COURSE DESCRIPTION

FlashBlade® Support

The Pure Storage FlashBlade Support course provides Support professionals with knowledge, practical experience, and step-by-step procedures to prepare you to support Pure Storage FlashBlade. In this course you will develop the knowledge, skills, and abilities required to support Pure FlashBlade products.

Course Benefits

Learn everything you need to know to support Pure Storage FlashBlade in a small, medium, or enterprise data center. Administer FlashBlade hardware, perform basic troubleshooting, and learn how to handle alerts. Complete this course to gain access to the Support Toolkit, which provides you with useful support tools and information.

Course Outline

During this course, you will learn the following:

Pure Storage Overview

- Getting Started
- Case Workflow and Escalation Process
- Introduction to Pure Storage

FlashBlade Overview

- Hardware Deep Dive
- Software Deep Dive
- Networking and Cabling Requirements
- Path of an I/O
- Snapshots and Replication for File and Object
- Storage and Network Protocol Support
- S3 on FlashBlade

INTENDED AUDIENCE

EXPERIENCED IT PROFESSIONALS

COURSE TYPE

INSTRUCTOR-LED
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DURATION

1-4 DAYS

LAB

VIRTUAL

RECOMMENDED NEXT STEPS

GET YOUR COURSE COMPLETION CERTIFICATE

Alerts Overview — Basic Troubleshooting

- Health Checks

- Support Logs

- Alert Types and Knowledge Base

- Alert Response

- Return Merchandise Authorization (RMA) Process

- Dead on Arrival (DoA) Process

- Pure1® Monitoring and Functionality

- Support Troubleshooting Toolkit Access, Installation, and Usage

Software and Hardware Upgrades

- Initial Installation Process for Single and Multi-Chassis Systems

- Software Upgrade Process

- Blade Addition, Evacuation, and Replacement

- Post-installation Health-Checks

Prerequisites

Complete the following on-demand course through the Pure Academy (available with a Pure1® login ID and password):

- FlashBlade Foundations