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NetApp Certified Support Engineer

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### 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: 5:00a098:0000e0be: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

## QUESTION 2

Click the Exhibit tab.

```
cluster::> cifs share show -vserver SVM1 -share-name test9

Vserver: SVM1
Share: test9
CIFS Server NetBIOS Name: SVM1
Path: /test9
Share Properties: oplocks
browsable
changenotify
Symlink Properties: symlinks
File Mode Creation Mask: -
Directory Mode Creation Mask: -
Share Comment: -
Share ACL: Everyone / No access
domainA\companyusers / Full Control
domainA\interngroup / No access
domainA\temps / Read
File Attribute Cache Lifetime: -
Volume Name: vol9
Offline Files: manual
Vscan File-Operations Profile: standard
Maximum Tree Connections on Share: 4294967295
UNIX Group for File Create: -
```

A storage administrator tells you that a company security mandate was applied to remove all CIFS share level permissions of everyone - full control. Now users are unable to access CIFS shares.

The storage virtual machine (SVM) is named "SVM1" on clustered Data ONTAP 8.3.1. The storage administrator wants to know what can be done to restore full control access to users that are receiving "access denied" errors. The storage





administrator has provided you with the vserver cifs share show command output of one of the CIFS shares with issues as shown in the exhibit.

Which two steps must you perform to solve the problem? (Choose two.)

- A. Execute the : : >vserver cifs share access-control delete -vserver SVM1 -share test9 - user-or-group Everyonecommand from the controller.
- B. Execute the : : >vserver cifs share access-control delete -vserver SVM1 -share test9 - user-or-group domain\interngroupcommand from the controller.
- C. Ensure that, in Active Directory, the desiredusers are members of thedomainA\tempsgroup.
- D. Ensure that, in Active Directory, the desired users are members of thedomainA\companyusersgroup.

Correct Answer: BD

---

### QUESTION 3

Which statement is true about a switchless cluster?

- A. A switchless cluster can only be used for a system with two controllers in one chassis configuration.
- B. A switchless cluster can support up to one node per cluster port.
- C. In a switchless cluster, thenetwork options switchless-cluster -enabledparameter must be set to true.
- D. Converting a switchless cluster to a switched cluster is disruptive.

Correct Answer: C

---

### QUESTION 4

Which database must be installed for deployments of OnCommand Unified Manager 6.x and OnCommand Performance Manager for Linux installations?

- A. Oracle
- B. MS SQL Server
- C. Sybase
- D. MySQL

Correct Answer: D

---

### QUESTION 5

You just set up a new clustered Data ONTAP 8.3 environment and want to monitor volume performance.



Which two commands or products would help you accomplish this task? (Choose two.)

- A. OnCommand Performance Manager
- B. Quality of Service (QoS) commands
- C. OnCommand System Manager
- D. Syslog Server

Correct Answer: CD

---

#### QUESTION 6

You receive the AutoSupport message, "CONTROLLER TAKEOVER COMPLETE PANIC" from a FAS3250 controller. You suspect a hardware issue. A core file was written to disk. In this scenario, which two actions would you perform to obtain more information? (Choose two.)

- A. You turn on "hardware debugging mode" using System Manager.
- B. You collect the core file and upload it to NetApp Global Services (NGS) for analysis.
- C. You boot the failed controller, carry out a giveback, and wait until the issue reoccurs.
- D. You boot the failed controller to maintenance mode and execute the `showdiag` command.

Correct Answer: AB

---

#### QUESTION 7

Click the Exhibit tab.



```
::> node run -node node2 ifstat ela
-- interface ela (13 days, 22 hours, 41 minutes, 31 seconds) --

RECEIVE

Frames/second: 39 | Bytes/second: 9956 | Errors/minute: 0
Discards/minute: 0 | Total frames: 37211k | Total bytes: 6257m
Total errors: 0 | Total discards: 0 | Multi/broadcast: 451k
No buffers: 0 | Non-primary u/c: 0 | L2 terminate: 0
Tag drop: 0 | Vlan tag drop: 0 | Vlan untag drop: 0
Vlan forwards: 0 | All pkts: 37238k | MCast pkts: 442k
BCast pkts: 9155 | CRC errors: 298943245 | Bus overrun: 0
Alignment errors: 0 | Long frames: 0 | Jabber: 0
Pause frames: 0 | Runt frames: 0 | Jumbo frames: 176k
All pkts: 26033k | MCast pkts: 20079 | BCast pkts: 940
Bus underruns: 0 | Pause frames: 0 | Jumbo frames: 703k

TRANSMIT

Frames/second: 31 | Bytes/second: 9316 | Errors/minute: 0
Discards/minute: 0 | Total frames: 26030k | Total bytes: 8434m
Total errors: 0 | Total discards: 0 | Multi/broadcast: 21020
Queue overflows: 0 | No buffers: 0

LINK_INFO
Current state: up | Up to downs: 2 | Speed: 10000m
Duplex: full | Flowcontrol: none
```

A customer receives "CLUSTER NETWORK DEGRADED" AutoSupport messages from this clustered Data ONTAP system. The customer suspects that something occurred physically to the nodes after they had a data center maintenance

move. The customer proceeds to follow the instructions in the Knowledge Base article regarding the "Error:

CLUSTER NETWORK DEGRADED" message that results in the output shown in the exhibit. After analysis, the customer decides to replace the small form-factor pluggable (SFP) transceivers and the cables on the system.

Which statistic supports the customer's analysis?

- A. BCast pkts
- B. CRC errors
- C. Jumbo frames
- D. Multi/broadcast

Correct Answer: B

## QUESTION 8

A large amount of data was deleted from a volume. After a few hours, the space was still not available to NFS clients accessing the volume. What are two reasons that would account for this problem? (Choose two.)



- A. The volume contains Snapshot copies that were taken before the data was deleted.
- B. There is a thick-provisioned LUN in the volume.
- C. The deleted data was all deduplicated data.
- D. The client needs to re-scan the volume to detect the changes.

Correct Answer: AD

---

#### 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

---

#### QUESTION 10

Click the Exhibit.





```
autosupport.content complete
autosupport.doit MANAGEMENT_LOG
autosupport.enable on
autosupport.from postmaster@customer.local
autosupport.local_collection on
autosupport.mailhost mailrelay
autosupport.max_http_size 10485760
autosupport.max_smtp_size 5242880
autosupport.minimal.subject.id systemid
autosupport.nht_data.enable on
autosupport.noteto
autosupport.ondemand.polling_interval 60
autosupport.ondemand.remotediag.state on
autosupport.ondemand.server_url https://support.netapp.com/aods/asupmessage
autosupport.ondemand.state on
autosupport.partner.to autosupport@partner.com
autosupport.payload_format 7z
autosupport.performance_data.doit DONT
autosupport.performance_data.enable on
autosupport.periodic.tx_window 1h
autosupport.retry.count 15
autosupport.retry.interval 4m
autosupport.support.enable off
autosupport.support.proxy
autosupport.support.put_url support.netapp.com/put/AsupPut
autosupport.support.reminder on
autosupport.support.to autosupport@netapp.com
autosupport.support.transport https
autosupport.support.url support.netapp.com/asupprod/post/1.0/postAsup
autosupport.throttle on
autosupport.to admin@customer.com
autosupport.validate_digital_certificate on
```

Your customer has recently migrated from their FAS3140 system running Data ONTAP 7.3.7 to a FAS2552 system running Data ONTAP 8.2.3 7-Mode through the head upgrade process. They are no longer receiving the weekly AutoSupport notifications and want to know why. The exhibit shows the AutoSupport options from the nodes that have the same settings.

In this scenario, which solution is correct?

- A. There is no reason on the FAS2552 side why the customer should not receive the AutoSupport notifications. They should investigate their mail server to troubleshoot this issue.
- B. In Data ONTAP 8.2, weekly AutoSupport notifications are no longer sent to the auto support.torecipient, but only toautosupport.partner.toand toautosupport.support.to. The customer needs to add their e-mail address to one of these options.
- C. In Data ONTAP 8.2, the protocol for AutoSupport is changed to HTTPS by default, so the customer must have an HTTPS destination for the AutoSupport data.
- D. In Data ONTAP 8.2, weekly AutoSupport notifications are no longer sent to all recipients to reduce the mail load. The customer should add their e-mail address to theautosupport.partner.tooption.

Correct Answer: B

## QUESTION 11

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 12

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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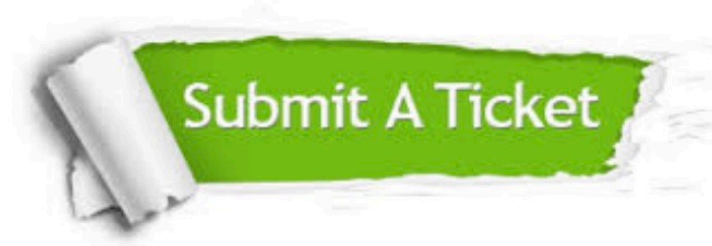
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