



NETAPP UNIVERSITY

E-Series Debugging and Analysis

COURSE DESCRIPTION

Access to this course is restricted to Level 3 support teams.

In order to properly recover from a failure situation, the situation must be analyzed from multiple angles to ensure the quickest route to recovery. This requires an understanding of the inter-workings of the storage array firmware. Without this foundation, while success can be achieved, the route to recovery will no longer be a direct path, but a long and winding course with many pitfalls along the way. Debugging and Analysis is a course that presents the technical aspects of debugging and analyzing E-based storage systems through advanced data analysis.

The basic objective of this course is to equip the participants with the essential concepts associated with the functionality of E-based storage systems, and the analysis of certain controller shell output.

Participants will have the ability to analyze data and formulate action plans based on this information.

DELIVERY TYPE

- Instructor-led training (ILT)

DURATION

- 4 days

AUDIENCE

The course is geared toward individuals requiring a curriculum covering an introduction to the inner workings of the E-based storage array controller firmware version 07.xx, and the native controller shell output necessary to analyze the storage array health. These individuals should already have support exposure and an understanding of E-based storage arrays and technologies. The course content will only cover firmware version 07.xx, information related to 06.xx firmware and lower will not be covered in this course.

This course is designed for customer support personnel responsible for debugging and troubleshooting LSI storage systems through the use of support data analysis and controller shell access. The course is designed for individuals employed as Tier 3 support of E-based storage systems.

It is assumed that the student has in-depth experience and knowledge with Fiber Channel Storage Area Network (SAN) technologies including RAID, Fiber Channel topology, hardware components, installation, and configuration.

PREREQUISITES

- The successful participant will have completed both the Installation and Configuration and the Support and Maintain courses offered by NetApp.
- However, an equivalent knowledge of installation, storage management, features, basic maintenance and problem determination with E-based storage systems can be substituted.

- Participants should have at least six months field exposure with E-based storage arrays and technologies in a support function.

OBJECTIVES

By the end of this course you should be able to:

- Recognize the underlying behavior of E-based storage systems
- Analyze a storage system for failures through the analysis of support data
- Successfully analyze backend hardware errors
- Recognize Controller, Drive, Volume Group, and Volume states

PRICING & CANCELLATION POLICY

For pricing and cancellation information please check the NetApp University LearningCenter.

NOTE: If you are registering for this course with an Authorized Learning Partner, please review their price and cancellation policy.

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