



## **View and submit support cases**

ONTAP 9

netapp-thomi  
May 04, 2021

This PDF was generated from [https://docs.netapp.com/us-en/ontap/task\\_admin\\_view\\_submit\\_support\\_cases.html](https://docs.netapp.com/us-en/ontap/task_admin_view_submit_support_cases.html) on May 08, 2021. Always check docs.netapp.com for the latest.

# Table of Contents

View and submit support cases ..... 1

# View and submit support cases

Starting with ONTAP 9.9.1, you can view support cases from Active IQ associated with the cluster. You can also copy cluster details that you need to submit a new support case on the NetApp Support Site.



When working with ONTAP 9.9.1, to receive alerts about firmware updates, you must be registered with Active IQ Unified Manager. Refer to [Active IQ Unified Manager documentation resources](#).

## Steps

1. In System Manager, select **Support**.

A list of open support cases associated with this cluster is displayed.

2. Click on the following links to perform procedures:
  - **Case Number**: See details about the case.
  - **Go to NetApp Support Site**: Navigate to the **My AutoSupport** page on the NetApp Support Site to view knowledge base articles or submit a new support case.
  - **View My Cases**: Navigate to the **My Cases** page on the NetApp Support Site.
  - **View Cluster Details**: View and copy information you will need when you submit a new case.

## Copyright Information

Copyright © 2021 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

## Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.