



E-Series documentation

E-Series

NetApp
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Table of Contents

- E-Series documentation 1
- What’s new with E-Series management 2
 - 18 September 2022 2
- Get started 3
 - Discover E-Series storage systems 3
- Manage E-Series clusters 5
 - View your E-Series systems 5
 - Remove an E-Series working environment 6
- Knowledge and support 7
 - Register for support 7
 - Get help 8
- Legal notices 12
 - Copyright 12
 - Trademarks 12
 - Patents 12
 - Privacy policy 12
 - Open source 12

E-Series documentation

What's new with E-Series management

Learn what's new with managing E-Series systems in Cloud Manager.

18 September 2022

Support for E-Series

You can now discover your E-Series storage systems directly from Cloud Manager. Discovering E-Series systems provides you with a complete view of data across your hybrid multicloud.

Get started

Discover E-Series storage systems

Cloud Manager can discover the E-Series storage systems in your on-premises environment. Adding E-Series systems to Cloud Manager enables you to get a complete view of the data across your hybrid multicloud.

What you'll need

- A Connector installed in a cloud provider or on your premises, with network connectivity to the E-Series storage system.

[Learn more about Connectors and how to create one](#)

- The domain name or IP address of the storage system controller.
- Admin credentials for the system.

Steps

1. From the Canvas, click **Add Working Environment** and select **On-Premises**.
2. Select **E-Series** and click **Next**.
3. If you're prompted, create a Connector.

Refer to the link above for more details.

4. On the *E-Series Cluster Details* page, enter the domain name or IP address of the storage system controller, admin credentials for the system, and then click **Add**.

E-Series Cluster Details

Provide a few details about your E-Series cluster so Cloud Manager can discover it.

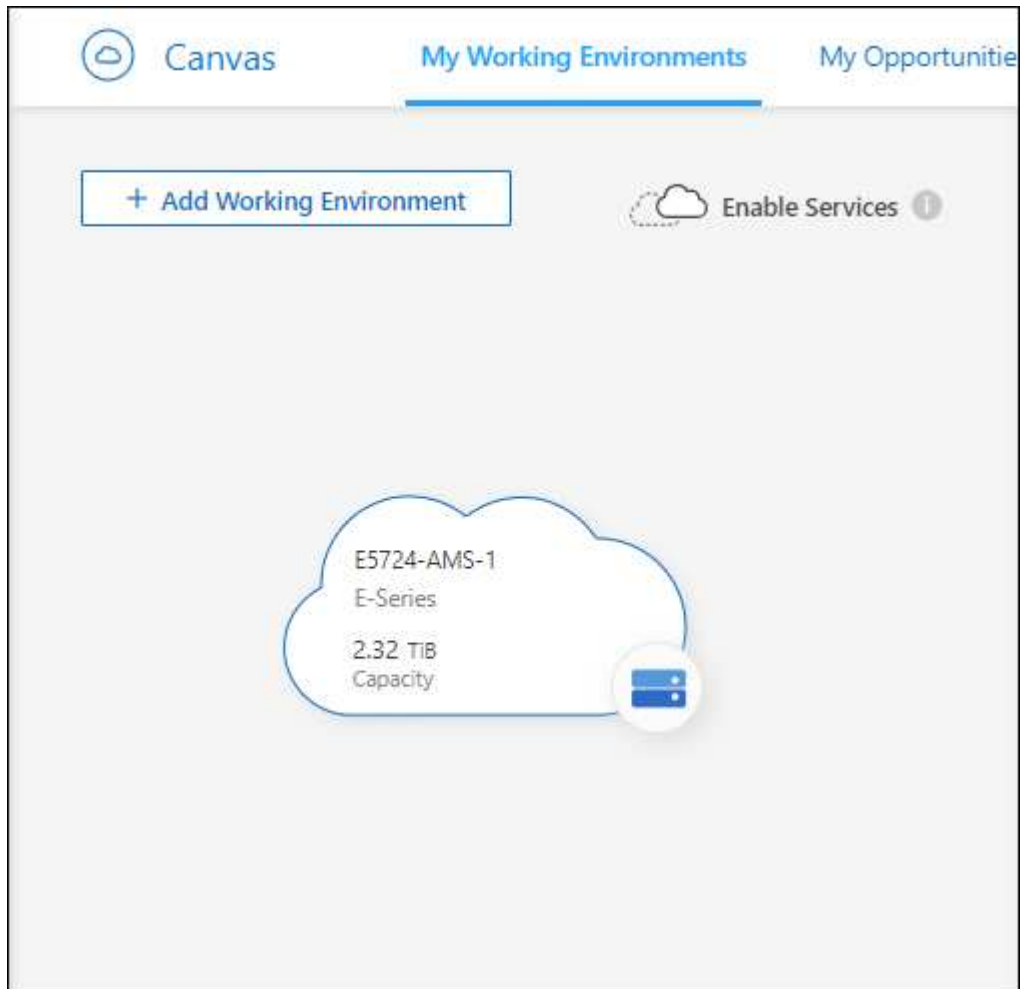
Storage System Controller Domain Name or IP Address

User Name

Password

Result

Cloud Manager discovers the E-Series storage system and adds it as a working environment on the Canvas.



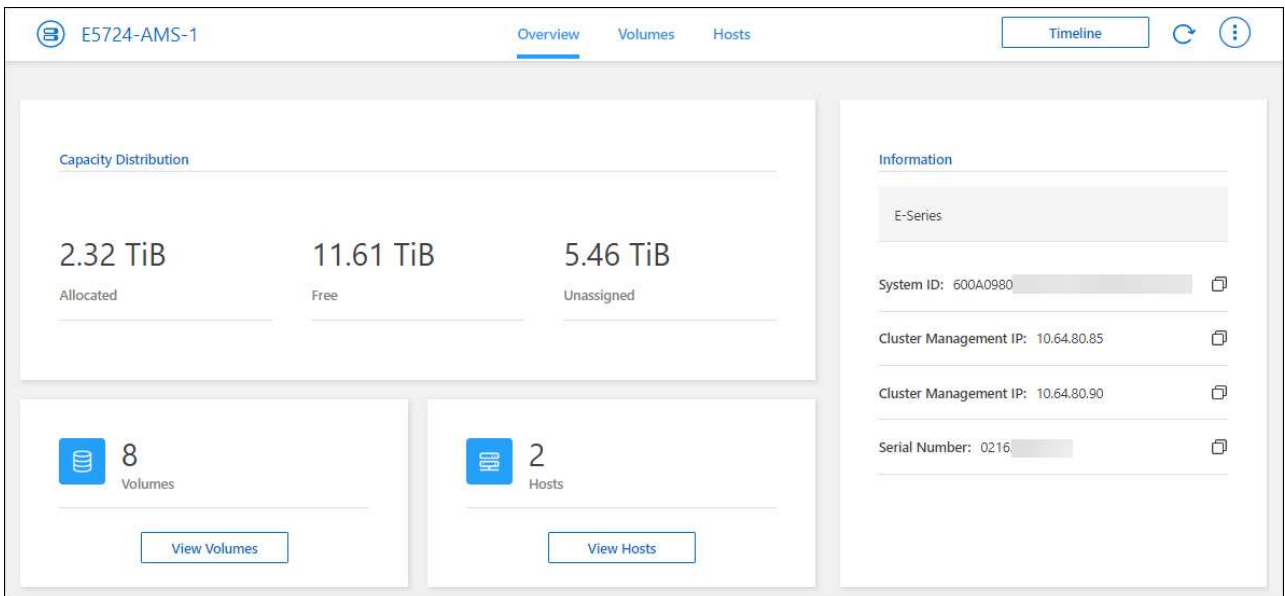
Manage E-Series clusters

View your E-Series systems

After you discover your E-Series systems, you can view details about capacity distribution, volumes, and hosts.

Steps

1. From the Canvas, double-click the name of the E-Series working environment that you want to view.
2. Select any of the tabs to view more details about your E-Series system:
 - **Overview:** A detailed view of the system's capacity distribution (allocated, free, and unassigned capacity), the number of volumes, hosts, and more.

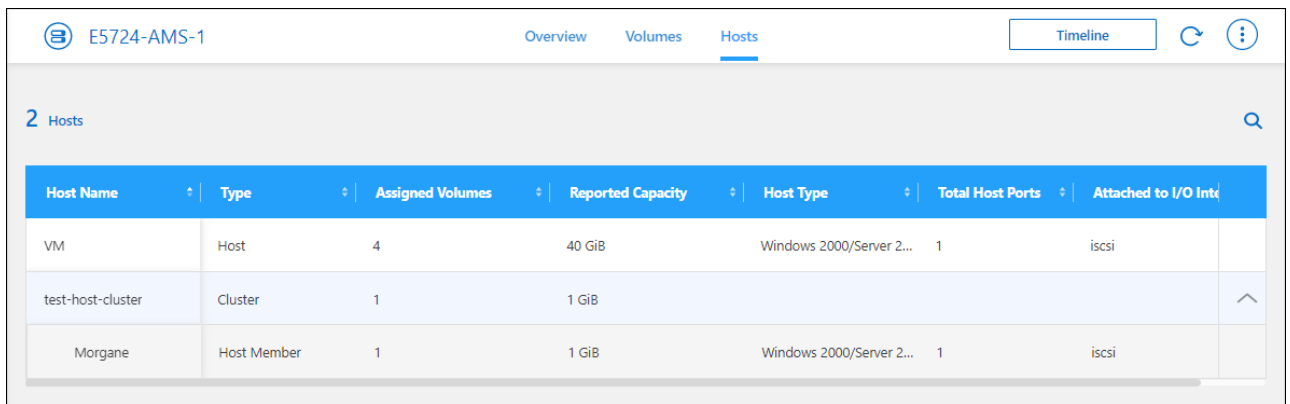


- **Volumes:** Details about the volumes on the system, including assignment, RAID level, allocated capacity, and more.

The screenshot shows the 'Volumes' tab for system E5724-AMS-1. The 'Volumes Summary' section displays four metrics: 8 Volumes, 3 DDP, 5 Volume Groups, and 2.3 TiB Allocated Capacity. Below this, there is a table with 8 volumes.

Volume Name	Status	Assigned to	DDP/Volume Group	Raid Level	Allocated Capacity
11	OPTIMAL	Cluster test-host-cluster	Volume Group VG_5	raid5	1 GiB
2	OPTIMAL	Host Morgane	Pool DDP1	raid6	4 GiB
DDP_VOL1	OPTIMAL	Host VM	Pool DDP1	raid6	12 GiB

- **Hosts:** Details about the hosts that send I/O to a volume on the storage system.



Host Name	Type	Assigned Volumes	Reported Capacity	Host Type	Total Host Ports	Attached to I/O Int
VM	Host	4	40 GiB	Windows 2000/Server 2...	1	iscsi
test-host-cluster	Cluster	1	1 GiB			
Morgane	Host Member	1	1 GiB	Windows 2000/Server 2...	1	iscsi

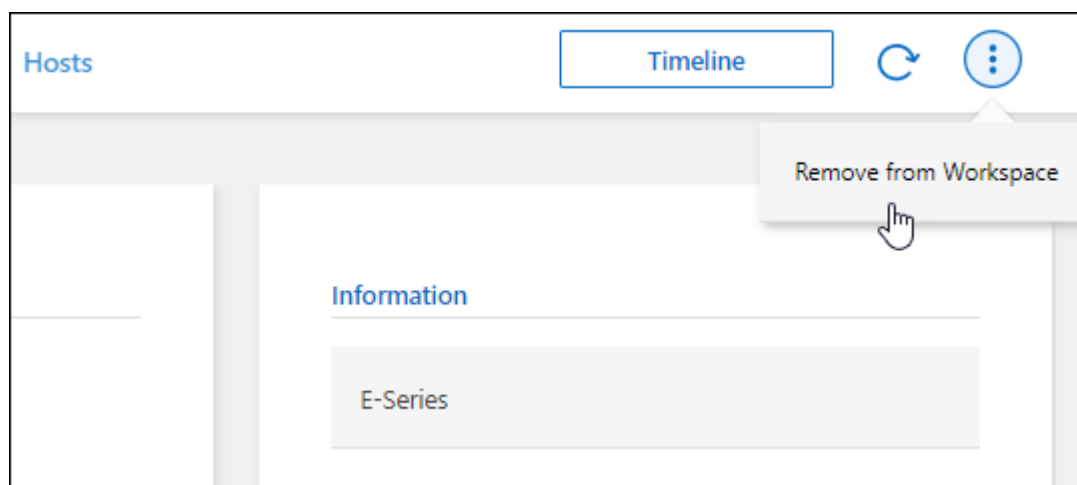
Remove an E-Series working environment

Remove an E-Series working environment if you no longer want to manage it from Cloud Manager.

Removing the working environment doesn't affect the E-Series system. You can rediscover it from Cloud Manager at any time.

Steps

1. From the Canvas, double-click the name of the E-Series working environment.
2. Click the menu icon and select **Remove from Workspace**.



3. Click **Remove** to confirm.

Knowledge and support

Register for support

Before you can open a support case with NetApp technical support, you need to add a NetApp Support Site account to Cloud Manager and then register for support.

Add an NSS account

The Support Dashboard enables you to add and manage all of your NetApp Support Site accounts from a single location.

Steps

1. If you don't have a NetApp Support Site account yet, [register for one](#).
2. In the upper right of the Cloud Manager console, click the Help icon, and select **Support**.



3. Click **NSS Management > Add NSS Account**.
4. When you're prompted, click **Continue** to be redirected to a Microsoft login page.

NetApp uses Microsoft Azure Active Directory as the identity provider for authentication services specific to support and licensing.
5. At the login page, provide your NetApp Support Site registered email address and password to perform the authentication process.

This action enables Cloud Manager to use your NSS account.

Note the account must be a customer-level account (not a guest or temp account).

Register your account for support

Support registration is available from Cloud Manager in the Support Dashboard.

Steps

1. In the upper right of the Cloud Manager console, click the Help icon, and select **Support**.



2. In the **Resources** tab, click **Register for Support**.
3. Select the NSS credentials that you want to register and then click **Register**.

Get help

NetApp provides support for Cloud Manager and its cloud services in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles and a community forum. Your support registration includes remote technical support via web ticketing.

Self support

These options are available for free, 24 hours a day, 7 days a week:

- [Knowledge base](#)

Search through the Cloud Manager knowledge base to find helpful articles to troubleshoot issues.

- [Communities](#)

Join the Cloud Manager community to follow ongoing discussions or create new ones.

- [Documentation](#)

The Cloud Manager documentation that you're currently viewing.

- [Feedback email](#)

We value your input. Submit feedback to help us improve Cloud Manager.

NetApp support

In addition to the self-support options above, you can work with a NetApp Support specialist to resolve any issues after you activate support.

Before you get started

To use the **Create a Case** capability, you must first perform a one-time registration of your Cloud Manager Account ID serial number (ie. 960xxxx) with NetApp. [Learn how to register for support.](#)

Steps

1. In Cloud Manager, click **Help > Support**.
2. Choose one of the available options under Technical Support:
 - a. Click **Call Us** if you'd like to speak with someone on the phone. You'll be directed to a page on netapp.com that lists the phone numbers that you can call.
 - b. Click **Create a Case** to open a ticket with a NetApp Support specialists:

- **NetApp Support Site Account:** Select the applicable NSS account associated with the person opening the support case. This person will be the primary contact for NetApp to reach out to, in addition to the additional emails provided below.

If you don't see your NSS account, you can navigate to the **NSS Management** tab within Support section of Cloud Manager to add it there.

- **Service:** Select the service that the issue is associated with. For example, Cloud Manager when specific to a technical support issue with workflows or functionality within the service.
- **Working Environment:** If applicable to storage, select **Cloud Volumes ONTAP** or **On-Prem** and then the associated working environment.

The list of working environments are within scope of the Cloud Manager Account, Workspace, and Connector you have selected in the top banner of the service.

- **Case Priority:** Choose the priority for the case, which can be Low, Medium, High, or Critical.

To learn more details about these priorities, hover your mouse over the information icon next to the field name.

- **Issue Description:** Provide a detailed description of your problem, including any applicable error messages or troubleshooting steps that you performed.
- **Additional Email Addresses:** Enter additional email addresses if you'd like to make someone else aware of this issue.

Create a Case

TESTCLOUD2NTAP 

NetApp Support Site Account

Service

Cloud Manager 

Working Environment

Select... 

Case Priority 

Low- General Guidance 

Issue Description

Provide a detailed description of your problem, including any applicable error messages or troubleshooting steps that you performed.

Additional Email Addresses (Optional) 

Attachment (Optional) Coming Soon

No files selected 

After you finish

A pop-up will appear with your support case number. A NetApp Support specialist will review your case and get back to you soon.

For a history of your support cases, you can click **Settings > Timeline** and look for actions named "create support case." A button to the far right lets you expand the action to see details.

It's possible that you might encounter the following error message when trying to create a case:

"You are not authorized to Create a Case against the selected service"

This error could mean that the NSS account and the company of record it's associated with is not the same company of record for the Cloud Manager Account serial number (ie. 960xxxx) or the working environment

serial number. You can check your list of NSS accounts at the top of the **Create a Case** form to find the right match, or you can seek assistance using one of the following options:

- Use the in-product chat
- Submit a non-technical case at <https://mysupport.netapp.com/site/help>

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- [Notice for Cloud Manager 3.9](#)

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