NetApp

StorageGRID Software Troubleshooting

Delivery: Instructor-led training (ILT) Duration: 3 days

Course Description

Build the troubleshooting skills needed to support, diagnose, and optimize NetApp StorageGRID environments with confidence. This instructor-led course combines expert guidance with hands-on lab exercises to help learners investigate real-world issues across networking, services, logging and monitoring, security, Cassandra, lifecycle operations, authentication, performance, S3 client access, and ONTAP FabricPool integration. By the end of the course, learners will be better prepared to isolate root causes, interpret key system data, and apply structured troubleshooting methods across StorageGRID deployments.

Role

Designed for systems administrators, technical support engineers, and infrastructure specialists responsible for operating, supporting, or troubleshooting StorageGRID environments.

Prerequisites

- StorageGRID Fundamentals (WBT)
- StorageGRID Troubleshooting Essentials (WBT)
- Amazon S3 & DataStax DS101 and DS201 training

Objectives

After completing this course, learners will be able to:

- Analyze StorageGRID network topology, configuration guidelines, and common network-related failure scenarios.
- Explain core StorageGRID node services and configuration options that affect system behavior.
- Use StorageGRID logs, audit records, monitoring data, and log-forwarding options to support issue investigation.
- Evaluate embedded security mechanisms, hardening options, and certificate-related issues in StorageGRID.
- Interpret Cassandra fundamentals, startup behavior, and nodetool output to support metadata troubleshooting.
- Troubleshoot StorageGRID decommissioning, expansion, and major-version upgrade workflows.
- Identify authentication, authorization, identity federation, and multitenancy issues.
- Assess StorageGRID performance factors and isolate common bottlenecks.
- Investigate S3 client and application failures using request logs, audit data, and HTTP status information.
- Resolve ONTAP FabricPool object store availability, connectivity, certificate, and access issues.

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Course Content

The course is organized into focused modules that combine technical concepts, troubleshooting methods, and guided hands-on exercises:

Modules	Lessons	Exercises
Module 1: StorageGRID networking	• StorageGRID network topology • StorageGRID network guidelines • Troubleshooting network issues	Examining StorageGRID network architecture
Module 2: StorageGRID software concepts	• Grid node services • Managing node services • StorageGRID configuration options	Exploring nodetool commands
Module 3: StorageGRID logging and monitoring	• StorageGRID service log files • StorageGRID audit logging • Log analysis • Log forwarding	Managing StorageGRID logs
Module 4: Troubleshooting security issues	• StorageGRID security • StorageGRID security system hardening • Certificate-related issues	• Troubleshooting StorageGRID authorization
Module 5: Troubleshooting Cassandra	• Cassandra fundamentals • Cassandra startup • Nodetool	• Examining Cassandra fundamentals
Module 6: Troubleshooting StorageGRID decommission, expansion, and upgrade	• StorageGRID decommission • StorageGRID expansion • StorageGRID version upgrade	• Decommissioning and upgrading

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Modules	Lessons	Exercises
Module 7: StorageGRID authentication and user management	• StorageGRID authorization and authentication • StorageGRID multitenancy implementation	• Configuring StorageGRID authentication
Module 8: StorageGRID performance troubleshooting	• StorageGRID performance factors • Identify performance bottlenecks	• Use Grafana to review StorageGRID performance data
Module 9: Troubleshoot S3 client and application issues	• Troubleshoot S3 request failures • S3 request logging	• Troubleshooting S3 client and application issues
Module 10: ONTAP FabricPool technology with StorageGRID	• FabricPool object store • Investigate object store unavailability • Troubleshooting connection issues • Object store access issues	• Troubleshooting ONTAP FabricPool technology

Course ID: STRSW-ILT-TROSGRID
1 June 2026

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