



Get help

Astra

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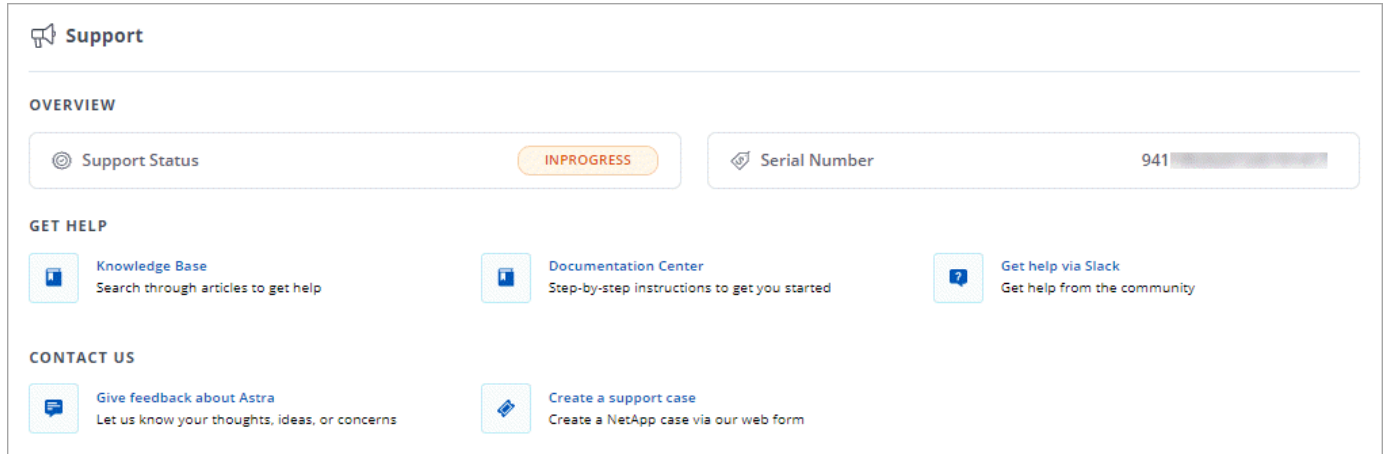
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Get help

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

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.

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



Self support

These options are available for free 24x7:

- [Knowledge base](#)

Search for articles, FAQ's, or Break Fix information related to Astra.

- Documentation

This is the doc site that you're currently viewing.

- [Slack](#)

Go to the containers channel in thePub workspace to connect with peers and experts.

- Feedback email

Send an email to astra.feedback@netapp.com to let us know your thoughts, ideas, or concerns.

Subscription support

In addition to the self-support options above, you can work with a NetApp Support Engineer to resolve any issues after you [activate support for your NetApp serial number](#).

Once your Astra serial number is activated, you can access NetApp technical support resources by creating a

[Support ticket.](#)

Select **Cloud Data Services > Astra**.

Use your "941" serial number to open the web ticket. [Learn more about your serial number.](#)

Create Case

1 Select System

2 Problem Details

3 Contact Info

| SERIAL NUMBER | SYSTEM NAME | MODEL | PRODUCT SERIES |
|----------------------|-------------|-----------------|----------------|
| 94199999999999999997 | | SREG-ASTRA-SAAS | CLOUD |

PRIORITY ?

☐ P4 - General Technical questions or request for information

☒ P3 - Occasional disruption or problem

☐ P2 - Serious or repetitive disruption/very poor performance

☐ P1 - System not serving data

PROBLEM CATEGORY ?

Cloud Services > Project Astra

PROBLEM DESCRIPTION

Please briefly describe your problem here (2000 characters maximum), you will have the opportunity to fully define and add more details to your problem later in the case creation process

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