COURSE DESCRIPTION / INSTRUCTOR-LED

FlashArray™ Foundations for Authorized Support Partners (ASPs)

The FlashArray™ Foundations for ASP course teaches Pure Storage partners to provide Level 1 and Level 2 technical support. Partners will learn when to escalate issues to Pure Technical Services.

Course Benefits

Gain practical knowledge through hands-on learning and instruction with in-depth explanations that go beyond the basics. This course is delivered virtually (vILT), or in-person (ILT) and the duration can be modified to suit your learning needs.

Course Outline

In this course you will learn:

FlashArray Overview

- Getting Started — Expectations and Learning Objectives
- Basic Case Workflow and Escalation

FlashArray Administration

- Health Checks, User Privileges, and Managing Tunables
- Data and Log Collection
- Pure1® / Skyline for ASP
- How to use Remote Assist

Performance and Space — Basic Troubleshooting

- Intro to Performance
- Input/Output (I/O) Path
- Analyzing Latency
- Intro to space in Purity
- Space Concepts and Analyzing Space Basics

Duration
ILT – 3 days
vILT – 4 days (4 hours)

Intended Audience
Partners

Course Type
Instructor-led

Lab
Virtual

Recommended Next Steps
Support Associate Certification exam

Alerts Overview — Basic Troubleshooting

- Alert types and knowledge base

- Responding to alerts

- Return merchandise authorization (RMA) process / dead on arrival (DoA)

Support Toolkit

- What is the Support toolkit?

- Installing the Support toolkit

- Support Toolkit usage

Upgrades and Installs

- Purity Upgrade Steps

- DirectFlash™ Shelf Capacity Addition

- Non-disruptive Hardware Upgrade Process

Prerequisites

You should take these e-learnings before taking this training. Search and access the e-learning through PureAcademy.

- Pure FlashArray™ Foundations for ASP

- Understanding System Space for FlashArray™