



Kubernetes clusters documentation

Kubernetes clusters

NetApp
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Table of Contents

Kubernetes clusters documentation	1
What's new with Kubernetes in Cloud Manager	2
3 July 2022	2
6 June 2022	2
4 May 2022	2
4 April 2022	2
27 February 2022	2
11 January 2022	3
28 November 2021	3
Get started	4
Kubernetes data management in Cloud Manager	4
Get started with Kubernetes clusters	4
Requirements	6
Requirements for Kubernetes clusters in Azure	6
Add Kubernetes clusters	13
Add an Azure Kubernetes cluster to Cloud Manager	13
Manage Kubernetes clusters	16
Features	16
Install or upgrade Astra Trident	16
Manage storage classes	18
View persistent volumes	22
Remove Kubernetes clusters from the workspace	22
Use NetApp cloud data services with Kubernetes clusters	23
Knowledge and support	24
Register for support	24
Get help	25
Legal notices	27
Copyright	27
Trademarks	27
Patents	27
Privacy policy	27
Open source	27

Kubernetes clusters documentation

What's new with Kubernetes in Cloud Manager

Learn what's new in Kubernetes in Cloud Manager.

3 July 2022

- If Astra Trident was deployed using the Trident operator, you can now upgrade to the latest version of Astra Trident using Cloud Manager.

[Install and manage Astra Trident](#)

- You can now drag your Kubernetes cluster and drop it onto the AWS FSx for ONTAP working environment to add a storage class directly from the Canvas.

[Add storage class](#)

6 June 2022

Cloud Manager now supports Amazon FSx for ONTAP as backend storage.

4 May 2022

Drag and drop to add storage class

You can now drag your Kubernetes cluster and drop it onto the Cloud Volumes ONTAP working environment to add a storage class directly from the Canvas.

[Add storage class](#)

4 April 2022

Manage Kubernetes clusters using the Cloud Manager resource page

Kubernetes cluster management now has enhanced integration directly from the cluster working environment. A new [Quick start](#) gets you up and running quickly.

You can now take the following actions from the cluster resource page.

- [Install Astra Trident](#)
- [Add storage classes](#)
- [View persistent volumes](#)
- [Remove clusters](#)
- [Enable data services](#)

27 February 2022

Support for Kubernetes clusters in Google Cloud

You can now add and manage managed Google Kubernetes Engine (GKE) clusters and self-managed Kubernetes clusters in Google Cloud using Cloud Manager.

[Learn how to get started with Kubernetes clusters in Google Cloud.](#)

11 January 2022

Support for Kubernetes clusters in Azure

You can now add and manage managed Azure Kubernetes clusters (AKS) and self-managed Kubernetes clusters in Azure using Cloud Manager.

[Getting started with Kubernetes clusters in Azure](#)

28 November 2021

Support for Kubernetes clusters in AWS

You can now add your managed-Kubernetes clusters to Cloud Manager's Canvas for advanced data management.

- Discover Amazon EKS clusters
- Back up persistent volumes using Cloud Backup

[Learn more about Kubernetes support.](#)



The existing Kubernetes service (available through the **K8s** tab) has been deprecated and will be removed in a future release.

Get started

Kubernetes data management in Cloud Manager

Astra Trident is a fully-supported open source project maintained by NetApp. Astra Trident integrates natively with Kubernetes and its Persistent Volume framework to seamlessly provision and manage volumes from systems running any combination of NetApp storage platforms. [Learn more about Trident](#).

Features

Using a compatible version of Astra Trident deployed using the Trident operator, you can directly manage your Kubernetes clusters using Cloud Manager.

- Install or upgrade Astra Trident.
- Add and manage clusters as part of your hybrid cloud infrastructure.
- Add and manage storage classes and connect them to Working Environments.
- Back up persistent volumes using Cloud Backup Service.

Supported Kubernetes deployments

Cloud Manager supports managed-Kubernetes clusters running in:

- [Amazon Elastic Kubernetes Service \(Amazon EKS\)](#)
- [Microsoft Azure Kubernetes Service \(AKS\)](#)
- [Google Kubernetes Engine \(GKE\)](#)

Supported Astra Trident deployments

One of the four most recent versions of Astra Trident [deployed using the Trident operator](#) is required.

You can install or upgrade to the latest version of Astra Trident directly from Cloud Manager.

[Review Astra Trident prerequisites](#)

Supported backend storage

NetApp Astra Trident must be installed on each Kubernetes cluster and Cloud Volumes ONTAP or Amazon FSx for ONTAP must be configured as backend storage for the clusters.

Cost

There are no charges to *discover* your Kubernetes clusters in Cloud Manager, but you will be charged when you back up persistent volumes using Cloud Backup Service.

Get started with Kubernetes clusters

Add Kubernetes clusters to Cloud Manager for advanced data management in a few

quick steps.

Quick start

Get started quickly by following these steps.

1

Review prerequisites

Ensure your environment meets the prerequisites for your cluster type.

[Requirements for Kubernetes clusters in Azure](#)

2

Add your Kubernetes clusters to Cloud Manager

You can add Kubernetes clusters and connect them to a Working Environment using Cloud Manager.

[Add an Azure Kubernetes cluster](#)

3

Start provisioning Persistent Volumes

Request and manage Persistent Volumes using native Kubernetes interfaces and constructs. Cloud Manager creates NFS and iSCSI storage classes that you can use when provisioning Persistent Volumes.

[Learn more about provisioning your first volume with Astra Trident.](#)

4

Manage your clusters using Cloud Manager

After adding Kubernetes clusters to Cloud Manager, you can manage the clusters from the Cloud Manager resource page.

[Learn how to manage Kubernetes clusters.](#)

Requirements

Requirements for Kubernetes clusters in Azure

You can add and manage managed Azure Kubernetes clusters (AKS) and self-managed Kubernetes clusters in Azure using Cloud Manager. Before you can add the clusters to Cloud Manager, ensure the following requirements are met.



This topic uses *Kubernetes cluster* where configuration is the same for AKS and self-managed Kubernetes clusters. The cluster type is specified where configuration differs.

Requirements

Astra Trident

One of the four most recent versions of Astra Trident is required. You can install Astra Trident directly from Cloud Manager. You should [review the prerequisites](#) prior to installing Astra Trident.

To upgrade Astra Trident, [upgrade with the operator](#).

Cloud Volumes ONTAP

Cloud Volumes ONTAP must be set up as backend storage for the cluster. [Go to the Astra Trident docs for configuration steps](#).

Cloud Manager Connector

A Connector must be running in Azure with the required permissions. [Learn more below](#).

Network connectivity

Network connectivity is required between the Kubernetes cluster and the Connector and between the Kubernetes cluster and Cloud Volumes ONTAP. [Learn more below](#).

RBAC authorization

Cloud Manager supports RBAC-enabled clusters with and without Active Directory. The Cloud Manager Connector role must be authorized on each Azure cluster. [Learn more below](#).

Prepare a Connector

A Cloud Manager Connector in Azure is required to discover and manage Kubernetes clusters. You'll need to create a new Connector or use an existing Connector that has the required permissions.

Create a new Connector

Follow the steps in one of the links below.

- [Create a Connector from Cloud Manager](#) (recommended)
- [Create a Connector from the Azure Marketplace](#)
- [Install the Connector on an existing Linux host](#)

Add the required permissions to an existing Connector (to discover a managed AKS cluster)

If you want to discover a managed AKS cluster, you might need to modify the custom role for the Connector to provide the permissions.

Steps

1. Identify the role assigned to the Connector virtual machine:
 - a. In the Azure portal, open the Virtual machines service.
 - b. Select the Connector virtual machine.
 - c. Under Settings, select **Identity**.
 - d. Click **Azure role assignments**.
 - e. Make note of the custom role assigned to the Connector virtual machine.
2. Update the custom role:
 - a. In the Azure portal, open your Azure subscription.
 - b. Click **Access control (IAM) > Roles**.
 - c. Click the ellipsis (...) for the custom role and then click **Edit**.
 - d. Click JSON and add the following permissions:

```
"Microsoft.ContainerService/managedClusters/listClusterUserCredential/action"
"Microsoft.ContainerService/managedClusters/read"
```

- e. Click **Review + update** and then click **Update**.

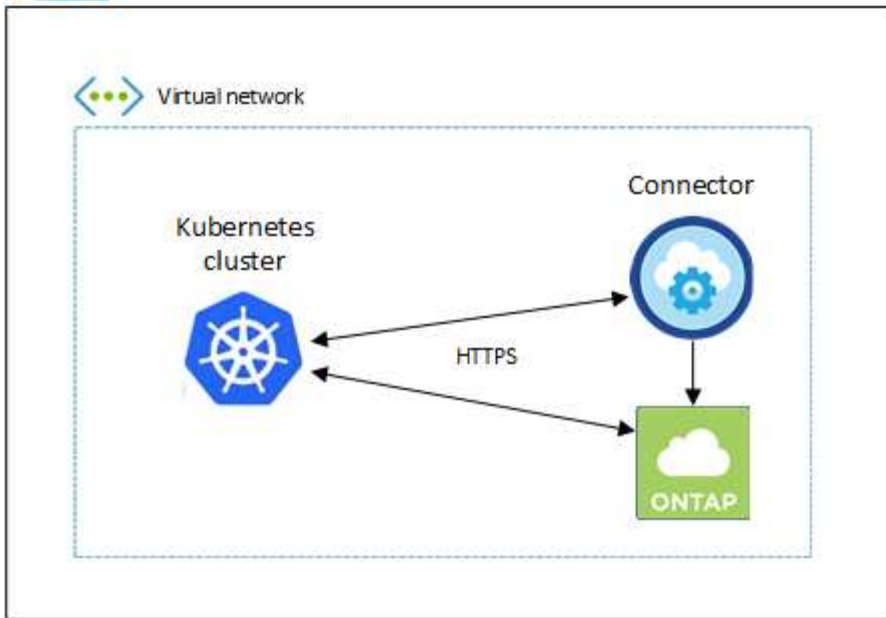
Review networking requirements

You need to provide network connectivity between the Kubernetes cluster and the Connector and between the Kubernetes cluster and the Cloud Volumes ONTAP system that provides backend storage to the cluster.

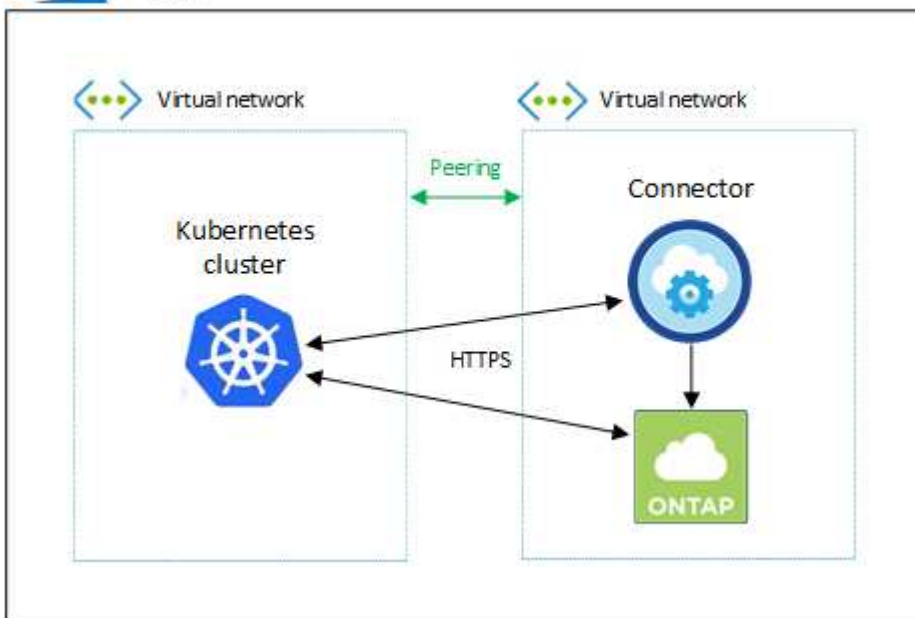
- Each Kubernetes cluster must have an inbound connection from the Connector
- The Connector must have an outbound connection to each Kubernetes cluster over port 443

The simplest way to provide this connectivity is to deploy the Connector and Cloud Volumes ONTAP in the same VNet as the Kubernetes cluster. Otherwise, you need to set up a peering connection between the different VNets.

Here's an example that shows each component in the same VNet.



And here's another example that shows a Kubernetes cluster running in a different VNet. In this example, peering provides a connection between the VNet for the Kubernetes cluster and the VNet for the Connector and Cloud Volumes ONTAP.



Set up RBAC authorization

RBAC validation occurs only on Kubernetes clusters with Active Directory (AD) enabled. Kubernetes clusters without AD will pass validation automatically.

You need authorize the Connector role on each Kubernetes cluster so the Connector can discover and manage a cluster.

Backup and restore

Backup and restore requires only basic authorization.

Add storage classes

Expanded authorization is required to add storage classes using Cloud Manager.

Install Astra trident

You need to provide full authorization for Cloud Manager to install Astra Trident.



When installing Astra Trident, Cloud Manager installs the Astra Trident backend and Kubernetes secret that contains the credentials Astra Trident needs to communicate with the storage cluster.

Before you begin

Your RBAC `subjects: name:` configuration varies slightly based on your Kubernetes cluster type.

- If you are deploying a **managed AKS cluster**, you need the Object ID for the system-assigned managed identity for the Connector. This ID is available in Azure management portal.

The screenshot shows the Azure portal interface for a system-assigned managed identity. The 'System assigned' tab is selected. Below the tab, there is a description: 'A system assigned managed identity is restricted to one per resource and is tied to the lifecycle of this resource. \n in code. [Learn more about Managed identities.](#)'. Below this, there are buttons for 'Save', 'Discard', 'Refresh', and 'Got feedback?'. Further down, the 'Status' is set to 'On'. The 'Object (principal) ID' field is highlighted with a red box and contains the value '0c28856-adea-485b-a4dc-c15b5ce2c401'. Below this, there is a 'Permissions' section with a button for 'Azure role assignments'.

- If you are deploying a **self-managed Kubernetes cluster**, you need the username of any authorized user.

Steps

Create a cluster role and role binding.

1. Create a YAML file that includes the following text based on your authorization requirements. Replace the `subjects: kind: variable` with your username and `subjects: user:` with either the Object ID for the system-assigned managed identity or username of any authorized user as described above.

Backup/restore

Add basic authorization to enable backup and restore for Kubernetes clusters.

```
apiVersion: rbac.authorization.k8s.io/v1
kind: ClusterRole
metadata:
  name: cloudmanager-access-clusterrole
rules:
  - apiGroups:
      - ''
    resources:
      - namespaces
    verbs:
      - list
  - apiGroups:
      - ''
    resources:
      - persistentvolumes
    verbs:
      - list
  - apiGroups:
      - ''
    resources:
      - pods
      - pods/exec
    verbs:
      - get
      - list
  - apiGroups:
      - ''
    resources:
      - persistentvolumeclaims
    verbs:
      - list
      - create
  - apiGroups:
      - storage.k8s.io
    resources:
      - storageclasses
    verbs:
      - list
  - apiGroups:
      - trident.netapp.io
    resources:
      - tridentbackends
```

```

    verbs:
      - list
  - apiGroups:
      - trident.netapp.io
    resources:
      - tridentorchestrators
    verbs:
      - get
---
apiVersion: rbac.authorization.k8s.io/v1
kind: ClusterRoleBinding
metadata:
  name: k8s-access-binding
subjects:
  - kind: User
    name:
    apiGroup: rbac.authorization.k8s.io
roleRef:
  kind: ClusterRole
  name: cloudmanager-access-clusterrole
  apiGroup: rbac.authorization.k8s.io

```

Storage classes

Add expanded authorization to add storage classes using Cloud Manager.

```

apiVersion: rbac.authorization.k8s.io/v1
kind: ClusterRole
metadata:
  name: cloudmanager-access-clusterrole
rules:
  - apiGroups:
      - ''
    resources:
      - secrets
      - namespaces
      - persistentvolumeclaims
      - persistentvolumes
      - pods
      - pods/exec
    verbs:
      - get
      - list
      - create
      - delete
  - apiGroups:

```

```

      - storage.k8s.io
resources:
  - storageclasses
verbs:
  - get
  - create
  - list
  - delete
  - patch
- apiGroups:
  - trident.netapp.io
resources:
  - tridentbackends
  - tridentorchestrators
  - tridentbackendconfigs
verbs:
  - get
  - list
  - create
  - delete
---
apiVersion: rbac.authorization.k8s.io/v1
kind: ClusterRoleBinding
metadata:
  name: k8s-access-binding
subjects:
  - kind: User
    name:
    apiGroup: rbac.authorization.k8s.io
roleRef:
  kind: ClusterRole
  name: cloudmanager-access-clusterrole
  apiGroup: rbac.authorization.k8s.io

```

Install Trident

Use the command line to provide full authorization and enable Cloud Manager to install Astra Trident.

```
kubectl create clusterrolebinding test --clusterrole cluster-admin
--user <Object (principal) ID>
```

2. Apply the configuration to a cluster.

```
kubectl apply -f <file-name>
```

Add Kubernetes clusters

Add an Azure Kubernetes cluster to Cloud Manager

You can discover or import Kubernetes clusters to Cloud Manager so that you can back up persistent volumes to Azure.

Discover a cluster

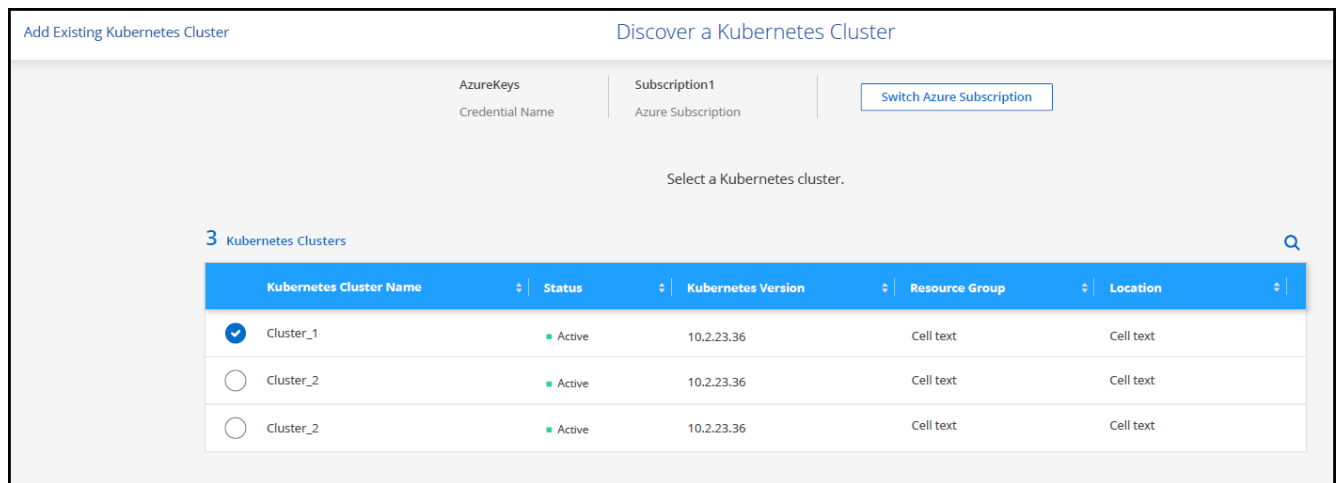
You can discover a fully-managed or self-managed Kubernetes cluster. Managed clusters must be discovered; they cannot be imported.

Steps

1. On the **Canvas**, click **Add Working Environment**.
2. Select **Microsoft Azure** > **Kubernetes Cluster** and click **Next**.

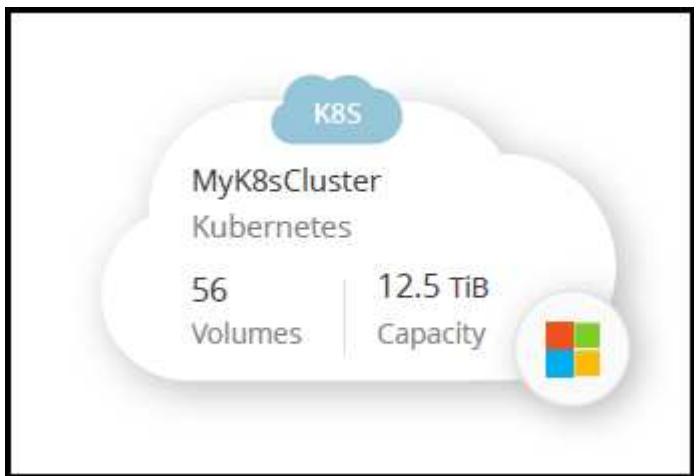
The screenshot shows the 'Add Working Environment' wizard. The first section, 'Choose a Location', has four options: Microsoft Azure (selected with a blue checkmark), Amazon Web Services, Google Cloud Platform, and On-Premises. The second section, 'Choose Type', has four options: Cloud Volumes ONTAP Single Node, Cloud Volumes ONTAP HA High Availability, Azure NetApp Files High Availability, and Kubernetes Cluster Any (selected with a blue checkmark). A blue 'Next' button is at the bottom.

3. Select **Discover Cluster** and click **Next**.
4. Select a Kubernetes cluster and click **Next**.



Result

Cloud Manager adds the Kubernetes cluster to the Canvas.



Import a Cluster

You can import a self-managed Kubernetes cluster using a Kubernetes configuration file.

Before you get started

You will need Certificate Authority, Client Key, and Client Certificate certificates for the user specified in the cluster role YAML file to import Kubernetes clusters. The Kubernetes cluster administrator receives these certifications when creating users on the Kubernetes cluster.

Steps

1. On the **Canvas**, click **Add Working Environment**.
2. Select **Microsoft Azure > Kubernetes Cluster** and click **Next**.
3. Select **Import Cluster** and click **Next**.
4. Upload a Kubernetes configuration file in YAML format.

Add Existing Kubernetes Cluster

Import Kubernetes Cluster

Upload a Kubernetes configuration file that's in YAML format

Kubernetes configuration file

minicubeconfig.txt

Upload

1 Cluster

	Kubernetes Cluster Name	Kubernetes Type	Kubernetes Version
✓	test2	Self Managed	v1.24.0

5. Upload the cluster certificates provided by your Kubernetes cluster administrator.

Result

Cloud Manager adds the Kubernetes cluster to the Canvas.

Manage Kubernetes clusters

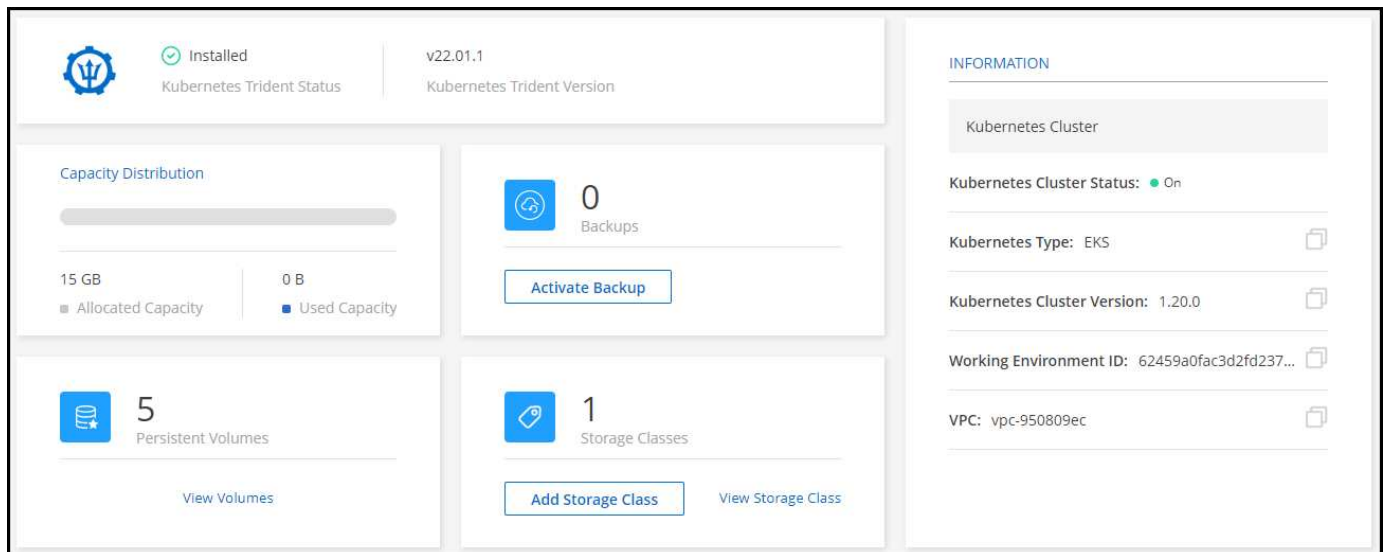
You can use Cloud Manager to install or upgrade Astra Trident, configure storage classes, remove clusters, and enable data services.



Astra Trident deployed using `tridentctl` is not supported. If you deployed Astra Trident using `tridentctl`, you cannot use Cloud Manager to manage your Kubernetes clusters. You must [uninstall using `tridentctl`](#) and reinstall [using the Trident operator](#) or [using Cloud Manager](#).

Features

After adding Kubernetes clusters to Cloud Manager, you can manage the clusters from the resource page. To open the resource page, double-click the Kubernetes working environment on the Canvas.



From the resource page you can:

- View the Kubernetes cluster status.
- Confirm a compatible version of Astra Trident is installed, or upgrade to the latest version of Astra Trident. See [Install Astra Trident](#).
- Add and remove storage classes. See [Manage storage classes](#).
- View persistent volumes. See [View persistent volumes](#).
- Remove Kubernetes clusters from the workspace. See [Remove clusters](#).
- Activate or view Cloud Backup. See [Use NetApp cloud data services](#).

Install or upgrade Astra Trident

After you add a managed Kubernetes cluster to the Canvas, you can use Cloud Manager to confirm a compatible Astra Trident installation or install or upgrade Astra Trident to the latest version.




- If Astra Trident is not installed, or an incompatible version of Astra Trident is installed, the cluster will show there is an action required.
- One of the four most recent versions of Astra Trident deployed using the Trident operator—either manually or using Helm chart—is required.
- Astra Trident deployed using `tridentctl` is not supported. If you deployed Astra Trident using `tridentctl`, you cannot use Cloud Manager to manage your Kubernetes clusters. You must [uninstall using tridentctl](#) and reinstall [using the Trident operator](#) or using the steps below.

To learn more about Astra Trident, see [Astra Trident documentation](#).

Steps

1. Double-click the Kubernetes working environment on the Canvas or click **Enter Working Environment**.
 - a. If Astra Trident is not installed, click **Install Trident**.



⊖ Not Installed

Kubernetes Trident Status

Kubernetes Trident Version

To activate Kubernetes, follow these steps.

1 | [Install Kubernetes Trident](#)

Kubernetes Trident enables management of storage resources across all popular NetApp storage platforms.

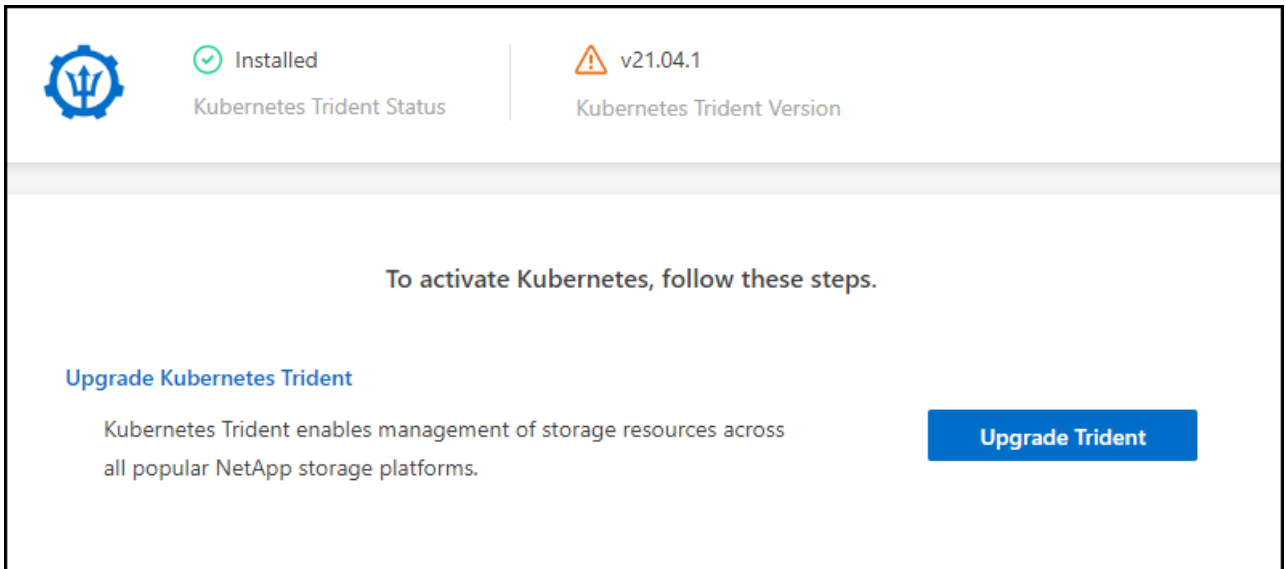
[Install Trident](#)

2 | [Add Storage Class](#)

Define the first storage class for this Kubernetes cluster and attach the storage class to the Working Environment.

[Add Storage Class](#)

- b. If an unsupported version of Astra Trident is installed, click **Upgrade Trident**.



Results

The latest version of Astra Trident is installed. You can now add storage classes.

Manage storage classes

After you add a managed Kubernetes cluster to the Canvas, you can use Cloud Manager to manage storage classes.



If no storage class is defined, the cluster will show there is an action required. Double-clicking the cluster on the Canvas opens the action page to add a storage class.

Add storage class

Steps

1. From the Canvas, drag and drop the Kubernetes working environment on to the Cloud Volumes ONTAP or Amazon FSx for ONTAP working environment to open the storage class wizard.
2. Provide a name for the storage class, select definition options, and click **Next**.

1 Storage Class Definitions

2 Select Working Environment

Storage Class Definition

for "Kubernetes Cluster Name"

Storage Class Name

Storage Class

☒ Block
☐ Filesystem

Support Volume Expansion

☒ Yes
☐ No

Volume Binding Mode

☒ Immediate
☐ WaitForFirstConsumer

Set as Default Storage Class

☒ Yes
☐ No

3. Select a working environment to connect to the cluster. Click **Add**.

✓ Storage Class Definitions

2 Select Working Environment

Select Working Environment

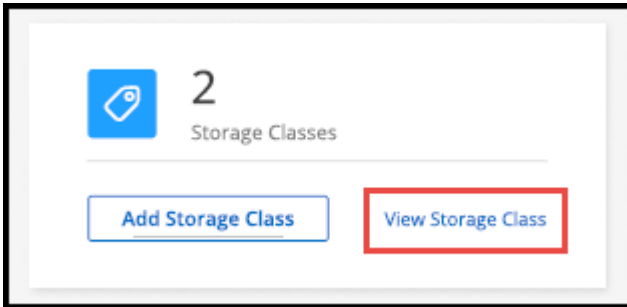
Working Environment	Type	Configuration	Region	Connected to K8s Clusters
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	High Availability	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	High Availability	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	High Availability	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	Single Node	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	Single Node	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	High Availability	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	Single Node	US East (Northern Virginia)	Not Connected
<input type="radio"/> Working Environment Name <div>On</div>	Cloud Volumes ONTAP	Single Node	US East (Northern Virginia)	Not Connected

Previous

Add

Results

You can click to view the storage class from the resource page for the Kubernetes cluster.



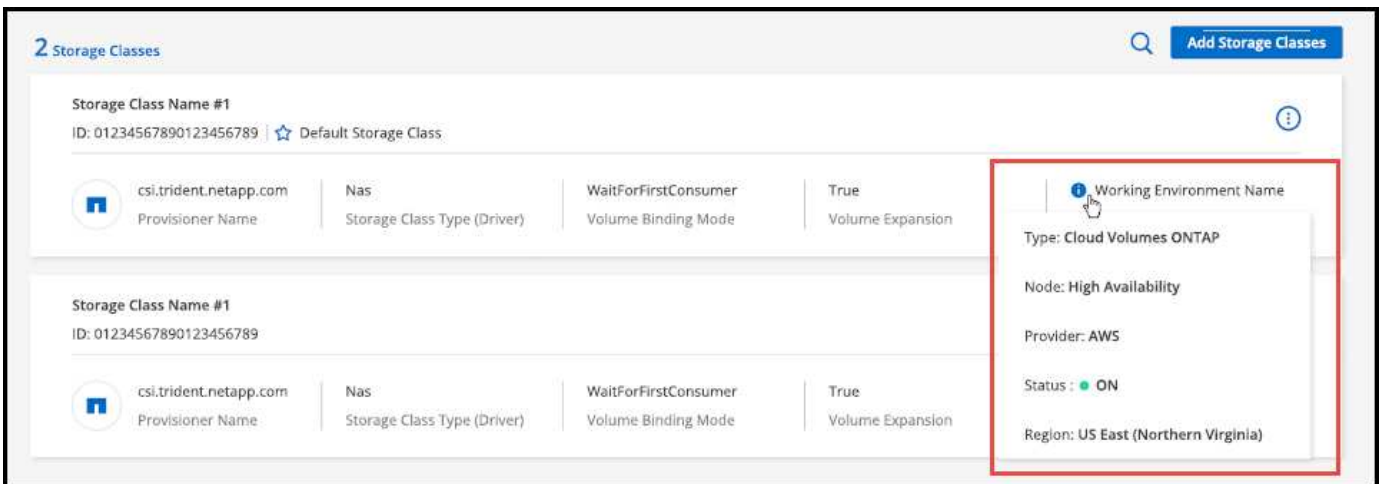
View working environment details

Steps

1. Double-click the Kubernetes working environment on the Canvas or click **Enter Working Environment**.
2. Click the **Storage Classes** tab.
3. Click the information icon to view details for the working environment.

Results

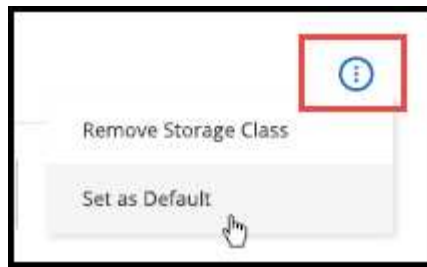
The working environment details panel opens.



Set default storage class

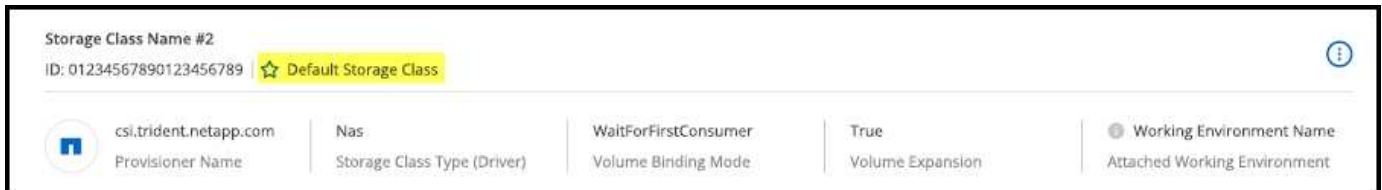
Steps

1. Double-click the Kubernetes working environment on the Canvas or click **Enter Working Environment**.
2. Click the **Storage Classes** tab.
3. Click the action menu for the storage class and click **Set as Default**.



Results

The selected storage class is set as the default.



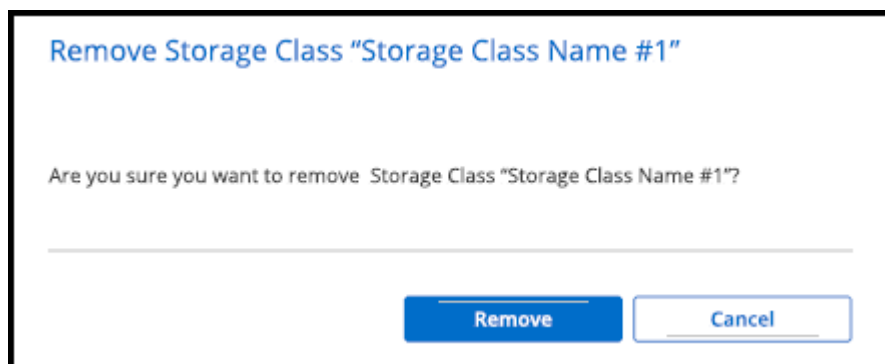
Remove storage class

Steps

1. Double-click the Kubernetes working environment on the Canvas or click **Enter Working Environment**.
2. Click the **Storage Classes** tab.
3. Click the action menu for the storage class and click **Set as Default**.



4. Click **Remove** to confirm removal of the storage class.



Results

The selected storage class is removed.

View persistent volumes

After you add a managed Kubernetes cluster to the Canvas, you can use Cloud Manager to view persistent volumes.

Steps

1. Double-click the Kubernetes working environment on the Canvas or click **Enter Working Environment**.
2. Click **View Volumes** from the **Overview** tab or click the **Persistent Volumes** tab. If no persistent volumes are configured, see [Provisioning](#) for details on provisioning volumes in Astra Trident.

Results

A table of the configured persistent volumes displays.

Volumes Summary

8

Total Volumes

400

GiB

Total Allocated Capacity

201.2

GiB

Total Used Capacity

8 Volumes

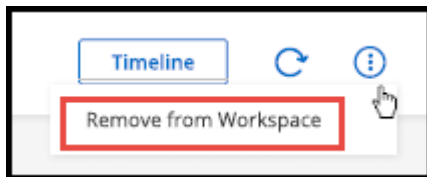
Volume Name	Name Space	Storage Class	Access Mode	Allocated Capacity	Used Capacity
<div>Volumes Very Long Name</div> <div>● On</div>	Name Space	Storage Class Name	Access Mode	50 GiB	25.15 GiB
<div>Volumes Very Long Name</div> <div>● On</div>	Name Space	Storage Class Name	Access Mode	50 GiB	25.15 GiB

Remove Kubernetes clusters from the workspace

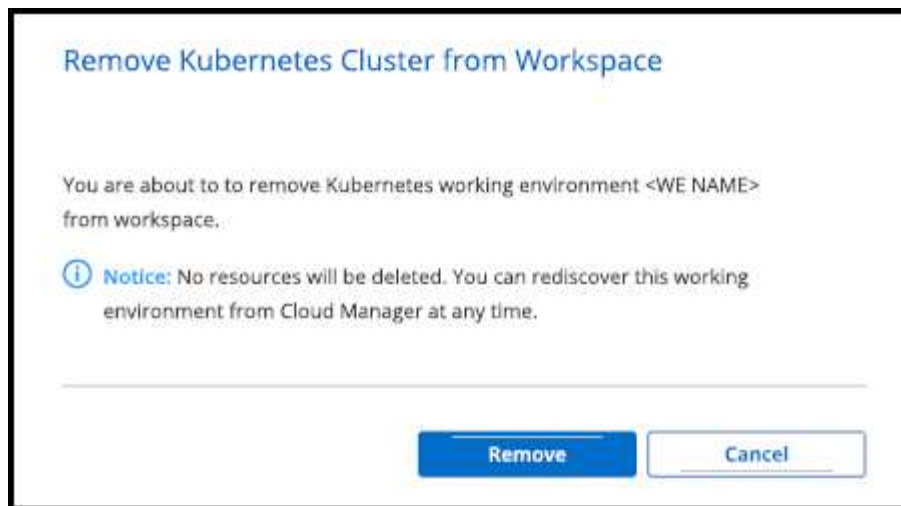
After you add a managed Kubernetes cluster to the Canvas, you can use Cloud Manager to remove clusters from the workspace.

Steps

1. Double-click the Kubernetes working environment on the Canvas or click **Enter Working Environment**.
2. At the top right of the page, select the actions menu and click **Remove from Workspace**.



3. Click **Remove** to confirm removal of the cluster from the workspace. You can rediscover this cluster at any time.



Results

The Kubernetes cluster is removed from the workspace and is no longer visible on the Canvas.

Use NetApp cloud data services with Kubernetes clusters

After you add a managed Kubernetes cluster to the Canvas, you can use NetApp cloud data services for advanced data management.

You can use Cloud Backup to back up persistent volumes to object storage.

[Learn how to protect your Kubernetes cluster data using Cloud Backup.](#)

Restore
Kubernetes

1 Selected Kubernetes Clusters
Backup Settings

1
Kubernetes Clusters

5
Protected PVs

97.66 KB
Total Backups Size

Protected Persistent Volumes Status

5
Healthy Backup

0
Failed Backup

5 Backup Jobs

Source K8s Cluster	Source Persistent Volume	Source Namespace	Last Backup	Backup Copies	Backup Status	
On	pvc-1704aa1f-af1d-49e9-87fd-6edd86125855 Online	default	Nov 25 2021, 14:56:3	2	Enabled	...
On	pvc-d1f839c1-d932-4f49-b620-33321dbe939e Online	trident	Nov 25 2021, 14:56:3	2	Enabled	...
On	pvc-f615f0a8-2d5d-44d0-b4e4-f365cc3fb4a6 Online	default	Nov 25 2021, 14:56:3	2	Enabled	...
On	pvc-1615f0a8-2d5d-44d0-b4e4-f365cc3fb4a6 Online	default	Nov 25 2021, 14:56:3	2	Enabled	...
On	pvc-05881c70-cf5f-4edc-8537-a0a5ce36f9a1 Online	default	Nov 25 2021, 14:56:3	2	Enabled	...

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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