Get help

Astra

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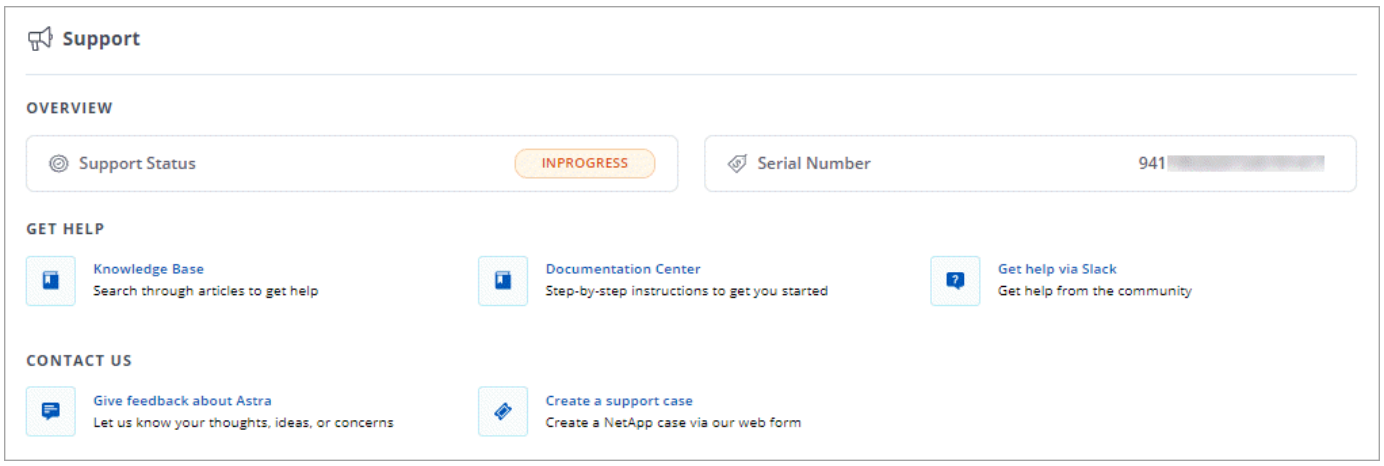
Get help

NetApp provides support for Astra Control in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles and a Slack channel. Your Astra Control 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 Control UI by selecting the **Support** tab from the main menu.



Self support

These options are available for free 24x7:

- Knowledge base

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

- 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 astra.feedback@netapp.com to let us know your thoughts, ideas, or concerns.

Subscription support

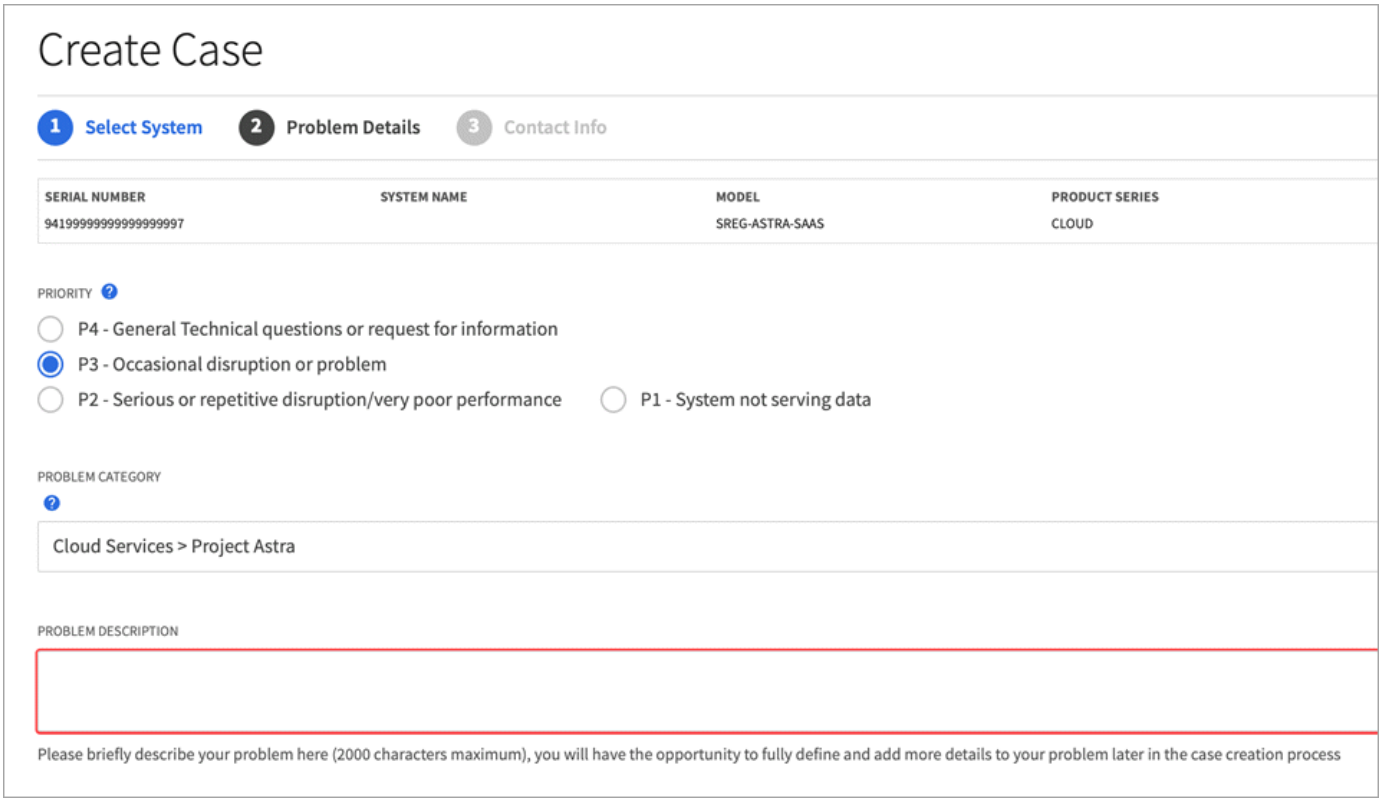
In addition to the self-support options above, you can work with a NetApp Support Engineer to resolve any issues after you activate support for your NetApp serial number.

Once your Astra Control 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.



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