



Vendor: Network Appliance

Exam Code: NS0-094

Exam Name: NetApp Hardware Support Engineer

Professional Exam

Version: DEMO

QUESTION 1

Which two steps are required to replace a drawer in a DS460c shelf? (Choose two.)

- A. Shut down both nodes.
- B. Disconnect the cable chains from the chassis.
- C. Power off the shelf.
- D. Evacuate all drives in the drawer.

Answer: BD

Explanation:

To replace a drawer in a DS460c shelf, the following steps must be taken:

1. Disconnect the cable chains from the chassis

Why this is required:

Cable chains connect the drawer to the shelf and must be disconnected to safely remove the drawer.

2. Evacuate all drives in the drawer

Why this is required:

Drives must be removed to avoid damage during the drawer replacement process and to reduce the weight of the drawer for safe handling.

QUESTION 2

On an AFF A700 system, a SAS stack is connected to SAS ports 2a and 2b. The system has an additional 4-port SAS card in slot 9. How should the cabling be corrected for best practices?

- A. Use port 2a and 9a.
- B. Use port 2a and 9b.
- C. Use port 2a and 2c.
- D. Use port 2b and 9d.

Answer: A

Explanation:

Best Practices for SAS Cabling in AFF A700 Systems:

The AFF A700 system has built-in SAS ports (e.g., 2a and 2b) as well as additional SAS ports on optional SAS cards.

To ensure high availability and redundancy, it is recommended to distribute SAS connections across multiple SAS ports from different controllers or slots.

Why Port 2a and 9a Are Recommended:

Port 2a is a built-in SAS port on the AFF A700 system. Port 9a belongs to the additional SAS card in slot 9. By connecting the stack using 2a and 9a, you utilize different SAS domains (built-in controller ports and add-on card ports), providing both path redundancy and load balancing.

QUESTION 3

You are reviewing the output of disk show and one of the disks is reporting a container type of "unknown". What is causing this status?

- A. The disk is not owned by a member of the high-availability (HA) pair.
- B. The disk is failed.
- C. The disk is in the maintenance center.
- D. The disk does not have an owner.

Answer: D

Explanation:

Understanding "Container Type: Unknown" in Disk Show Output:

The "unknown" container type typically indicates that the disk is not properly configured or recognized by ONTAP.

This status often occurs when a disk does not have an owner assigned.

Root Cause:

For a disk to be used in an ONTAP system, it must be owned by a member of the high-availability (HA) pair.

If no ownership is assigned, the disk will not be initialized, resulting in an "unknown" container type.

Steps to Resolve:

Use the disk assign command to manually assign ownership of the disk.

Example: storage disk assign -disk <disk_name> -owner <node_name>

QUESTION 4

Which two statements are true about an IOM 12 module? (Choose two.)

- A. It has two SAS ports.
- B. It has four SAS ports.
- C. It does not have an Ethernet port for alternate control path (ACP).
- D. It has an Ethernet port for alternate control path (ACP).

Answer: BD

Explanation:

Overview of IOM 12 Module:

The IOM 12 module is used in NetApp storage shelves for SAS connectivity.

Key Features of IOM 12:

SAS Ports: The IOM 12 module has four SAS ports (two IN and two OUT) to support daisy-chaining of shelves and provide redundancy.

ACP (Alternate Control Path): The IOM 12 includes an Ethernet port for ACP, which is used for out-of-band management and monitoring of the storage shelves.

QUESTION 5

What is the recommended value for disk and CPU use when you plan an upgrade?

- A. less than 50%
- B. less than 90%
- C. less than 85%
- D. less than 70%

Answer: D

Explanation:

Upgrade Considerations for Disk and CPU Utilization:

During an ONTAP upgrade, it is critical to ensure the system has sufficient resources to handle the upgrade process without impacting normal operations.

Recommended Threshold:

NetApp recommends that both disk and CPU utilization should be below 70% before initiating an upgrade. This ensures that there is enough headroom for the upgrade operations and avoids performance degradation.

Steps to Verify Utilization:

Use the system node show -fields cpu command to check CPU usage. Use the storage aggregate show -fields used command to check aggregate disk utilization.

QUESTION 6

Which two of the following methods are valid ways to access a node which is not booting?
(Choose two.)

- A. node management port
- B. cluster management port
- C. Service Processor
- D. serial console

Answer: CD

Explanation:

If a node is not booting, the following methods can be used to access the system for troubleshooting:

1. Service Processor (SP)

What it does:

The SP provides out-of-band management access to the node, even if the node is not booting.

How to use:

Connect to the SP using SSH or a direct console connection. Use SP commands to gather logs or perform diagnostics.

2. Serial Console

What it does:

The serial console provides direct access to the node's bootloader or maintenance mode.

How to use:

Connect to the serial port using a terminal emulator.

Use console commands to interact with the system.

QUESTION 7

Which type of AutoSupport message would you expect to see triggered automatically when ONTAP software detects a NetApp WAFL inconsistency on an aggregate?

- A. MEDIUM ERROR DURING RECONSTRUCTION
- B. CHECKSUM ERROR
- C. WAFL INCONSISTENT USER DATA BLOCK
- D. WAFL INCONSISTENT BLOCK

Answer: D

Explanation:

When ONTAP detects a WAFL inconsistency in an aggregate, it automatically generates an AutoSupport message with the description WAFL INCONSISTENT BLOCK.

Key Details:

WAFL INCONSISTENT BLOCK:

This error indicates that WAFL metadata or user data blocks have been found to be inconsistent. ONTAP triggers an automatic AutoSupport message to notify administrators and NetApp Support.

QUESTION 8

During which two operations is the NVRAM replayed by the high-availability (HA) partner?
(Choose two.)

- A. after triggering a sync core
- B. when a node is halted
- C. during a negotiated takeover
- D. when the node loses power

Answer: CD

Explanation:

1. During a Negotiated Takeover:

Description:

When a negotiated takeover occurs (e.g., for maintenance or upgrades), NVRAM data is replayed by the HA partner to ensure no data is lost.

Relevance:

This ensures that all pending writes are safely processed by the partner node.

2. When the Node Loses Power:

Description:

If a node loses power unexpectedly, the HA partner replays the mirrored NVRAM data to protect active write operations.

QUESTION 9

What are two options to remove Failure Byte on disks that are marked as failed? (Choose two.)

- A. Power cycle the disk shelf.
- B. Reseat the disk.
- C. Update the disk firmware.
- D. Unfail the disk

Answer: BD

Explanation:

If a disk is marked as failed, the Failure Byte on the disk indicates that the disk has been flagged for failure. This can be cleared using the following methods:

1. Reseat the Disk

What it does:

Physically remove the disk from the shelf and reseat it. This action can trigger the system to re-evaluate the disk's status and clear the Failure Byte if the failure was transient or due to connection issues.

2. Unfail the Disk

What it does:

Using the disk unfail command in maintenance mode clears the Failure Byte and returns the disk to service.

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