User profile

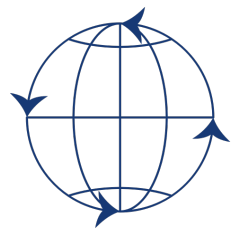
This module covers the options in the user profile, how to change your password, set time zones, notifications and frontend message.

This module includes the following lab exercises:

- Login to Zabbix
- Change your user profile password
- Change your user profile time zone
- Change the frontend refresh interval to 1 minute.

### Monitoring section

This module is all about "Monitoring" and will cover the various ways of getting an overview of your data, how to access and filter it efficiently combined with creating ad-hoc graphs and their options to select time periods, filters and different presentation methods.



## Predefined graphs

This module will explain the potential of predefined graphs, their benefits from the ad-hoc graphs and how to access them.

Next to that the student will learn how to configure them and change the presentation of the graphs.

After this module there is a lab exercise teaching the following things, that were covered in this and previous modules:

- Efficiently find data for a specific host
- Efficiently filter data
- Building your own named filters

## Working with problems

This module will provide an introduction on how problems work within Zabbix, how events are generated and what those events actually do, a full explanation of the 'Problems' page and how to change the problem displaying options to match the workflow.

## Maintenance

This module covers the 'Maintenance' configuration of Zabbix in order to prevent notifications. It will explain how to see maintenance is applied, filter in such a way that suppressed problems become visible.

This module includes the following lab exercises:

- Checking the Problems page
- Creating a named filter for problems
- Making suppressed problems visible
- Working with problems

## Actions and Escalations

This module will explain the potential of Actions and their Escalations in order to teach how Zabbix acts on problems and the various options that are available to notify users, or automatically remediate problems upon detection.

It will cover the functionality and escalation options.

## Inventory

This module will cover the automatic CMDB option of Zabbix.

After this module, students should be able to explain what this function does, how to enable it and use it effectively to get quickly an overview.

## Business level monitoring

This module covers "Service monitoring" or "Business level monitoring" and how the structure within Zabbix is, what it looks like and how to filter on the various BSM rules.



After this module, student should be able to find the root cause of Service degradation and how to see the current SLA level.

## Network maps

This module will cover everything about Network maps, how to configure them and how to use them, including the permission settings that are included with this feature within Zabbix.

After this module, students are able to configure (easy) Zabbix maps, upload their icons and make dynamic labels within Maps.

This module includes the following lab exercises:

- Create your own Map
- Add hosts to the Map
- Clone/delete Map elements
- Configure dynamic labels
- Configure links between elements

## Dashboards

This module covers the global concept of Dashboards and their functionality, including permissions, pages, and widgets.

During this module we will cover the available widgets, their potential and functions.

This module includes the following lab exercises:

- Create your dashboard with several widgets and pages in it
- Configure permissions of dashboards
- Set up a slideshow
- Make your dashboard the default page after login

## Reports

This module covers the menu 'Reports' and all of its options, including the 'Scheduled Reports' feature and how it works in the backend, how to configure it and make the most out of the feature.

## Exam

As this is an official Zabbix training, it will include always a certificate of Attendance, issued by Zabbix.

We will conclude the day with the official (online) Zabbix exam, which will provide you the Certificate of Completion upon passing the exam.

The exam consists out of 20 multiple choice questions regarding the topics that are covered throughout the course.