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PUREPEAK
Performance, Education, and Knowledge

Course description / Instructor-led and On-demand

Pure Certified FlashArray™ Support Specialist Prep

The Pure Storage Certified FlashArray™ Support Specialist course provides support professionals with the knowledge, practical experience, and step-by-step procedures you need to successfully troubleshoot issues and support Pure Storage FlashArray products. You'll learn how to shorten your time to resolution and increase your customer satisfaction as you handle FlashArray support for your own data center or your customers' data centers.

Course Benefits

Gain practical knowledge through hands-on learning and instruction with in-depth explanations that go beyond the basics. Graduates of this course will have knowledge of support terminology, and support processes. 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:

Hardware

- Troubleshooting
- Healthcheck
- Replacement Identification Process & Configuration

Software

- Troubleshooting
- Healthcheck
- Single Sign-On (SSO) & Directory Services

Networking

- Troubleshooting
- Storage Area Networking (SAN)
- Network Attached Storage (NAS)
- Certificates & Secure Sockets Layer (SSL) Encryption

Performance

- Troubleshooting
- Monitoring
- Storage Space l
- Quality of Service

Replication

- Troubleshooting
- ActiveCluster
- ActiveDR
- FlashArray File Services
- Offload
- Asyncronous Replication

Intended Audience

Experienced IT Professionals who support Pure FlashArray Solutions

Course Type

On-demand, vILT, ILT

Duration

- ILT: 2 Days
- VILT: 2 Days
- On-demand: 1 Day

Labs

- Virtual

Recommended Next Steps

- Study for and take the Pure Certified FlashArray Support Specialist Exam

Note: Successful completion of this course does not guarantee that you will pass the exam.

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Pure Skill

What is the Pure Skill subscription offering?

Pure Skill is our new education and training subscription that bundles both existing and new PEAK offerings. Our new subscription model is designed to enhance your experience by offering a comprehensive bundle of education and learning resources. This service aims to support you throughout your learning journey with us, empowering you with the knowledge and skills to fully leverage the Pure Storage platform. Our goal is to build a community of knowledgeable champions, while ensuring you receive maximum value from our solutions.

Learn more about Pure Skill subscriptions

Visit Our Website

800.379.PURE

Published Date: 02/2026