



**BlueArc Academy**

Comprehensive customer and partner education services.

**SYSTEM ADMINISTRATION PATH**

- ▶ Fundamentals of Architecture and Administration
- ▶ Advanced System Administration

**SERVICE AND SUPPORT PATH**

- ▶ Support and Service Authorization
- ▶ Installation, Configuration and Maintenance Authorization

**BlueArc Academy**

BlueArc Academy provides comprehensive customer and partner education services. BlueArc Academy education offerings enable participants to more quickly and effectively take advantage of the capabilities and performance of BlueArc Titan and Mercury server systems. Working with real world systems and situations, you will learn the concepts and principles underlying the use of BlueArc storage systems, and will gain practical experience through hardware and software labs.

BlueArc technical education is invaluable for both new and experienced storage professionals, enabling participants to design, administer, optimize, and maintain their storage infrastructure. Courses are available to customers, partners, authorized service providers, and independent storage engineers.

By attending BlueArc technical education courses, you will acquire the skills to plan, install, configure, administer, maintain, and troubleshoot the entire BlueArc storage solution.

Benefits include:

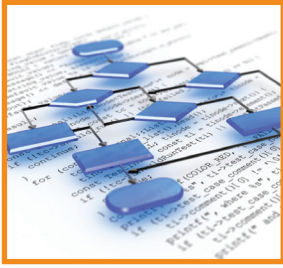
- You will learn about the features of the system. Enabling you to take better advantage of the range of BlueArc storage system capabilities.
- System administrators will be more productive and effective in their work with the system, whether installing for the first time, monitoring system conditions, making minor changes to system policies, or troubleshooting.

Select from the available courses at our convenient training locations. Or, arrange for standard or customized training at your facility.

**BlueArc Academy Education Paths and Course Offerings**

BlueArc Academy offers five core instructor-led technical education courses that support BlueArc storage systems. These courses are offered in two learning paths: System Administration Path and Service and Support Path.

System Administration Path		Service and Support Path	
Foundation	Advanced	Hardware	Support
BlueArc System Administration	BlueArc System Advanced Administration	BlueArc Installation and Service	BlueArc Mercury Quick-Start Installation and Administration
2-Day Instructor-led Training	~12-Hour eLearning	3-Day Instructor-led Training	3-Day Instructor-led Training



## BlueArc System Administration

### FUNDAMENTALS OF ARCHITECTURE AND ADMINISTRATION

The BlueArc System Administration course provides a thorough education for effective operation of BlueArc storage systems. Instruction covers the technology underlying the system, hardware and software architecture, virtualization framework, and setup and maintenance of routine operations using the CLI and GUI. This course is essential to setting up and operating BlueArc Titan and Mercury server systems when used on a routine and daily basis.

This course is intended for system administrators within end user customers, BlueArc strategic and channel partners.

#### Concepts and Principles

- Introduction to features and system capabilities
- System architecture and functionality
- Storage virtualization in practical application
- Familiarization with system hardware
- System topology, networking, and cabling

#### Initial Configuration

- Utilize CLI and GUI for set up tasks
- Configure private and public network access
- Set up link aggregations

#### Provide Client Access to File Systems

- Create and configure file systems.
- Set up virtual volumes, thresholds, and quotas
- Set up file services for CIFS and NFS
- Create CIFS names for access to Active Directory services
- Configure access to NIS and LDAP
- Set up CIFS shares and NFS exports
- Configure snapshots
- SMU setup and configuration
- Discover RAID racks
- Set up system drives and system drive groups
- Proper design and configuration of storage pools
- Set up virtual servers



## BlueArc Advanced System Administration

### ADVANCED DESIGN, STABILITY, AND PERFORMANCE

The BlueArc Advanced System Administration course provides extended insights into the operational characteristics of BlueArc Titan and Mercury server systems. You will learn advanced concepts, and apply them in the class to optimize the performance of the system for their particular applications. This course is intended for customers who have had systems installed for a minimum of six months and would like to optimize the use of their systems.

The course is also recommended for BlueArc business partners who will be implementing the more advanced features and software who want to improve their skills in the design and architecture of system deployment.

#### Advanced Administration Introduction

- System review, topology, networking, and cabling
- Work with the CLI command structure
- Titan flash management
- Install and update server firmware and SSloader
- Run SSC sessions using the SMU or client

#### Storage Access Optimization

- Optimize storage configuration
- Understanding SCSI queue limits
- Work with span and port commands
- Using thin provisioning
- Configuring file access time update interval

#### Advanced Data Protection Methods

- Set up cluster name space
- Disaster preparation and recovery principles
- Asynchronous replication configuration and management using NDMP
- Asynchronous replication, configuration and management using Jetmirror object-based replication
- Use Quick Snapshot restore
- Data Migrator link CVL-1 and CVL-2
- Migration to external devices
- Migration to local targets
- Migration to multiple targets

#### Monitoring Performance and Troubleshooting

- View and understand event log data
- View statistical and graphical information
- Capture and transmit system logs
- Prepare for service call events



## BlueArc Mercury Quick-Start Installation and Administration

### SUPPORT AND SERVICE AUTHORIZATION

The BlueArc Mercury Quick-Start System Installation course provides detailed instruction and practice for tasks involved in installing, configuring and managing new Mercury server systems and storage devices. This course covers the five phases of system sales and installation, technology underlying the system, the hardware and software architecture, the virtualization framework, and setup and maintenance of routine operations using the CLI and GUI. Installation procedures include single server, multi-server, and cluster configurations.

This course is intended for BlueArc strategic and channel partners who will perform their own system installation and maintenance. This course is required for approval for partners to install and configure BlueArc Mercury systems. Customers may also attend this class. This course covers the BlueArc System Administration and adds the following:

#### Pre-Sales Requirements

- System requirements
- System fit, design, and configuration
- Quoting methods
- Data collection and communication responsibilities

#### Pre-Implementation Requirements

- Site assessment and planning
- Implementation project plan
- Site communications, site prep
- Business communications requirements

#### Physical Installation Basics and Methods

- System topology, networking, and cabling
- Hardware specifications and compatibility
- Environment, electrical, and location requirements

#### Maintenance Procedures

- Understand replacement conditions and requirements
- Replace modules, power supplies, and fans
- Hardware and software upgrades

#### Hardware Assembly

- Racking and hardware installation
- Installing power distribution units, supplying power
- Network cabling and connections
- Power-up sequence
- System validation

#### System Configuration

- Running the Setup wizard (GUI)
- Cluster configuration
- Set up and manage IP addresses
- Configure storage
- Set up file systems and services
- Verify functionality



## BlueArc Installation and Service

### INSTALLATION, CONFIGURATION AND MAINTENANCE AUTHORIZATION

The BlueArc Installation and Service course provides detailed instruction and practice for tasks involved in installation, connection, routine maintenance, removal, and replacement of field and customer replaceable components of BlueArc Titan and Mercury server systems and storage devices. This course is important to configure, maintain, and repair BlueArc server systems.

This course is intended primarily for BlueArc strategic and channel partners who will perform their own system installation and maintenance. It is required for approval to enable authorizing a partner to perform installation, | configuration and maintenance in the field. End user customers are welcome to attend the class.

#### Concepts and Principles

- Review of features and system capabilities
- General system topology, networking, and cabling
- Hardware specifications
- Safety information and precautions
- Environment, electrical and location requirements

#### Hardware Assembly

- Rack and hardware installation
- Installation power distribution units, supplying power
- Network cabling and connections
- System validation

#### System Configuration

- Initial configuration using the CLI
- Running the Set up wizard (GUI)
- Cluster configuration
- Set up and manage IP addresses
- Set up VLAN tagging and routes
- Configure virtual servers
- Configure switches and storage

#### Maintenance Procedures

- Understand replacement conditions and requirements
- Replace modules, power supplies and fans
- Upgrade servers and SMUs
- Perform software upgrades
- Upgrade and replace storage modules

**AUTHORIZED SERVICE PROVIDERS**

BlueArc Authorized Service Partner Program gives our authorized resellers the ability to expand their service offerings. Participating in the BlueArc ASP Program, our partners extend their capabilities, their relationships with customers, and add to their revenue stream by selling BlueArc installation and services. To register to become a BlueArc partner, please visit <http://www.channel.bluearc.com>.

The supported course offered by BlueArc Academy is BlueArc Mercury Quick Start System Installation.

**BLUEARC ACADEMY FACILITIES**

BlueArc Academy uses world-class equipment and technology to optimize the learning environment. Working with up-to-date computers, storage, switches, and BlueArc Titan and Mercury Servers, you get hands-on experience with real-world systems.

**COURSE REGISTRATION & PAYMENT POLICIES**

You may register for a course as part of your initial system purchase, working with the BlueArc account team or purchase direct. Payment for all courses is due no later than 10 business days prior to the start date of the course. You may register for classes at any time up to five business days prior to the start date of the course subject to seat availability and must provide payment at that time. Send registration inquiries via email to [teched@bluearc.com](mailto:teched@bluearc.com).

**CUSTOMER CANCELLATION POLICY**

You may cancel or reschedule your registration(s) by contacting the BlueArc Academy at [teched@bluearc.com](mailto:teched@bluearc.com). BlueArc Academy Refund Policy is as follows if you cancel your registration:

- 10 or more business days prior to the start date of the course will receive a 100% refund.
- 6 to 9 business days prior to the start date of the course will receive 50% refund.
- 5 or less business days prior to the start date of the course will not received a refund.

**BLUEARC CANCELLATION POLICY**

The BlueArc Academy reserves the right to cancel a course offering at any time. If the BlueArc Academy cancels a course, you will be notified at least 14 days prior to the start date. If your payment has already been processed, BlueArc Academy will retain the payment and will register you for the next available course offering.

BlueArc assumes no liability for travel or related costs incurred by a student as a result of the cancellation of a course.

**ONSITE EDUCATION**

The BlueArc Academy can deliver education tailored to your business and technology needs. BlueArc education specialists will work with you to evaluate your application requirements, staffing, facilities, and equipment; and, then tailor content to your business needs.

**CUSTOM EDUCATION**

The BlueArc Academy can work even more closely with you to analyze your use of the BlueArc storage system and develop custom technical training for your needs. By evaluating your system implementation plans, assessing your needs for load balancing, performance, failure recovery, and other characteristics, our technical staff will develop and deliver content uniquely applicable to your system use.

**eLEARNING EDUCATION**

The BlueArc Academy can deliver education to you at your convenience by offering eLearning courses that fit your needs. Our eLearning courses are delivered via our Learning Management System and are available to you for up to 1 year after the purchase date. You will be able to access the eLearning courses anywhere at any time and can replay them at your leisure. This is a great way to get the education you need without the travel expenses.

**CONTACT INFORMATION**

BlueArc Academy

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