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QUESTION 1

What is the next step if you must escalate an open case?

A. Upload the support case and core data files to NetApp Suport and to Engineering.

B. Clustered Data ONTAP triggers the AutoSupport mechanism automatically again.

C. Call NetApp Support and ask to speak to the duty manager.

D. Call NetApp Support and open a new case.

Correct Answer: C

Explanation: If at anytime you wish to have your case escalated please call the TSC Hotline

number and ask to speak to the duty manager.

Reference: Technical Support Escalation and Priority Definitions

https://mysupport.netapp.com/info/web/ECMP1132185.html

QUESTION 2

While performing storage failover tests, you notice that a data LIF serving CIFS traffic is not reachable after takeover.

Which three statements are correct in this scenario? (Choose three.)

A. NAS LIFs do not fail over.

B. A front-end switch configuration was missing.

C. An incorrect firewall policy was assigned.

D. No failover policy was assigned.

E. Incorrect ports were in the broadcast domain.

Correct Answer: CDE

Explanation: D: The partner\\'s LIFs migrate according to network interface failover rules. Existing SMB (CIFS) sessions are disconnected when takeover occurs.

E: LIFs can use any node in the cluster to perform management tasks, so it is created by default with the "broadcast-domain-wide" failover policy

Incorrect:

Not A: The network ports that are present in the failover group define the failover targets available for the LIF. A failover group can have cluster management, node management, intercluster, and NAS data LIFs assigned to it.

QUESTION 3

What is s LIF?

A. a logical internet file

B. a logical inventory file

C. a logical interaction file

D. a logical interface

Correct Answer: D

Explanation: A LIF (logical interface) is an IP address or WWPN with associated characteristics, such as a role, a home port, a home node, a list of ports to fail over to, and a firewall policy. You can configure LIFs on ports over which the cluster sends and receives communications over the network.

Reference: Clustered Data ONTAP 8.3, Network Management Guide, page 54

QUESTION 4

What happens to the NTP configuration in clustered Data ONTAP 8.3 when a node joins a cluster?

A. A node that joins a cluster has a separate NTP service.

B. A node that joins a cluster automatically adopts the NTP configuration of the cluster.

C. A node that joins a cluster must be manually configured in the NTP.

D. A node that joins a cluster must reboot before running the NTP service.

Correct Answer: B

Explanation: A node that joins a cluster automatically adopts the NTP configuration of the cluster.

Reference: How to configure and troubleshoot NTP on clustered Data ONTAP 8.2 and later using CLI
https://kb.netapp.com/support/index?page=contentandid=1014787

QUESTION 5

You are asked to complete a 2-node installation of a FAS8060 cluster running clustered Data ONTAP 8.3. The hardware has been installed and the cluster has been configured. AutoSupport testing has not been successful because NetApp Support cannot see any messages, and the customer does not have any messages in their inbox.

Which two actions should be performed to test the functionality from the NetApp cluster? (Choose two.)

A. Verify that the network gateway responds to a ping request.

B. Verify that the mailhost responds to a ping request.

C. Verify that the domain controller responds to a ping request.

D. Verify that the cluster interconnect switches respond to a ping request.

Correct Answer: BD

B: Check that the mail host specified in the options is a host that the storage system can talk to, by running

the following command on the storage system:

ping mailhost_name

mailhost_name is the name of the mail host specified in the AutoSupport options.

D: If the system cannot deliver AutoSupport messages over SMTP you should confirm basic network

connectivity and DNS lookup:

Your network management LIF must be up for operational and administrative status.

You must be able to ping a functioning host on the same subnet from the cluster management LIF (not a LIF on any of the nodes). You must be able to ping a functioning host outside the subnet from the cluster management LIF. You must be able to ping a functioning host outside the subnet from the cluster management LIF using the name of the host (not the IP address).

Reference: How to troubleshoot AutoSupport delivery when using SMTP

https://kb.netapp.com/index?page=contentandid=1014216andactp=LIST_POPULAR

Reference: Troubleshooting AutoSupport message delivery over SMTP

https://library.netapp.com/ecmdocs/ECMP1636037/html/GUID-9554CD61-AE6F-4FDA-86A60E1480405873.html

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