Knowledge and support

Set up and administration

NetApp
April 03, 2023

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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 (NSS) account to BlueXP and then register for support.

Support for cloud provider solutions

For technical support on the following cloud provider solutions you've integrated into BlueXP, refer to "Getting help" in the BlueXP documentation for that product.

- Amazon FSx for ONTAP
- Azure NetApp Files
- Cloud Volumes Service for Google Cloud

Support registration overview

There are two forms of registration to activate support entitlement:

- Registering your BlueXP account ID support subscription (your 20 digit 960xxxxxxxxx serial number located on the Support Resources page in BlueXP).

  This serves as your single support subscription ID for any service within BlueXP. Each BlueXP account-level support subscription must be registered.

- Registering the Cloud Volumes ONTAP serial numbers associated with a subscription in your cloud provider's marketplace (these are 20 digit 909201xxxxxxxx serial numbers).

  These serial numbers are commonly referred to as *PAYGO serial numbers* and get generated by BlueXP at the time of Cloud Volumes ONTAP deployment.

Registering both types of serial numbers enables capabilities like opening support tickets and automatic case generation.

How you register depends on whether you're a new or existing customer or partner.

- Existing customer or partner

  As an existing NetApp customer or partner, you can use your NetApp Support Site (NSS) SSO account to perform these registrations above. In the Support Dashboard, BlueXP provides an **NSS Management** page where you can add your NSS account. Once you add your NSS account, BlueXP automatically registers these serial numbers for you.

  Learn how to add your NSS account.

- New to NetApp

  If you're brand new to NetApp, you must complete a one-time registration of your BlueXP account ID serial number on NetApp's support registration site. Once you complete this registration and create a new NSS account, you can use this account in BlueXP to auto register going forward.

Learn how to register with NetApp.

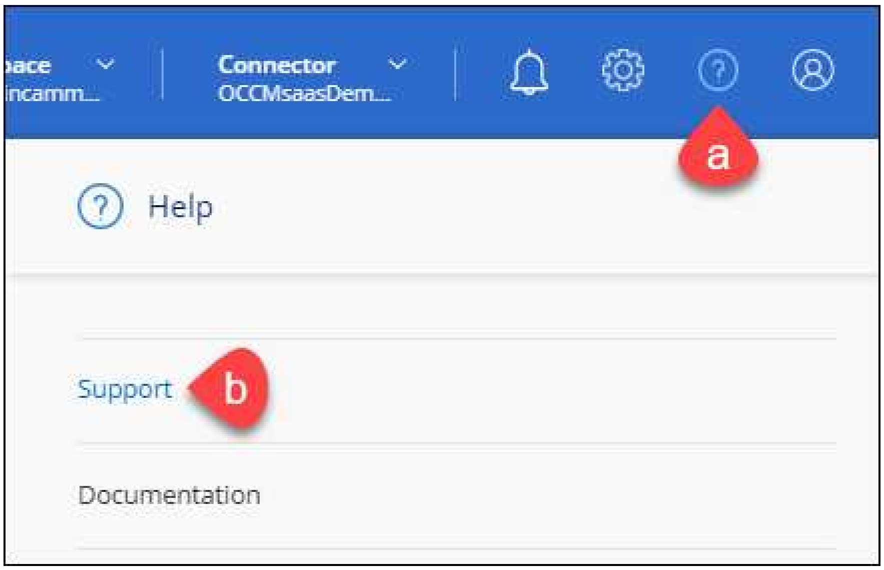
Add an NSS account to BlueXP

The Support Dashboard enables you to add and manage your NetApp Support Site accounts for use with BlueXP.

- If you have a customer-level account, you can add one or more NSS accounts.
- If you have a partner or reseller account, you can add one or more NSS accounts, but they can't be added alongside customer-level accounts.

Steps

1. In the upper right of the BlueXP console, click the Help icon, and select **Support**.



2. Click **NSS Management > Add NSS Account**.
3. 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.

4. At the login page, provide your NetApp Support Site registered email address and password to perform the authentication process.

   These actions enable BlueXP to use your NSS account for things like license downloads, software upgrade verification, and future support registrations.

   Note the following:

   - The NSS account must be a customer-level account (not a guest or temp account). You can have multiple customer-level NSS accounts.
   - There can be only one NSS account if that account is a partner-level account. If you try to add customer-level NSS accounts and a partner-level account exists, you'll get the following error message:

     "The NSS customer type is not allowed for this account as there are already NSS Users of different type."

The same is true if you have pre-existing customer-level NSS accounts and try to add a partner-level account.

- Upon successful login, NetApp will store the NSS user name.

  This is a system-generated ID that maps to your email. On the **NSS Management** page, you can display your email from the ••• menu.

- If you ever need to refresh your login credential tokens, there is also an **Update Credentials** option in the ••• menu.

  Using this option prompts you to log in again. Note that the token for these accounts expire after 90 days. A notification will be posted to alert you of this.

Register with NetApp

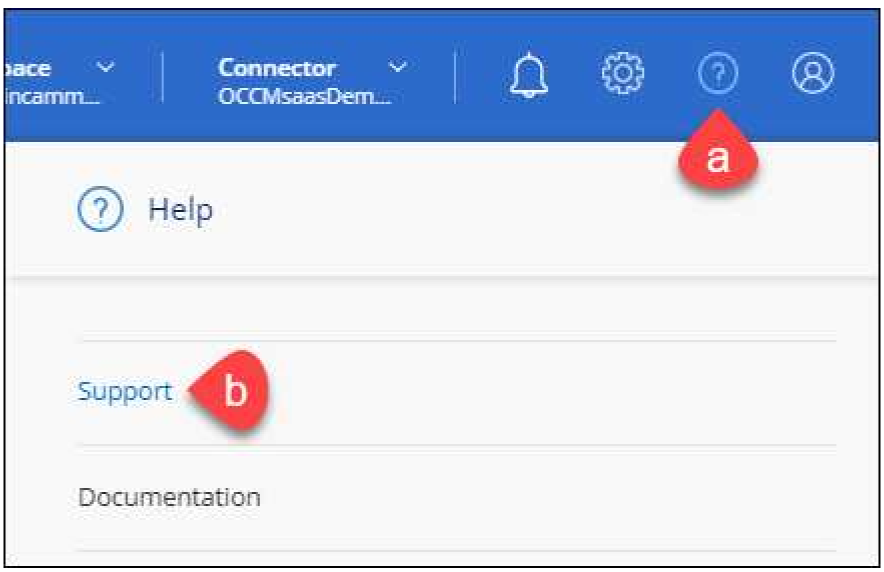
How you register for NetApp support depends on whether you already have a NetApp Support Site (NSS) account.

Existing customer with an NSS account

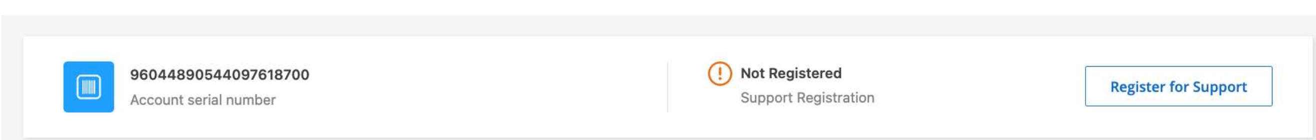
If you're a NetApp customer with an NSS account, you simply need to register for support through BlueXP.

Steps

1. In the upper right of the BlueXP console, click the Help icon, and select **Support**.



2. If you haven't already done so, add your NSS account to BlueXP.
3. On the **Resources** page, click **Register for Support**.



Existing customer but no NSS account

If you’re an existing NetApp customer with existing licenses and serial numbers but *no* NSS account, you just need to create an NSS account.

Steps

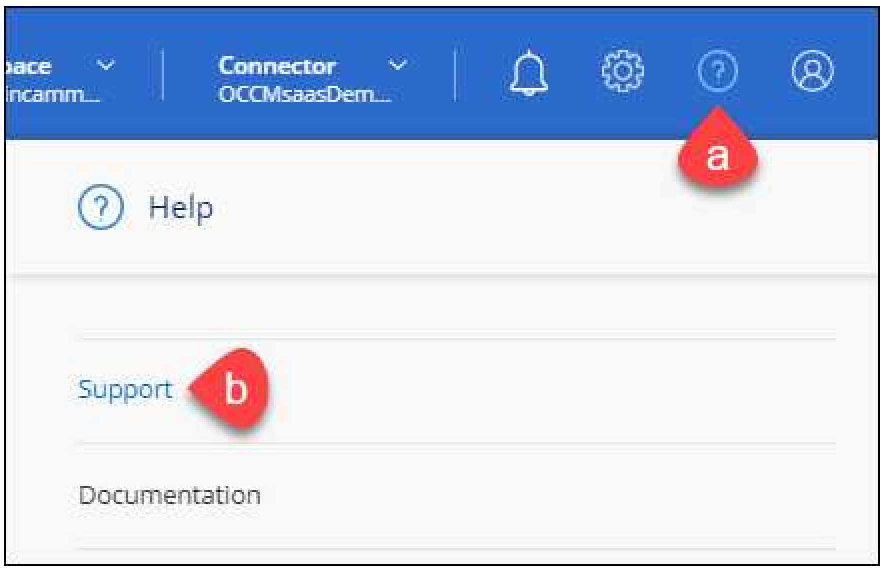
1. Create a NetApp Support Site account by completing the NetApp Support Site User Registration form
    a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
    b. Be sure to copy the BlueXP account serial number (960xxxx) used above for the serial number field. This will speed up the account processing.

Brand new to NetApp

If you are brand new to NetApp and you don’t have an NSS account, follow each step below.

Steps

1. In the upper right of the BlueXP console, click the Help icon, and select **Support**.



2. Locate your account ID serial number from the Support Registration page.

3. Navigate to NetApp’s support registration site and select **I am not a registered NetApp Customer**.
4. Fill out the mandatory fields (those with red asterisks).
5. In the **Product Line** field, select **Cloud Manager** and then select your applicable billing provider.
6. Copy your account serial number from step 2 above, complete the security check, and then confirm that you read NetApp’s Global Data Privacy Policy.

    An email is immediately sent to the mailbox provided to finalize this secure transaction. Be sure to check your spam folders if the validation email doesn’t arrive in few minutes.

7. Confirm the action from within the email.

Confirming submits your request to NetApp and recommends that you create a NetApp Support Site account.

8. Create a NetApp Support Site account by completing the NetApp Support Site User Registration form
   a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
   b. Be sure to copy the account serial number (960xxxx) used above for the serial number field. This will speed up the account processing.

After you finish

NetApp should reach out to you during this process. This is a one-time onboarding exercise for new users.

Once you have your NetApp Support Site account, you can navigate to BlueXP to add this NSS account for future registrations.

Get help

NetApp provides support for BlueXP 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.

Use self-support options

These options are available for free, 24 hours a day, 7 days a week:

- Knowledge base

  Search through the BlueXP knowledge base to find helpful articles to troubleshoot issues.

- Communities

  Join the BlueXP community to follow ongoing discussions or create new ones.

- Documentation

  The BlueXP documentation that you're currently viewing.

- Feedback email

  We value your input. Submit feedback to help us improve BlueXP.

Create a case with 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 BlueXP Account ID serial number (ie. 960xxxx) with NetApp. Learn how to register for support.

Steps

1. In BlueXP, click **Help > Support**.

2. On the **Resources** page, 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 specialist:

      - **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 BlueXP to add it there.

      - **Service**: Select the service that the issue is associated with. For example, BlueXP 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 BlueXP 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.

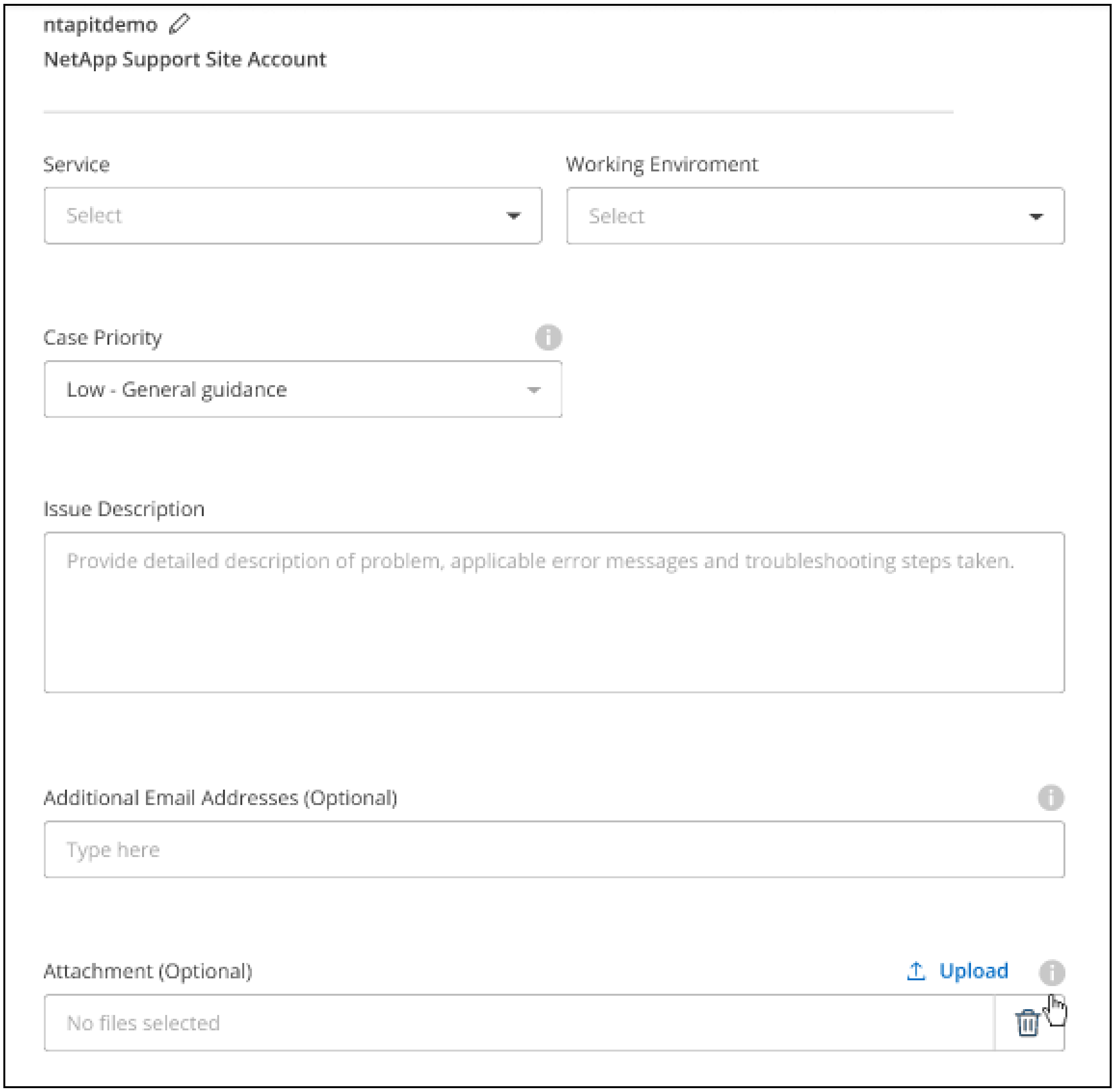
        To learn more details about these priorities, hover your mouse over the information icon next to the field name.

      - **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.

      - **Attachment (Optional)**: Upload up to five attachments, one at a time.

        Attachments are limited to 25 MB per file. The following file extensions are supported: txt, log, pdf, jpg/jpeg, rtf, doc/docx, xls/xlsx, and csv.



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 BlueXP 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

Manage your support cases (Preview)

You can view and manage active and resolved support cases directly from BlueXP. You can manage the cases associated with your NSS account and with your company.

Case management is available as a Preview. We plan to refine this experience and add enhancements in upcoming releases. Please send us feedback by using the in-product chat.

Note the following:

- The case management dashboard at the top of the page offers two views:
  - The view on the left shows the total cases opened in the past 3 months by the user NSS account you provided.
  - The view on the right shows the total cases opened in the past 3 months at your company level based on your user NSS account.

  The results in the table reflect the cases related to the view that you selected.

- You can add or remove columns of interest and you can filter the contents of columns like Priority and Status. Other columns provide just sorting capabilities.

  View the steps below for more details.

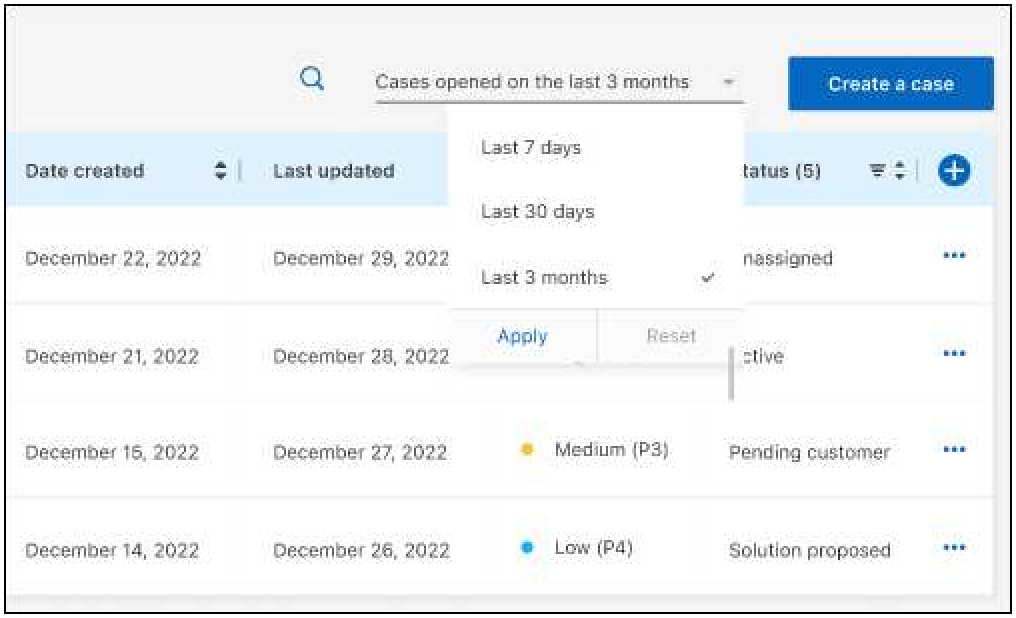
- At a per-case level, we offer the ability to update case notes or close a case that is not already in Closed or Pending Closed status.

Steps

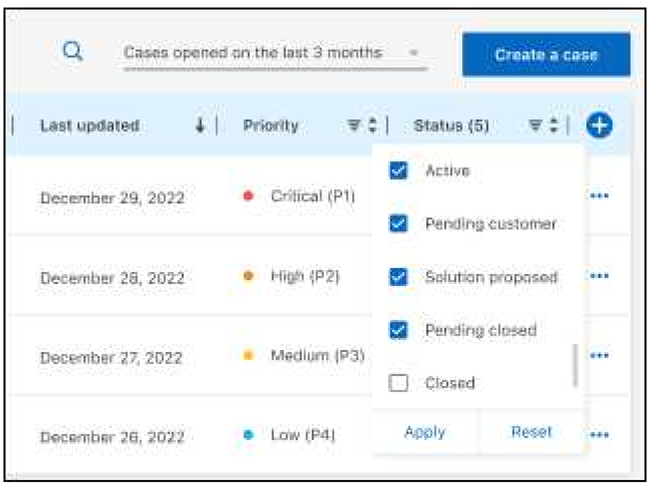
1. In BlueXP, click **Help > Support**.
2. Click **Case Management** and if you're prompted, add your NSS account to BlueXP.

   The **Case management** page shows open cases related to the NSS account that is associated with your BlueXP user account. This is the same NSS account that appears at the top of the **NSS management** page.

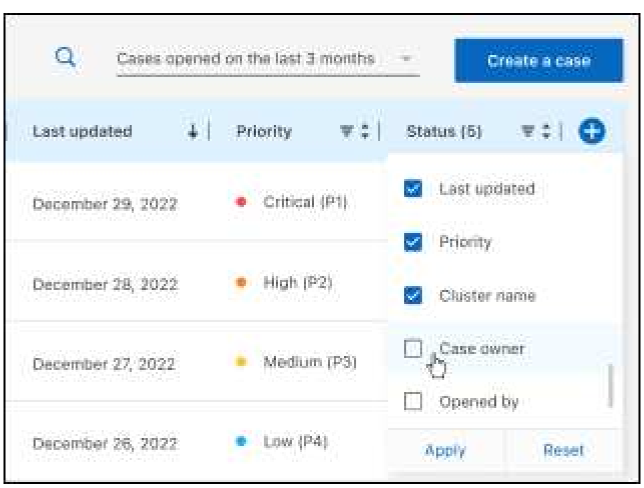
3. Optionally modify the information that displays in the table:
   - Under **Organization's cases**, click **View** to view all cases associated with your company.
   - Modify the date range by choosing an exact date range or by choosing a different time frame.



◦ Filter the contents of the columns.



◦ Change the columns that appear in the table by clicking ⊕ and then choosing the columns that you'd like to display.



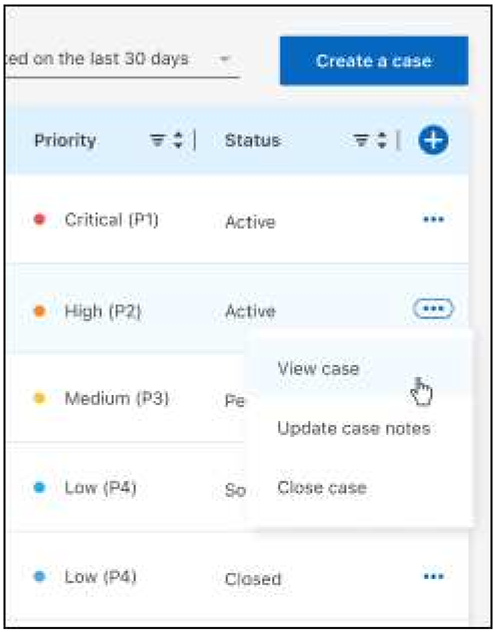
4. Manage an existing case by clicking ••• and selecting one of the available options:

    ◦ **View case**: View full details about a specific case.

    ◦ **Update case notes**: Provide additional details about your problem or select **Upload files** to attach up to a maximum of five files.

      Attachments are limited to 25 MB per file. The following file extensions are supported: txt, log, pdf, jpg/jpeg, rtf, doc/docx, xls/xlsx, and csv.

    ◦ **Close case**: Provide details about why you're closing the case and click **Close case**.



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