



## **Knowledge and support**

**Astra**

NetApp  
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# Knowledge and support

## Register for support

Astra Control attempts to automatically register your account for support when you set up your account. If it can't, then you can manually register for support yourself. Support registration is required to obtain help from NetApp technical support.

## Verify your support registration

Astra Control includes a Support Status field that enables you to confirm your support registration.

### Steps

1. Click **Support**.
2. Take a look at the Support Status field.

The Support Status starts off as "Not Registered" but then moves to "In-Progress" and finally to "Registered" once complete.

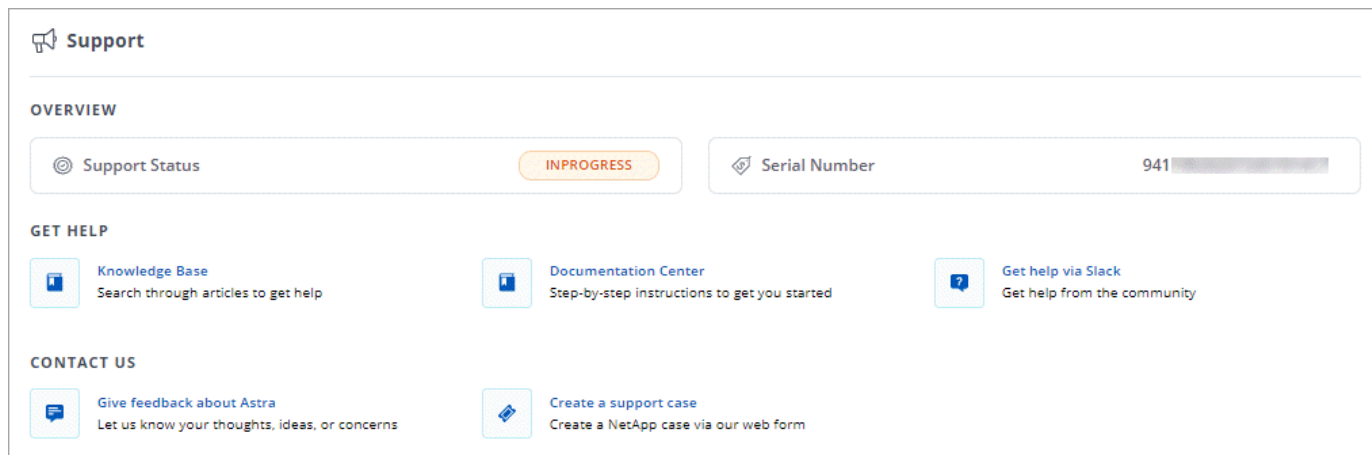
This support registration status is polled every 15 minutes. New NetApp customers could take up to next business day to complete onboarding and support registration. If the serial number doesn't show "Registered" within 48 hours, you can reach out to NetApp using [astra.feedback@netapp.com](mailto:astra.feedback@netapp.com) or register manually from <https://register.netapp.com>.

## Obtain your serial number

When you register for an account, Astra Control uses the information that you provided about your company to generate a 20-digit NetApp serial number that starts with "941."

The NetApp serial number represents your Astra Control account. You'll need to use this serial number when opening a web ticket.

You can find your serial number in the Astra Control interface from the **Support** page.



The screenshot shows the Astra Control Support page. At the top, there is a 'Support' header with a megaphone icon. Below this is an 'OVERVIEW' section containing two main components: 'Support Status' and 'Serial Number'. The 'Support Status' is currently 'INPROGRESS' (indicated by an orange label). The 'Serial Number' is '941' followed by a masked 19-digit number. Below the overview is a 'GET HELP' section with three options: 'Knowledge Base' (Search through articles to get help), 'Documentation Center' (Step-by-step instructions to get you started), and 'Get help via Slack' (Get help from the community). At the bottom is a 'CONTACT US' section with two options: 'Give feedback about Astra' (Let us know your thoughts, ideas, or concerns) and 'Create a support case' (Create a NetApp case via our web form).

## Activate support entitlement

If Astra Control was unable to automatically register your account for support, then you must register the

NetApp serial number associated with Astra Control to activate support entitlement. We offer 2 options for support registration:

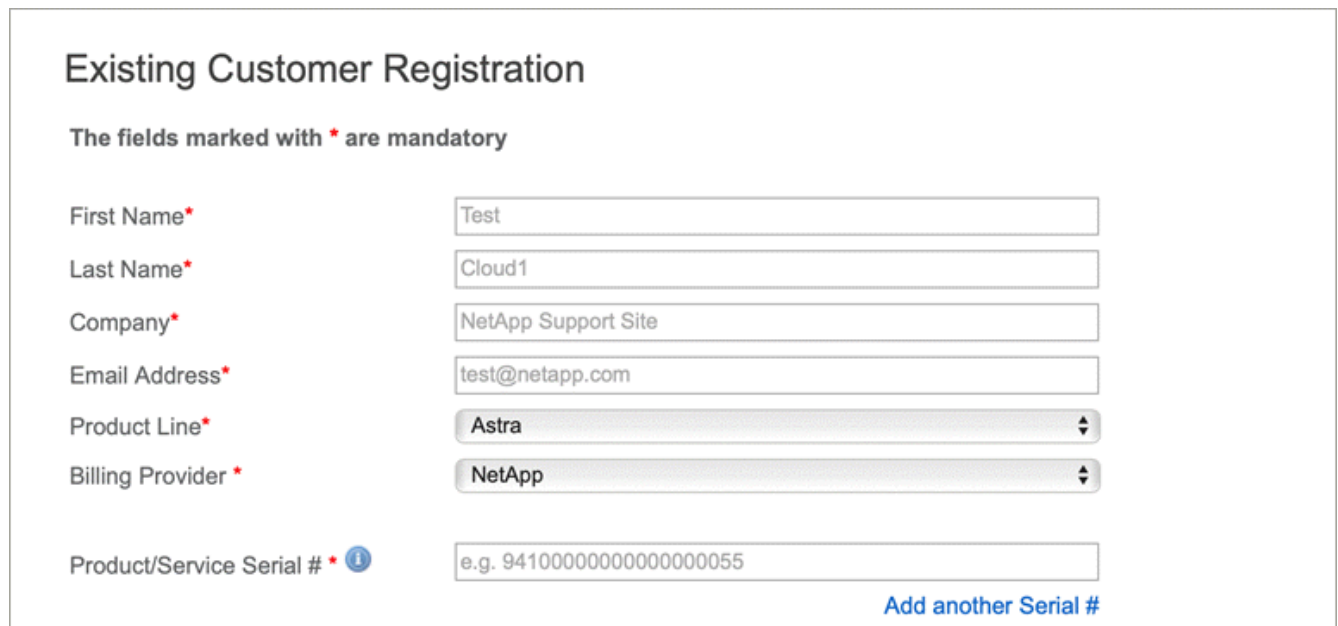
1. Current NetApp customer with existing NetApp Support Site (NSS) SSO account
2. New NetApp customer with no existing NetApp Support Site (NSS) SSO account

### Option 1: Current NetApp customer with an existing NetApp Support Site (NSS) account

#### Steps

1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Click **I am already registered as a NetApp customer.**
3. Enter your NetApp Support Site credentials to log in.

The Existing Customer Registration page displays.



The screenshot shows the 'Existing Customer Registration' form. At the top, it says 'Existing Customer Registration' and 'The fields marked with \* are mandatory'. The form contains the following fields:

- First Name\*: Text input with 'Test' entered.
- Last Name\*: Text input with 'Cloud1' entered.
- Company\*: Text input with 'NetApp Support Site' entered.
- Email Address\*: Text input with 'test@netapp.com' entered.
- Product Line\*: Dropdown menu with 'Astra' selected.
- Billing Provider\*: Dropdown menu with 'NetApp' selected.
- Product/Service Serial #: Text input with a placeholder 'e.g. 94100000000000000055' and an information icon.

At the bottom right of the form, there is a link that says 'Add another Serial #'.

4. Complete the required information on the form:
  - a. Enter your name, company, and email address.
  - b. Select **Astra** as the product line.
  - c. Enter your serial number.
  - d. Click **Submit Registration**.

#### Result

You should be redirected to a "Registration Submitted Successfully" page. The email address associated with your registration will receive an email within a couple minutes stating that "your product is now eligible for support."

This is a one-time support registration for the applicable serial number.

### Option 2: New NetApp customer with no existing NetApp Support Site (NSS) account

#### Steps


1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Click **I am not a registered NetApp Customer**.

The New Customer Registration page displays.

## New Customer Registration

**IMPORTANT:** After submitting, a confirmation email will be sent to the email address filled-in the form. Please click the validation link in that email to complete the registration.

The fields marked with \* are mandatory

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Company*	<input type="text"/>
Email Address*	<input type="text"/>
Office Phone*	<input type="text"/>
Alternate Phone	<input type="text"/>
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
Postal Code / City*	<input type="text"/>
State/Province / Country*	<input type="text" value="- Select -"/>
NetApp Reference SN	<input type="text"/>
<small>If you currently own any other NetApp product, please provide the Serial Number for that product here in order to help speed-up the validation process.</small>	
Product Line*	<input type="text" value="Astra"/>
Billing Provider *	<input type="text" value="NetApp"/>
Product/Service Serial # * 	<input type="text" value="e.g. 94100000000000000055"/>

[Add another Serial #](#)

3. Complete the required information on the form:
  - a. Enter your name and company information.
  - b. Select **Astra** as the Product Line.
  - c. Enter your serial number.
  - d. Click **Submit Registration**.

You will receive a confirmation email from your submitted registration. If no errors occur, you will be re-directed to a "Registration Submitted Successfully" page. You will also receive an email within an hour stating that "your product is now eligible for support".

This is a one-time support registration for the applicable serial number.

4. As a new NetApp customer, you also need to create a NetApp Support Site (NSS) user account for future support activations and for access to the support portal for technical support chat and web ticketing.

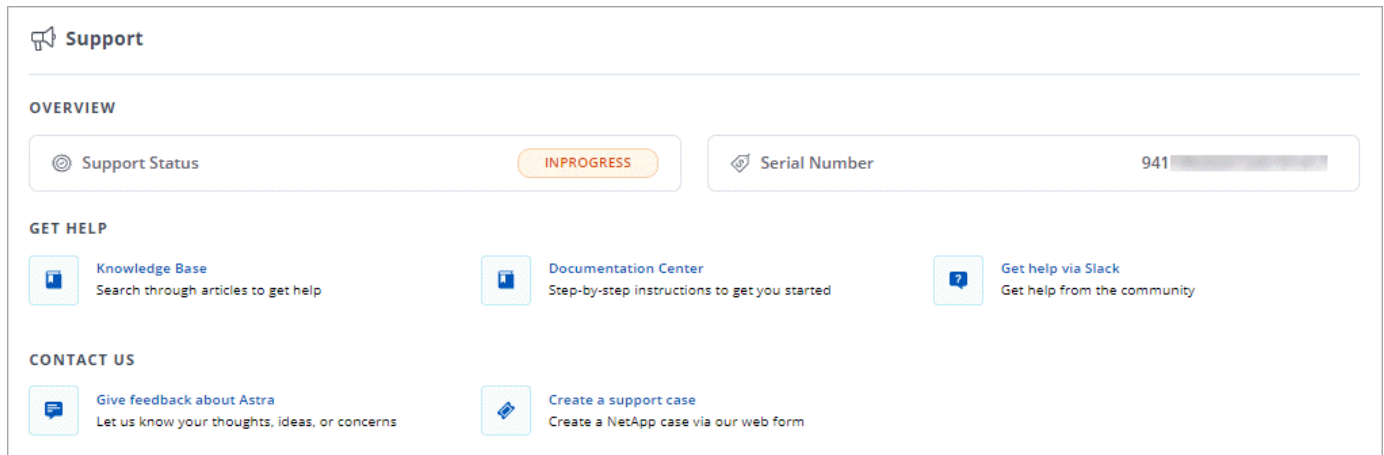
Go to the [NetApp Support Registration site](#) to perform this task. You can provide your newly registered Astra Control serial number to expedite the process.

# 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.

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 Control 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 Control.

- [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](mailto: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 Control 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
9419999999999999999999997		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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