



Knowledge and support

Astra Control Center

NetApp
August 11, 2022

This PDF was generated from <https://docs.netapp.com/us-en/astra-control-center/support/troubleshooting-acc.html> on August 11, 2022. Always check docs.netapp.com for the latest.

Table of Contents

| | |
|-----------------------------|---|
| Knowledge and support | 1 |
| Troubleshooting | 1 |
| Get help | 1 |

Knowledge and support

Troubleshooting

Learn how to work around some common problems you might encounter.

[NetApp Knowledge Base for Astra](#)

Find more information

- [How to upload a file to NetApp \(login required\)](#)
- [How to manually upload a file to NetApp \(login required\)](#)

Get help

NetApp provides support for Astra Control in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles and a Slack channel. Your Astra Control account includes remote technical support via web ticketing.



If you have an evaluation license for Astra Control Center, you can get technical support. However, case creation via NetApp Support Site (NSS) is not available. You can get in touch with Support via the feedback option or use the Slack channel for self service.

You must first [activate support for your NetApp serial number](#) in order to use these non self-service support options. A NetApp Support Site (NSS) SSO account is required for chat and web ticketing along with case management.

Self-support options

You can access support options from the Astra Control Center UI by selecting the **Support** tab from the main menu.

These options are available for free, 24x7:

- **Knowledge base (login required):** Search for articles, FAQs, or Break Fix information related to Astra Control.
- **Documentation center:** This is the doc site that you're currently viewing.
- **Get help via Slack:** Go to the containers channel in thePub workspace to connect with peers and experts.
- **Create a support case:** Generate support bundles to provide to NetApp Support for troubleshooting.
- **Give feedback about Astra Control:** Send an email to astra.feedback@netapp.com to let us know your thoughts, ideas, or concerns.

Enable daily scheduled support bundle upload to NetApp Support

During Astra Control Center installation, if you specify `enrolled: true` for `autoSupport` in the Astra Control Center Custom Resource Definition (CRD) file (`astra_control_center_min.yaml`), daily support bundles are automatically uploaded to the [NetApp Support Site](#).

Generate support bundle to provide to NetApp Support

Astra Control Center enables the admin user to generate bundles, which include information useful to NetApp Support, including logs, events for all the components of the Astra deployment, metrics, and topology information about the clusters and apps under management. If you are connected to the Internet, you can upload support bundles to NetApp Support Site (NSS) directly from the Astra Control Center UI.



The time taken by Astra Control Center to generate the bundle depends on the size of your Astra Control Center installation as well as the parameters of the requested support bundle. The time duration that you specified when requesting a support bundle dictates the time it takes for the bundle to be generated (for example, a shorter time period results in faster bundle generation).

Before you begin

Determine whether a proxy connection will be required to upload bundles to NSS. If a proxy connection is needed, verify that Astra Control Center has been configured to use a proxy server.

1. Select **Accounts > Connections**.
2. Check the proxy settings in **Connection settings**.

Steps

1. Create a case on the NSS portal using the license serial number listed on the **Support** page of the Astra Control Center UI.
2. Perform the following steps for generating the support bundle by using the Astra Control Center UI:
 - a. On the **Support** page, in the Support bundle tile, select **Generate**.
 - b. In the **Generate a Support Bundle** window, select the timeframe.

You can choose between quick or custom timeframes.



You can choose a custom date range as well as specify a custom time period during the date range.

- c. After you make the selections, select **Confirm**.
- d. Select the **Upload the bundle to the NetApp Support Site when generated** check box.
- e. Select **Generate Bundle**.

When the support bundle is ready, a notification appears on the **Accounts > Notification** page in the Alerts area, on the **Activity** page, and also in the notifications list (accessible by selecting the icon in the top-right side of the UI).

If the generation failed, an icon appears on the Generate Bundle page. Select the icon to see the message.



The notifications icon at the top-right side of the UI provides information about events related to the support bundle, such as when the bundle is successfully created, when the bundle creation fails, when the bundle could not be uploaded, when the bundle could not be downloaded, and so on.

If you have an air-gapped installation

If you have an air-gapped installation, perform the following steps after the Support bundle is generated. When the bundle is available for download, the Download icon appears next to **Generate** in the **Support Bundles** section of the **Support** page.

Steps

1. Select the Download icon to download the bundle locally.
2. Manually upload the bundle to NSS.

You can use one of the following methods to do this:

- Use [NetApp Authenticated File Upload \(login required\)](#).
- Attach the bundle to the case directly on NSS.
- Use NetApp Active IQ.

Find more information

- [How to upload a file to NetApp \(login required\)](#)
- [How to manually upload a file to NetApp \(login required\)](#)

Copyright Information

Copyright © 2022 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.