



# **BlueXP software updates documentation**

## **BlueXP software updates**

NetApp  
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# BlueXP software updates documentation

# Release notes

## What's new in BlueXP software updates

Learn what's new in BlueXP software updates.

### 07 August 2024

#### ONTAP update

The BlueXP software updates service provides a seamless update experience to users by mitigating risks, and ensuring customers can fully leverage ONTAP features.

Learn more about [BlueXP software updates](#).

# Get started with ONTAP updates

## Learn about BlueXP software updates

You can update your ONTAP storage system to take advantage of the new and enhanced features by using the BlueXP software updates. This can help you reduce costs, accelerate critical workloads, and improve security.

The BlueXP software updates service enables customers to streamline ONTAP updates. It automates the assessment, planning, and execution processes. The intelligent upgrade advisor predicts which versions best fit the specific environment, recommending versions to remediate issues, improves efficiencies, and increases system security, allowing customers to determine the best option to meet their needs. Then it distributes the software package and automatically executes the automated non-distributive upgrade (ANDU), independent of support services.

## Supported systems

### ONTAP systems

You can complete the ONTAP update using BlueXP software updates service only if you are running on ONTAP 9.10 or later versions.

The following information provides the software update process for different ONTAP versions:

Current ONTAP version	Update process
9.12 and above	All steps of ONTAP update happen within BlueXP.
9.10 to 9.12	Preparation for ONTAP update happens within BlueXP Software updates screens. You will be navigated to System Manager to perform the actual ONTAP update. To execute all steps of ONTAP update within BlueXP, you need to <a href="#">set up a connector</a> .
9.8 to 9.10	Preparation for ONTAP update happens within BlueXP Software updates screens. You will be navigated to System Manager to perform the actual ONTAP update.
Below 9.7	Automated ONTAP update is not supported for this cluster. You need to update ONTAP manually. For more information, see <a href="#">manually update your storage systems</a> .

## Benefits of using BlueXP software updates

Updating your ONTAP storage system can help you improve the performance, security, and functionality of your storage system.

Some of the benefits of updating your ONTAP storage system are:

- You can access the latest features and enhancements that ONTAP offers, such as new protocols, data services, and cloud integration options.

- You can fix any bugs or vulnerabilities that may affect your system stability, reliability, or security.
- You can optimize your system performance and efficiency by applying the latest patches and improvements.
- You can ensure compatibility and interoperability with other NetApp products, third-party applications, and cloud providers.
- You can benefit from the ongoing support and maintenance that NetApp provides for the latest ONTAP OS versions.

## Cost

NetApp doesn't charge you for using the service.

## Prerequisites to update ONTAP using BlueXP software updates

Get started by verifying the readiness of your operational environment, login, network access, and web browser.

To use BlueXP software updates, you should ensure that your environment meets all requirements.

- Valid BlueXP account should be available.
- Working environment is set up in BlueXP.
- Administrator privileges are available to perform software update using System Manager.
- Administrator credentials are available for the desired cluster while performing software update.
- All the nodes in the cluster are sending AutoSupport data.
- All nodes should be running on ONTAP 9.10 or later versions.
- Nodes should not be in a MetroCluster configuration.

## Quick start to update ONTAP using BlueXP software updates

Here's an overview of the steps needed to get started with BlueXP software updates. The links within each step take you to a page that provides more details.

**1**

### Review prerequisites

[Ensure your environment meets these requirements.](#)

**2**

### Update your ONTAP storage system

You should complete all the tasks to update the ONTAP storage system.

- [Identify ONTAP target version.](#)
- [Fix and acknowledge blockers.](#)

- [Complete ONTAP storage system updates.](#)



### What's next?

After you update the ONTAP storage system, here's what you might do next.

[Validate the status of ONTAP storage system update.](#)

## Access BlueXP software updates

You can use BlueXP software updates by logging in to NetApp BlueXP.

To log in to BlueXP, you can use your NetApp Support Site credentials or you can sign up for a NetApp cloud login using your email and a password. [Learn more about logging in.](#)

### Steps

1. Open a web browser and go to the [BlueXP console](#).

The NetApp BlueXP login page appears.

2. Log in to BlueXP.
3. From the BlueXP left navigation, select **Health > Software updates**.

## Frequently asked questions for BlueXP software updates

This FAQ can help if you're just looking for a quick answer to a question.

### What's the BlueXP software updates URL?

For the URL, in a browser, enter: <https://console.bluexp.netapp.com/> to access the BlueXP console.

### Do you need a license to use BlueXP software updates?

A NetApp License File (NLF) is not required.

### Why am I not able to view the cluster in the history tab even after updating the ONTAP version of the cluster?

It takes 2 to 3 hours for the cluster to appear in the history tab. Once the ONTAP version of the cluster is updated, AutoSupport is generated. It takes 2 to 3 hours to process the AutoSupport data and reflect the latest version of ONTAP.

### Why am I seeing the older version of ONTAP in the software updates dashboard even after updating the ONTAP version of the cluster?

It takes 2 to 3 hours for the cluster to appear in the history tab. Once the ONTAP version of the cluster is updated, AutoSupport is generated. It takes 2 to 3 hours to process the AutoSupport data and reflect the latest version of ONTAP.

### Why am I seeing different screens for different updates?

This is due to the current ONTAP version and unavailability of BlueXP connector for clusters. A BlueXP

connector performs the ONTAP update within BlueXP and does not require you to move out of BlueXP for an update. For information about the ONTAP update process for different versions of ONTAP, see [Supported ONTAP systems](#).

### **What do I need to discover clusters?**

To perform ONTAP update for your desired cluster, you need the ONTAP cluster IP and the admin credentials for connecting to the cluster. As part of cluster discovery, you need to provide these details so that ONTAP update can be executed automatically.



# Use BlueXP software updates

## Choose ONTAP target version 9.10 or later

Before choosing the ONTAP version for the storage system, it is very important to identify the benefits and understand the risks associated with the ONTAP target version.

You can choose the target version and compare it with the current version to understand the benefits of updating to the specific version on ONTAP. You can also see the risks that will be resolved and the new risks (if any) that will arise on updating to the specific version of ONTAP.



You can use this feature only if you are running ONTAP 9.10 or later versions.

### Steps

1. From the BlueXP left navigation, select **Health > Software updates**.

The list of cluster that require an software update is displayed. You can either update to the recommended target version or choose another version.

If you...	Do this...
Want to update to the recommended version	<ol style="list-style-type: none"><li>1. In the <b>Target version</b> column, click <b>Compare versions</b> to view the feature benefits and risks benefits of updating to the recommended ONTAP version.</li><li>2. Select and view information about the risks that will be resolved, risk that will continue to remain, and the new risks that will be introduced after the update.</li><li>3. Optionally, click <b>Download update plan</b> to download the a copy of the update plan.</li><li>4. Click <b>Start update</b> to initiate the update process.</li></ol>
Want to choose another version	<ol style="list-style-type: none"><li>1. In the <b>Target version</b> column, click the drop-down and select <b>Choose other versions</b>.</li><li>2. Select the version to view the feature benefits and risks benefits.</li><li>3. Select and view information about the risks that will be resolved, risk that will continue to remain, and the new risks that will be introduced after the update.</li><li>4. Optionally, click <b>Download update plan</b> to download the a copy of the update plan.</li><li>5. Click <b>Start update</b> to initiate the update process.</li></ol>

# Fix and acknowledge ONTAP blockers

After you have identified the ONTAP target version for your ONTAP storage system, you should fix and acknowledge all blockers and review the warnings before updating the ONTAP storage system.

Fixing and acknowledging all blockers is mandatory and ensures a seamless software update process.

## Steps

1. From the BlueXP left navigation, select **Health > Software updates**.

The list of cluster that require an software update is displayed.

2. Identify the ONTAP target version for your storage system. For information about identifying the ONTAP target version, see [Choose ONTAP target version 9.10 or later](#).
3. After you have decided on the ONTAP target version, click **Prepare for update** to initiate the update process.

The list of blockers and warnings are displayed.

4. Select the blocker to view the instructions to fix the blocker.
5. Manually perform the steps provided to fix the blocker.
6. Select the blockers that have been fixed and click **Acknowledge selected** to acknowledge that that blockers have been fixed.



You must fix and acknowledge all the blockers to proceed with the update.

7. Click **Warnings** tab to review the warnings before proceeding with the software update.
8. Click **Acknowledge** tab to view the blockers that have been fixed.
9. Click **Continue to update** to proceed with the update process.

# Complete ONTAP storage system update

After you have identified the ONTAP target version, fixed and acknowledged all the blockers, you can now complete the update of your ONTAP storage system.

## Steps

1. From the BlueXP left navigation, select **Health > Software updates**.

The list of cluster that require an software update is displayed.

2. Identify the ONTAP target version for your storage system. For information about identifying the ONTAP target version, see [Choose ONTAP target version 9.10 or later](#).
3. Fix and acknowledge the ONTAP blockers. For information about fixing blockers, see [Fix and acknowledge ONTAP blockers](#).
4. Read and accept the End user license agreement.

Wait for the ONTAP image to be retrieved.

5. Click **Install Update** to complete the update process.

## Validate the status of ONTAP storage system update

After the ONTAP update process is complete, you should check the status of the ONTAP update.

### Steps

1. From the BlueXP left navigation, select **Health > Software updates**.
2. Click the **History** tab to view the status of the ONTAP update.



It takes 2 to 3 hours for the cluster to reflect in the history tab.

# 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

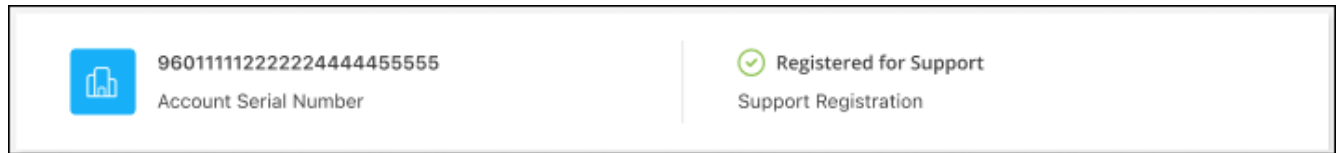
If you're a NetApp customer with an NSS account, you simply need to register for support through BlueXP.

#### 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

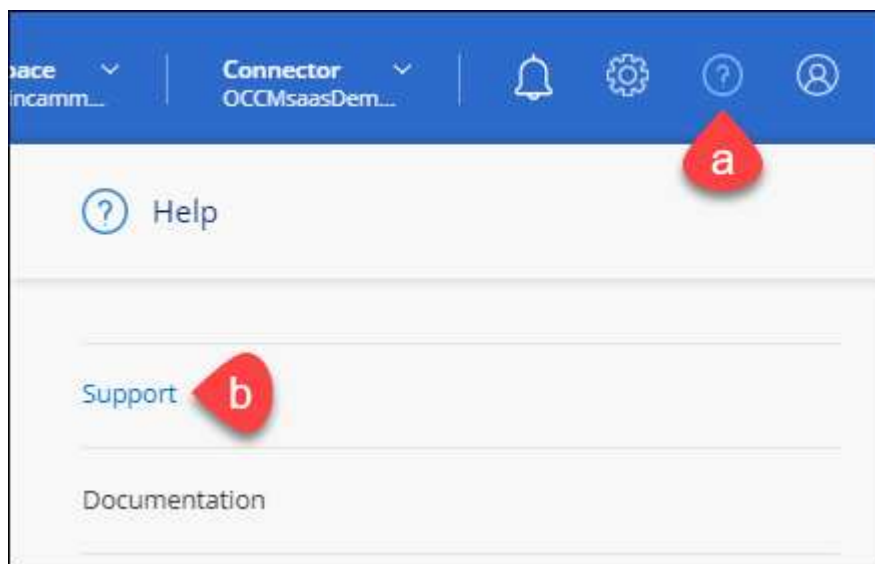
1. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
  - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
  - b. Be sure to copy the BlueXP account serial number (960xxxx) used above for the serial number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

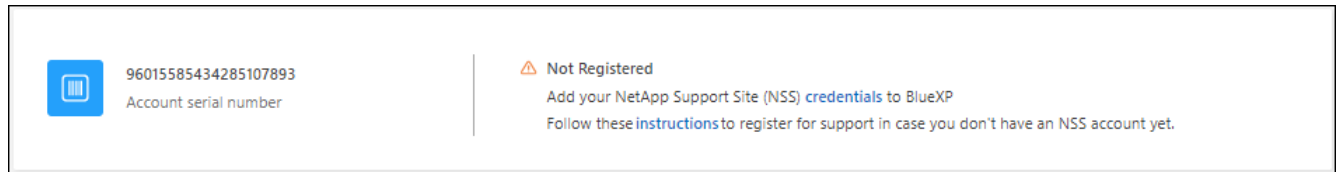
If you are brand new to NetApp and you don't have an NSS account, follow each step below.

#### 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.



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

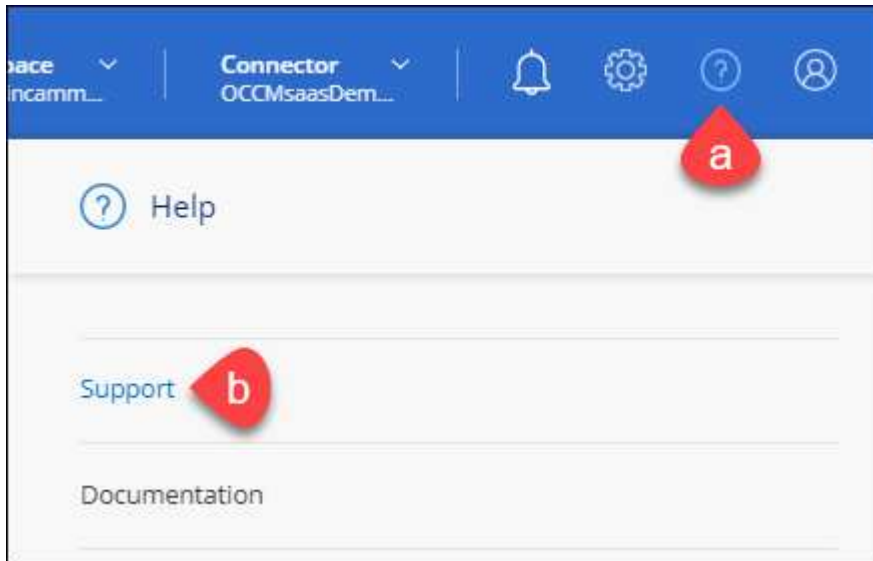
Associating NSS credentials with your BlueXP account is different than the NSS account that is associated with a BlueXP user login.

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 Working Environment


Select 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)  Upload 

No files selected  

### 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.

Search: Cases opened on the last 3 months Create a case

Date created	Last updated	Priority	Status (5)
December 22, 2022	December 29, 2022	Medium (P3)	Assigned
December 21, 2022	December 28, 2022	Medium (P3)	Active
December 15, 2022	December 27, 2022	Medium (P3)	Pending customer
December 14, 2022	December 26, 2022	Low (P4)	Solution proposed

- Filter the contents of the columns.

Search: Cases opened on the last 3 months Create a case

Last updated	Priority	Status (5)
December 29, 2022	Critical (P1)	<input checked="" type="checkbox"/> Active <input checked="" type="checkbox"/> Pending customer <input checked="" type="checkbox"/> Solution proposed <input checked="" type="checkbox"/> Pending closed <input type="checkbox"/> Closed
December 28, 2022	High (P2)	
December 27, 2022	Medium (P3)	
December 26, 2022	Low (P4)	

- Change the columns that appear in the table by selecting  and then choosing the columns that you'd like to display.

Search: Cases opened on the last 3 months Create a case

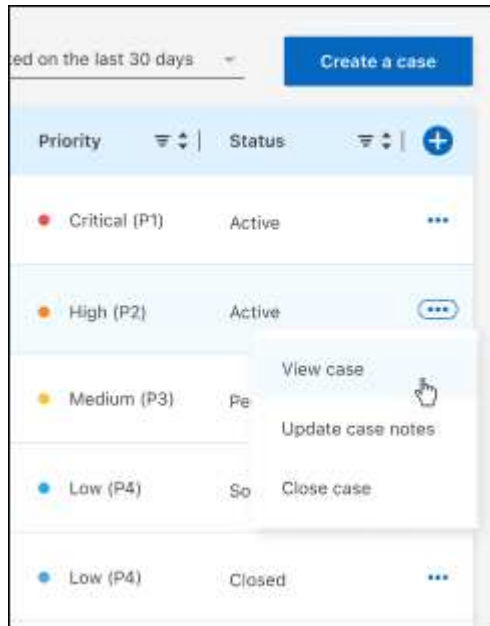
Last updated	Priority	Status (5)
December 29, 2022	Critical (P1)	<input checked="" type="checkbox"/> Last updated <input checked="" type="checkbox"/> Priority <input checked="" type="checkbox"/> Cluster name <input type="checkbox"/> Case owner <input type="checkbox"/> Opened by
December 28, 2022	High (P2)	
December 27, 2022	Medium (P3)	
December 26, 2022	Low (P4)	

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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