



## **View and submit support cases**

ONTAP 9

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# 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.

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