



# What Is A Support Engineer

**Power, Daniel J.**



## **What Is A Support Engineer:**

**IBM SONAS Implementation Guide** Megan Gilge, Marcos Figueiredo Jr, Daesung Kim, Mary Lovelace, Bill Marshall, Gabor Penzes, Ravikumar Ramaswamy, Joa Roa, John Tarella, Michael Taylor, Shradha Nayak Thakare, IBM Redbooks, 2015-06-26 IBM Scale Out Network Attached Storage SONAS is a scale out network attached storage offering that is designed to manage vast repositories of information in enterprise environments that require large capacities high levels of performance and high availability SONAS provides a range of reliable scalable storage solutions for various storage requirements These capabilities are achieved by using network access protocols such as Network File System NFS Common Internet File System CIFS Hypertext Transfer Protocol Secure HTTPS File Transfer Protocol FTP and Secure Copy Protocol SCP Using built in RAID technologies all data is well protected with options to add more protection through mirroring replication snapshots and backup These storage systems are also characterized by simple management interfaces that make installation administration and troubleshooting uncomplicated and straightforward This IBM Redbooks publication is the companion to IBM SONAS Best Practices SG24 8051 It is intended for storage administrators who have ordered their SONAS solution and are ready to install customize and use it It provides backup and availability scenarios information about configuration and troubleshooting This book applies to IBM SONAS Version 1 5 5 It is useful for earlier releases of IBM SONAS as well

**SONAS Implementation and Best Practices Guide** Mary Lovelace, Jichan Chong, Marcos Figueiredo Jr, Curtis Neal, Gabor Penzes, Naren Rajasingam, Joe Roa, Alexander Saupp, John Sing, Shradha Nayak Thakare, Mladen Vukoje, IBM Redbooks, 2012-07-27 IBM Scale Out Network Attached Storage SONAS is a Scale Out NAS offering designed to manage vast repositories of information in enterprise environments requiring very large capacities high levels of performance and high availability The IBM SONAS appliance provides a range of reliable scalable storage solutions for a variety of storage requirements These capabilities are achieved by using network access protocols such as NFS CIFS HTTPS FTP and SCP Using built in RAID technologies all data is well protected with options to add additional protection through mirroring replication snapshots and backup These storage systems are also characterized by simple management interfaces that make their installation administration and troubleshooting uncomplicated and straightforward This IBM Redbooks publication is the companion to the IBM Redbooks publication SONAS Concepts Architecture and Planning Guide SG24 7963 It is intended for storage administrators who have ordered their SONAS solution and are ready to install customize and use it A quick start scenario takes you through common SONAS administration tasks to familiarize you with the SONAS system through the GUI and CLI Backup and availability scenarios as well as best practices for setting up and troubleshooting hints and tips are included

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