



Release notes

Set up and administration

NetApp
April 25, 2022

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Release notes

What's new

Learn about what's new with Cloud Manager's administration features: NetApp accounts, Connectors, cloud provider credentials, and more.

27 February 2022

Connector enhancement in Google Cloud

When you create a new Connector in Google Cloud, Cloud Manager will now display all of your existing firewall policies. Previously, Cloud Manager wouldn't display any policies that didn't have a target tag.

30 January 2022

Reminder about NetApp Support Site accounts

As a reminder, NetApp now uses Microsoft Azure Active Directory as the identity provider for authentication services specific to support and licensing. As a result of this update, Cloud Manager will prompt you to update the NetApp Support Site (NSS) credentials for any existing accounts that you previously added.

If you haven't yet migrated your NSS account to IDaaS, you first need to migrate the account and then update your credentials in Cloud Manager.

- [Learn more about NetApp's use of Microsoft Azure AD for identity management](#)
- [Learn how to update an NSS account to the new authentication method](#)

2 January 2022

Reduced endpoints for the Connector

We reduced the number of endpoints that a Connector needs to contact in order to manage resources and processes within your public cloud environment.

[View the list of required endpoints.](#)

EBS disk encryption for the Connector

When you deploy a new Connector in AWS from Cloud Manager, you can now choose to encrypt the Connector's EBS disks using the default master key or a managed key.

Get Ready

AWS Credentials

3 Details

4 Network

5 Security Group

6 Review

Details

Connector Instance Name

Connector1

Connector Role

☒ Create Role ☐ Select an existing Role

Role Name

Cloud-Manager-Operator-9yils3K

+ Add Tags to Connector Instance

☒ AWS Managed Encryption

Master Key: aws/ebs (default) [Change Key](#)

Email address for NSS accounts

Cloud Manager can now display the email address that's associated with a NetApp Support Site account.



28 November 2021

Update required for NetApp Support Site accounts

Starting in December 2021, NetApp now uses Microsoft Azure Active Directory as the identity provider for authentication services specific to support and licensing. As a result of this update, Cloud Manager will prompt you to update the credentials for any existing NetApp Support Site accounts that you previously added.

- [Learn how to update an NSS account to the new authentication method.](#)
- [Learn more about NetApp's use of Microsoft Azure AD for identity management](#)

Change NSS accounts for Cloud Volumes ONTAP

If your organization has multiple NetApp Support Site accounts, you can now change which account is associated with a Cloud Volumes ONTAP system.

[Learn how to attach a working environment to a different NSS account.](#)

4 November 2021

SOC 2 Type 2 certification

An independent certified public accountant firm and services auditor examined Cloud Manager, Cloud Sync, Cloud Tiering, Cloud Data Sense, and Cloud Backup (Cloud Manager platform), and affirmed that they have achieved SOC 2 Type 2 reports based on the applicable Trust Services criteria.

[View NetApp's SOC 2 reports.](#)

Connector no longer supported as a proxy

You can no longer use the Cloud Manager Connector as a proxy server to send AutoSupport messages from Cloud Volumes ONTAP. This functionality has been removed and is no longer supported. You will need to provide AutoSupport connectivity through a NAT instance or your environment's proxy services.

[Learn more about verifying AutoSupport with Cloud Volumes ONTAP](#)

31 October 2021

Authentication with service principal

When you create a new Connector in Microsoft Azure, you can now authenticate with an Azure service principal, rather than with Azure account credentials.

[Learn how to authenticate with an Azure service principal.](#)

Credentials enhancement

We redesigned the Credentials page for ease of use and to match the current look and feel of the Cloud Manager interface.

2 September 2021

A new Notification Service has been added

The Notification service has been introduced so you can view the status of Cloud Manager operations that you have initiated during your current login session. You can verify whether the operation was successful, or if it failed. [See how to monitor operations in your account.](#)

1 August 2021

RHEL 7.9 support with the Connector

The Connector is now supported on a host that's running Red Hat Enterprise Linux 7.9.

[View system requirements for the Connector.](#)

7 July 2021

Enhancements to Add Connector wizard

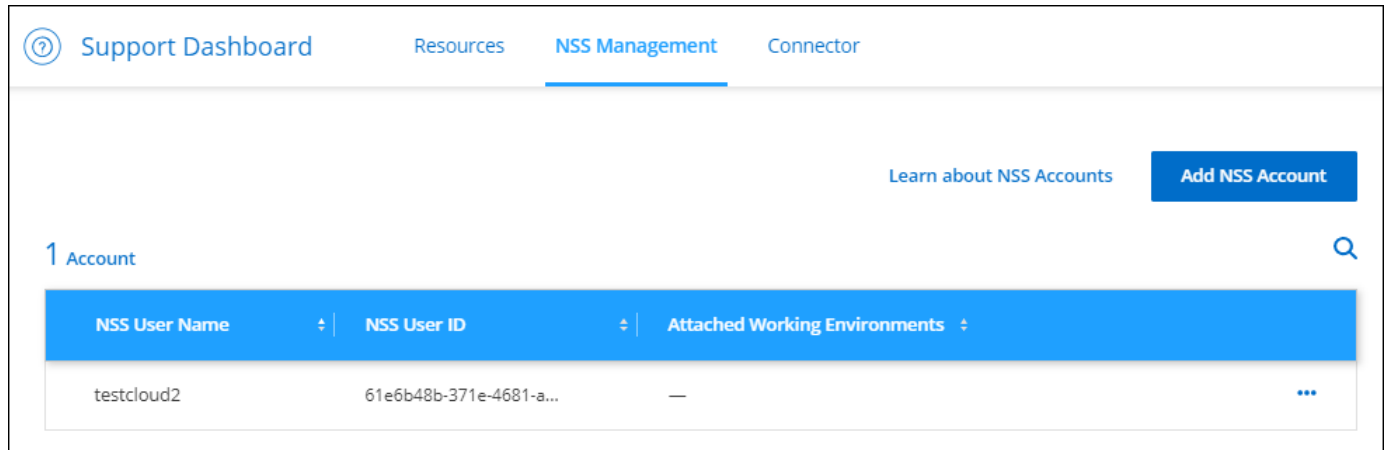
We redesigned the **Add Connector** wizard to add new options and to make it easier to use. You can now add tags, specify a role (for AWS or Azure), upload a root certificate for a proxy server, view code for Terraform automation, view progress details, and more.

- [Create a Connector in AWS](#)
- [Create a Connector in Azure](#)
- [Create a Connector in GCP](#)

NSS account management from Support Dashboard

NetApp Support Site (NSS) accounts are now managed from the Support Dashboard, rather than from the Settings menu. This change makes it easier to find and manage all support-related information from a single location.

[Learn how to manage NSS accounts.](#)



5 May 2021

Accounts in the Timeline

The Timeline in Cloud Manager now shows actions and events related to account management. The actions include things like associating users, creating workspaces, and creating Connectors. Checking the Timeline can be helpful if you need to identify who performed a specific action, or if you need to identify the status of an action.

[Learn how to filter the Timeline to the Tenancy service.](#)

11 April 2021

API calls directly to Cloud Manager

If you configured a proxy server, you can now enable an option to send API calls directly to Cloud Manager without going through the proxy. This option is supported with Connectors that are running in AWS or in Google Cloud.

[Learn more about this setting.](#)

Service account users

You can now create a service account user.

A service account acts as a "user" that can make authorized API calls to Cloud Manager for automation purposes. This makes it easier to manage automation because you don't need to build automation scripts

based on a real person's user account who can leave the company at any time. And if you're using federation, you can create a token without generating a refresh token from the cloud.

[Learn more about using service accounts.](#)

Private previews

You can now allow private previews in your account to get access to new NetApp cloud services as they are made available as a preview in Cloud Manager.

[Learn more about this option.](#)

Third-party services

You can also allow third-party services in your account to get access to third-party services that are available in Cloud Manager.

[Learn more about this option.](#)

9 February 2021

Support Dashboard improvements

We've updated the Support Dashboard by enabling you to add your NetApp Support Site credentials, which registers you for support. You can also initiate a NetApp Support case directly from the dashboard. Just click the Help icon and then **Support**.

Known limitations

Known limitations identify platforms, devices, or functions that are not supported by this release of the product, or that do not interoperate correctly with it. Review these limitations carefully.

These limitations are specific to Cloud Manager set up and administration: the Connector, the SaaS platform, and more.

Connector limitations

Possible conflict with IP addresses in the 172 range

Cloud Manager deploys the Connector with two interfaces that have IP addresses in the 172.17.0.0/16 and 172.18.0.0/16 ranges.

If your network has a subnet configured with either of these ranges, then you might experience connectivity failures from Cloud Manager. For example, discovering on-prem ONTAP clusters in Cloud Manager might fail.

The workaround is to change the IP addresses of the Connector's interfaces. Contact NetApp Support for help.

Only an HTTP proxy server is supported

If your corporate policies require you to use a proxy server for all HTTP communication to the internet, then you must configure your Connectors to use that HTTP proxy server. The proxy server can be in the cloud or in your network.

Cloud Manager doesn't support using an HTTPS proxy with the Connector.

SSL decryption isn't supported

Cloud Manager doesn't support firewall configurations that have SSL decryption enabled. If SSL decryption is enabled, error messages appear in Cloud Manager and the Connector instance displays as inactive.

For enhanced security, you have the option to [install an HTTPS certificate signed by a certificate authority \(CA\)](#).

Blank page when loading the local UI

If you load the local user interface for a Connector, the UI might fail to display sometimes, and you just get a blank page.

This issue is related to a caching problem. The workaround is to use an incognito or private web browser session.

Shared Linux hosts are not supported

The Connector isn't supported on a VM that is shared with other applications. The VM must be dedicated to the Connector software.

3rd-party agents and extensions

3rd-party agents or VM extensions are not supported on the Connector VM.

SaaS limitations

SaaS platform is disabled for Government regions

If you deploy a Connector in an AWS GovCloud region, an Azure Gov region, or an Azure DoD region, access to Cloud Manager is available only through a Connector's host IP address. Access to the SaaS platform is disabled for the entire account.

This means that only privileged users who can access the end-user internal VPC/VNet can use Cloud Manager's UI or API.

It also means that the following services aren't available from Cloud Manager:

- Kubernetes
- Cloud Tiering
- Global File Cache

The SaaS platform is required to use those services.



Cloud Backup, Cloud Data Sense, and the Monitoring service are supported and available in Government regions.

Marketplace limitations

Pay-as-you-go not available for Azure and Google Cloud partners

If you are a Microsoft Cloud Solution Provider (CSP) partner or a Google Cloud partner, NetApp pay-as-you-go subscriptions are not available. You must purchase a license and deploy NetApp cloud solutions with a BYOL license.

Pay-as-you-go subscriptions are not available for the following NetApp cloud services:

- Cloud Volumes ONTAP
- Cloud Tiering
- Cloud Backup
- Cloud Data Sense

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