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**Vendor:**Network Appliance

**Exam Code:**NS0-191

**Exam Name:**NetApp Certified Support Engineer

**Version:**Demo

**QUESTION 1**

Click the Exhibit tab.

```
NetApp Release 8.1.2P4 7-Mode: Fri Apr 26 19:57:25 PDT 2013
System ID: 1234567890 (filer123)
System Serial Number: 123456789012 (filer123)
System Rev: F3
System Storage Configuration: Multi-Path
System ACP Connectivity: Full Connectivity
slot 0: System Board 2.3 GHz (System Board XVI F3)
Model Name: FAS3210
Part Number: 111-00585
Revision: F3
Serial Number: 5001612616
BIOS version: 5.2.0
Loader version: 3.4
Processors: 2
Processor type: Intel(R) Xeon(R) CPU E5220 @ 2.33GHz
Memory Size: 5120 MB
Memory Attributes: Bank Interleaving
Hoisting
Rank Interleaving
Normal ECC
NVMEM Size: 640 MB of Main Memory Used
CMOS RAM Status: OK
Service Processor Status: Online
Firmware Version: 1.3.1
Mgmt MAC Address: 00:A0:98:14:96:00
Ethernet Link: up, 100Mb, full duplex, auto-neg complete
Using DHCP: no
IPv4 configuration:
IP Address: 10.253.1.184
Netmask: 255.255.255.0
Gateway: 10.253.1.1
IPv6 configuration: Disabled
slot 0: Dual 10G Ethernet Controller T320E-SFP/KR
```

```
Device Type: CT-FE-3
Version Number: T3-SRAM1.1.0-BR1016-02-01-FW7.7.209-DR04
Serial Number: jb04050693
c0a MAC Address: 00:a0:98:14:95:fc (auto-unknown-enabling)
c0b MAC Address: 00:a0:98:14:95:fd (auto-unknown-enabling)
slot 0: Internal BGE 10/100 Ethernet Controller
e0M MAC Address: 00:a0:98:14:95:fe (auto-100tx-fd-up)
e0P MAC Address: 00:a0:98:14:95:ff (auto-100tx-fd-up)
Device Type: BCM5721
slot 0: Dual 10/100/1000 Ethernet Controller G20
e0a MAC Address: 00:a0:98:14:95:fa (auto-unknown-down)
e0b MAC Address: 00:a0:98:14:95:fb (auto-unknown-down)
Device Type: Rev 6
slot 0: SAS Host Adapter 0a (PMC-Sierra EM8001 rev. C, SAS, )
Firmware rev: 01.11.00.00
Base WWN: 5:00a098:0000ebe:80
Phy State: [0] Enabled, 3.0 Gb/s
[1] Enabled, 3.0 Gb/s
[2] Enabled, 3.0 Gb/s
[3] Enabled, 3.0 Gb/s
QSFP Vendor: Molex Inc.
QSFP Part Number: 112-00177+A0
QSFP Type: Passive Copper 2m ID:01
QSFP Serial Number: 034820513
ID Vendor Model FW Size
01.0 : NETAPP X306_WMANT02TSSM NA08 1695.4GB (3907029168 512B/sect)
01.1 : NETAPP X306_WKOJN02TSSM NA00 1695.4GB (3907029168 512B/sect)
...
```

A customer receives the AutoSupport messages shown below. "[?] Sat Aug 23 13:00:27 PDT [hostname: env\_mgr: callhome.c.fan.fru.fault:error]: Call home for CHASSIS FAN FRU FAILED: SysFan3 F2

...

[?] Sat Aug 23 13:00:32 PDT [hostname: env\_mgr: monitor.chassisFan.ok:notice]: Chassis fan Sysfan3 F2 is ok"

The output of the sysconfig -a command is shown in the exhibit. In this scenario, what would you do to solve this problem?

- A. Update Data ONTAP to 8.1.4 at the latest patch level.
- B. Update the Service Processor firmware.
- C. Replace the fan.
- D. Disconnect the controller from the mains, wait two minutes, and re-connect it in the next maintenance window.

Correct Answer: B

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## QUESTION 2

Click the Exhibit tab.

```
cluster::*> network interface show -vserver SVM1
Logical Status Network Current Current Is
Vserver Interface Admin/Oper Address/Mask Node Port Home
-----
SVM1
lif1
up/up 10.63.119.136/24 clusterA-01 e0c true
lif2
up/up 10.63.119.137/24 clusterA-02 e0c true
lif3
down/down 10.63.119.138/24 clusterB-04 e0d false
lif4
up/up 10.63.119.139/24 clusterB-04 e0d true
4 entries were displayed.
```

Round-robin DNS has been configured for all data LIFs belonging to SVM1. There is a data LIF on every node of that 4-node cluster. The administrator has reports from users of sporadic user access issues when accessing CIFS shares on SVM1. The administrator determines that one out of four attempts result in a "path not found error" message. The administrator believes that the issue is network related.

Referring to the exhibit, which statement is correct?

- A. There is an issue with node clusterB-04's port e0d, causing "lif3" to be down.
- B. There are no issues found and all data LIFs are in a healthystatus.
- C. "lif3" and "lif4" are on different ports as "lif1" and "lif2".
- D. "lif3" has been administratively configured down.

Correct Answer: D

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### QUESTION 3

SnapDrive for Window has been installed and configured on a VMware virtual machine. The virtual machine has been configured with raw device mappings (RDMs) that are mapped to LUNs on a NetApp storage controller. The RDMs can be seen as connected disks in Windows Disk Management. However, SnapDrive is not enumerating the RDMs.

Which actions will solve the problem in this scenario?

- A. SnapDrive must have the preferred storage IP addresses configured.
- B. SnapDrive must be installed on the VirtualCenter server.
- C. SnapDrive and Virtual Storage Console (VSC) integration must be configured.
- D. VirtualCenter or ESX server logon settings must be enabled and configured.

Correct Answer: C

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### QUESTION 4

When troubleshooting the delivery failure of an AutoSupport notification, you enter the autosupport history show command. In this scenario, what information would you expect the command output to show? (Choose two.)

- A. time of the last upgrade
- B. status of the delivery
- C. size of the AutoSupport notification
- D. IP address of the destination

Correct Answer: BD

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### QUESTION 5

Your customer using clustered Data ONTAP 8.1.2 recently had a disk drive fail. They already swapped out the failed disk for a replacement disk. They call you the next day explaining that the disk is not showing up in the spare disk pool. In this scenario, what are two reasons for this problem? (Choose two.)

- A. The replacement disk drive needs to be manually un-failed before the disk will show up as a spare.
- B. Autoassign is turned off, leaving the disk unassigned; the customer needs to take ownership of the replaced disk before it will show up as a spare disk.
- C. The disk ID needs to be removed from the failed disk registry before the disk will be seen as a spare.
- D. Autoassign is set to on, but the disk shelves in the loop are shared between a high-availability (HA) pair, causing the

disk to show up as unassigned.

Correct Answer: BC

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### QUESTION 6

You are creating a disk-partitioned root aggregate.

Which two rules are enforced automatically when accomplishing this task? (Choose two.)

- A. A RAID group cannot have more than one partition from the same disk.
- B. A RAID group can have more than one partition from the same disk.
- C. The only supported RAID type for aggregates containing root-data partitioned disks is RAID-DP.
- D. The only supported RAID type for aggregates containing root-data partitioned disks is RAID 4

Correct Answer: AC

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### QUESTION 7

A customer has replaced both interconnect cables on a FAS3240 HA pair with IOXM because they were damaged. After replacing the cables, the customer receives the error shown below.

"HA interconnect port 1 of this appliance seems to be connected to port 2 on the partner appliance".

In this scenario what is the cause of this error?

- A. The interconnect cables must not be replaced while the controllers are up and running.
- B. c0a and c0b are 10Gbit Ethernet ports which must not be used for the interconnect.
- C. The interconnects are cross-cabled, you must connect c0awith c0a and cob with c0b.
- D. You must issue theifconfig down... command followed by theifconfig up... command for both ports, on both controllers, after replacing the cables.

Correct Answer: C

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### QUESTION 8

Microsoft SQL Server is being hosted from a Microsoft Hyper-V cluster and is mounting a LUN from NetApp storage that contains its working databases.

In this scenario, which product would be used to ensure that consistent Snapshot copies of the database are obtained?

- A. SnapManager for MS Exchange
- B. SnarManager for Virtual Infrastructure
- C. SnapManager for SQL Server
- D. SnapManager for Hyper-V

Correct Answer: C

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#### QUESTION 9

An administrator notices that the clustered Data ONTAP 8.2.3 controllers are less responsive than normal. You use OnCommand Performance Manager but do not see obvious problems, yet, this particular issue is constant. Users are starting to complain.

Which tool would you use to collect data to help diagnose this issue?

- A. Perfstat
- B. Perfmon
- C. AutoSupport
- D. Performance Archive

Correct Answer: B

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#### QUESTION 10

You have a 6-node cluster with six identical controllers. You are upgrading from clustered Data ONTAP 8.3.1 to clustered Data ONTAP 8.3.2. From the Upgrade Advisor, you downloaded the upgrade plan. In this scenario, which two steps are part of that plan? (Choose two.)

- A. Set a new image as the default image.
- B. Verify system health.
- C. Migrate all aggregates to the HA pair that was most recently upgraded.
- D. Perform LIF migration of all SAN LIFs before takeover.

Correct Answer: AD

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#### QUESTION 11

Your customer has a 2-node cluster with two FAS2554 controllers running clustered Data ONTAP 8.3. You want to upgrade non-disruptively to clustered Data ONTAP 8.3.1 using the rolling-upgrade method. Which two operations would you perform before issuing the `~storage failover takeover - ofnode NodeA~` command? (Choose two.)

- A. Upgrade the service processor of all nodes.
- B. Migrate all LIFs used for iSCSI and FC away from NodeA.
- C. Change the default boot image to the new image.
- D. Install the new software image on all nodes.

Correct Answer: BC

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#### QUESTION 12

A 2-node cluster (Node-1 and Node-2) has suffered a takeover event. The down node (Node-1) is currently waiting for giveback. However, it is ensure if the node will boot successfully. The client cannot suffer any data outage. Which command would you use to perform the giveback?

- A. CLUSTER::> storage failover giveback -ofnode Node-1 -only-cfo-aggregates
- B. CLUSTER::> storage failover giveback -fromnode Node-2
- C. CLUSTER::> storage failover giveback -ofnode Node-1 -require-partner-waiting false
- D. CLUSTER::> storage failover giveback -ofnode Node-1 -override-vetoes true

Correct Answer: C

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