Frequently asked questions for Astra

Astra

Ben Cammett, Erika Barcott
April 13, 2021

Table of Contents

Frequently asked questions for Astra . . . 1
- Overview . . . 1
- Access to Astra . . . 1
- Registering Kubernetes clusters . . . 2
- Removing clusters . . . 2
- Managing applications . . . 3
- Data management operations . . . 3

Frequently asked questions for Astra

This FAQ can help if you're just looking for a quick answer to a question.

Overview

Astra aims to simplify your application data lifecycle management operations for Kubernetes native applications. Astra supports Kubernetes clusters running on Google Kubernetes Engine (GKE) and Azure Kubernetes Service (AKS).

The following sections provide answers to some additional questions that you might come across as you use Astra. For any additional clarifications, please reach out to astra.feedback@netapp.com

Access to Astra

Why do I need to provide so many details when registering for Astra?

Astra requires accurate customer information when registering. This information is required to go through a Global Trade Compliance (GTC) check.

Why am I getting a "Registration Failed" error when registering for Astra?

Astra requires you to provide accurate customer information in the onboarding section. You will get a "Registration Failed" error if you provided incorrect information. Other accounts that you are a member of also get locked.

What's the Astra URL?

You can access Astra at https://astra.netapp.io.

I sent an email invitation to a colleague, but they haven't received it. What should I do?

Ask them to check their spam folder for an email from do-not-reply@netapp.com, or search their inbox for "invitation." You can also remove the user and attempt to re-add them.

I upgraded to the Premium PayGO Plan from the Free Plan. Will I get charged for the first 10 applications?

Yes. After upgrading to the Premium Plan, Astra starts charging you for all managed applications in your account.

I upgraded to the Premium PayGO Plan in the middle of a month. Will I get charged for the entire month?

No, billing starts from the time that you upgraded to the Premium Plan.

I am using the Free Plan, will I get charged for the Persistent Volume Claims?

Yes, you will be charged for the Persistent Volumes used by GKE clusters from Cloud Volumes Service for Google Cloud or by AKS clusters from Azure NetApp Files.

Registering Kubernetes clusters

Do I need to install CSI drivers on my cluster before adding it to Astra?

No. When your cluster is added to Astra, the service will automatically install NetApp's Trident Container Storage Interface (CSI) driver on the Kubernetes cluster. This CSI driver is used to provision persistent volumes for GKE clusters backed by NetApp Cloud Volumes Service for Google Cloud, and for AKS clusters backed by Azure NetApp Files.

I need to add worker nodes to my cluster after adding to Astra. What should I do?

New worker nodes can be added to existing pools, or new pools can be created as long as they are the Ubuntu image type. These will be automatically discovered by Astra. If the new nodes are not visible in Astra, check if the new worker nodes are running the supported image type. You can also verify the health of the new worker nodes by using the `kubectl get nodes` command.

Registering GKE clusters

Can I add a private GKE cluster to Astra?

Yes, you can add private clusters to Astra. To create a Google Kubernetes Engine (GKE) private cluster, follow the instructions in this knowledgebase article.

Private clusters must have the master authorized network set to allow the Astra IP addresses:

- 54.164.233.140/32
- 3.218.120.204/32
- 34.193.99.138/32

Can my GKE cluster reside on a shared VPC?

No, Astra can't manage clusters that reside in a shared VPC. This is a known limitation.

Where can I find my service account credentials on GCP?

After you log in to the Google Cloud Console, your service account details will be in the **IAM and Admin** section. For more details, refer to how to set up Google Cloud for Astra.

I would like to add different GKE clusters from different GCP projects. Is this supported in Astra?

No, this isn't a supported configuration. Only a single GCP project is supported.

Removing clusters

How do I properly unregister, bring down a cluster, and delete the associated volumes?

1. Unmanage the applications from Astra.
2. Unregister the cluster from Astra.
3. Delete the persistent volume claims.
4. Delete the cluster.

What happens to my applications and data after removing the cluster from Astra?

Removing a cluster from Astra will not make any changes to the cluster's configuration (applications and persistent storage). Any Astra snapshots or backups taken of applications on that cluster will be unavailable to restore. Volume snapshot data stored within the backend storage will not be removed. Persistent Storage backups created by Astra will remain within your cloud provider's object store, but they are unavailable for restore.

Always remove a cluster from Astra before you delete it through GCP. Deleting a cluster from GCP while it's still being managed by Astra can cause problems for your Astra account.

Will NetApp Trident be uninstalled when I remove a cluster from Astra?

Trident will not be uninstalled from a cluster when you remove it from Astra.

Managing applications

Can Astra deploy an application?

Astra doesn't deploy applications. Applications must be deployed outside of Astra.

My application is not showing up on the Discovered Apps list. What can I check to identify the problem?

When applications are not listed in **Discovered Apps**, check the status and health of the Kubernetes pod by running `kubectl get pod -A |grep [pod name]`. If the pods are healthy and running, check to see if the application is listed under **Ignored Apps**.

Can Astra manage an application that is on non-NetApp storage?

No. While Astra can discover applications that are using non-NetApp storage, it can't manage an application that's using non-NetApp storage.

I don't see any of my application's PVCs bound to GCP CVS. What's wrong?

The NetApp Trident operator sets the default storage class to `netapp-cvs-premium` after it's successfully added to Astra. When an application's PVCs are not bound to Cloud Volumes Service for Google Cloud, there are a few steps that you can take:

- Run `kubectl get sc` and check the default storage class.
- Check the yaml file or Helm chart that was used to deploy the application and see if a different storage class is defined.
- Check to make sure that the worker node image type is Ubuntu and the NFS mount succeeded.

What happens to applications after I stop managing them from Astra?

Any existing backups or snapshots will be deleted. Applications and data remain available. Data management operations will not be available for unmanaged applications or any backups or snapshots that belong to it.

Data management operations

Where is my object bucket created?

The geography of the first managed cluster will determine the location of the object store. For example, if you

add a cluster in a European zone, then remove that cluster and add one in the US, all future object stores will be created in EU. If you need to change this zone, please contact our support department.

There are snapshots in my account that I didn’t create. Where did they come from?

In some situations, Astra will automatically create a snapshot as part of performing another process. If these snapshots are more than a few minutes old, you can safely delete them.

My application uses several PVs. Will Astra take snapshots and backups of all these PVCs?

Yes. A snapshot operation on an application by Astra includes snapshot of all the PVs that are bound to the application’s PVCs.

Can I manage snapshots taken by Astra directly through my cloud provider?

No. Snapshots and backups taken by Astra can only be managed with Astra.

Copyright Information

Copyright © 2021 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.