

INTERVIEW QUESTIONS

1.what are ur daily activities at ur work?

i) cpu alerts, memory alerts, filesystem usage alerts, requests to add users, login issues, directory creation, permission issues, fs space increase decrease issues, server reboots, network issues such as ether channel failover, creation, hw replacements(not daily), software (TL) upgrades, Cluster failovers, Weekends mksysb backups failure monitors, software installs, NIM restorations, new server builds, taking mksysb backup incase of any changes being performed on the server, performing server health checks (checking against bench marks - should not be more than 80% usage):

a) cpu (using sar command finding idle time)

b) vmstat command to check memory statistics (runnable threads, page ins, pageouts, context switches etc.,)

c) top cpu intensive processes using topas command and nmon utilities (topas -p 5 -d 0 -n 0 for top 5 cpu intensive processes)

e)look at network activities using netstat command, disk activities with sar -d count interval command

f)look at paging space usages using lps command, look at errpt for any errors

g)iostat command to look at io issues etc.,

2.what u do major activities as L3 level?

3.Roles and responsibilities for L3 level?

L1 Responsibilities :

- Should have basic knowledge about ITIL.
- Basic Knowledge on Unix flavor OS.
- Perform daily routine health checks on server.
- Capable of analyzing error logs .
- Report errors occurred in the server and raising incidents for respective issues in server.
- Determine File system usages and its capacity , monitor proactively.
- User Administration – able to create users , modify users , create groups, modify groups, assign or reset password, create a directory and provide permissions on directory or file.
- Perform defined proactive maintenance activities to ensure application availability and usability.
- Monitor the events in regards with Infrastructure and Application support and take corrective actions based on defined operational documents.
- Participate in troubleshooting activities with senior team members and document it.

L2 Responsibilities :

Creating File systems, Extending file systems.

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Configuring service startups

Modifying Crontab

Capable to handle medium sev issues or problems, perform basic troubleshoot to basic extent.

Reporting/viewing cluster status

Configure NFS and export shares

Capable to diagnosing hardware issues. Working knowledge of Monitoring , Triaging & troubleshooting, in Unix environment .

Understanding for Servers Hardware from mid-range to high-end .

- Remote server support and access. Change management process.
 - Understanding for Virtualized environment and monitoring skills.
 - Scripting\Cloning\Veritas Clustering\High Availability (Additional Advantage)
 - Established trouble-shooting approach and basic performance analysis
- UNIX Product familiarity.
- Good verbal and written skills.
 - Understanding of ITIL framework
 - Triage all related problem tickets and issues; participates in cross functional IT bridge calls and critical incident resolution processes
 - Ensure high IT service availability to users on various platforms that are available and used in the environment
 - Willing to work in 24/7 IT support environment and flexible in shifts (Including night shift).
 - Should have excellent communications skills
 - Should have strong technical skills in their respective areas
 - Should have the ability to execute, Multitask and maintain high customer focus
 - Should have the ability to work in a team environment.
 - Should have the ability to work in a high-pressure environment

L3 Responsibilities :

- Plan and coordinate work to support 24x7x365 IT infrastructure
- Design, install, configure, and maintain highly reliable 24x7x365 production servers for internal and Internet services.
- Validating successful start-up or debug failures and providing solutions
- Experience Supporting, Configuring network, and storage knowledge.
- Write good scripts knowledge to automate and monitor systems health, performance, and security.
- Installation and support of applications for specific business needs;
- Installation, configuration and maintenance of network services such as: DNS, DHCP, File shares and MS-based print queues, WWW, ftp, DNS, email, nntp, ntp, NIS, authentication, file sharing.
- Experience in Installation, Design, and implementing Network Monitoring tools if required.
- Installation, configuration and maintenance of network functions such as: Login Scripts, Access Control, Resource Sharing and Directory Structure.

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- Troubleshooting to isolate and diagnose common network and server problems;
- Adherence to security policies.
- Thorough understanding & Experience in File System, user, Backup & restore activities.
- Handling disaster recovery activates if needed.
- Should be capable to build and configure new servers based on customers requirements.
- PROCESS: Ability to participate in process definition for change management and problem resolution to support large-scale 7x24 systems operations
- Patch Management- Installing , upgrading patches on the server, Performing Rollback if needed.
- Capable to Hardware replacements.
- Checking and renewing software licenses
- Performing security hardening on servers.
- Perform Service improvements in the environments.
- Capable to Liaise with onshore and off shore engineers , service delivery managers for bridge calls and weekly or monthly meetings.
- Server capacity management - weekly , monthly server utilization report.

4.Recently closed issues if any(3 or 4)?

a)HACMP failover issues - One of the admins did Filesystem create outside the cluster due which the cluster failover did not happend. I fixed the issue with export and importing the VG (offcourse by bringing down the cluster). Educated the team to perform HACMP changed to be done only in CSPOC.

b)Cluster synch is not happenning - found clcomd is not communicating with another node. someone removed .rhost file for cluster. Readded the same and started working.

c)Filesystem becoming full (/var) because of a log file, due to software (customer java application) error. I found the root cause, and redirected the output to /dev/null as a temporary work around. Suggested custed to upgrade/address the software issue.

d)Server gets rebooted without any giving any evidece in the errpt. Found via HMC that there is a memory module error, replace the same by coordinating with IBM.

5.Process u follow for incident,change,service reuest?

Ans:- BMC remedy is the tool (version 7) is a ticketing tool, and all servers are installed with IBM Patrol which is an agent and gets alerts from the server and give those to remedy server. We log in to remedy servers and look for incidents and will work on those incidents on priority basis. Incidents such as cpu, memory alerts, file system full issues, link lost (server lost nw connectivity due to some reasons or false alarams), server abnormal reboot, HW error alerts, Deamon not running alerts, Service or port down alerts, schedules jobs not running alerts.

Change records(CR) are created by us in remedy tool and it should consists of implementation plan, shcedule dates, who and when the change is being perfomed,

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What are risks involved in the change etc., Change Advisory Board(CAB) meeting will be there once or twice in a week and all stake holders discuss about the change and if all are Ok with the change, the change will be get approved and then on only it is implemented. If some thing goes wrong with the change, you should be able to roll back the change with the help of undo'ing the change (with mksysb sysb or any backup file which were backed up before the change commence). Service request is the request made by the client, or yourself or application team or san team to add/modify/remove any software or hardware component. The service request causes a change record i.e. if you want to create a change record, you should have service request. In remedy we relate a change with Service request. Without service request there is no change.

6.How many servers are you handling?

Ans:- based on your experience - do not tell less than 200+; All are virtual servers, very few are standalone servers. DR setup will be at different physical location, and Production, test will be at different location. Each location will have at least one HMC - Can have 20 Frames (I have taken 10 per physical frame). You are using IBM SAN - San team will take care of SAN related issues. YOU have SAN at its basic level of expertise such as host, hostgroup, assigning luns on IBM DS4k, 5k, 6k Series (DS4300, DS5000, DS6000 Series of SAN). Latest is XIV storage that you are using.

UNIX team provides WWN (lscfg -vpl fcsx | grep -i network), and raise a service request with SAN team, internal SAN team will allocate LUN based on our request. Run cfgmgr once SAN team allocates LUN, check if all paths are available using lspv command. If any discrepancies, liaise with SAN team to correct the problem.

7.What is the challenging activity you carried out?how you did it?

1.HACMP failovers - Once in 3 months drill and fix any issues incurred

2.HACMP New resource group added to existing active - active cluster

3.HACMP disk replacement for higher disk capacity

4.Participated in Server build project (one month, 100 server for my customer with plain installations using NIM. I configured NIM and did end to end delivery)

5.if you are L4, I did build HACMP two node cluster for SAP and Oracle application - active:active cluster from scratch.

6.Ether channel configuration, server capacity planning such as if any server which getting alerted for CPU or memory and repeated incidents are reduced by increasing its capacity.

7.Lpar creations, DLAR activities, NPIV configuration

8.Patching activities - TL upgrade (TL9 for AIX6.1 on 100 + servers - first we do on test environment and then on product with two weeks gap). Done this via alt_disk successfully.

9.Handled issues related to memory, cpu hw errors, Logging a call with IBM (hardware call or Software call).

10.LVM activities - creating vgs, filesystems end to end

11.User security related issues (passwords, login control, restrictions, ssh, password less ssh connectivities, ssh keys, sudo configuration - granting, denying sudo permissions etc.,)

12.Device configuration, removing, ODM issues, fixing booting issues

13.Escalating issues to higher level in case if issues can't be solved in your level.

14.Participating in bridge calls, CAB meetings, Calls with Customers, Service

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delivery manages etc.,

8.what is ur long term& short term goals?

Ans:- Long term - Expertise in Advanced virtualization - LPM, NPIV, Design, kind of Architect roles.

short term - L4 - SME level down in the line of two years, people who are having less experience can tell L3 level - an UNIX specialist.

9.performance monitoring commands?how will u perform server health checks?

Ans:- below are commands used to find if the sever is healthy.

- a) df : for file system usage
- b) sar: for cpu activites
- c) vmstat for memory statistics
- d) svmon ram usage
- e) topas over all summary of perfomace statistics which includes about memory, disks, cpu, top processes, networking, nfs etc.,
- f)iostat : disk i/o statistics
- g)netstat : network statistics
- h)entstat -d adptername : to see adapter level statistics
- i)NFS statistics - nfsstat,
- j)To see since how long the server is up, or if got rebooted recently, can also see load on the server - uptime,
- k) To see if all interfaces are up and ips are configured properly - ifconfig -a,
- l) errpt -a : to see if any recent errors in the server
- j) If you expect any daemons such oracle running in the server : ps -ef | grep pmon or ps -ef | grep instance name etc.,

10.How many servers ur using for production&DR&testing?

Ans:- If you are supporting 300+ servers, majoring will be production(150+), DR will half of that (60+), and testing may be almost same or less than DR (50+)

Please add any more questions which freequently asks

1.How to set RPAC in WPAR environemnt ?

2.For nimadm to work what is the limitation on lvnamimg ?

3.Which are the following is the requirement for a concurrent firmware update on power system ?

4.What is required to give the equavalant aix commd when you type the command at padmin prompt?

5.What is the minimum HMC version rquired for NPIV enablement ?

6.If some on the network broadcast a packet, is every WPAR get a copy?

7.What type of ip address configuration is required to enable cluster aware aix monitoring features.

8.Which are the files to be checked for deadman switch accuracy ?

9.Which are the following are the features of POWER 7

a)Active Memory Expansion b)Active Memory Sharing c)Active CPU Sharing d)All of these

10.What is the command to check current RBAC mode

11.How can an administrator enable the workload partitions manager features after AIX7 has been installed?

12.How would you print just a 25th line in a file ?

13.An administrator migrated a global environment from aix6 aix7 from NIM. They have attempted to use aix7, but a detached system WPAR fails to migrate AIX7, how

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can a detached system WPAR can be migrated?

14.If there are 3 lpars, lpar1, lpar2 and lpar3 in a managed system, and each has been assigned uncapped weight as described below:

lpar1 120

lpar2 150

lpar3 200

Which one of the lpar would get around 42% from the shared processor pool

15.What is the minimum number of processing units which can be specified in an LPAR profile on AIX LPAR.

16.What additional nim functionality is gained by installing the optional

17.How many server partitions are involved in active partition integration (Live partition Mobility)

18.Which operation should be performed to recovery from failed DARE configuration attempt?

19.How dare works in HACMP?

20.What is the command to check ha version in POWER HA

a)halevel -s b)haversion -l c)clversion -ls d)none of the above

21)The sticky resource group attribute used in earlier version of HACMP is replaced by which new one ?

a)Priority preferred location b)Persistent resource location c)priority override location d)Dynamic load priority

22)What is the command to list the vlan tag on virtual ethernet adapter which is part of shared ethernet adapter ?

23)Which are the below is requirement for the remote LPAR mobility?

a)A local HMC managing the source server b)A remote HMC managing the destination server c)Network access to remote HMC d)ssh key authentication to remote HMC e)all the above

24)How to change the user group and namelength limit in the ODM database ?

a)change it in the /etc/security/mksuer.default b)change the max_logname attribute of sys0 using chdev command and reboot the system c)change the user_length in the odm d)there is no way to change

25)What will allow an administrator to mirror share volume groups between two sites?

a)glvm disk b)metro mirror disk c)power ha 7 network shared disk d)cluster aix shared disk

26)How to find all filesets more than certain maintenance level

27)What is the command to list the Heart beat statistics, missed heart beats on Power HA

a)cldissp b)cltopinfo c)clshowres d)cltopinfo -m