

Avid Education

Certification Exam Study Guide



Avid Certified Support Representative ISIS 5500

Exam	ACSR ISIS 5500 5000
Exam Code	UN425
Type of Exam	Multiple choice
Certification Level	Avid Certified Support Representative (ACSR)
Duration	60 minutes
No. Of Questions	50 questions
Passing Score	80%
Exam Language	English, French, German, Chinese

Target Audience

Technical support staff, technical managers, installers, advanced administrators and others who need to install, maintain, or support Avid ISIS 5500 or 5000 shared storage solutions.

Exam Preparation

Successful candidates will have extensive Avid ISIS 5500|5000 experience.

Although course attendance is not required to take the certification exam, Avid highly recommends candidates attend the course(s):

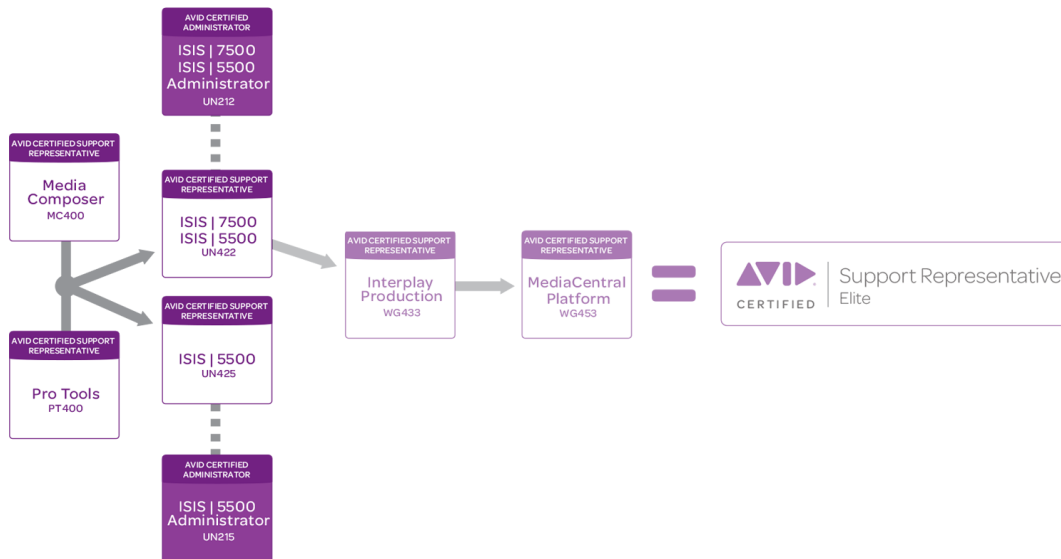
- UN425 ACSR ISIS 5500|5000

The UN425 course, with its hands on training, will help candidates build the skills and competencies required for certification.



Certification Path

Avid Certified Support Representative ISIS 5500|5000



The certification path provides a defined process by which individuals can prepare for the certification exam and, by extension, the role of ACSR ISIS 5500|5000. There are three possible routes into the UN425 course. Each is designed to ensure that candidates have sufficient knowledge of and experience with the client systems that will be connected to the ISIS 5500|5000 system they will be supporting.

Candidates are recommended to complete one of the following:

1. **ACSR | Media Composer certification**, if supporting Media Composer clients
2. **ACSR | Pro Tools certification**, if supporting Pro Tools clients
3. **Pre-requisite experience**, including all of the following:
 - a. 1-yr experience installing, using, and/or supporting Media Composer or Pro Tools client systems
 - b. Completion of the Avid elearning UN425 Prerequisite Pack

Completing the recommended course(s), coupled with hands-on experience will help you build the skills and competencies needed to pass the certification exam. You are not required, however, to complete the training courses prior to taking the certification exam. If you feel you have considerable, real-world experience implementing, installing, administering and troubleshooting Avid ISIS systems, then you may register and take the exam at any time.

Certification Exam Topics

The following topics are included in the certification exam. You should be well versed in the technical and operational details of each:

1. ISIS Overview
 - a. Explain the intercommunication between the System Director, Storage Manager and Client
 - b. Describe the two types of ISIS File System
 - c. Explain the ISIS Architecture including:
 - i. File System
 - ii. Storage Manager
 - iii. Storage Group
 - iv. Workspace
 - d. Describe the various network zones

2. ISIS Hardware
 - a. System Director
 - i. Describe the physical connections
 - ii. Explain the steps of the software install
 - iii. Describe System Director configuration
 - b. ISIS Engine
 - i. Describe storage sizes
 - ii. Identify power supply considerations
 - c. Explain ISIS cabling
 - i. Infrastructure fiber
 - ii. Client copper
 - iii. Client fiber
 - d. Calculate ISIS system bandwidth
 - e. Describe the use of third party switches
 - i. Qualified vs Approved
 - ii. Advantages

3. ISIS software

Explain the usage of ISIS software components:

 - a. Software Installer
 - b. System Director Control Panel
 - c. ISIS Launchpad
 - d. ISIS Management Console
 - e. ISIS Profiler
 - f. Storage Manager Agent
 - g. Client Manager
 - h. Benchmark Utility/PathDiag

Certification Exam Topics (cont.)

4. Explain the steps of an ISIS upgrade
 - a. System Director/ISIS Engine
 - b. Expansion ISIS Engine
 - c. Clients

5. ISIS Clients

Identify the requirements of ISIS client systems

 - a. Hardware platforms
 - b. Supported operating systems
 - c. Network interface cards
 - i. 1Gb
 - ii. 10Gb
 - d. Calculate client bandwidth based on connection type
 - e. Bandwidth testing
 - f. Third party software interaction

6. ISIS Troubleshooting

Explain troubleshooting steps for various ISIS conditions

 - a. Drive replacement
 - b. Redistribution
 - c. Network Degraded
 - d. Client connectivity problems

7. Basic Networking

Demonstrate understanding of basic networking concepts and tools

 - a. Subnet Mask
 - b. Gateway
 - c. Ping
 - d. ARP
 - e. Spanning Tree Protocol
 - f. Link Aggregation
 - g. DNS

Practice Questions

The following questions are not part of the current [CERTIFICATION TITLE] exam but are similar to the questions likely to be asked.

1. Which is a limitation of Zone 1 ISIS 5500 clients?
 - A. No more than 15 clients can be connected
 - B. NewsCutter clients are not supported
 - C. Clients are limited to no more than 30MB/s
 - D. Clients cannot intercommunicate
 - E. Third-party clients are not supported
2. Which could make the ISIS 5500 Storage Manager not appear?
 - A. No network connections are present
 - B. No Media Composer clients are connected
 - C. The System Director started before the storage was available
 - D. The wrong Intel driver is installed
 - E. A power supply has failed
3. True or False. ISIS clients must always be running the same software version as the System Director.
 - A. True
 - B. False
4. True or False. ISIS requires DNS for proper operation.
 - A. True
 - B. False
5. Which is NOT required to configure a second ISIS 5500 System Director?
 - A. A second ISIS 5500 engine
 - B. A second System Director License
 - C. Cables interconnecting the two System Directors
 - D. 10Gb connections for each ISIS 5500 Engine on the switch
 - E. No more than 16 direct connect clients
6. Which condition will result from incorrect Client Manager Windows Firewall settings?
 - A. The client will be able to write to ISIS but not read from the ISIS.
 - B. The client will be able to read from ISIS but not write to the ISIS.
 - C. The client will not be able to connect to the ISIS
 - D. The client will connect to the ISIS but cannot mount workspaces
 - E. The client will be limited to 50% bandwidth

Practice Questions (cont.)

7. Which tool can be used to test the bandwidth of a Linux client?
- A. PathDiag
 - B. IO Perf Meter
 - C. Benchmark Utility
 - D. ISIS Disk Tester
 - E. None, Linux clients are not supported
8. What is the approximate redistribution period following an ISIS 5500 drive replacement?
- A. 1 hour for each gigabyte of data
 - B. 1 hour for each terabyte of data
 - C. 1 hour for 360GB of data
 - D. Replacing a drive does not cause redistribution
 - E. Redistribution is not supported on ISIS 5500
9. True or false. Avid requires that each Storage Manager be in a separate Storage Groups
- A. True
 - B. False
10. What is a Storage Manager?
- A. An ISIS 5500 Engine which has been bound to the File System
 - B. An AS3000 server controlling a number of ISIS 5500 Engines
 - C. An AS3000 server controlling one ISIS 5500 Engine
 - D. An ISIS 5500 Engine in its default state
 - E. None of the above
11. Which tool can show the status of an ISIS 5500 Engine's RAID 5 arrays?
- A. The ISIS Toolbox
 - B. System Director Control Panel
 - C. The LDAP Sync Tool
 - D. Storage Manager Agent
 - E. The Profiler
12. An ISIS 5500 system with more than one ISIS Engine must contain which of the following?
- A. Dual System Directors
 - B. A third-party switch
 - C. Avid Interplay
 - D. Multiple 10Gb links between ISIS 5500 Engines
 - E. All of the above

Practice Questions (cont.)

13. Which action must be taken when replacing a failed data drive?
- A. Bind to File System
 - B. Add to Storage Group
 - C. Check firmware version
 - D. Wait for Redistribution to complete
 - E. None of the above
14. What does a status of Network Degraded indicate?
- A. The ISIS network is down
 - B. ISIS Engine failure
 - C. Third party switch failure
 - D. The System Director is receiving bad packets
 - E. A Storage Manager is receiving bad packets
15. What must happen every time the Storage Manager service restarts?
- A. That ISIS 5500 Engine must be rebooted
 - B. All the ISIS 5500 Engines in the system must be rebooted
 - C. The System Director service must also restart
 - D. Clients must be manually reconnected
 - E. A Full Redistribution must be performed
16. Which of the following ISIS 5500 supported third party switches can support more than 4 ISIS 5500 Engines?
- A. 2 stacked Force10 S25 switches
 - B. 2 stacked Force10 S60 switches
 - C. 2 stacked Dell 3024 switches
 - D. 2 cascaded Cisco 4948E switches
 - E. 2 cascaded Foundry x624 switches
17. When is it necessary to add an Intel i350 card to a HP Z440 for ISIS connectivity?
- A. Always
 - B. When dual connecting to the ISIS network
 - C. When connecting in Zone 3
 - D. When connecting in Zone 4
 - E. Never
18. When must a Macintosh client's MTU be set?
- A. Always
 - B. When connecting via a Myricom 10Gb card
 - C. When dual connecting to the ISIS network
 - D. When connecting in Zone 3
 - E. When connecting in Zone 4

Practice Questions (cont.)

19. Which condition might cause the System Director Service to not start?
- A. The File System is newer than today's date
 - B. The File System is more than 24 hours old
 - C. The File System is more than 3 days old
 - D. The File System is more than 7 days old
 - E. The File System is more than 14 days old
20. Which tool would allow you to stop the Storage Manager service?
- A. The System Director Control Panel
 - B. The Management Console
 - C. The Launch Pad
 - D. The Profiler
 - E. The Client Manager

Answers to Practice Questions

Use the answers below to check your knowledge on the practice questions.

1. D
2. A
3. B
4. B
5. E
6. A
7. C
8. D
9. B
10. A
11. A
12. B
13. E
14. E
15. A
16. C
17. B
18. B
19. E
20. C