

COURSE DESCRIPTION

FlashArray™ Support

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

Course Benefits

Learn everything you need to know to support Pure Storage FlashArray in a small, medium, or enterprise data center. Administer FlashArray 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:

FlashArray Overview

- Getting Started
- Case Workflow and Escalation Process

FlashArray Administration

- Hardware Deep Dive
- Purity Deep Dive
- Health Checks, User Privileges, and Tunable Management
- Data and Log Collection
- Snapshots and Replication
- ActiveCluster™ and ActiveDR™
- Pure1® / Skyline

**INTENDED AUDIENCE**

EXPERIENCED IT PROFESSIONALS

**COURSE TYPE**

INSTRUCTOR-LED (ILT)

VIRTUAL INSTRUCTOR-LED (vILT)

**DURATION**

2-4 DAYS

**LAB**

VIRTUAL

**RECOMMENDED****NEXT STEPS**GET YOUR COURSE COMPLETION
CERTIFICATE

Performance and Space — Basic Troubleshooting

- Introduction to Performance
- Path of the Input/Output (I/O)
- Latency Analysis
- Introduction to Space in Purity
- Garbage Collection in Purity
- Space Concepts and Basics

Alerts Overview — Basic Troubleshooting

- Alert Types and Knowledge Base
- Alert Response
- Return Merchandise Authorization (RMA) Process
- Dead on Arrival (DoA) Process

Software and Hardware Upgrades

- Purity Upgrade Steps
- DirectFlash™ Shelf Upgrade
- Non-disruptive Hardware Upgrade Process

Prerequisites

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

- [FlashArray Foundations](#)