

# Sun Systems Fault Analysis Workshop (ST-350)

## Product Description

### Product Outline/Details

The Sun Systems Fault Analysis Workshop teaches students fault analysis skills required to support any Sun computing environment. These skills directly translate to higher availability levels and increased uptime of the Solaris Operating System (Solaris OS). This course provides instruction about the fault analysis method and provides hands-on experience in the workshops.

<i>Product ID:</i> <b>ST-350</b>	<i>Duration:</i> <b>5 days</b>	<i>Price:</i> <b>\$3000.00</b>
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## Who Can Benefit

System administrators, system maintainers, second-line system support personnel, and field engineers.

## Prerequisites

**To succeed fully in this course, students should be able to:**

- Demonstrate six months of field system administration or system maintenance experience in Sun environments.

## Skills Gained

**Upon completion of this course, you should be able to:**

- Describe the fault analysis and diagnosis methodology
- Describe the OpenBoot PROM (OBP) components, features, and diagnostics
- Enable and monitor POST diagnostics
- Describe OBP device tree and boot sequence
- Perform Solaris OS diagnostics
- Diagnose faults using online tools
- Describe types of major system failures
- Analyze core dumps the mdb utility

## Related Courses

- **Before:** SA-299: Advanced System Administration for the Solaris 9 Operating System
- **After:** ES-400: Sun Enterprise 10000 Server Administration
- **After:** ES-420: Sun Fire Workgroup/Enterprise Server Administration
- **After:** ES-421: Sun Fire 15K Server Administration

## Course Content

### Module 1 - Introducing the Fault Analysis and Diagnosis Methodology

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- Describe the Fault Analysis methodology

- Describe the Diagnosis methodology
- Identify basic layers in Sun systems
- Identify the error types that occur in Sun systems

## **Module 2 - Introducing OBP Components, Features, and Diagnostics**

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- Describe the OBP components
- Modify the OBP components and run diagnostics

## **Module 3 - Enabling and Monitoring POST Diagnostics**

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- Describe the concept of power-on self-test (POST) diagnostics
- Identify ways to view extended diagnostics during POST

## **Module 4 - Introducing the OBP Device Tree and BOOT Sequence**

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- Describe the OBP device tree
- Describe the boot sequences

## **Module 5 - Performing Solaris OS Diagnostics**

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- Use the device management commands
- Use the disk and file system management commands
- Use the software package management commands
- Use the file-checking commands
- Use the central processing unit (CPU) and memory management commands
- Use the network management commands
- Use the general-purpose commands
- Use the program execution management commands

## **Module 6 - Diagnosing Faults Using Online Tools**

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- Use online man pages
- Diagnose problems by using the SunSolve Online service
- Use the Sun Explorer Data Collector utility
- Use the docs.sun.com Web site

## **Module 7 - Introducing Types of System Failures**

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- Describe the causes of system panics and dumps
- Describe the process of system crash dump generation
- Describe watchdog resets

## **Module 8 - Analyzing Core Dumps Using the mdb Utility**

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- Describe the mdb utility
- Use the mdb utility