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Exam Code: 000-235 AIX 5L Problem Determination

Demo Version

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1. When the LED display is flashing 888, which of the following procedures should be performed next to diagnose the problem?

- A. Power off and on the system, record initial LED.
- B. Insert a blank tape in the tape drive.
- C. Obtain further status information by pressing reset if needed.
- D. Push reset to halt the system.

Answer: C

2. After the LED display is flashing 888 and the system is rebooted, which of the following commands should be used to gather dump information?

- A. snap
- B. errpt
- C. kdb
- D. trace

Answer: A

3. While booting up a system, the following message appears:

"cannot mount /dev/hd1 on /home." After attempting to manually mount /home, the following error message appears: "Unable to read superblock (TERMINATED)"

Which of the following procedures should be performed to fix the problem?

- A. Run the getlvcb /home.
- B. Fix the superblock using dd then run fsck to check the filesystem.
- C. Restore /home from system backup.
- D. Run logform then run fsck to fix the superblock.

Answer: B

4. Which command will give a kernel stack traceback?

- A. trace
- B. traceson
- C. trcon
- D. trcrpt

Answer: A

5. If a system administrator wants to show only a disk report for disk2, at two second intervals, what is the correct command to run?

- A. iostat disk1 1
- B. iostat -d disk1 2
- C. iostat disk2 1
- D. iostat -d disk2 2

Answer: D

6. A process on the system must occur where NIS resolution takes precedence over DNS, and names must be resolved by /etc/hosts first. Which of the following procedures should be performed to complete these processes without affecting the rest of the system's name resolution?

- A. Set the NSORDER environmental variable in the environment which invokes the process to: NSORDER="local,nis,bind"
- B. Set the NSORDER environmental variable in the environment which invoked the process to: NSORDER="auth,nis,bind"
- C. edit /etc/netsvc.conf to add the following: process /full/path/of/process \{ hosts = local,nis,dns\
- D. The user cannot change the order of the name resolution

Answer: A

7. Which of the following reasons indicate why it is critical to have an accurate understanding of the user's perception of a problem?

- A. To present good customer relationship skills
- B. To determine if there could be a user error
- C. To formulate a good idea as to what is creating the symptom, and how to recreate the problem.
- D. Most users will not understand the exact problem so their input is not important

Answer: C

8. Which of the following indicates the importance of obtaining a good description of a problem from the user's perspective?

- A. The user must feel a good sense of involvement.
- B. It will be easier to demonstrate that the problem has been solved.
- C. A description of the problem will be necessary for the service report.

D. It is not important because the user seldom knows how to describe the problem.

Answer: B

9. Which of the following reasons indicate why it is important to have the user demonstrate the task they are trying to perform?

- A. To help the technician learn how to perform the task
- B. To determine if the user is performing the task properly
- C. To determine if the user is authorized to perform the task
- D. To help the technician determine if there is a better way to perform the task in question

Answer: B

10. Which of the following options indicates why it is important to talk to the user and ask appropriate questions about a software problem?

- A. Software problems don't generate errors.
- B. The user is more knowledgeable about software.
- C. The system logs will provide useful information alone.
- D. Key information pertaining to the software may be uncovered.

Answer: D

11. To examine the Exhibit, press the Exhibit button.

LABEL: SYS_RESET

IDENTIFIER: 1104AA28

Date/Time: Tue Mar 7 14:22:08

Sequence Number: 773

Machine Id: 000659194C00

Node Id: kermi

Class: S

Type: TEMP

Resource Name: SYSPROC

Description

SYSTEM RESET INTERRUPT RECEIVED

Probable Causes

SYSTEM RESET INTERRUPT

Detail Data

KEY MODE SWITCH POSITION AT BOOT TIME

normal

KEY MODE SWITCH POSITION CURRENTLY

normal

LABEL: ERRLOG_ON

IDENTIFIER: 9DBCFDEE

Date/Time: Tue Mar 7 14:25:22

Sequence Number: 772

Machine Id: 000659194C00

LABEL: SYS_RESET

IDENTIFIER: 1104AA28

Date/Time: Tue Mar 7 16:47:56

Sequence Number: 775

Machine Id: 000659194C00

Node Id: kermi

Class: S

Type: TEMP

LABEL: ERRLOG_ON

IDENTIFIER: 9DBCFDEE

Date/Time: Tue Mar 7 16:51:13

Sequence Number: 774

Machine Id: 000659194C00

Node Id: kermi

Class: O

Type: TEMP

Many users are complaining that the system did not respond for a unspecified amount of time. After analyzing the error report, as shown in the exhibit, which of the following options is the most probable cause of the delay?

- A. The system crashed.
- B. The power was lost to the system.
- C. Error logging was turned on.
- D. The reset button was pressed.

Answer: D

12. Which of the following procedures is most appropriate to verify reports that a customer's server is rebooting every morning around 9:00am?

- A. Check the error log.
- B. Check the crontab file.
- C. Monitor the system the next day.
- D. Determine if there are any special scripts running.

Answer: A

13. A user tries to ftp a 3 gigabyte file to an AIX machine at certain times during the day. The file transfer fails at exactly 2,147,483,584 bytes each time. All of the following are probable causes of the failures EXCEPT:

- A. AIX has not been updated to V4
- B. fsize in /etc/security/limits file has not been set to -1
- C. ftp can only transfer files > 2 gig in binary mode
- D. The filesystem is not large-file enabled

Answer: C

14. A customer indicates that a system is experiencing printing problems. After checking the system, and successfully printing, no problem has been found. Which of the following procedures should be performed next to further clarify the problem?

- A. Reboot the system.
- B. Check the file system sizes.
- C. Have the customer repeat the task to recreate the problem.
- D. Inform the customer that no problems were found, and to call back if the problem reoccurs.

Answer: C

15. The system hang detection feature, shdaemon, has been added to /etc/inittab. When the system administrator attempts to enable the daemon with the shconf command using the default configuration, the following error message occurs:

```
# shconf -l prio -a sh_pp=enable shconf:Unable to configure the emergency login. shconf: Configuration method error.
```

Which of the following sequence of commands should be issued to correct the situation so that a recovery login is launched on the console in the event shdaemon detects a hang condition?

- A. # shconf -l prio -a sh_pp=disable # shconf -l prio -a pp_login=enable # shconf -l prio -a sh_pp=enable
- B. # shconf -l prio -a pp_login=disable # shconf -l prio -a sh_pp=enable # shconf -l prio -a pp_login=enable
- C. # shconf -l prio -a pp_login=disable # shconf -l prio -a pp_login=enable # shconf -l prio -a sh_pp=enable
- D. # shconf -l prio -a sh_pp=disable # shconf -l prio -a pp_cmd=enable # shconf -l prio -a sh_pp=enable

Answer: B

16. The function of the shdaemon is to

- A. handle synchronization of kernel mutex locks.
- B. allocate and manage shared memory segments for kernel processes.
- C. detect and react to system hangs.
- D. perform authentication for secure shell programs.

Answer: C

17. Several users have reported that a server is not responding to telnet requests. Which of the following would indicate that the server is hung rather than just slow?

- A. The system responds to a ping.
- B. The operator is unable to hot key to the system debugger.
- C. A telnet to the echo port echos characters entered from the keyboard.
- D. A telnet to the SMTP port (25) followed by a help command responds with SMTP help messages.

Answer: B

18. To examine the Exhibit, press the Exhibit button.

```

-----
LABEL: CORE_DUMP
IDENTIFIER: DE0A8DC4
Date/Time: Tue Aug 29 14:27:45
Sequence Number: 1713
Machine Id: 000001013100
Node Id: dragon
Class: S Type:
PERM
Resource Name: SYSPROC
Description
SOFTWARE PROGRAM ABNORMALLY TERMINATED
Probable Causes
SOFTWARE PROGRAM
User Causes
USER GENERATED SIGNAL
Recommended Actions
CORRECT THEN RETRY
Failure Causes
SOFTWARE PROGRAM
Recommended Actions
RERUN THE APPLICATION PROGRAM
IF PROBLEM PERSISTS THEN DO THE FOLLOWING
CONTACT APPROPRIATE SERVICE REPRESENTATIVE
Detail Data
SIGNAL NUMBER
11
USER'S PROCESS ID:
18756
FILE SYSTEM SERIAL NUMBER
9
INODE NUMBER
19
PROGRAM NAME
calc
-----

```

Using the data provided on the error log entry as shown in the exhibit, which of the following conclusions can be drawn?

- A. The calc application abended during execution.
- B. This entry was logged when the machine check-stopped.
- C. The user should examine /usr/include/sys/errno.h to match the signal number listed in the log entry to the problem cause.
- D. The user can further debug the problem by using the process id and examining the parent process in the system's process table.

Answer: A

19. To examine the Exhibit, press the Exhibit button.

```

itsosrv1:/> errpt
IDENTIFIER TIMESTAMP T C RESOURCE_NAME DESCRIPTION
C60BB505 0525162099 P S SYSPROC SOFTWARE PROGRAM ABNORMALLY TERMINATED
610BDA5E 0525122899 P S ssa0 UNABLE TO LOG AN ERROR AGAINST A PDISK
C60BB505 0521153099 P S SYSPROC SOFTWARE PROGRAM ABNORMALLY TERMINATED
AA8AB241 0521152899 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521152899 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
369D049B 0521152799 I O SYSPFS UNABLE TO ALLOCATE SPACE IN FILE SYSTEM
AA8AB241 0521140199 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521140199 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
AA8AB241 0521140099 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521140099 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
AA8AB241 0521114999 T O CMDCRASH_EXIT OPERATOR NOTIFICATION

```

```
AA8AB241 0521114899 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
2712BEF2 0519140199 T H ent0 TRANSMIT FAILURE
9DBCFDEE 0519141999 T O errdemon ERROR LOGGING TURNED ON
192AC071 0519132499 T O errdemon ERROR LOGGING TURNED OFF
itsosrv1:/>
```

Using the information provided in the exhibit, which of the following options indicates when the SSA error occurred?

- A. 12:28am on May 25,1999
- B. 12:28pm on May 25,1999
- C. 5:25am on December 28,1999
- D. 5:25pm on December 28,1999

Answer: B

20. To examine the Exhibit, press the Exhibit button.

```
itsosrv1:/> errpt
IDENTIFIER TIMESTAMP T C RESOURCE_NAME DESCRIPTION
C60BB505 0525162099 P S SYSPROC SOFTWARE PROGRAM ABNORMALLY TERMINATED
610BDA5E 0525122899 P S ssa0 UNABLE TO LOG AN ERROR AGAINST A PDISK
C60BB505 0521153099 P S SYSPROC SOFTWARE PROGRAM ABNORMALLY TERMINATED
AA8AB241 0521152899 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521152899 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
369D049B 0521152799 I O SYSPFS UNABLE TO ALLOCATE SPACE IN FILE SYSTEM
AA8AB241 0521140199 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521140199 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
AA8AB241 0521140099 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521140099 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
AA8AB241 0521114999 T O CMDCRASH_EXIT OPERATOR NOTIFICATION
AA8AB241 0521114899 T O CMDCRASH_ENTRY OPERATOR NOTIFICATION
2712BEF2 0519140199 T H ent0 TRANSMIT FAILURE
9DBCFDEE 0519141999 T O errdemon ERROR LOGGING TURNED ON
192AC071 0519132499 T O errdemon ERROR LOGGING TURNED OFF
itsosrv1:/>
```

Using the information provided in the exhibit, which of the following options explains why the entry occurred for the item with the id of 9DBCFDEE?

- A. The system was restarted.
- B. The command "errclear 7" was run.
- C. The error log became full and restarted at the top.
- D. The command "refresh -s" was run on the error daemon.

Answer: A