Purpose of the exam prep guide

The intent of this guide is to set expectations about the content and the context of the exam and to help candidates prepare for the exam. In this guide, you will find recommended HP training courses, reference and study material, and sample test items to help you achieve a successful passing score.

Studies conducted by HP and Prometric show that a combination of course attendance and self-study maximizes the likelihood of passing the exam on the first attempt.

Audience

This exam is intended for personnel with a minimum of one-year experience on the HP NonStop NS-Series servers in a variety of job roles:

- Authorized Service and Support personnel (field support technicians), who perform installations, upgrades, troubleshooting and maintenance tasks.
- Global Mission Critical Support Center (GMCSC) personnel, who may have specialized technical expertise in the operating system (e.g., security features, hardware, subsystems) and serve as support for both field support technicians and customers.
- Solution Architects and Professional Services personnel (C&I/SDI) who perform pre-sales consulting and technical account support, including tasks such as assessment of customer needs, system sizing and configuration, installation consulting, and related tasks.
- NonStop System Kernel Software Developers, System Integrators and Consultant Partners, Application Designers, Authorized Service Channel Partners and Distributors, and Customers authorized to service their own equipment.
Certification requirements

This exam is one of the elective requirements to be certified as an Accredited Systems Engineer (ASE) – HP NonStop Systems. Visit the HP Certified Professional website (www.hp.com/go/certification) for additional information.

Prerequisites

The following HP credential is required:

- AIS – HP NonStop Systems

Exam details

At the beginning of the exam, you will be asked to answer several survey questions. The survey questions are designed to assist the exam development team in accurately profiling test results and to improve future exams.

The following are details about the exam:

- **Number of items:** 78 items
- **Item types:** Multiple choice and drag-and-drop
- **Time commitment:** 90 minutes
- **Passing Score:** 69% (54 items)
- **Reference Material:** No on-line or hard copy reference material will be allowed at the testing site.

Comments on the exam

During the exam, participants can make specific comments about the items (i.e., accuracy, appropriateness to audience, etc). HP welcomes these comments as part of our continuous improvement process.

Exam content

The following testing objectives represent the specific areas of content covered in the exam. Use this outline to guide your study and to check your readiness for the exam. The exam measures your understanding of these areas. The percentages indicate the percentage of exam devoted to that objective.

1) **Installation Planning (10%)**
   - 1.1 Determine the required system hardware
   - 1.2 Determine the required system software
   - 1.3 Determine the support requirements
   - 1.4 Identify the customer needs
   - 1.5 Determine the installation tasks
1.6 Identify the fallback plan

2) Site Preparation (7%)
   2.1 Determine the system space requirements
   2.2 Determine the site power requirements
   2.3 Determine the site access route.
   2.4 Determine the environmental requirements
   2.5 Describe NS-Series Central Office (CO) system requirements
   2.6 Determine system communication requirements

3) System Installation (13%)
   3.1 Identify the hardware delivered
   3.2 Identify system connection and cabling tasks
   3.3 Describe steps and tools to confirm system functionality
   3.4 Identify external peripheral devices

4) System Configuration (17%)
   4.1 Describe the NSK subsystem manager ($ZZKRN) configuration tasks
   4.2 Describe storage subsystem configuration tasks ($ZZSTO)
   4.3 Describe the SLSA subsystem ($ZZLAN) configuration tasks
   4.4 Describe ServerNet Cluster ($ZZWAN) configuration tasks
   4.5 Describe WAN configuration ($ZZWAN) tasks
   4.6 Describe OSM configuration tasks
   4.7 Describe NonStop System Console (NSC) configuration tasks
   4.8 Describe SIM installation and configuration

5) System Test/Verification (15%)
   5.1 Describe NSK subsystem verification and testing
   5.2 Describe storage subsystem test and verification
   5.3 Describe SLSA subsystem test and verification
   5.4 Describe ServerNet Cluster test and verification
   5.5 Describe WAN subsystem test and verification
   5.6 Describe OSM component verification
   5.7 Describe steps to verify hardware installation

6) Proactive / Preventative Maintenance (4%)
   6.1 Identify proactive maintenance and best practices
   6.2 Identify preventative maintenance tasks

7) Corrective Maintenance (10%)
   7.1 Identify defective FRU location
   7.2 Identify tools for defect repair
   7.3 Identify system impact of FRU removal and replacement

8) Troubleshooting (24%)
8.1 Describe data collection methods
8.2 Describe log analysis procedures
8.3 Describe diagnostic tool features
8.4 Describe use of OSM for troubleshooting
8.5 Describe physical inspection for troubleshooting
8.6 Describe system utilities used for troubleshooting
8.7 Describe troubleshooting resources
8.8 Identify subsystem/component and methods for troubleshooting

Recommended Training and Study References

This section lists training courses and documents that can help you acquire a majority of the knowledge and skills needed to pass the exam. You must also gain the practical experience outlined in this guide.

You are not required to take the courses listed in this section. However, HP strongly recommends that you attend the classes, participate in class labs, and thoroughly review all course material and documents before taking the exam, even if you believe you have sufficient on-the-job experience.

Instructor-Led Training

Use the information in this guide and the practical experience you have gained to determine your need for the instructor-led training.

Recommended Minimum Courses

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>How to Enroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>NonStop NS-series operations and management differences for S-Series Operators</td>
<td>U8526S</td>
<td>Refer to your regional websites for local training information.</td>
</tr>
</tbody>
</table>
Other Reference Material

Most of the documents listed below can be accessed on the NonStop Technical Library.

<table>
<thead>
<tr>
<th>Title</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability Guide for Change Management</td>
<td>125506</td>
</tr>
<tr>
<td>AWAN 3886 Server Installation and Configuration Guide</td>
<td>427428-001</td>
</tr>
<tr>
<td>DSM / Tape Catalog Operator Interface (MEDIACOM) Manual</td>
<td>429828-006</td>
</tr>
<tr>
<td>DSM / Tape Catalog User's Guide</td>
<td>520233-005</td>
</tr>
<tr>
<td>Fibre Channel ServerNet Adapter Installation and Support Guide</td>
<td>528254-009</td>
</tr>
<tr>
<td>Gigabit Ethernet 4-Port ServerNet Adapter Installation and Support</td>
<td>528166-005</td>
</tr>
<tr>
<td>Guide</td>
<td></td>
</tr>
<tr>
<td>Guardian Disk and Tape Utilities Reference Manual</td>
<td>523325-009</td>
</tr>
<tr>
<td>Himalaya Cluster Switch Hardware Installation and Support Guide</td>
<td>426921-001</td>
</tr>
<tr>
<td>HP Integrity NonStop NS-Series Carrier Grade Manual</td>
<td>540402-007</td>
</tr>
<tr>
<td>HP Integrity NonStop NS-Series Hardware Installation Manual</td>
<td>540276-002</td>
</tr>
<tr>
<td>HP Integrity NonStop NS10000 Planning Guide</td>
<td>542527-007</td>
</tr>
<tr>
<td>HP Integrity NonStop NS14000 Hardware Installation Manual</td>
<td>543642-003</td>
</tr>
<tr>
<td>HP Integrity NonStop NS14000 Planning Guide</td>
<td>543635-003</td>
</tr>
<tr>
<td>HP Integrity NonStop NS16000 Planning Guide</td>
<td>529567-009</td>
</tr>
<tr>
<td>HP NonStop Installer Guide</td>
<td>526293-017</td>
</tr>
<tr>
<td>HP NonStop Integrity NS-Series System Expansion and Reduction Guide</td>
<td>540467-004</td>
</tr>
<tr>
<td>HP NonStop NS-Series Operations Guide</td>
<td>529869-005</td>
</tr>
<tr>
<td>HP NonStop RDF System Management Manual</td>
<td>529826-003</td>
</tr>
</tbody>
</table>
NonStop Problem Management and Resolution (HP0-A20) Exam Preparation Guide

HP NonStop TCP/IP Applications and Utilities User Guide 42739-005
HP NonStop Versatile I/O Manual 543672-001
HP OSM Low-Level Link Online Help
HP OSM Service Application
HP Tandem Failure Data Systems (TFDS) Manual 540122-002
LAN Configuration and Management Manual 520469-010
Managing Software Changes 427169-005
Modular I/O Installation and Configuration Guide 528764-010
N1526A and N1527A ACL Tape Drive Installation and User's Guide 542756-003
NonStop NS-Series Hardware Installation Manual 540276-003
NonStop NS-Series Operations Guide
NonStop System Console Installer Guide 526293-017
NS16000 Hardware Installation Manual 540276-007
NTL Product Release Publications
Operator Messages Manual 522687-021
OSM Migration and Configuration Guide 527273-022
OSM Service Connection User's Guide 527274-023
PEEK Reference Manual 529657-002
PTrace Reference Manual 526393-001
SCF Reference Manual for H-Series RVUs 529649-002
SCF Reference Manual for the Kernel Subsystem 523406-009
SCF Reference Manual for the Storage Subsystem 529937-008
ServerNet Cluster 6780 Operations Guide 525606-004
ServerNet Cluster 6780 Planning and Installation Guide 527301-008
ServerNet Cluster Manual 520575-003
ServerNet Cluster Supplement for HP Integrity NonStop NS-Series Servers 529933-004
ServerNet Clusters 6770 Hardware Installation and Support Guide 522544-002
SWAN Concentrator and WAN Subsystem Troubleshooting Guide 426992-007
WAN Subsystem Configuration and Management Manual 522463-011
Web ViewPoint v5.4 User Guide 528226-006

HP Foundation Services Description

Go to www.hp.com and search for "Foundation Services NonStop"

X25AM Configuration and Management Manual 523424-004

Exam Registration
This exam is available at [Prometric](#).

**Sample Test Items**

The following examples represent the types of items and question formats that you could see on the exam. These are generic samples and do not reflect the content being tested.

1. Which planet is closest to the Earth?
   
   A. Mars  
   B. Pluto  
   C. Venus  
   D. Saturn

2. Which planets are "inner planets" — planets found within the asteroid belt? (Select two.)
   
   A. Pluto  
   B. Earth  
   C. Neptune  
   D. Mercury  
   E. Venus

3. Click the Exhibit button.
   
   What is this constellation called?
   
   A. Leo  
   B. Aries  
   C. Orion  
   D. Taurus  
   E. Gemini  
   F. Pleiades
4. Click the Task button.

Place the planets in order of closest to farthest from the planet Earth.
5. Click the Task button.
   Review the picture of the planets and click on Saturn.

![Planets](image)

**Conclusion**

HP wishes you success in the HP Certified Professional Program and in passing the exam for which you are preparing.