



Amazon S3 storage documentation

Amazon S3 storage

NetApp

February 23, 2024

This PDF was generated from <https://docs.netapp.com/us-en/bluexp-s3-storage/index.html> on February 23, 2024. Always check docs.netapp.com for the latest.

Table of Contents

- Amazon S3 storage documentation 1
- What’s new with Amazon S3 storage in BlueXP 2
 - 5 March 2023 2
- Get started 3
 - Viewing your Amazon S3 buckets 3
- Manage S3 buckets 5
 - Add S3 buckets 5
 - Change S3 bucket settings 6
 - Use NetApp data services with S3 buckets 8
- Knowledge and support 10
 - Register for support 10
 - Get help 14
- Legal notices 20
 - Copyright 20
 - Trademarks 20
 - Patents 20
 - Privacy policy 20
 - Open source 20

Amazon S3 storage documentation

What's new with Amazon S3 storage in BlueXP

Learn what's new in Amazon S3 storage in BlueXP.

5 March 2023

Ability to add new buckets from BlueXP

You have had the ability to view Amazon S3 buckets on the BlueXP Canvas for quite a while. Now you can add new buckets and change properties for existing buckets directly from BlueXP. [See how to add new Amazon S3 buckets.](#)

Get started

Viewing your Amazon S3 buckets

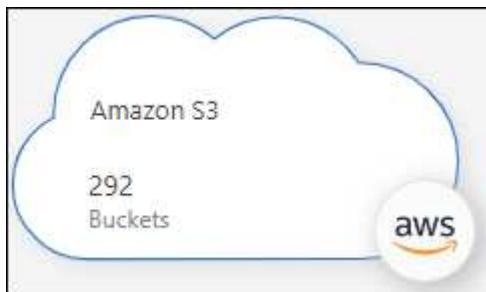
After you install a Connector in AWS, BlueXP can automatically discover information about the Amazon S3 buckets that reside in the AWS account where the Connector is installed. An Amazon S3 working environment is added to the Canvas so you can view this information.

You can see details about your S3 buckets, including the region, access policy, account, total and used capacity, and more. These buckets can be used as destinations for BlueXP backup and recovery, BlueXP tiering, or BlueXP copy and sync operations. Additionally, you can use BlueXP classification to scan these buckets.

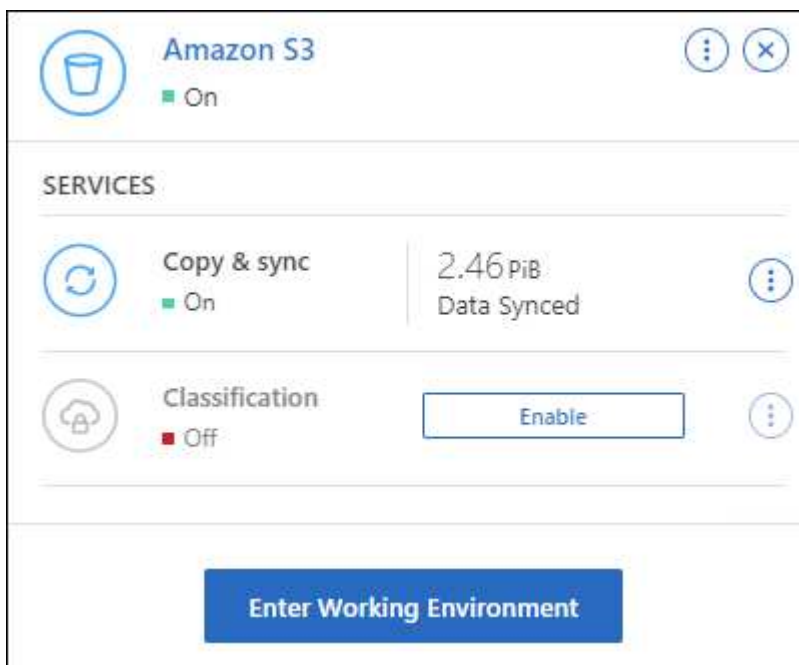
Steps

1. [Install a Connector](#) in the AWS account where you want to view your Amazon S3 buckets.
2. From the navigation menu, select **Storage > Canvas**.

You should automatically see your Amazon S3 working environment shortly after.

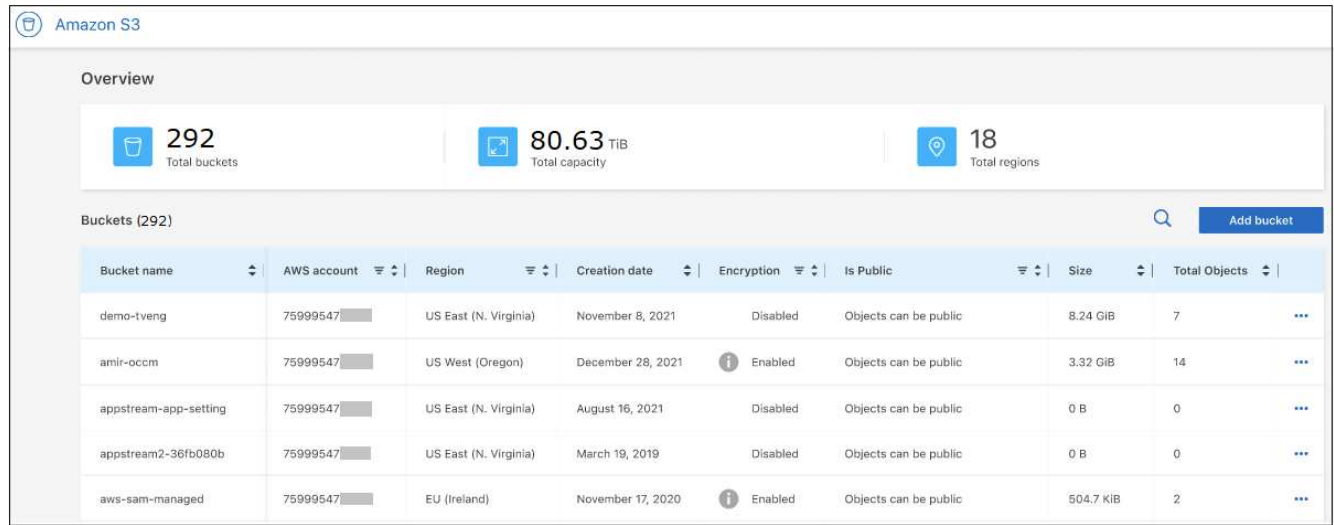


3. Click the working environment and select an action from the right pane if you want to enable BlueXP services with your S3 storage.



See which BlueXP services are available and learn how to use them with your S3 buckets.

4. Click **Enter Working Environment**, or double-click the working environment, to view details about the S3 buckets in your AWS account.



The screenshot shows the Amazon S3 console interface. At the top, there's a header with the Amazon S3 logo. Below it, an 'Overview' section displays three key metrics: 292 Total buckets, 80.63 TiB Total capacity, and 18 Total regions. The main section is titled 'Buckets (292)' and includes a search icon and an 'Add bucket' button. Below this is a table with columns for Bucket name, AWS account, Region, Creation date, Encryption, Is Public, Size, and Total Objects. The table lists five buckets: demo-tveng, amir-occm, appstream-app-setting, appstream2-36fb080b, and aws-sam-managed. Each row includes a three-dot menu icon for additional actions.

Bucket name	AWS account	Region	Creation date	Encryption	Is Public	Size	Total Objects
demo-tveng	75999547	US East (N. Virginia)	November 8, 2021	Disabled	Objects can be public	8.24 GiB	7
amir-occm	75999547	US West (Oregon)	December 28, 2021	Enabled	Objects can be public	3.32 GiB	14
appstream-app-setting	75999547	US East (N. Virginia)	August 16, 2021	Disabled	Objects can be public	0 B	0
appstream2-36fb080b	75999547	US East (N. Virginia)	March 19, 2019	Disabled	Objects can be public	0 B	0
aws-sam-managed	75999547	EU (Ireland)	November 17, 2020	Enabled	Objects can be public	504.7 KiB	2

In addition to the columns that appear by default, you can scroll the page to view additional properties for the bucket; for example, the number of Tags, and whether Object Lock or Versioning have been enabled.

What's next

You can change some bucket settings directly from BlueXP by clicking ... for a bucket. [Go here for details.](#)

You can add new S3 buckets by clicking **Add bucket**. [Go here for details.](#)

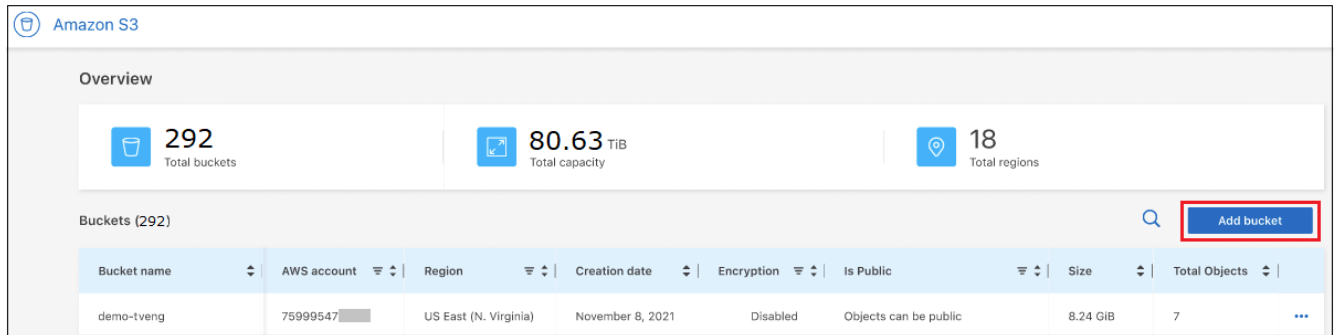
Manage S3 buckets

Add S3 buckets

Once your Amazon S3 working environment is available in the Canvas, you can add additional buckets directly from BlueXP.

Steps

1. From the Canvas, double-click the Amazon S3 working environment to view the Amazon S3 buckets Overview page, and click **Add bucket**.



The *Add bucket* page is displayed.

The 'Add bucket' page contains a form for creating a new bucket. The 'Bucket name' field is highlighted with a blue border. The 'Apply' button is highlighted with a red box.

Details and object lock

Enter the following information to create the bucket. You can customize additional bucket settings after it is created.

Bucket name:

AWS account:

Bucket region:

Object lock: ☐ Disabled

Apply Cancel

Versioning: Disabled

Tags: N/A

Encryption: Disabled

2. In the Add bucket page, enter the required information to create the bucket and click **Apply**.
 - a. Enter the name you want to use for the bucket.
 - b. Select the AWS account that will be the owner of the bucket. This can be the primary account where the Connector was deployed, or it can be a [different account that you have added to BlueXP](#).

- c. Select the AWS region where the bucket will be created.
- d. Optionally, you can enable S3 object locking on the bucket to store objects using a write-once-read-many (WORM) model. If you plan to use object locking, you must enable it when creating the bucket. Enabling Object Lock also enables Versioning. [Learn more about object locking from the Amazon S3 documentation](#).

The bucket is created.

What's next

You can't manually configure Versioning, Tags, or Encryption when initially adding a bucket. After the bucket is created you can configure these other properties of the bucket. [Learn more about changing bucket settings](#).

Change S3 bucket settings

Once your Amazon S3 working environment is available in the Canvas, you can change some bucket properties directly from BlueXP.


Note that you can't change the bucket name, AWS account, region, or object lock setting.

The bucket properties you can change include:

- Whether Versioning is enabled or disabled for all objects in the bucket.
- You can choose to apply tags to the objects that are added to the bucket.
- Whether or not new objects added to the bucket are Encrypted, and the option used for encryption.


You can change these bucket settings directly from BlueXP by clicking ... for a bucket.

Overview



178


Total Buckets



3.47

TiB


Total Capacity




19

Total Regions

178 Buckets



Add bucket

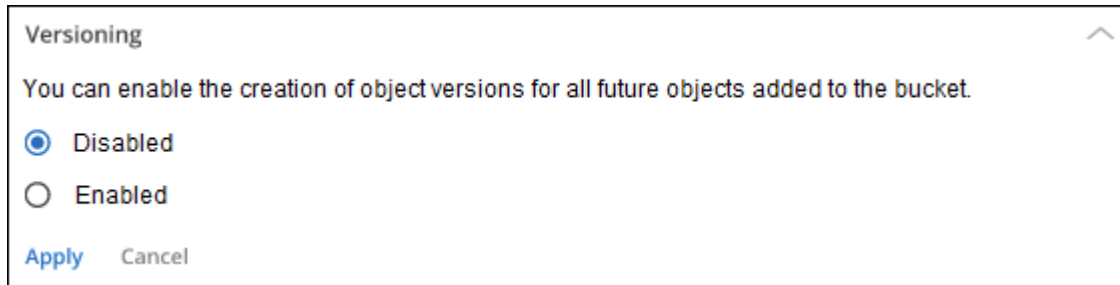
Bucket Name	AWS Account	Region	Creation Date	Encryption	Is Public	
compliance-dataset22	7599954	US West (Oregon)	March 1, 2020	Enabled ⓘ	Bucket and ob	
fabric-pool-8b18cf1e-6d64	7599954	US West (Oregon)	March 24, 2020	Enabled ⓘ	Bucket a	View details
motor-vehicle-bucket01	7599954	US West (Oregon)	June 3, 2020	Enabled ⓘ	Objects	Edit versioning
fabric-pool-a548f122-a681	7599958	US West (Oregon)	June 5, 2020	Enabled ⓘ	Objects	Edit tags
motor-vehicle-bucket64	7599958	US West (Oregon)	June 10, 2020	Enabled ⓘ	Objects	Edit encryption

Change the versioning setting

Versioning enables you to keep multiple versions of an object in a bucket so that you can restore objects that are accidentally deleted or overwritten. You can change the versioning setting for future objects when they are added to the bucket. Changing the versioning setting does not change the value for existing objects.

Versioning is disabled by default in new buckets created by BlueXP, unless you enabled Object Lock when you created the bucket. [Learn more about versioning from the Amazon S3 documentation.](#)

Once enabled, if you want to stop versioning temporarily or permanently, you can choose the "Suspended" state. You can't disable versioning once it has been enabled.

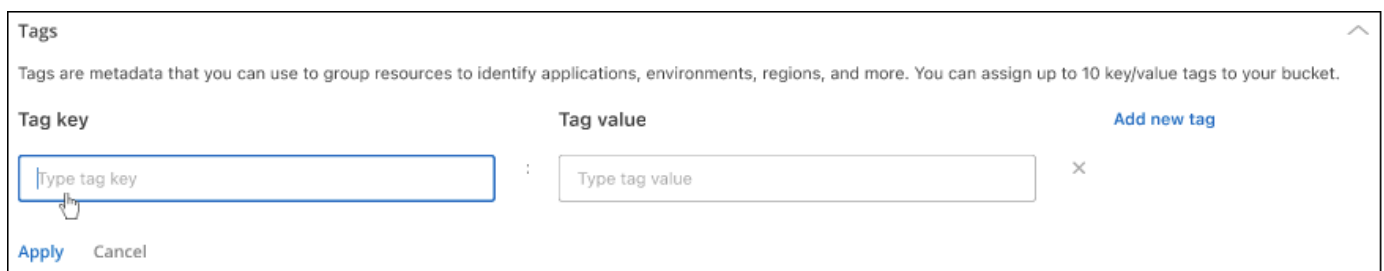


The screenshot shows a dialog box titled "Versioning" with a close button (upward arrow) in the top right corner. The text inside reads: "You can enable the creation of object versions for all future objects added to the bucket." Below this text are two radio buttons: "Disabled" (which is selected) and "Enabled". At the bottom of the dialog are two buttons: "Apply" and "Cancel".

Add or change tags for objects in the bucket

Tags are metadata that you can use to group resources to identify applications, environments, regions, cloud providers, and more. Tags consists of a tag key and a tag value. You can add tags to a bucket so that the tags are applied to objects when they are added to the bucket. You can also change and delete tags and tag values.

Tags are disabled by default in new buckets created by BlueXP. [Learn more about tagging from the Amazon S3 documentation.](#)



The screenshot shows a dialog box titled "Tags" with a close button (upward arrow) in the top right corner. The text inside reads: "Tags are metadata that you can use to group resources to identify applications, environments, regions, and more. You can assign up to 10 key/value tags to your bucket." Below this text are two input fields: "Tag key" and "Tag value". The "Tag key" field has a placeholder text "Type tag key" and the "Tag value" field has a placeholder text "Type tag value". To the right of the "Tag value" field is a small "x" icon. Above the "Tag value" field is a link "Add new tag". At the bottom of the dialog are two buttons: "Apply" and "Cancel".

After you add a tag, click **Apply** to save your changes. If you want to add more tags, click **Add new tag**. You can add up to 10 tags per bucket.

Change the encryption setting

Server-side encryption enables you to encrypt data at the Amazon S3 destination. Amazon S3 encrypts your data at the object level as it writes it to disk, and it decrypts it for you when you access it. You can change the encryption setting used for future objects when they are added to the bucket.

Encryption is enabled by default using "Amazon S3 managed keys (SSE-S3)" in new buckets created by BlueXP. [Learn more about server-side encryption from the Amazon S3 documentation.](#)

Alternatively, you can choose to enable encryption using the "AWS Key Management Service key (SSE-KMS)". Encryption is also possible using your own customer-provided keys (SSE-C), but this functionality is unavailable through the BlueXP UI - you'll need to use the Amazon interface.

Encryption

Server-side encryption is automatically applied to new objects stored in this bucket. [Learn more](#)

Encryption key type ⓘ

☒ Amazon S3-managed keys (SSE-S3) ☐ AWS Key Management Service key (SSE-KMS)

Bucket key ⓘ

☒ Enabled

[Apply](#) [Cancel](#)

If you choose "AWS Key Management Service key (SSE-KMS)", you can choose an AWS KMS key that you've already created, or you can use an AWS KMS key ARN (Amazon Resource Name).

Encryption

Server-side encryption is automatically applied to new objects stored in this bucket. [Learn more](#)

Encryption key type ⓘ

☐ Amazon S3-managed keys (SSE-S3) ☒ AWS Key Management Service key (SSE-KMS)

AWS KMS key

☐ Choose from your AWS KMS keys ☒ Enter AWS KMS key ARN

AWS KMS key ARN ⓘ

arn:aws:kms:<region>:<account-ID>:key/<key-id>

Bucket key ⓘ

☒ Enabled

[Learn more about the AWS Key Management Service from the Amazon S3 documentation](#) and about [using customer keys versus AWS keys](#).

Use NetApp data services with S3 buckets

After you discover S3 buckets in BlueXP, you can use NetApp data services for backup, tiering, classification, and data synchronization.

- Use **BlueXP backup and recovery** to back up data from your on-premises ONTAP and Cloud Volumes ONTAP systems to S3 object storage.

To get started, go to the Canvas and drag and drop an on-premises ONTAP or Cloud Volumes ONTAP working environment on your Amazon S3 working environment.

[Learn more about backing up ONTAP data to Amazon S3 storage.](#)

- Use **BlueXP tiering** to tier inactive data from on-premises ONTAP clusters to S3 object storage.

To get started, go to the Canvas and drag and drop an on-premises ONTAP working environment on your Amazon S3 working environment.

[Learn more about tiering ONTAP data to Amazon S3 storage.](#)

- Use **BlueXP copy and sync** to synchronize data to or from S3 buckets.

To get started, go to the Canvas and drag and drop the source working environment on the target working environment. Your Amazon S3 working environment can be either the source or target.

You can also select your Amazon S3 working environment and click **Copy & sync** from the Services panel to synchronize data to or from S3 buckets.

[Learn more about the BlueXP copy and sync service.](#)

- Use **BlueXP classification** to scan your S3 buckets for personal and sensitive data. BlueXP classification can scan any bucket in the account, regardless of whether it was created for a NetApp solution.

To get started, select your Amazon S3 working environment and select the appropriate option from the **Classification** section of the Services panel to initiate scanning of your S3 buckets.

[Learn more about the BlueXP classification service.](#)

Knowledge and support

Register for support

Support registration is required to receive technical support specific to BlueXP and its storage solutions and 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 BlueXP documentation for that product.

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

Support registration overview

There are two forms of registration to activate support entitlement:

- Registering your BlueXP account ID support subscription (your 20 digit 960xxxxxxx serial number located on the Support Resources page in BlueXP).

This serves as your single support subscription ID for any service within BlueXP. Each BlueXP account-level support subscription 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 BlueXP 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 BlueXP as described below.

Register your BlueXP account for NetApp support

To register for support and activate support entitlement, one user in your BlueXP account must associate a NetApp Support Site account with their BlueXP 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 BlueXP.

Steps

1. In the upper right of the BlueXP console, select the Settings icon, and select **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 account is registered for support.



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

Steps

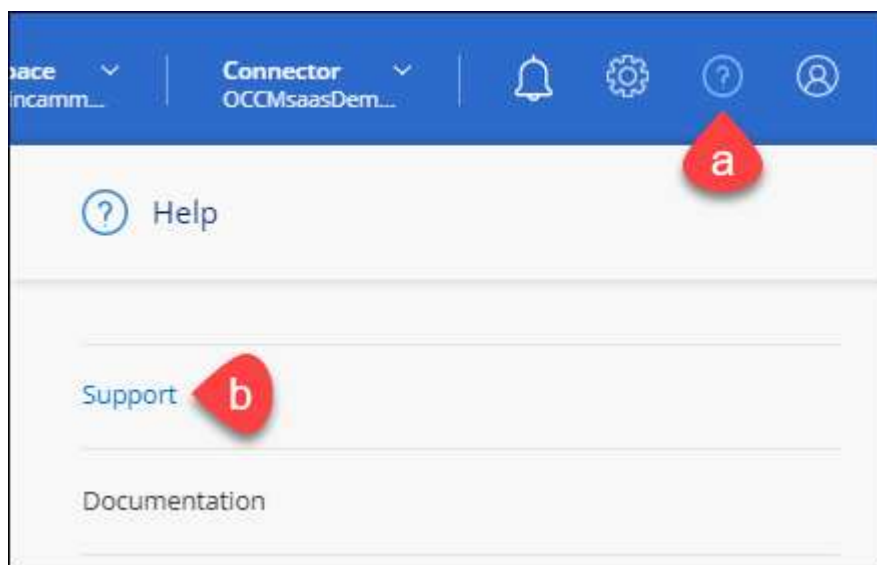
1. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
 - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
 - b. Be sure to copy the BlueXP account serial number (960xxxx) used above for the serial number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



2. Locate your account ID serial number from the Support Registration page.



96015585434285107893
Account serial number

⚠ Not Registered

Add your NetApp Support Site (NSS) [credentials](#) to BlueXP
Follow these [instructions](#) to register for support in case you don't have an NSS account yet.

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 the account 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 BlueXP 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 BlueXP 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 BlueXP 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

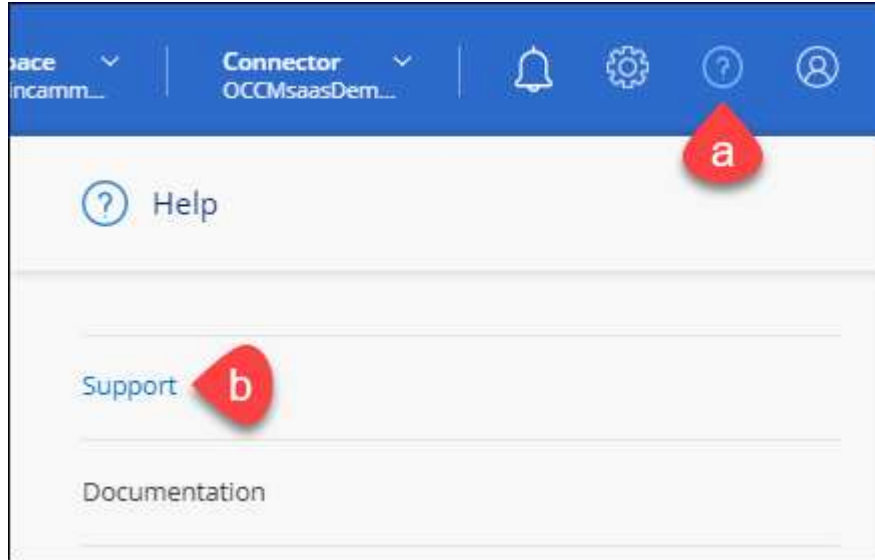
Associating NSS credentials with your BlueXP account is different than the NSS account that is associated with a BlueXP user login.

These NSS credentials are associated with your specific BlueXP account ID. Users who belong to the BlueXP account 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 BlueXP 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 BlueXP 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 BlueXP and its cloud services in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (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 "Getting help" in the BlueXP documentation for that product.

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

To receive technical support specific to BlueXP and its storage solutions and 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 BlueXP documentation that you're currently viewing.

- [Knowledge base](#)

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

- [Communities](#)

Join the BlueXP 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 BlueXP login. [Learn how to manage credentials associated with your BlueXP 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 BlueXP, 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, BlueXP when specific to a technical support issue with workflows or functionality within the service.
 - **Working Environment:** If applicable to storage, select **Cloud Volumes ONTAP** or **On-Prem** and then the associated working environment.


The list of working environments are within scope of the BlueXP account, workspace, and Connector you have selected in the top banner of the service.

- **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 BlueXP account serial number (ie. 960xxxx) or the working environment serial number. You can seek assistance using one of the following options:

- Use the in-product chat
- Submit a non-technical case at <https://mysupport.netapp.com/site/help>

Manage your support cases (Preview)

You can view and manage active and resolved support cases directly from BlueXP. You can manage the cases associated with your NSS account and with your company.

Case management is available as a Preview. We plan to refine this experience and add enhancements in upcoming releases. Please send us feedback by using the in-product chat.

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.

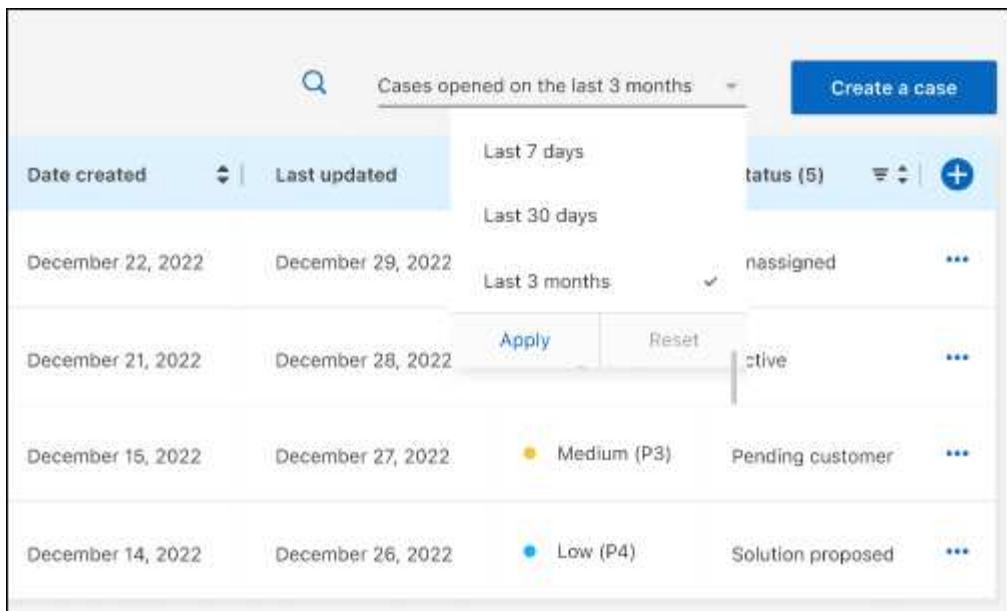
- At a per-case level, we offer the ability to update case notes or close a case that is not already in Closed or Pending Closed status.

Steps

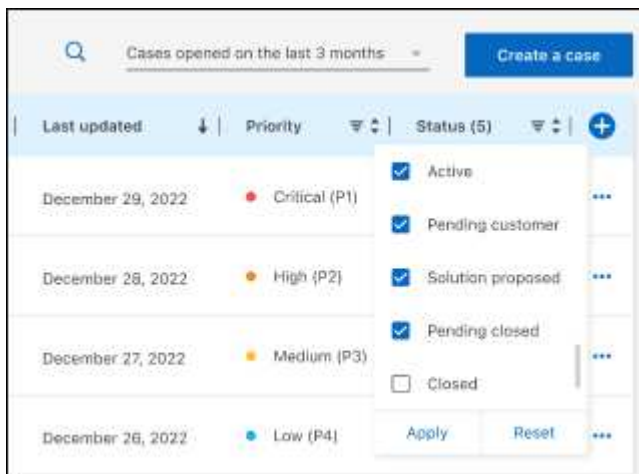
1. In BlueXP, select **Help > Support**.
2. Select **Case Management** and if you're prompted, add your NSS account to BlueXP.

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

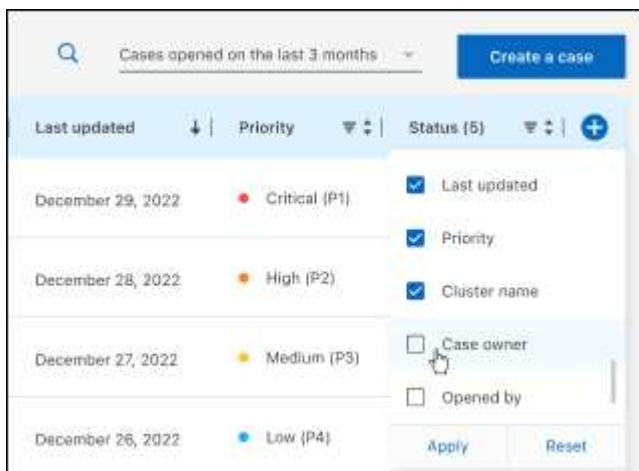
3. Optionally modify the information that displays in the table:
 - Under **Organization's cases**, select **View** to view all cases associated with your company.
 - Modify the date range by choosing an exact date range or by choosing a different time frame.



- 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.

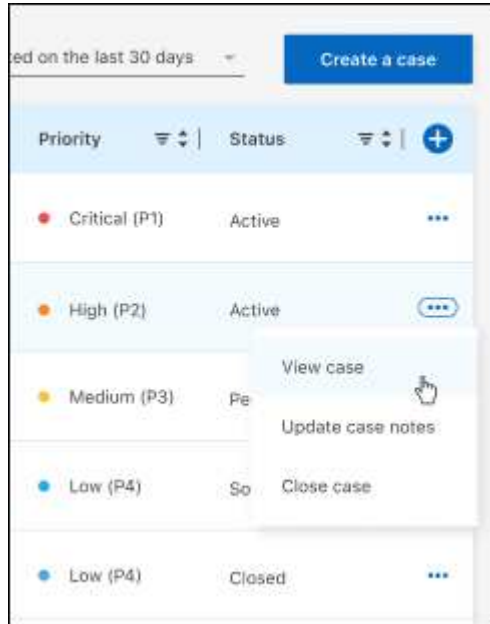


4. Manage an existing case by selecting ... and selecting one of the available options:

- **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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Patents

A current list of NetApp owned patents can be found at:

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