Everpure | Performance, Education, And Knowledge

Course description

FlashArray™ Authorized Support Partner (ASP) Foundations

The FlashArray Authorized Support Partner (ASP) Foundations course teaches Everpure partners to install, configure, optimize, troubleshoot issues, and support Everpure FlashArray products. Partners will learn how to shorten their time to resolution, when to escalate issues to Everpure Technical Services, and increase customer satisfaction as they handle FlashArray 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 course you will learn:

- Introduction for Authorized Support Partners (ASPs)
- FlashArray Hardware Overview
- Purity for FlashArray
- FlashRecovery
- ActiveCluster
- Basic Array Management
- Alerts Overview
- Optimize Array Performance
- Performance and Space Basic Troubleshooting
- S/W Upgrade (SSU)
- S/W Upgrade Process for ASP Supported FlashArrays
- Hardware NDU
- Skyline
- Pure 1
- Daily Support Operations
- Return Merchandise Authorization (RMA) Procedure
- Escalation Process
- Observability and Monitoring
- Challenge and Response/ Root Level Access

Dark Sites

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

Intended Audience

- Authorized Support Partner (ASP)

Course Type

- Instructor-Led

Duration

- ILT: 4 Days

Labs

- Virtual

Recommended Next Steps

Study for and take the FlashArray ASP Foundations assessment

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Published Date: 10/26