



View and submit support cases

ONTAP 9

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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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