



# Knowledge and support

## Project Astra

NetApp

November 17, 2020

This PDF was generated from <https://docs.netapp.com/us-en/project-astra/support/support/register-support.html> on November 17, 2020. Always check docs.netapp.com for the latest.



# Table of Contents

Knowledge and support .....	1
Register for support .....	1
Get help .....	3

# Knowledge and support

## Register for support

Astra attempts to automatically register your account for support when you set up your account. If it can't, then you can manually register for support yourself. Support registration is required to obtain help from NetApp technical support.

### Verify your support registration

Astra includes a Support Status field that enables you to confirm your support registration.

#### *Steps*

1. Click **Support**.
2. Take a look at the Support Status field.

The Support Status starts off as "Not Registered" but then moves to "In-Progress" and finally to "Registered" once complete.

You can refresh your screen to get a current snapshot of process.

If you have any issues registering your serial number, contact us at [projectastra.feedback@netapp.com](mailto:projectastra.feedback@netapp.com).

### Obtain your serial number

When you accept your Beta invitation, Astra prompts you to set up your account. Astra uses the information that you provide about your company to generate a 20-digit NetApp serial number that starts with "941".

The NetApp serial number represents your Astra account. You'll need to use this serial number when opening a web ticket.

You can find your serial number in the Astra interface from the **Support** page.

[screenshot support]

### Activate support entitlement

If Astra was unable to automatically register your account for support, then you must register the NetApp serial number associated with Astra to activate support entitlement. We offer 2 options for support registration:

1. Current NetApp customer with existing NetApp Support Site (NSS) SSO account

2. New NetApp customer with no existing NetApp Support Site (NSS) SSO account

### **Option 1: Current NetApp customer with an existing NetApp Support Site (NSS) account**

#### *Steps*

1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Click **I am already registered as a NetApp customer.**
3. Enter your NetApp Support Site credentials to log in.

The Existing Customer Registration page displays.

[Existing Customer Registration Form]

4. Complete the required information on the form:
  - a. Enter your name, company, and email address.
  - b. Select **Astra** as the product line.
  - c. Enter your serial number.
  - d. Click **Submit Registration.**

#### *Result*

You should be redirected to a "Registration Submitted Successfully" page. The email address associated with your registration will receive an email within a couple minutes stating that "your product is now eligible for support."

This is a one-time support registration for the applicable serial number.

### **Option 2: New NetApp customer with no existing NetApp Support Site (NSS) account**

#### *Steps*

1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Click **I am not a registered NetApp Customer.**

The New Customer Registration page displays.

[New Customer Registration Form]

3. Complete the required information on the form:
  - a. Enter your name and company information.
  - b. Select **Astra** as the Product Line.
  - c. Enter your serial number.
  - d. Click **Submit Registration.**

You will receive a confirmation email from your submitted registration. If no errors occur, you will be re-directed to a "Registration Submitted Successfully" page. You will also receive an email within an hour stating that "your product is now eligible for support".

This is a one-time support registration for the applicable serial number.

4. As a new NetApp customer, you also need to create a NetApp Support Site (NSS) user account for future support activations and for access to the support portal for technical support chat and web ticketing.

Go to the [NetApp Support Registration site](#) to perform this task. You can provide your newly registered Astra serial number to expedite the process.

## Get help

NetApp provides support for the Astra beta program in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles and a Slack channel. Your Astra account includes remote technical support via web ticketing.

You must first [activate support for your NetApp serial number](#) in order to use these non self-service support options. A NetApp Support Site (NSS) SSO account is required for chat and web ticketing along with case management.

You can access support options from the Astra UI by selecting the **Support** tab from the main menu.

[screenshot support]

## Self support

These options are available for free 24x7:

- [Knowledge base](#)

Search for articles, FAQ's, or Break Fix information related to Astra.

- Documentation

This is the doc site that you're currently viewing.

- [Slack](#)

Go to the containers channel in thePub workspace to connect with peers and experts.

- Feedback email

Send an email to [projectastra.feedback@netapp.com](mailto:projectastra.feedback@netapp.com) to let us know your thoughts, ideas, or concerns.

## Subscription 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 for your NetApp serial number](#).

Once your Astra serial number is activated, you can access NetApp technical support resources by creating a [Support ticket](#).

Select **Cloud Data Services > Astra**.

Use your "941" serial number to open the web ticket. [Learn more about your serial number](#).

[screenshot web ticket]

## 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.