
StorageGRID 8.1 – L1 & L2 Troubleshooting

Revision 2.0

Location: Phoenix / Date: Jan.27-29

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Objectives

At the end of this course, participants will be able to create and test ILM policies. They will be able to isolate, trace and identify the cause of common grid problems relating to hardware, software and data. They will be able to package issues for escalation to Bycast and use the Call Support feature.

Course Topics

Day 1: Wednesday, Jan.27

A fresh look at ILM

AFTERNOON

- The new ILM editor
- ILM Re-evaluation
- ILM issues in deployment
- Policy design issues
 - LAB: ILM configuration
- Testing a policy prior to deployment

Day 2: Thursday, Jan.28

Troubleshooting and Escalation

MORNING

- Troubleshooting data flow issues
- Troubleshooting basic hardware issues
- Using the new summary attributes
 - Auditing
 - Reporting

AFTERNOON

- Establishing baselines for problem determination
 - LAB: Checking the health of a grid.
- Information gathering and logs
- Packaging issues for escalation
- Using the Call Support feature

Day 3: Friday, Jan.29

Troubleshooting Questions and Answers

MORNING

- Tracing objects through the grid
- A closer look at the audit.log file
- Common greps and pipes

AFTERNOON

- Case studies in troubleshooting from the field
- In-depth Q&A session

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Audience

The intended audience for this course is administrators and technical support staff who work with established grids – in particular those that have been deployed in the field and grown over time to more complex topologies.

Student Preparation and Prerequisites

Students attending this course are assumed to be familiar with earlier versions of StorageGRID software (7.x / 8.0).

Students should bring a network-enabled laptop to class with the following applications installed:

- PuTTY
- First Object XML Editor
- Internet Explorer 7.0 with JavaScript enabled
- A PDF reader, or Firefox browser with the PDF reader plugin

Class Setup

Minimum Required Hardware

For the lab components, each group of students should have a two-server grid running StorageGRID 8.1, with the two servers configured as:

1. Admin-Control-Storage-Gateway Node
2. Control-Storage-Gateway Node

The greater the number of available servers, the better – as the ratio of learners to equipment should be as close to 1:1 as possible. With 12 students working in groups of 2, we would need 12 servers. With 12 students working in groups of 3, we would need 8 servers, and so on.

If direct hands-on isn't possible, we can also operate in a demonstration format in which the entire class shares a test grid that the teacher accesses and the NMS-MI and PuTTY sessions are projected on a screen for everyone to see.

Location

Banner's Phoenix facility.