

Course description / Instructor-led and On-demand

Pure Certified FlashBlade® Support Specialist Prep

The Pure Storage Certified FlashBlade® 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 FlashBlade products. You'll learn how to shorten your time to resolution and increase your customer satisfaction as you handle FlashBlade support for your own data center or your customers' data centers.

Course Benefits

Learn everything you need to know to support Pure Storage FlashBlade in a small, medium, or large data center situation. 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

In this course you will learn:

Administration

- File System Creation via Graphical, Command Line, & RestAPI Interfaces
- Protection Policy Creation & Updates
- Network Interface Configuration for Management & Data Access
- Replication Configuration
- Software Upgrades

Networking

- Network Programs & Port Errors & Resolution
- Network Troubleshooting with ping, traceroute, & TCP Dump
- Link Aggregation Configuration & Troubleshooting

File System & Object Store Access

- Network File System Operations (Export Rules, Permissions)
- SMB Operations (Access, Permissions)
- S3 Account, User, & Bucket Configuration

Directory Services

- Active Directory, Directory, & Kerberos

- Bind User Configuration & Permissions
- Security Identifiers & Their Format

Performance & Capacity

- Load Balancing Issues & Troubleshooting
- Network Bottleneck Troubleshooting
- Capacity Usage Trends

Hardware

- Blade Troubleshooting & Replacement
- Fabric Module Troubleshooting & Replacement
- Transceiver Troubleshooting & Replacement
- Cable Troubleshooting & Replacement



Intended Audience

- Experienced IT Professionals who support Pure FlashBlade 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 FlashBlade Support Specialist Exam



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.

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