NetApp ONTAP Hardware Troubleshooting - Partners Only Training

Duration: **3 Day**

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Discover the tools and techniques of NetApp® ONTAP® hardware analysis and troubleshooting. Learn to triage and gather the right data for all hardware cases, to work 60% to completion with no help, and to properly frame and get assistance to resolve the remaining 40%.

Prerequisites

- Technical Support Engineer New Hire OnRamp Program
- Three months of experience taking support calls
- FAS, AFF, and ASA web-based training

What You Will Learn

- Troubleshoot system controllers, power supplies, fans, and add-in cards
- Troubleshoot storage shelf issues
- Troubleshoot disk failures
- Identify high availability issues
- Analyze RAID issues
- Identify troubleshooting tools