



Google Cloud NetApp Volumes documentation

Google Cloud NetApp Volumes

NetApp
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Google Cloud NetApp Volumes documentation

Release notes

What's new

Learn what's new with Google Cloud NetApp Volumes support in NetApp Console.

27 November 2025

Google Cloud Platform credentials changes

As customers setup and authorize more Google Cloud NetApp Volumes systems, how credentials are managed have changed.

NetApp Volumes systems credentials are now stored on a Google cloud backend, such as Cloud Key Management service or similar, and service account impersonation credentials are used when creating a new system.

06 October 2025

BlueXP is now NetApp Console

The NetApp Console, built on the enhanced and restructured BlueXP foundation, provides centralized management of NetApp storage and NetApp Data Services across on-premises and cloud environments at enterprise grade—delivering real-time insights, faster workflows, and simplified administration, that is highly secure and compliant.

For details on what has changed, see the [NetApp Console release notes](#).

21 July 2025

Support for Google Cloud NetApp Volumes in BlueXP

You can now manage Google Cloud NetApp Volumes directly from BlueXP:

- Add a working environment.
- View volumes.
- Remove working environments.

Get started

Learn about Google Cloud NetApp Volumes

Google Cloud NetApp Volumes is a fully managed, cloud-based data storage service that provides advanced data management capabilities and highly scalable performance.

NetApp Volumes helps to accelerate deployment times, manage your workloads and applications, and migrate workloads to the cloud while keeping the performance and features of on-premises storage.



To start working with Google Cloud NetApp Volumes, you must have the appropriate permissions and the Google Cloud NetApp Volumes admin or Google Cloud NetApp viewer role assigned to you. [Assign access roles for NetApp Volumes.](#)

Add new roles

Associate role in organization, folder, or project

Add role

Organization, folder or project	Category	Role	
test-workspace	Application	Google Cloud NetApp Volumes admin	

Add new roles

Cancel

Features

- Runs enterprise apps faster and more efficiently.
- Reduces cloud storage costs by up to 90%.
- Meets mandates for uptime, availability, and security.
- Supports NFS, SMB and multiprotocol environments.

Cost

Volumes created by Google Cloud NetApp Volumes are charged to your subscription to the service, not through the NetApp Console.

There are no charges to discover a Google Cloud NetApp Volumes region or volume from the NetApp Console.

Supported regions

[View supported Google Cloud NetApp Volumes regions](#)

Getting help

For technical support, log a request via the Google Cloud portal. Choose your Google Cloud subscription and the **Google Cloud NetApp Volumes** service under **Storage**. Complete the required information.

For general questions about Google Cloud NetApp Volumes, email NetApp's Google Cloud Team at gcinfo@netapp.com.

For technical issues associated with your cloud volumes, you can create a technical support case from the Google Cloud Console. See [obtaining support](#) for details.

Related links

- [Google Cloud NetApp Volumes documentation](#)
- [NetApp Console Copy and Sync documentation](#)

Getting started workflow

Get started with Google Cloud NetApp Volumes by setting up Google Cloud, and then creating a system.

1

Set up Google Cloud NetApp Volumes

From Google, create a service account.

2

Assign roles

From the NetApp Console, assign the correct roles to members.

3

Add a system

From the NetApp Console, click **Add System** and then **Google Cloud Platform** and then **Google Cloud NetApp Volumes** and then **Discover**. Provide the details about the service account and Google Cloud project.

Set up Google Cloud NetApp Volumes

The NetApp Console needs the right permissions through a Google Cloud service account.

Complete the following tasks so that the NetApp Console can access your Google Cloud project.

- If you do not already have an existing service account, create a new one.
- Grant access for impersonation.
- Grant the IAM role in the shared project.

Set up a service account

1. In the Google Cloud console, [go to the Service accounts page](#).
2. Click **Select a project**, choose your project, and click **Open**.
3. To create a service account, do the following:
 - a. Click **Create service account**.
 - b. Enter the service account name (friendly display name) and description.

The Google Cloud Console generates a service account ID based on this name. Edit the ID if necessary - you cannot change the ID later.

- c. Click **Create and continue**.
- d. From the Role list, select the **Google Cloud NetApp Volumes admin** or **Google Cloud NetApp viewer** role.
- e. Select **Continue**.
- f. Grant impersonation access to this service account: credentials-sa@wf-production-netapp.iam.gserviceaccount.com. For details, see [Create a self-signed JSON Web Token \(JWT\)](#).

The service account owned by NetApp is used to request a short-lived access token that lets you act as that service account without needing access to its private key.

- g. Click **DONE** at the bottom of the page, and continue to the next step.

Shared VPC

In each additional GCP project that will use the service account, do the following:

1. In the *IAM page*, select the Shared VPC host project from the project dropdown menu.
2. Click **Add Principal**.
3. In the New principals field, enter the email address of your service account.
4. From the Select a role dropdown, choose the **Google Cloud NetApp Volumes admin** role.
5. Click **Save**.

For detailed steps, refer to Google Cloud documentation:

- [Creating and managing service accounts](#)
- [Google Cloud NetApp Volumes roles and permissions](#)
- [Granting, changing, and revoking access to resources](#)

Troubleshooting

If you encounter an error, the **iam.disableCrossProjectServiceAccountUsage** policy might be enforced. To fix this, do the following:


1. In the Google Cloud console, go to the [Organization policies page](#).
2. Find the **Disable cross-project service account usage** policy and disable it.

What's next?

Assign Google Cloud NetApp Volumes roles

You must assign the correct roles to members in the NetApp Console to start working with Google Cloud NetApp Volumes. For details, see [Learn about NetApp Console access roles for all services](#).

Assign roles to the service account member

1. Log into the [NetApp Console](#).
2. Select **Administration** and then **Identity and access**.
3. Select the actions menu  next to the member that you want to assign a role and select **Add a role**.
4. To add a role, complete the steps in the dialog box:
 - a. Select folder or project: Choose the level of your resource hierarchy that the member should have permissions for.

If you select a folder, the member has permissions to everything that resides within the folder.

- b. From the **Category** drop down, select the **Application** role category.
[Learn about access roles](#).
- c. From the **Role** drop down, select a role that provides the member with permissions for the resources that are associated with the folder or project that you selected.

Important: You must add one or both of these roles:

- *Google Cloud NetApp Volumes admin*
OR
- *Google Cloud NetApp Volumes viewer*

- d. Add role: If you want to provide access to additional folders or projects within your organization, select **Add role**, specify another folder or project or role category, and then select a role category and a corresponding role.

5. Select **Add new roles**.

What's next?

[Add a Google Cloud NetApp Volumes system](#).

Use Google Cloud NetApp Volumes

Manage existing volumes

You can view your existing volumes and any actions you performed on them.


Required NetApp Console role

Google Cloud NetApp Volumes admin or Google Cloud NetApp Volumes viewer role. [Learn about NetApp Console access roles for all services.](#)

View a volume

View the details of your volumes, such as their name, count, region, capacity, used capacity, and storage pool.

Steps

1. Click **Enter system** to open the system.
2. To view a specific volume in the table, select  and enter the volume name.
3. To view any labels associated with a volume, in the **Labels** column, select **View**.

View the audit log

You can view all the actions performed on volumes in the timeline.

Steps

1. At the top right, select **Settings** and then **Timeline**.

Result

In the **Audit logs** table, you can view any actions performed on your volumes.

Knowledge and support

Register for support

Support registration is required to receive technical support specific to the NetApp Console and its storage solutions and data services. Support registration is also required to enable key workflows for Cloud Volumes ONTAP systems.

Registering for support does not enable NetApp support for a cloud provider file service. For technical support related to a cloud provider file service, its infrastructure, or any solution using the service, refer to "Getting help" in the documentation for that product.

- [Amazon FSx for ONTAP](#)
- [Azure NetApp Files](#)
- [Google Cloud NetApp Volumes](#)

Support registration overview

There are two forms of registration to activate support entitlement:

- Registering your NetApp Console account serial number (your 20 digit 960xxxxxxx serial number located on the Support Resources page in the Console).

This serves as your single support subscription ID for any service within the Console. Each Console account must be registered.

- Registering the Cloud Volumes ONTAP serial numbers associated with a subscription in your cloud provider's marketplace (these are 20 digit 909201xxxxxxx serial numbers).

These serial numbers are commonly referred to as *PAYGO serial numbers* and get generated by the NetApp Console at the time of Cloud Volumes ONTAP deployment.

Registering both types of serial numbers enables capabilities like opening support tickets and automatic case generation. Registration is completed by adding NetApp Support Site (NSS) accounts to the Console as described below.

Register NetApp Console for NetApp support

To register for support and activate support entitlement, one user in your NetApp Console account must associate a NetApp Support Site account with their Console login. How you register for NetApp support depends on whether you already have a NetApp Support Site (NSS) account.

Existing customer with an NSS account

If you're a NetApp customer with an NSS account, you simply need to register for support through the Console.

Steps

1. Select **Administration > Credentials**.
2. Select **User Credentials**.

3. Select **Add NSS credentials** and follow the NetApp Support Site (NSS) authentication prompt.
4. To confirm that the registration process was successful, select the Help icon, and select **Support**.

The **Resources** page should show that your Console account is registered for support.

Note that other Console users will not see this same support registration status if they have not associated a NetApp Support Site account with their login. However, that doesn't mean that your account is not registered for support. As long as one user in the organization has followed these steps, then your account has been registered.

Existing customer but no NSS account

If you're an existing NetApp customer with existing licenses and serial numbers but *no* NSS account, you need to create an NSS account and associate it with your Console login.

Steps

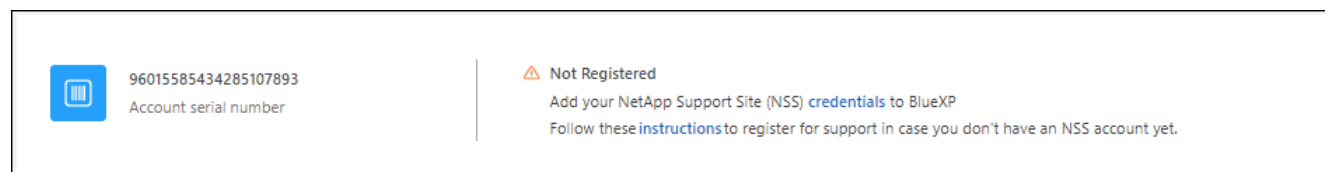
1. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
 - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
 - b. Be sure to copy the Console account serial number (960xxxx) used above for the serial number field. This will speed up the account processing.
2. Associate your new NSS account with your Console login by completing the steps under [Existing customer with an NSS account](#).

Brand new to NetApp

If you are brand new to NetApp and you don't have an NSS account, follow each step below.

Steps

1. In the upper right of the Console, select the Help icon, and select **Support**.
2. Locate your account ID serial number from the Support Registration page.



3. Navigate to [NetApp's support registration site](#) and select **I am not a registered NetApp Customer**.
4. Fill out the mandatory fields (those with red asterisks).
5. In the **Product Line** field, select **Cloud Manager** and then select your applicable billing provider.
6. Copy your account serial number from step 2 above, complete the security check, and then confirm that you read NetApp's Global Data Privacy Policy.

An email is immediately sent to the mailbox provided to finalize this secure transaction. Be sure to check your spam folders if the validation email doesn't arrive in few minutes.

7. Confirm the action from within the email.

Confirming submits your request to NetApp and recommends that you create a NetApp Support Site account.

8. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
 - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
 - b. Be sure to copy the account serial number (960xxxx) used above for the serial number field. This will speed up processing.

After you finish

NetApp should reach out to you during this process. This is a one-time onboarding exercise for new users.

Once you have your NetApp Support Site account, associate the account with your Console login by completing the steps under [Existing customer with an NSS account](#).

Associate NSS credentials for Cloud Volumes ONTAP support

Associating NetApp Support Site credentials with your Console account is required to enable the following key workflows for Cloud Volumes ONTAP:

- Registering pay-as-you-go Cloud Volumes ONTAP systems for support

Providing your NSS account is required to activate support for your system and to gain access to NetApp technical support resources.

- Deploying Cloud Volumes ONTAP when you bring your own license (BYOL)

Providing your NSS account is required so that the Console can upload your license key and to enable the subscription for the term that you purchased. This includes automatic updates for term renewals.

- Upgrading Cloud Volumes ONTAP software to the latest release

Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

These NSS credentials are associated with your specific Console account ID. Users who belong to the Console organization can access these credentials from **Support > NSS Management**.

- If you have a customer-level account, you can add one or more NSS accounts.
- If you have a partner or reseller account, you can add one or more NSS accounts, but they can't be added alongside customer-level accounts.

Steps

1. In the upper right of the Console, select the Help icon, and select **Support**.



2. Select **NSS Management > Add NSS Account**.
3. When you're prompted, select **Continue** to be redirected to a Microsoft login page.

NetApp uses Microsoft Entra ID as the identity provider for authentication services specific to support and licensing.

4. At the login page, provide your NetApp Support Site registered email address and password to perform the authentication process.

These actions enable the Console to use your NSS account for things like license downloads, software upgrade verification, and future support registrations.


Note the following:


- The NSS account must be a customer-level account (not a guest or temp account). You can have multiple customer-level NSS accounts.
- There can be only one NSS account if that account is a partner-level account. If you try to add customer-level NSS accounts and a partner-level account exists, you'll get the following error message:

"The NSS customer type is not allowed for this account as there are already NSS Users of different type."

The same is true if you have pre-existing customer-level NSS accounts and try to add a partner-level account.

- Upon successful login, NetApp will store the NSS user name.

This is a system-generated ID that maps to your email. On the **NSS Management** page, you can display your email from the  menu.

- If you ever need to refresh your login credential tokens, there is also an **Update Credentials** option in the  menu.

Using this option prompts you to log in again. Note that the token for these accounts expire after 90 days. A notification will be posted to alert you of this.

Get help

NetApp provides support for NetApp Console and its cloud services in a variety of ways. Extensive free self-support options are available 24/7, such as knowledge base (KB) articles and a community forum. Your support registration includes remote technical support via web ticketing.

Get support for a cloud provider file service

For technical support related to a cloud provider file service, its infrastructure, or any solution using the service, refer to the documentation for that product.

- [Amazon FSx for ONTAP](#)
- [Azure NetApp Files](#)
- [Google Cloud NetApp Volumes](#)

To receive technical support specific to NetApp and its storage solutions and data services, use the support options described below.

Use self-support options

These options are available for free, 24 hours a day, 7 days a week:

- **Documentation**

The NetApp Console documentation that you're currently viewing.

- [Knowledge base](#)

Search through the NetApp knowledge base to find helpful articles to troubleshoot issues.

- [Communities](#)

Join the NetApp Console community to follow ongoing discussions or create new ones.

Create a case with NetApp support

In addition to the self-support options above, you can work with a NetApp Support specialist to resolve any issues after you activate support.

Before you get started

- To use the **Create a Case** capability, you must first associate your NetApp Support Site credentials with your Console login. [Learn how to manage credentials associated with your Console login.](#)
- If you're opening a case for an ONTAP system that has a serial number, then your NSS account must be associated with the serial number for that system.

Steps

1. In NetApp Console, select **Help > Support**.
2. On the **Resources** page, choose one of the available options under Technical Support:

- a. Select **Call Us** if you'd like to speak with someone on the phone. You'll be directed to a page on netapp.com that lists the phone numbers that you can call.
- b. Select **Create a Case** to open a ticket with a NetApp Support specialist:
 - **Service:** Select the service that the issue is associated with. For example, **NetApp Console** when specific to a technical support issue with workflows or functionality within the Console.
 - **System:** If applicable to storage, select **Cloud Volumes ONTAP** or **On-Prem** and then the associated working environment.

The list of systems are within scope of the Console organization, and Console agent you have selected in the top banner.

- **Case Priority:** Choose the priority for the case, which can be Low, Medium, High, or Critical.

To learn more details about these priorities, hover your mouse over the information icon next to the field name.

- **Issue Description:** Provide a detailed description of your problem, including any applicable error messages or troubleshooting steps that you performed.
- **Additional Email Addresses:** Enter additional email addresses if you'd like to make someone else aware of this issue.
- **Attachment (Optional):** Upload up to five attachments, one at a time.

Attachments are limited to 25 MB per file. The following file extensions are supported: txt, log, pdf, jpg/jpeg, rtf, doc/docx, xls/xlsx, and csv.

ntapitdemo
NetApp Support Site Account

Service

Select

Working Enviroment

Select

Case Priority

Low - General guidance

Issue Description

Provide detailed description of problem, applicable error messages and troubleshooting steps taken.

Additional Email Addresses (Optional)

Type here

Attachment (Optional)

No files selected

Upload

After you finish

A pop-up will appear with your support case number. A NetApp Support specialist will review your case and get back to you soon.

For a history of your support cases, you can select **Settings > Timeline** and look for actions named "create support case." A button to the far right lets you expand the action to see details.

It's possible that you might encounter the following error message when trying to create a case:

"You are not authorized to Create a Case against the selected service"

This error could mean that the NSS account and the company of record it's associated with is not the same company of record for the NetApp Console account serial number (ie. 960xxxx) or the working environment serial number. You can seek assistance using one of the following options:

- Submit a non-technical case at <https://mysupport.netapp.com/site/help>

Manage your support cases

You can view and manage active and resolved support cases directly from the Console. You can manage the

cases associated with your NSS account and with your company.

Note the following:

- The case management dashboard at the top of the page offers two views:
 - The view on the left shows the total cases opened in the past 3 months by the user NSS account you provided.
 - The view on the right shows the total cases opened in the past 3 months at your company level based on your user NSS account.

The results in the table reflect the cases related to the view that you selected.

- You can add or remove columns of interest and you can filter the contents of columns like Priority and Status. Other columns provide just sorting capabilities.



View the steps below for more details.

- At a per-case level, we offer the ability to update case notes or close a case that is not already in Closed or Pending Closed status.

Steps

1. In the NetApp Console, select **Help > Support**.
2. Select **Case Management** and if you're prompted, add your NSS account to the Console.

The **Case management** page shows open cases related to the NSS account that is associated with your Console user account. This is the same NSS account that appears at the top of the **NSS management** page.

3. Optionally modify the information that displays in the table:
 - Under **Organization's cases**, select **View** to view all cases associated with your company.
 - Modify the date range by choosing an exact date range or by choosing a different time frame.
 - Filter the contents of the columns.
 - Change the columns that appear in the table by selecting  and then choosing the columns that you'd like to display.
4. Manage an existing case by selecting  and selecting one of the available options:
 - **View case**: View full details about a specific case.
 - **Update case notes**: Provide additional details about your problem or select **Upload files** to attach up to a maximum of five files.

Attachments are limited to 25 MB per file. The following file extensions are supported: txt, log, pdf, jpg/jpeg, rtf, doc/docx, xls/xlsx, and csv.

- **Close case**: Provide details about why you're closing the case and select **Close case**.

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<https://www.netapp.com/pdf.html?item=/media/11887-patentspage.pdf>

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[Notice for NetApp Console](#)

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