

# NUS Files Operations

Product Code: CNS-NUS-A-WRK-OPS

## At-a-Glance

Stage: Operate

The Nutanix Unified Storage (NUS) Files Operations offering provides IT teams with in-depth insights and practical hands-on experience to successfully operate the NUS Files environment and perform advanced operations and troubleshooting. This service benefits customers who want to accelerate the preparation of new or existing operations team members. It is especially valuable during the Operate stage of a hybrid multicloud journey.

## Service Scope

Delivered by highly skilled consultants with strong domain expertise and rich experience who begin the session with an overview of the NUS Files architecture and proceed to deep dive into operations, advanced concepts, and troubleshooting. The session combines theory and hands-on labs using the customer's deployed on-premises NCI, dedicated NUS, or NC2 Cluster.

Upon completion of the session, operations teams will:

- Have an advanced understanding of the NUS Files architecture
- Be capable of operating the NUS Files clusters at scale
- Be comfortable with advanced NUS Files configuration
- Understand processes to follow during troubleshooting

The session covers the following topics and activities:

### Nutanix Unified Storage Architecture Overview

- NUS Files overview
- NUS Files architecture and components
- NUS Files analytics /Data Lens overview

### NUS Files Management

- Deploy and configure new NUS Files instances
- Upgrade operations
- Review the operation of shares, nested shares, multiprotocol, and features
  - How to manage continuously available shares
  - How to manage nested shares and exports
  - How to manage connected shares
- Questions and answers session, scenarios, challenges

## NUS Files Advanced Administration

- Disaster recovery (DR)
- ICAP configuration
- Data tiering
- FSVM components and services
- AFS CLI
- Log locations
- Monitoring/managing current CIFS/NFS sessions (client side only)
- Enabling SYM links

## Advanced Troubleshooting

- Health checks
- How to enforce rights or ownership of files and folders
- How to troubleshoot connectivity issues between files and files analytics
- How to troubleshoot connectivity issues between files and AV (ICAP)
- Working with Nutanix Support

## Nutanix Move – NUS Files Migration

- Requirements
- Unsupported features
- Creating a NUS Files migration plan
- Checking status using AFS CLI
- Perform cutover and confirm completion

## Demo or Hands-on Labs

- NUS Files Management
  - Deploy and configure NUS Files instances
  - Upgrade
  - DR
  - ICAP
  - SYM Links
  - Analytics / Data Lens
- Advanced Troubleshooting Demo
  - Collecting Logs
  - Troubleshooting connectivity issues
  - Health Checks
  - Support Portal

## Project Management

Nutanix Project Management (PM) oversees Nutanix resources and aligns execution with your goals, scope, and timelines.

Core project management activities may include the following:

- Serve as a single point of contact for all project communication
- End-to-end Nutanix resource management
- Coordinate change window(s) and implementation schedules with customer
- Track and facilitate readiness and prerequisite completion
- Conduct project kickoff/technical readiness meeting(s)
- Integrate customer resources into the high-level project timeline
- Send status update(s)
- Manage timeline(s)
- Deliver created artifacts to the customer
- Facilitate project closeout activities

## Limitations

- For each quantity purchased, Hands-on Labs are limited to a single on-premises NCI, dedicated NUS cluster, or NC2 cluster at a single physical site
- Sessions are limited to a maximum of 10 attendees

## Project Management

- Excludes scheduling customer resources and activities
- Excludes detailed project plan (schedule) development and management
- Excludes responsibility for creating, managing, or delivering change management communications

## Supported Hypervisors

- Nutanix AHV
- VMware ESXi

## Prerequisites

- Fully supported and functional on-premises NCI cluster, dedicated NUS cluster, or NC2 cluster that meets all product requirements

**Note:** For NUS Files prerequisites, see Prerequisites in *Nutanix Files User's Guide* on the Nutanix Support Portal.

## Required Product Licenses

### NCI and NC2 Clusters

- Nutanix Cloud Infrastructure (NCI)

- Nutanix Unified Storage (NUS) Pro Edition

#### Dedicated NUS Clusters

- Nutanix Unified Storage (NUS) Pro Edition
- Hypervisor licenses for NUS

## Delivered Artifacts

Delivered Artifact	Description
Deployment Guide	Provides guidance for deploying the solution into the target environment, including prerequisites, configuration steps, sequencing, validation activities, and post-deployment considerations to ensure a consistent and successful deployment.

## Level of Effort

Typically 3 days, delivered consecutively

## Delivery Type

Delivery Type	Delivery Activities
Virtual	<ul style="list-style-type: none"><li>• Virtual operations session</li><li>• Virtual project management</li></ul> <p><b>Note:</b> Any in-person project management activities provided solely at Nutanix's discretion</p>

## Related Products

- Nutanix Cloud Infrastructure (NCI)
- Nutanix Cloud Clusters (NC2)
- Nutanix Unified Storage (NUS)

## Terms and Conditions

This document contains the entire scope of the service offer. Anything not explicitly included above is out of scope. This service offer is subject to the Nutanix Services General Terms and Conditions, which can be viewed at <https://www.nutanix.com/support-services/consulting-services/terms-and-conditions>

©2026 Nutanix, Inc. All rights reserved. Nutanix, the Nutanix logo, and all Nutanix product and service names mentioned herein are registered trademarks or trademarks of Nutanix, Inc. in the United States and other countries. Nutanix, Inc. is not affiliated with VMware by Broadcom or Broadcom. VMware and the various VMware product names recited herein are registered or unregistered trademarks of Broadcom in the United States and/or other countries. All other brand names mentioned herein are for identification purposes only and may be the trademarks of their respective holder(s).