FlashBlade® Authorized Support Partner (ASP) Foundations

INTENDED AUDIENCE
AUTHORIZED SUPPORT PARTNER (ASP)

COURSE TYPE
INSTRUCTOR-LED

DURATION
ILT - 4 DAYS

LABS
VIRTUAL

RECOMMENDED NEXT STEPS
STUDY FOR AND TAKE THE FLASHBLADE ASP FOUNDATIONS ASSESSMENT

The FlashBlade Authorized Support Partner (ASP) Foundations course teaches Pure Storage partners to install, configure, optimize, troubleshoot issues, and support Pure Storage FlashBlade products. Partners will learn how to shorten their time to resolution, when to escalate issues to Pure Technical Services, and increase customer satisfaction as they handle FlashBlade support for their customers' data centers.

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 training, you will learn,

- Introduction for Authorized Support Partners (ASPs)
- FlashBlade Hardware Overview
- FlashBlade Networking
- Purity for FlashBlade
- File Systems and Objects
- Replication
- Array Management
- Alerts Overview
- Optimize Array Performance
- Performance and Space Basic Troubleshooting
- S/W Upgrade Process for ASP Supported FlashArrays
- Hardware NDU
- Skyline
- Pure 1
- Daily Support Operations

- Return Merchandise Authorization (RMA) Procedure
- Escalation Process

Dark Site
- Hardware Overview
- On-box Health Checks
- Handling Logs
- Support Toolkit & Busymeter
- Latency & Space
- Install & Upgrade
- Health Check with New Report

PUREPEAK
Performance, Education, and Knowledge