



# Requesting Support

## Cloud Insights

Tony Lavoie

February 27, 2020

This PDF was generated from [https://docs.netapp.com/us-en/cloudinsights/concept\\_requesting\\_support.html](https://docs.netapp.com/us-en/cloudinsights/concept_requesting_support.html) on May 18, 2020. Always check docs.netapp.com for the latest.

# Table of Contents

- Requesting Support ..... 1
  - Activating support entitlement ..... 1
  - Obtaining Support Information ..... 4
  - Cloud Insights Data Collector Support Matrix..... 5

# Requesting Support

You can access support options in Cloud Insights by clicking on **Help > Support**. The support options available to you depend on whether you are in Trial mode or Subscription mode.

<b>Cloud Insights Support</b>  NetApp Serial Number: 95011122233344455512      NetApp Subscription Name: A-000012345  Support activation is required to enable support with NetApp through chat, ticket or phone. Activate Support at <a href="https://register.netapp.com">register.netapp.com</a> .  <input checked="" type="checkbox"/> Check this box to allow NetApp access to your instance of Cloud Insights.		<b>Contact Us</b>  Need help with Cloud Insights?  <b>Technical Support:</b> <a href="#">Chat</a>   <a href="#">Open a Support Ticket</a>   <a href="#">Phone (P1)</a>  <b>Sales:</b> Have questions regarding your subscription? <a href="#">Contact Sales</a> .	
<b>Knowledge Base</b>  Search through the Cloud Insights Knowledge Base to find helpful articles.  <a href="#">FAQ</a>   <a href="#">How To</a>   <a href="#">Break Fix</a>	<b>Documentation Center</b>  Visit the <a href="#">Cloud Insights Documentation Center</a> to find step by step instructions to help you get the most out of Cloud Insights.	<b>Communities</b>  Join the <a href="#">Cloud Insights Community</a> to follow ongoing discussions or create a new one.	<b>Feedback</b>  We value your input. Your <a href="#">feedback</a> helps us improve Cloud Insights.

## Activating support entitlement

Cloud Insights offers self-service and email support when running in trial mode. Once you have subscribed to the service, it is strongly recommended that you activate support entitlement. Activating support entitlement enables you to access technical support over the online chat, the web ticketing system, and the phone. The default support mode is self-service until registration is completed. See [details](#) below.

During the initial subscription process, your Cloud Insights instance will generate a 20-digit NetApp serial number starting with "950". This NetApp serial number represents the Cloud Insights subscription associated with your account. You must register the NetApp serial number to activate support entitlement. We offer two options for support registration:

1. User with pre-existing NetApp Support Site (NSS) SSO account (e.g. current NetApp customer)
2. New NetApp customer with no pre-existing NetApp Support Site (NSS) SSO account

### Option 1: Steps for a user with a pre-existing NetApp Support Site (NSS) SSO account

#### Steps

1. Navigate to the NetApp registration website <https://register.netapp.com>
2. Select "I am already registered as NetApp Customer" and choose *Cloud Insights* as the Product Line. Select your Billing Provider (NetApp or AWS) and provide your Serial Number and your NetApp Subscription Name or AWS Customer ID by referring to the "Help > Support" menu within the Cloud Insights user interface:

## Cloud Insights Support

NetApp Serial Number:  
95011122233344455512

NetApp Subscription Name:  
A-000012345



Support activation is required to enable support with NetApp through chat, ticket or phone. Activate Support at [register.netapp.com](https://register.netapp.com).

☒ Check this box to allow NetApp access to your instance of Cloud Insights.

3. Complete the Existing Customer Registration form and click **Submit**.

### Existing Customer Registration

The fields marked with \* are mandatory

First Name*	<input type="text" value="Test"/>
Last Name*	<input type="text" value="Cloud2"/>
Company*	<input type="text" value="NetApp Inc. (VSA Only)"/>
Email Address*	<input type="text" value="ng-cloudvol-csd1@netapp.com"/>
Product Line*	<input type="text" value="Cloud Insights"/>
Billing Provider *	<input type="text" value="NetApp"/>
Cloud Insights Serial # * 	<input type="text" value="e.g. 95012235021303893918"/>
NetApp Subscription Name * 	<input type="text" value="e.g. A-S0000100"/>

[Add another Serial #](#)

4. If no errors occur, user will be directed to a “Registration Submitted Successfully” page. The email address associated with the NSS SSO username used for registration will receive an email within a couple minutes stating “your product is now eligible for support”.
5. This is a onetime registration for the Cloud Insights NetApp serial number.

### Option 2: Steps for a new NetApp customer with no pre-existing NetApp Support Site (NSS) SSO account

#### Steps

1. Navigate to the NetApp registration website <https://register.netapp.com>
2. Select “I am not a registered NetApp Customer” and complete the required information in example form below:

## New Customer Registration

**IMPORTANT:** After submitting, a confirmation email will be sent to the email address filled-in the form. Please click the validation link in that email to complete the registration.

The fields marked with \* are mandatory

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Company*	<input type="text"/>
Email Address*	<input type="text"/>
Office Phone*	<input type="text"/>
Alternate Phone	<input type="text"/>
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
Postal Code / City*	<input type="text"/>
State/Province / Country*	<input type="text"/> - Select - ▼
NetApp Reference SN	<input type="text"/>
If you currently own a NetApp product, please provide the Serial Number for that product here in order to speed-up the validation process	
Product Line*	Cloud Insights ▼
Billing Provider *	NetApp ▼
Cloud Insights Serial # * ⓘ	<input type="text"/> e.g. 95012235021303893918
NetApp Subscription Name * ⓘ	<input type="text"/> e.g. A-S0000100

[Add another Serial #](#)

Security check:

Enter the characters shown in the image to verify your



1. Select *Cloud Insights* as the Product Line. Select your Billing Provider (NetApp or AWS) and provide your Serial Number and your NetApp Subscription Name or AWS Customer ID by referring to the “Help > Support” menu within the Cloud Insights user interface:

## Cloud Insights Support

NetApp Serial Number:  
95011122233344455512

NetApp Subscription Name:  
A-000012345

Support activation is required to enable support with NetApp through chat, ticket or phone. Activate Support at [register.netapp.com](https://register.netapp.com).



Check this box to allow NetApp access to your instance of Cloud Insights.

2. If no errors occur, user will be directed to a “Registration Submitted Successfully” page. The email address associated with the NSS SSO username used for registration will receive an email within a few hours stating “your product is now eligible for support”.
3. As a new NetApp customer, you will also need to create a NetApp Support Site (NSS) user account for future registrations and access to support portal for technical support chat and web ticketing. This link is located at <https://mysupport.netapp.com/eservice/public/now.do>. You can provide your newly registered Cloud Insights serial number to expedite the process.
4. This is a one-time registration for the Cloud Insights NetApp serial number.

## Obtaining Support Information

NetApp provides support for Cloud Insights in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles or the NetApp community. The Cloud Insights paid subscription technical support is available via chat, phone, or web ticketing. A NetApp Support Site (NSS) SSO account is required for chat and web ticket along with case management.

### Self-Service Support:

These support options are available in Trial mode and are available for free 24x7:

- **Knowledgebase**

Clicking the links in this section takes you to the NetApp Knowledgebase, where you can search for articles, [How-to's](#), [FAQ's](#), or [Break Fix](#) information related to Cloud Insights.

- **Documentation**

Clicking on the Documentation link takes you to this documentation center.

- **Community**

Clicking on the community link takes you to the NetApp Cloud Insights community, where you can connect with peers and experts.

There is also a link to provide xref:[Feedback](#) to help us improve Cloud Insights.

### Subscription Support

In addition to the self-support options above, if you have a Cloud Insights paid subscription, you can work with a NetApp Support Engineer to resolve your problem.



You must register in order to [activate support](#) for NetApp Cloud products. To register, go to NetApp's [Cloud Data Services Support Registration](#).

It is highly recommended that you check the box to allow a NetApp Support Engineer access to your

Cloud Insights environment during your support session. This will allow the engineer to troubleshoot the problem and help you resolve it quickly. When your issue is resolved or your support session has ended, you can un-check the box.

You can request support by any of the following methods. You must have an active Cloud Insights subscription to use these support options:

- [Chat](#)
- [Phone](#)
- [Support Ticket](#)

You can also request sales support by clicking on the [Contact Sales](#) link.

Your Cloud Insights serial number is visible within the service from the **Help > Support** menu. If you are experiencing issues accessing the service and have registered a serial number with NetApp previously, you can also view your list of Cloud Insights serial numbers from the NetApp Support Site as follows:

- Login to [mysupport.netapp.com](https://mysupport.netapp.com)
- From the Products > My Products menu tab, use Product Family “SaaS Cloud Insights” to locate all your registered serial numbers:

## View Installed Systems

### Selection Criteria

- Select:  Then, enter Value:
- Enter the entire value, or use asterisk (\*) for wildcard searches. (Wildcard search does not apply to Serial Numbers)  
Wildcard searches may take some time.  
Enter the Cluster Serial Number value without dashes.

- OR -

- Search Type\*:  Product Family (optional):
- City (optional):  State/Province (optional):
- Postal Code (optional):  Country (optional):

### Details

If you see any discrepancies or errors in the information shown below, please submit [Feedback](#) and be sure to include the serial nu

## Cloud Insights Data Collector Support Matrix

You can view or download information and details about supported Data Collectors in the [Cloud Insights Data Collector Support Matrix](#).

## Copyright Information

Copyright © 2020 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.