Everpure | Performance, Education, And Knowledge

Course description

FlashBlade™ Authorized Support Partner (ASP) Foundations

The FlashBlade Authorized Support Partner (ASP) Foundations course teaches Everpure partners to install, configure, optimize, troubleshoot issues, and support Everpure FlashBlade 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 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 course you will learn:

- Introduction for Authorized Support Partners (ASPs)
- FlashBlde 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 Processs

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 FlashBlade ASP Foundations assessment

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