

## SOLUTION BRIEF

# Fleet-wide Self-service Upgrades in Pure1

When it's time to purchase goods, some stores offer you options, like waiting in line to be checked out by a staff member or going straight to the self-checkout and being on your way a little quicker. The choice is entirely yours. Pure Storage<sup>®</sup> has taken this same approach to how you upgrade your FlashArray™ Purity Operating Environment. You have the choice to schedule support-assisted upgrades or perform self-service upgrades on your own time.

## Pure Storage Upgrades Aren't Like All the Rest

No matter which option you choose, you'll have a fully choreographed and non-disruptive upgrade experience. Just like our support-assisted upgrades, self-service upgrades will guide you through the entire process from pre-checks to fully-upgraded controllers. You won't need to hunt for binaries or documentation, and the whole process can be performed across your fleet within **Pure1**<sup>®</sup>. **If you can click a mouse, you can perform your own FlashArray upgrades.**

## Self-service Doesn't Mean You're Alone

Pure1 is constantly watching over your storage 24/7 and allows Pure Storage to proactively identify and resolve issues before they become problems. Because the entire self-service upgrade is performed from the Pure1 SaaS platform, support will be notified at the first sign of trouble. Plus, Pure Support is always just a phone call away—**24 hours a day, 365 days a year.**

### Getting Started

Self-service upgrades are available for standalone, bulk upgrades, ActiveCluster™, and ActiveDR™ FlashArray systems. Upgrades are facilitated through the Pure Edge Services which can be enabled within Pure1. For more information on enabling the Pure Edge Service [see the documentation here](#) (login required). Upgrades are secured with step-up two-factor (TOTP) authentication which you can use your mobile authenticator app to verify your identity during the upgrade process.

### Why use Self-service?

Self-service allows you the flexibility to perform upgrades at any time and can be performed from anywhere you have access to Pure1. Multiple arrays can be included in an upgrade and don't need to be scheduled individually.

### About the Pure1 Edge Service

The Pure1 Edge Service facilitates two-way communication between the Pure1 Cloud and your storage arrays. Its plugin architecture allows for upgrades and automated issue mitigation to keep your storage up to date and secure.

Communication between the Pure1 cloud and your arrays are sent over secure HTTPS channels using TLS 1.2 or 1.3 and are signed and verified to prevent tampering or spoofing. For full details on the Pure1 Edge Service see the documentation [here](#) (login required).

### The Future of Self-service

Pure Storage will continue to offer Support-assisted upgrades for customers who chose that option or otherwise ineligible for self-service upgrades. We are committed to expanding this service in the future, saving you even more time on maintenance tasks and always keep your storage up to date.

[purestorage.com](https://purestorage.com)

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