



# Cisco UCS X-Series Troubleshooting

## COURSE OVERVIEW

The Cisco UCS X-Series Troubleshooting course will enable Cisco Partner SEs/FEs to effectively troubleshoot common issues with Fabric Interconnect configurations, vNIC/vHBA configuration issues, firmware update issues and profile/policy/pool configuration issues. The course also includes information on CLI/Intersight troubleshooting options and common troubleshooting methodologies.

## WHO WILL BENEFIT FROM THIS COURSE?

Cisco Partner SEs/FEs looking to develop the skills to troubleshoot the UCS X-Series.

## PREREQUISITES

To fully benefit from this course, Partners should have the following knowledge and skills:

- Basic or Intermediate understanding of UCS
- Have attended “Cisco UCS X-Series Intersight Deployment” workshop.

## COURSE OBJECTIVES

After taking this course, Partners should have a clear understanding of Troubleshooting Guidelines and be able to successfully troubleshoot:

- Fabric Interconnect issues
- IOM issues
- Frame and CRC issues
- SAN connectivity issues
- Firmware issues

## COURSE OUTLINE

Guidelines for Troubleshooting

- Faults
- Events
- Audit Log
- System Event Log
- Syslog
- Technical Support Files
- Powering Down a Cisco UCS Domain

Troubleshooting Fabric Interconnect Issues

- Recovering a Fabric Interconnect from the Boot Loader Prompt
- Resolving Fabric Interconnect Cluster ID Mismatch



#### Troubleshooting Firmware Issues

- Recovering Fabric Interconnect During Upgrade
- Recovering IO Modules During Firmware Upgrade

#### Troubleshooting IOM Issues

- IOM Terminology
- Chassis Boot Sequence
- Link Pinning and Failover Behavior

#### Troubleshooting Frame and CRC Issues

- Background Information
- Reasons for Bad Frames and CRC Errors
- Forwarding Mode Behavior (Cut-Through or Store-and-Forward)
- Main Forwarding ASICs Commands for UCS FIs, IOMs and VIC Cards

#### Troubleshooting SAN Connectivity Issues

- SAN Connectivity Checklist
- SAN Array Configuration Checklist
- Recommended Solutions for Issues During SAN Boot

#### Troubleshooting Pools/Policies/Profile Issues

- Diagnosing Common Pools/Policies/Profile Issues
- Pools
- Policies
- Profiles

#### LABS

- Lab 1: Intersight Dashboard Overview
- Lab 2: Adding/Removing Dashboards and Widgets
- Lab 3: Updating Firmware (REVIEW ONLY)
- Lab 4: Accessing the IOM and Using Troubleshooting commands in CLI
- Lab 5: Verify Pinning
- Lab 6: Verify FI, IOM, and VIC Connectivity
- Lab 7: Resolve Uplink Connectivity Issues
- Lab 8: Verify SAN Connectivity
- Lab 9: Resolve SAN Uplink Connectivity Issues
- Lab 10: Verify Profile Attachment
- Lab 11: Resolve Common Profile Errors

---

### **WHY TRAIN WITH SUNSET LEARNING INSTITUTE?**

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their technology Investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

#### **Premiere World Class Instruction Team**

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

#### **Enhanced Learning Experience**

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

#### **Convenient and Reliable Training Experience**

- You have the option to attend classes live with the instructor, at any of our established training facilities, or from the convenience of your home or office
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

#### **Outstanding Customer Service**

- You will work with a dedicated account manager to suggest the optimal learning path for you and/or your team
- An enthusiastic student services team is available to answer any questions and ensure a quality training experience

**Interested in Private Group Training?**

[Contact Us](#)