ONTAP Troubleshooting

Category: Infrastructure & IT Operations | **Vendor:** NetApp

Duration: 32.00 hours (4 days) **26.0 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

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 SAN protocols. From lectures, demonstrations, and active exercises, you learn how to isolate issues, verify configurations, view logs, view trace messages, and use event management system (EMS) messages for troubleshooting.

About This Course

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 SAN protocols. From lectures, demonstrations, and active exercises, you learn how to isolate issues, verify configurations, view logs, view trace messages, and use event management system (EMS) messages for troubleshooting.

Who Should Attend

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

Prerequisites & Entry Requirements

General Prerequisites:

- A working knowledge of ONTAP software and NAS and SAN protocols
- ONTAP Cluster Administration (ONTAP9ADM)

Learning Outcomes

Upon successful completion of this course, participants will be able to:

This course focuses on enabling you to do the following:

- Identify the different software components in the ONTAP architecture.
- Analyze 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.
- Analyze the health of a cluster and summarize the results.
- Identify issues with the management component.
- Use administrative commands to verify the configuration of NFS and SAN environments.
- Use the troubleshooting methodology for NAS and SAN protocols to define and isolate issues.
- Locate logs for the management component, network, NFS, SMB, and iSCSI protocols.
- Collect data for support cases.

Detailed Course Outline

Module 1: Troubleshooting the Management Component

- The management component
- RDB Concepts: RDB units, RDB quorum, RDB master, epoch and epsilon
- Configuration databases and replication databases
- Root volume recovery
- Job manager
- RDB backup and recovery
- Non-RDB user-space applications

- Event management system, logs, traces and user-space core files

Module 2: Troubleshooting Scale-out Networking

- NetApp ONTAP networking overview
- Networking-related management component application and databases
- Networking evolution
- Cluster Session Manager (CSM)
- Tools to triage networking issues

Module 3: Troubleshooting Network Component and Security Services

- Network component
- SecD
- Troubleshooting with vserver services
- Network component troubleshooting

Module 4: Troubleshooting NFS

- How NFS works in ONTAP software
- NetApp ONTAP NFS authorization using export policies and UNIX permissions
- Export-related caches
- NFS troubleshooting

Module 5: Troubleshooting Scalable SAN

- SAN architecture
- Scalable SAN configuration
- Scalable SAN functional components (SCSI)
- Cluster Liveliness Activity Monitor (CLAM) quorum
- LUN space accounting
- Scalable SAN functional components (NVMe)

- Scalable SAN troubleshooting

Skills You Will Learn:

This course focuses on enabling you to do the following:

- Identify the different software components in the ONTAP architecture.
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- Use troubleshooting workflows to identify failure symptoms, determine potential causes, and resolve issues.
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Frequently Asked Questions

Q: What delivery options are available for ONTAP Troubleshooting?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 4-day ONTAP Troubleshooting course provides up to 26.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ONTAP Troubleshooting training?

The training takes place over 4 day(s), with each day lasting approximately 32.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ONTAP Troubleshooting?

Yes, we provide corporate training, dedicated training, and closed classes for ONTAP Troubleshooting. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: ONTAP Troubleshooting, NetApp Partner Training, CATSP

Q: Why choose Nexus Human for ONTAP Troubleshooting?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ONTAP Troubleshooting training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

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