

ONTAP Troubleshooting

4 Day Course

DESCRIPTION

In this course, you increase your proficiency as a NetApp® ONTAP® software engineer by learning how to troubleshoot ONTAP environments. Specifically, you learn how to troubleshoot the management component, scale-out networking, NAS protocols (NFS and SMB), and SAN protocols (iSCSI). From lectures, demonstrations, and active exercises, you learn how to isolate issues, verify configurations, view logs, view trace messages, and use event management system messages for troubleshooting.

PARTICIPANTS

NetApp Technical Support engineers, Support Services Certified partner engineers, and Professional Services engineers

PREREQUISITES

- A working knowledge of ONTAP software and NAS and SAN protocols
- ONTAP Cluster Administration

OBJECTIVES

This course focuses on enabling you to do the following:

- Describe the different software components in the ONTAP architecture
- Describe the methodologies for troubleshooting management component applications, networks, and protocols
- Use troubleshooting workflows to identify failure symptoms, determine potential causes, and resolve issues
- Use debugging commands, logs, and tools to identify, isolate, and fix complex technical issues that involve different core components
- Check the health of a cluster and summarize the results
- Identify issues with the management component
- Use administrative commands to verify the configuration of NFS, SMB, and iSCSI
- Use the troubleshooting methodology for NFS, SMB, and iSCSI to define and isolate issues
- Locate logs for the management component, network, NFS, SMB, and iSCSI protocols
- Collect data for support cases