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 . . . 10
  Copyright . . . 10
  Trademarks . . . 10
  Patents . . . 10
  Privacy policy . . . 10
  Open source . . . 10

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

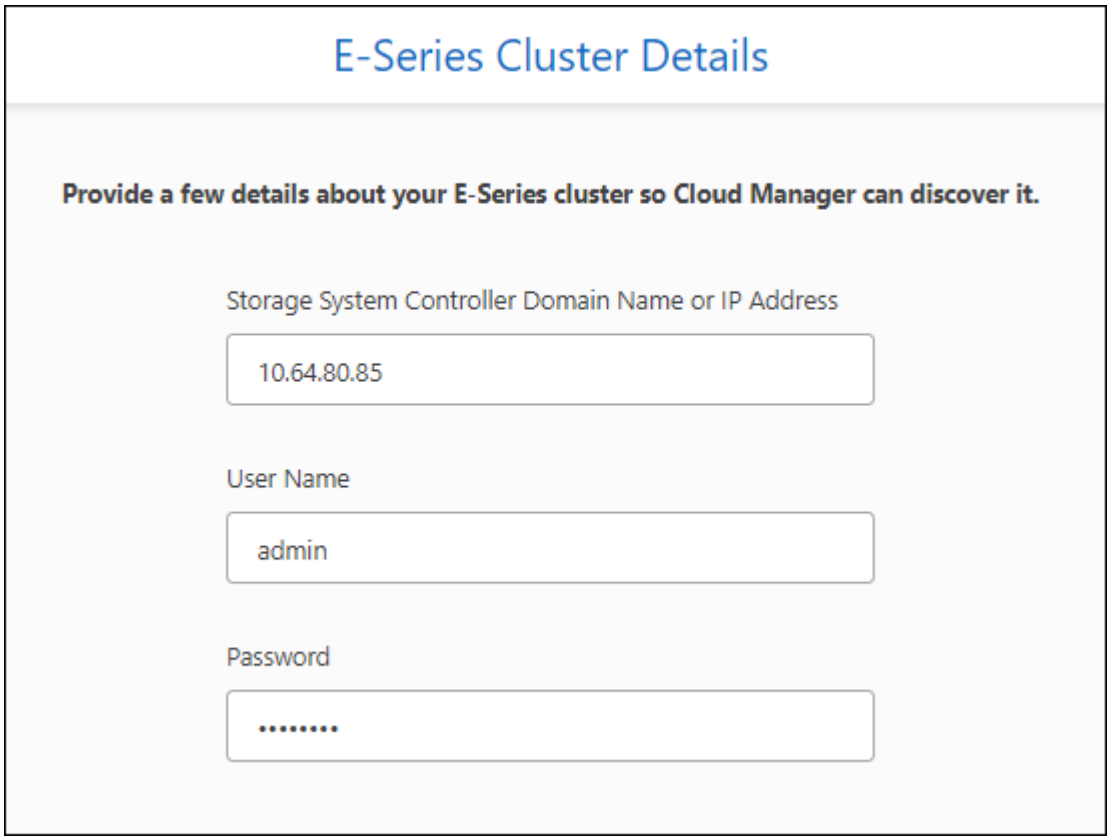
- The domain name or IP address of the storage system controller.
- Admin credentials for the system.

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.

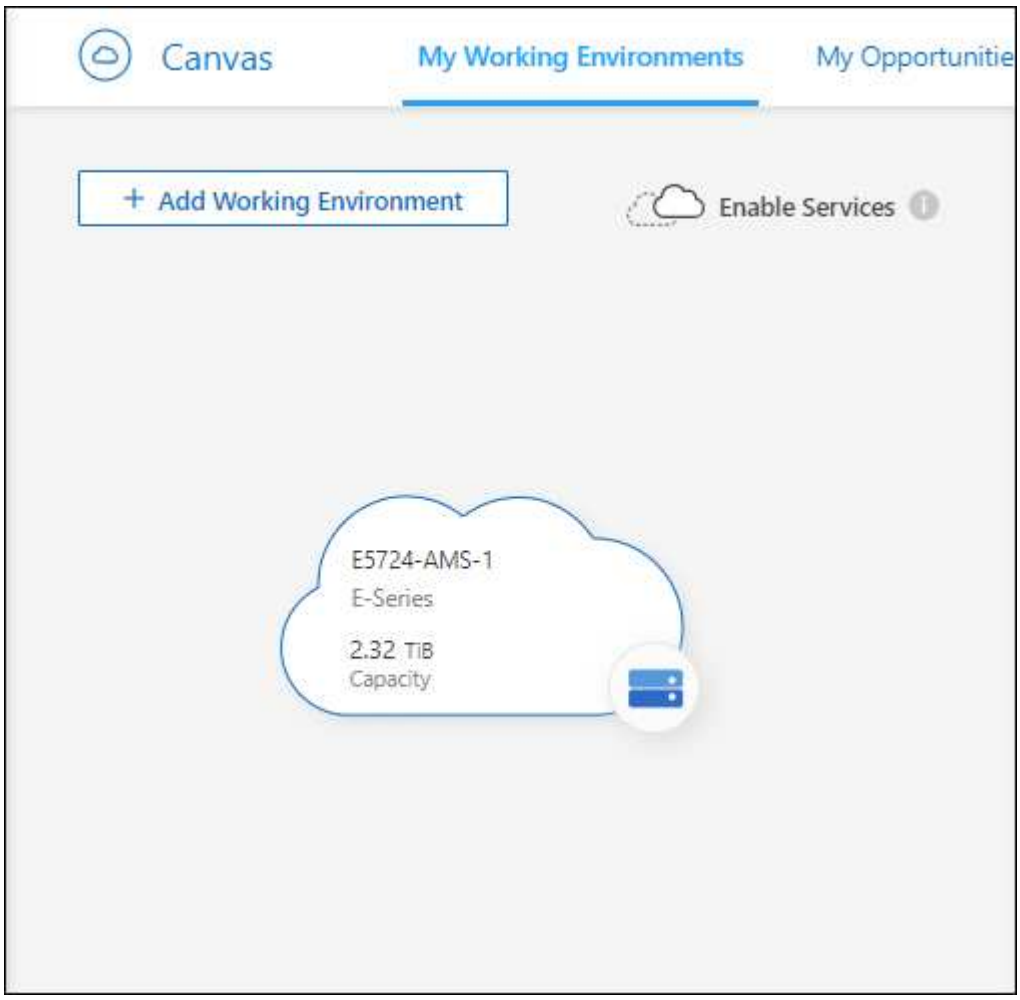
   Refer to the link above for more details.

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**.



Result

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



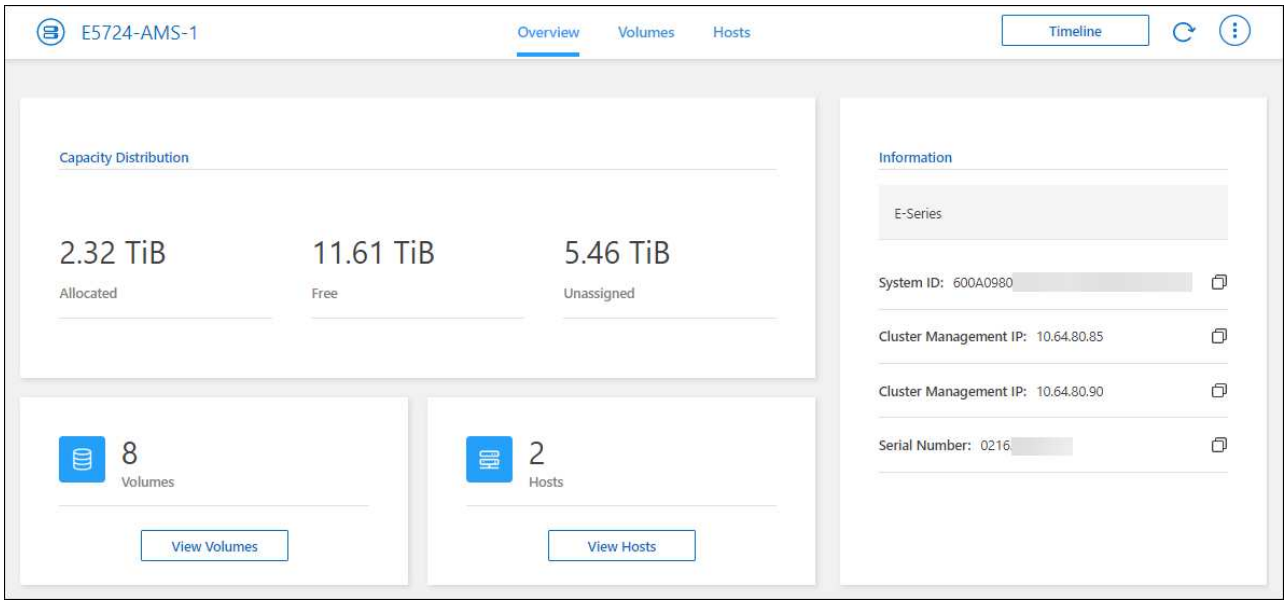
Manage E-Series clusters

View your E-Series systems

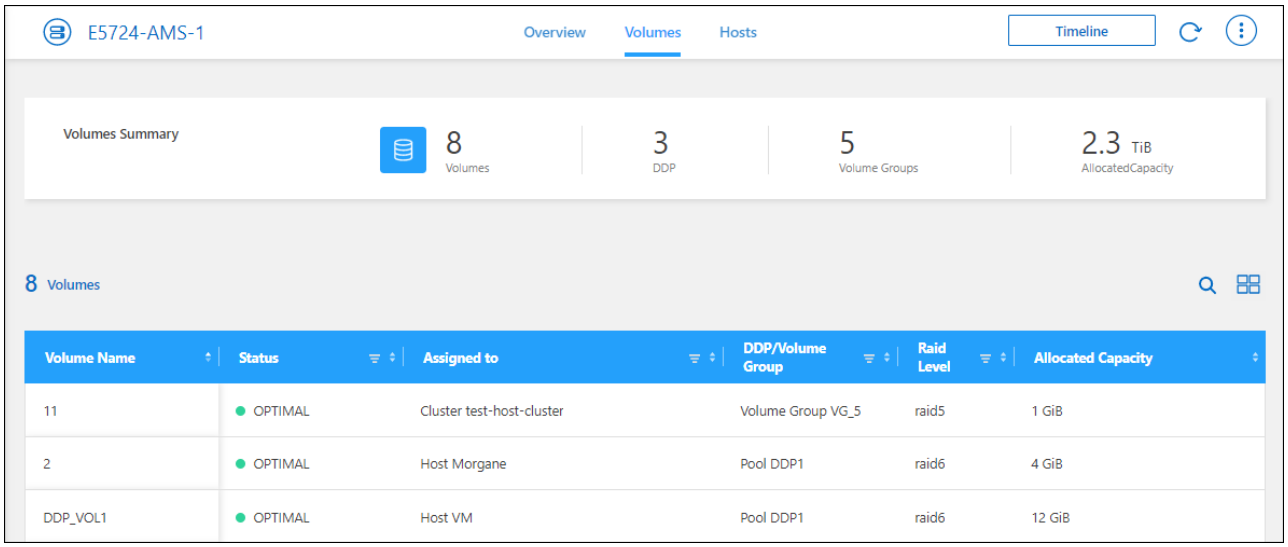
After you discover your E-Series systems, you can view details about capacity distribution, volumes, and hosts.

Steps

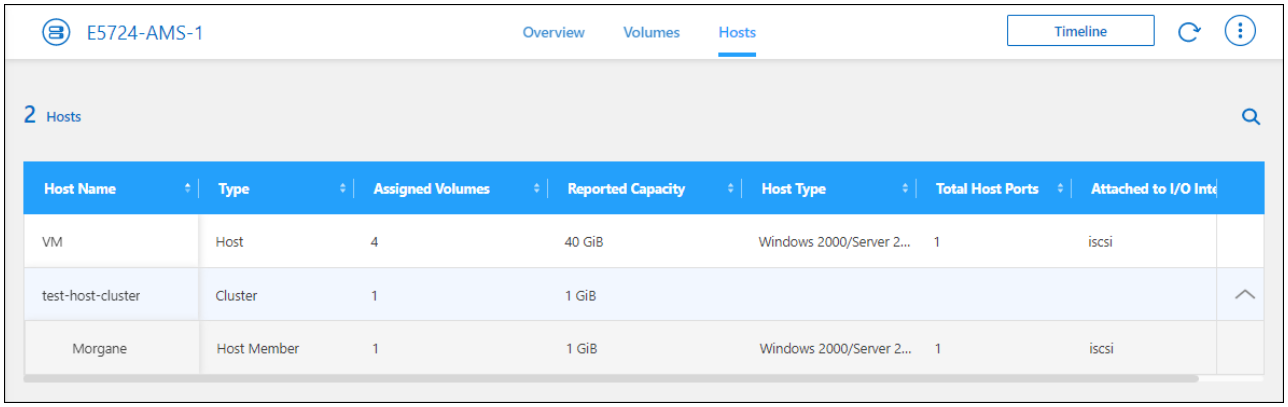
1. From the Canvas, double-click the name of the E-Series working environment that you want to view.
2. Select any of the tabs to view more details about your E-Series system:
   - **Overview**: A detailed view of the system's capacity distribution (allocated, free, and unassigned capacity), the number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



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



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



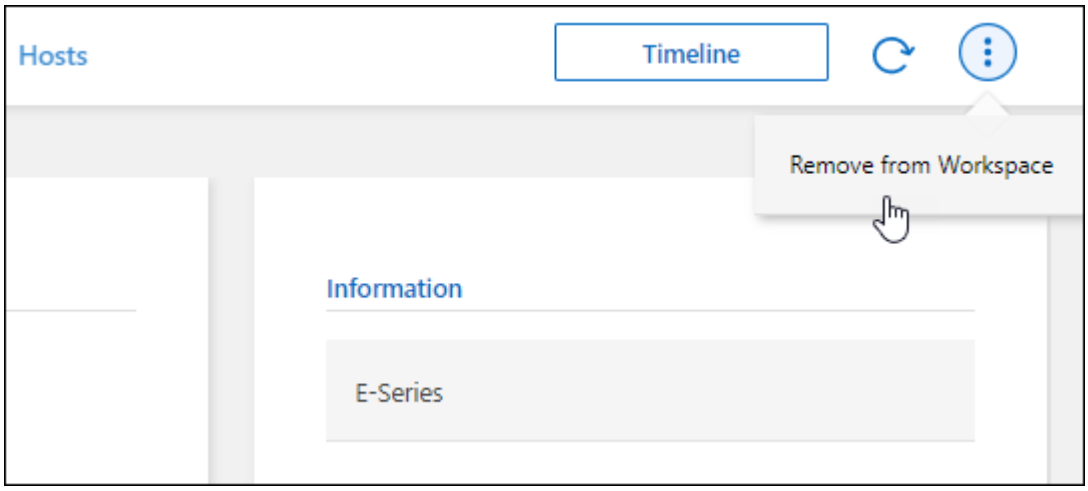
Remove an E-Series working environment

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

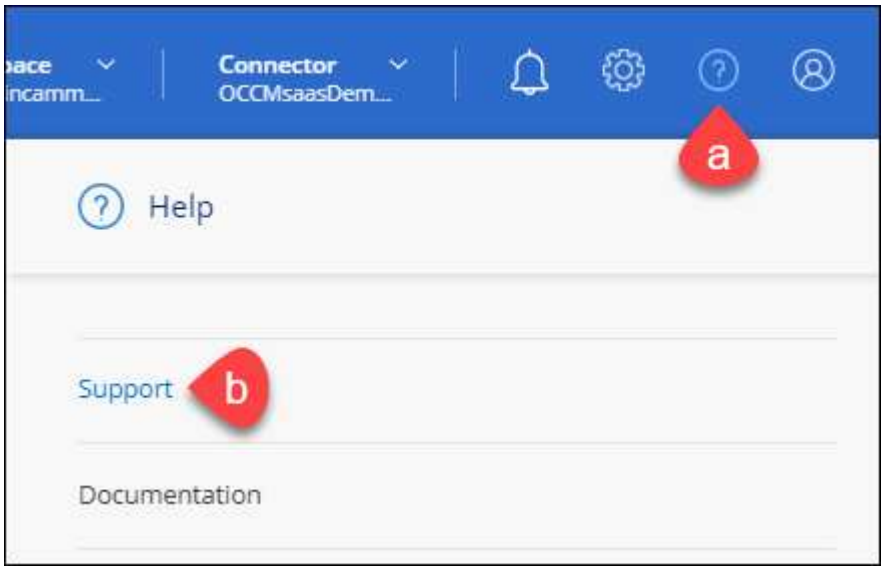
Before you can open a support case with NetApp technical support, you need to add a NetApp Support Site account to Cloud Manager and then register for support.

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.

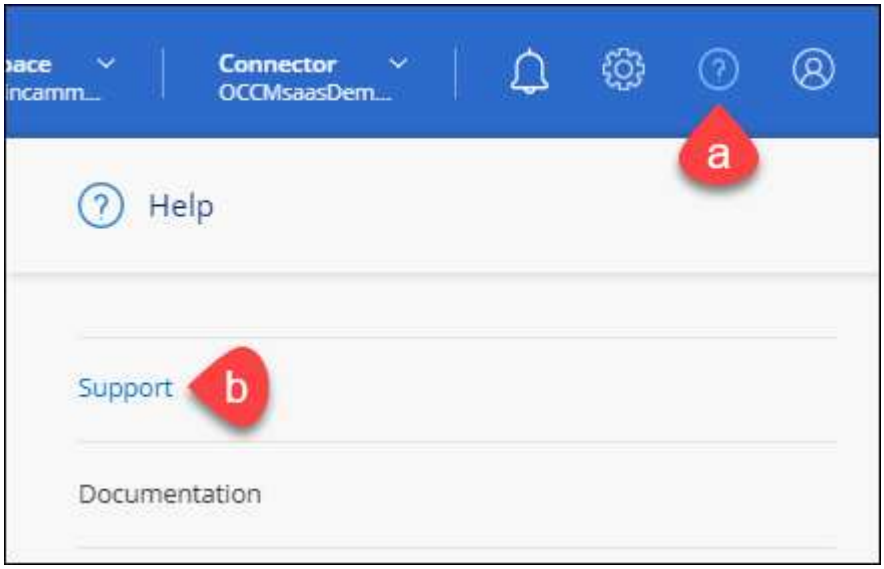
   Note the account must be a customer-level account (not a guest or temp account).

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 Engineer to resolve any issues after you activate support.

Steps

1. In Cloud Manager, click **Help > Support**.
2. Choose one of the available options under Technical Support:
   a. Click **Call Us** to find phone numbers for NetApp technical support.
   b. Click **Open an Issue**, select one the options, and then click **Send**.

      A NetApp representative will review your case and get back to you soon.

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- Notice for Cloud Manager 3.9

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