



# **Knowledge and support**

## **E-Series**

NetApp  
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# 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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