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The Official VCP5 Certification Guide

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Published by Pearson plc

Publishing as VMware Press

The Library of Congress Cataloging-in-Publication data is on file.

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ISBN-13: 978-0-7897-4931-4

ISBN-10: 0-7897-4931-9

Text printed in the United States at Courier in Westford, Massachusetts.

First Printing, August 2012

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About the Author

Bill Ferguson, VCI5, VCP5, CCSI, and MCT has been in the computer industry for more than 20 years. Originally in technical sales and IT consulting with Sprint, he made his transition to Certified Technical Trainer in 1997 with ExecuTrain. He now runs his own company, Parallel Connections, as an independent contractor and consultant based in Birmingham, Alabama, working worldwide for most of the national training companies and some regional training companies. In addition, he has written and produced many technical training videos and books. Bill's aspiration is as follows: "My job is to understand the material so well that I can make it easier for others to learn than it was for me to learn. Toward that end, I strive to provide an effective learning environment whether in person, in print, or online."

Dedication

To my wife, who didn't want me to take on this challenge at first because of the tremendous amount of time that it takes to complete a book of this type; yet she still became my prime source of encouragement and support when I decided to do it anyway. I love you, Wilma, and I couldn't have done this without you. Thanks!

Acknowledgments

First I want to thank Joan Murray for giving me the opportunity to write this important book. I am very glad that our paths crossed at vmWorld. I also want to thank John Davidson and Gabriele van Zenten for their “spot on” technical editing of the book. Because of them, I learned a few things myself while writing this book. In addition, the flow and consistency of the book is due to Chris Cleveland, who kept me on target with his skilled developmental editing. I would also like to give a special thanks to Joshua Andrews at VMware, whose first-hand knowledge of the latest products and features in vSphere provided me with the most up-to-date information possible. His review of this book makes it a true collaboration of VMware and Pearson/VMware Press. It takes a lot of people to create a book, and I am sure that I do not know all the names of the people who were involved in this one, but thank you.

Finally, I want to acknowledge the encouragement and prayers of my family and friends and the students in my technical classes and Sunday school classes. In Him, all things are possible!

About the Reviewers

John A. Davidson, VCI, VCP 3 4 5, VCAP-DCA 4, MCT, MCSE, CCSI, CCNA, A+, Network+, has been in the computer industry for more than 20 years. With a career that has included roles in technical sales, sales management, system administration, and network engineering, John made his transition to being a Certified Technical Trainer in 1998, and has worked with many leading training organizations. Today, John serves as the VMware Course Director for Global Knowledge-USA for datacenter and desktop courses. As a lead instructor, John spends his time mentoring new instructors, students, and colleagues, and serves as subject matter expert to design, develop, and implement VMware solutions to support Global Knowledge-USA's training environment.

Gabrie van Zanten is a virtualization specialist working for Open Line in the Netherlands. As a consultant, he designs and implements virtual infrastructures for customers. Besides being a consultant, Gabriele runs one of the top ten ranked blogs on VMware at <http://www.GabesVirtualWorld.com>. He writes about VMware and helps his readers get in-depth understanding on how VMware products work. His blogging activities, the presentations he gives and the effort he puts in helping members of the VMware community have earned him the VMware vExpert award in 2009, 2010, and 2011.

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