BlueXP volume caching

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NetApp
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BlueXP volume caching

Release notes

What's new

Learn what's new in BlueXP volume caching.

04 June 2023

Volume caching, a feature of ONTAP 9 software, is a remote caching capability that simplifies file distribution, reduces WAN latency by bringing resources closer to where your users and compute resources are, and lowers WAN bandwidth costs. Volume caching provides a persistent, writable volume in a remote place. You can use BlueXP volume caching to speed up access to data or to offload traffic from heavily accessed volumes. Cache volumes are ideal for read-intensive workloads, especially where clients need to access the same data repeatedly.

With BlueXP volume caching, you have caching capabilities for the cloud, specifically for Amazon FSx for NetApp ONTAP, Cloud Volumes ONTAP, and on-premises as working environments.

Learn more about BlueXP volume caching.

Known limitations

Known limitations identify platforms, devices, or functions that are not supported by this release of the service, or that do not interoperate correctly with it.

Limitation in copying cache export policy rules

The cache export policy rules are not copied to the cache volume in the following situations:

- When the source volume's working environment is Amazon FSx for NetApp ONTAP or Cloud Volumes ONTAP, and the cache volume is ONTAP 9.10.1 or earlier.
- When the source volume's working environment is any version of ONTAP, and the cache volume is ONTAP 9.10.1 or earlier.

Workaround: You should manually create the rules for the cache volume.

Cache creation fails for storage VMs with same name

If the source and destination clusters use storage VMs with the same name, the cache is not created.

Workaround: Use different names for the source and destination storage VMs.

Delay in displaying new or recently-edited export policies

When creating a cache, you might not be able to see a recently-created or edited export policy on the list.

Workaround: Retry in a few minutes.

Cache creation fails when destination has only CIFS protocol enabled

Cache creation fails if the source or destination cluster has ONTAP 9.10.1 or earlier, and the destination cluster has only the CIFS protocol enabled.

Workaround: Use a destination cluster running ONTAP 9.11.1 or later, or with both the CIFS and NFS protocols configured.

Get started

Learn about BlueXP volume caching

Volume caching, a feature of ONTAP 9 software, is a remote caching capability that simplifies file distribution, reduces WAN latency by bringing resources closer to where your users and compute resources are, and lowers WAN bandwidth costs. Volume caching provides a persistent, writable volume in a remote place. You can use BlueXP volume caching to speed up access to data or to offload traffic from heavily accessed volumes. Cache volumes are ideal for read-intensive workloads, especially where clients need to access the same data repeatedly.

With BlueXP volume caching, you have caching capabilities for the cloud, specifically for Amazon FSx for NetApp ONTAP, Cloud Volumes ONTAP, and on-premises as working environments.

The service also provides branch office access to corporate datasets. By serving *hot data*, data that needs to be accessed frequently from multiple controllers in a cluster, you can increase the performance delivered to key applications. And, by caching hot data local to users at multiple locations around the world, you can enhance their collaboration by enabling simultaneous access to centralized datasets while also reducing the response time they receive when accessing the hot data.

What is a cache?

A cache is a temporary storage location that resides between a host and the source of data. The objective of a cache is to store frequently accessed portions of source data in a way that allows the data to be served faster than it would be by fetching the data from the source. Caches are most beneficial in read-intensive environments where data is accessed more than once and is shared by multiple hosts. A cache system is faster than the system with data source, which is achieved through a faster storage system and proximity of the cache storage space to the host.

Benefits of using BlueXP volume caching

BlueXP volume caching offers the following benefits:

- Accelerate performance in a hybrid cloud infrastructure
- Remove cloud silos by caching data from one cloud provider to another
- Lower storage costs
- Collaborate across geographic locations
- Use of a NetApp-managed service in BlueXP
- Ability to adapt to changing IT environments faster
- On-demand or subscription-based volume caching hosted in the cloud

What you can do with BlueXP volume caching

The BlueXP volume caching provides you with full use of several NetApp technologies to accomplish the following goals:

The BlueXP volume caching service provides you with full use of several NetApp technologies to accomplish

the following goals:

- Cache data from one cloud provider to another
- View and edit a cache export policy
- Resize an existing cache
- Delete a cache

Cost

NetApp doesn't charge you for using the BlueXP volume caching service, but you'll need to check your cloud provider for applicable data ingress and egress charges.

Licensing

No special ONTAP licenses are needed for BlueXP volume caching.

How BlueXP volume caching works

A cache volume is a sparsely populated volume that is backed by a source volume. The cache volume can be on the same cluster as or on a different cluster than that of the source volume.

The cache volume provides access to data in the source volume without requiring that all the data be in the cache volume. Data storage in the caching volume is efficiently managed by retaining only the hot data (working, or recently used data).

BlueXP volume caching reads requests if the cache volume contains the data requested by the client. Otherwise, the volume caching service requests the data from the source volume and stores the data before serving the client request. Subsequent requests for the data are then served directly from the cache volume. This improves performance when the same data is accessed repeatedly, because after the first request, the data no longer must travel across the network or be served from an overloaded system.

BlueXP volume caching prerequisites

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

To use BlueXP volume caching, you should ensure that your environment meets all requirements.

- ONTAP 9.8 and later
  - Cluster Admin ONTAP permissions
  - Intercluster LIFs on the clusters
- In BlueXP:
  - The BlueXP Connector needs to be set up in NetApp BlueXP. All source and target clusters must be on the same BlueXP Connector. Refer to the BlueXP Quick start and Learn about Connectors.
  - The working environment should be set up.
  - The clusters should be added in the target working environment and in an ON or degraded state.
  - Standard BlueXP requirements. Refer to BlueXP requirements.

Quick start for BlueXP volume caching

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

1 **Review prerequisites**

Ensure your environment meets these requirements.

2 **Set up the volume caching service**

Set up BlueXP volume caching.

3 **What's next?**

After you set up the service, here's what you might do next.

- Create a cache.
- Manage a cache, edit a cache, resize a cache, or delete a cache.
- Monitor volume caching operations.

Set up BlueXP volume caching

To use BlueXP volume caching, perform a few steps to set it up.

- Review prerequisites to ensure that your environment is ready.
- Create a BlueXP Connector.
- Create working environments.

Create a Connector in BlueXP

The next step is to create a Connector in BlueXP.

To create a Connector in BlueXP before using the service, refer to the BlueXP documentation that describes How to create a connector.

Create working environments

If you haven't done so already, you need to create the working environments for the source and target.

- Create an Amazon FSx for ONTAP working environment
- Launch Cloud Volumes ONTAP in AWS
- Launch Cloud Volumes ONTAP in Azure
- Launch Cloud Volumes ONTAP in GCP
- Add existing Cloud Volumes ONTAP systems

- Discover ONTAP clusters

Access BlueXP volume caching

You use NetApp BlueXP to log in to the BlueXP volume caching service.

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.

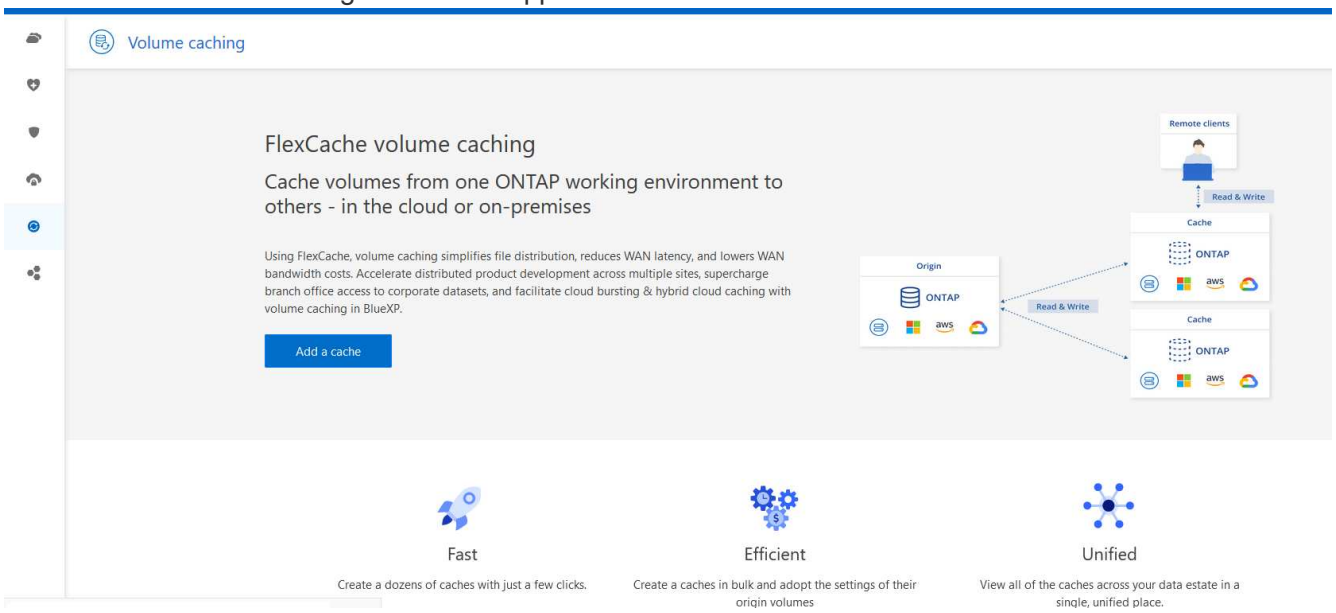
Steps

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 **Mobility** > **Volume caching**.

   The BlueXP volume caching Dashboard appears.



> If a BlueXP Connector is not set up, the option **Add a connector** appears. Refer to Set up BlueXP volume caching.

Frequently asked questions for BlueXP volume caching

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

What's the BlueXP volume caching 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 volume caching?
A NetApp License File (NLF) is not required.

How do you enable BlueXP volume caching?

BlueXP volume caching does not require any enablement. The volume caching option automatically appears on the BlueXP left navigation.

Use BlueXP volume caching

Use BlueXP volume caching overview

Using BlueXP volume caching, you can accomplish the following goals:

- Create a cache.
- View cache details.
- Change the export policy and resize a cache.
- Delete a cache.
- Monitor volume caching operations on the BlueXP Timeline.

Create a cache

You can create a volume caching between Amazon FSx for ONTAP, Cloud Volumes ONTAP, and on-premises ONTAP with one or more source volumes from the source working environment as the cache source. You then choose the storage virtual machine for the cache volumes.

The cache volume can be on the same cluster or a different cluster than that of the source volume. The volumes you select to cache must belong to the same storage VM and the storage VMs must use the same protocols.

> If volumes are not eligible for caching, they are greyed out so that you cannot select them.

You can enter the size for cache volumes as a percentage of source volume size.

> The IPSpace used by the cache volume depends on the IPSpace used by the source storage VM.

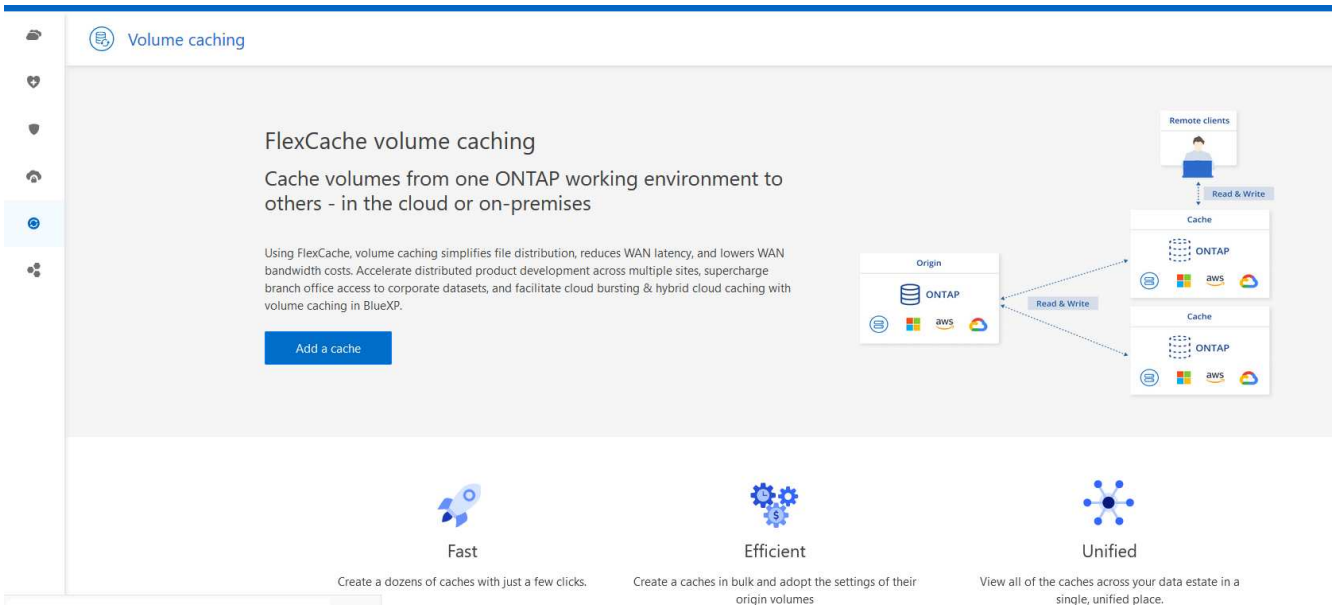
The cache volume name uses a suffix of `_cache` added to the original volume name.

Steps from the BlueXP volume caching landing page

1. Log in to BlueXP and select **Mobility** > **Volume caching** from the left navigation.

   You'll land on the BlueXP volume caching Dashboard page. When you first start with the service, you need to add the cache information. Later, the Dashboard appears instead and displays data about the caches.

   > If you have not yet set up a BlueXP Connector, the option **Add a connector** appears instead of the **Add a cache**. In this case, you need to set up the Connector first. Refer to the BlueXP Quick start.



2. Select **Add a cache**.
3. In the Cache data page, select the working environment source and target cache and select **Start caching wizard**.
4. In the Configure your caches page, select the volume or volumes you want to cache.

   You can select up to 50 volumes.

5. Scroll down the page to make additional changes to the VM details or volume size.
6. Enter the size for cache volumes as a percentage of the source volume size.

   A good rule of thumb is that the cache volume size should be about 15% of the source volume size.

7. Check the **Cache access** box to replicate the NFS export policy rules and the SMB/CIFS share configuration from the source volume to the target cache volume.

   Then the NFS export policy rules and SMB/CIFS share in the source volume will be replicated to the cache volume. If the SMB/CIFS protocol isn't enabled on the cache storage VM, the SMB/CIFS share will not replicate.

8. Optionally, enter the cache name prefix.

   The suffix of `_cache` is appended to the name in the format: `<user-specified prefix>_<source volume name>_cache`

9. Select **Create caches**.

   The new cache appears on the Caching list. The cache volume name will show `_cache` as a suffix to the source volume name.

10. To see the progress of the operation, from the top menu, select > **Timeline**.

Steps from the BlueXP canvas

1. From the BlueXP canvas, select the working environment.
2. Select the source environment and drag it to the destination.

3. Select the **Volume caching** service.

   This creates a cache volume from the source to the destination.

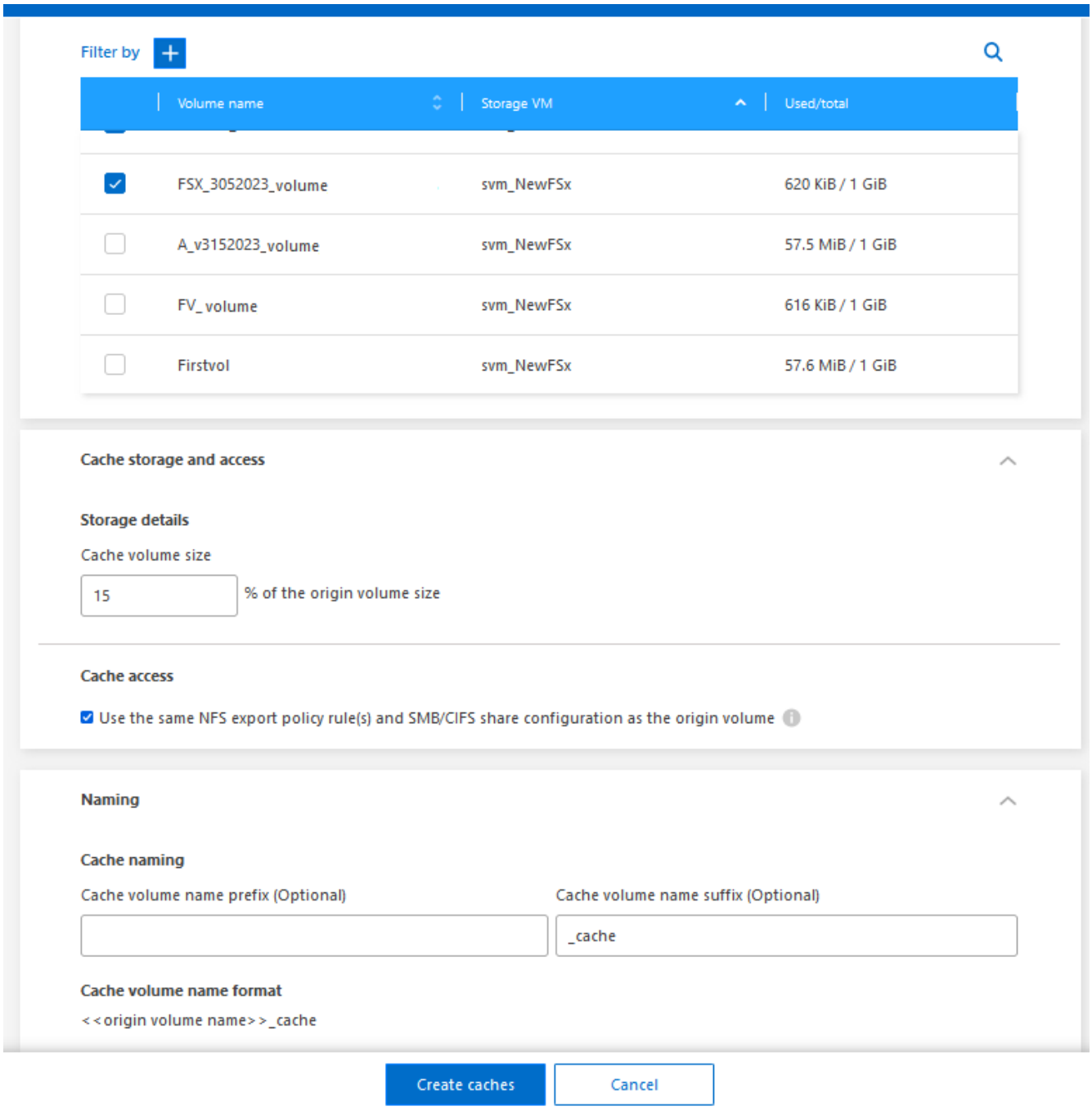
4. In the right pane, in the Caching service box, select **Add**.
5. In the Cache data page, select the working environment you want to cache and select **Start cache wizard**.

6. In the Configure your caches page, select the volume or volumes you want to cache.

   You can select up to 50 volumes.

7. Scroll down the page to make additional changes to the VM details or volume size.
8. Enter the size for cache volumes as a percentage of the source volume size.

A good rule of thumb is that the cache volume size should be about 15% of the source volume size.



9. Check the **Cache access** box to replicate the NFS export policy rules and the SMB/CIFS share configuration from the source volume to the target cache volume.

   Then the NFS export policy rules and SMB/CIFS share in the source volume will be replicated to the cache volume. If the SMB/CIFS protocol isn't enabled on the cache storage VM, the SMB/CIFS share will not replicate.

10. Optionally, enter the cache name prefix.

    The suffix of `_cache` is appended to the name in the format: `<user-specified prefix>_<source`

`volume name>_cache`

11. Select **Create caches**.

    The new cache appears on the Caching list. The cache volume name will show `_cache` as a suffix to the source volume name.

12. To see the progress of the operation, from the top menu, select > **Timeline**.

Manage a cache

You can edit a cache, change the export policy, resize a cache, and delete a cache.

With BlueXP volume caching, you can accomplish these goals:

- View cache details.
- Assign a different export policy to a cache.
- Edit a volume caching and change its size, etc. Edit will have the option to view and change other properties, and more properties will be added in edit in upcoming releases.
- Resize an existing cache based on a percentage of the original volume size.
- Delete a cache.

View cache details

For each caching, you can see the original volume, the working environment, the cache volume, and more.

Steps

1. From the BlueXP left navigation, select **Mobility** > **Volume caching**.

   You can view the list of cache volumes created at the destination environment. The list of caches displays the cache details.

2. To filter the list, select the **Filter by +** option.
3. Select a row and select the **Actions …** option on the right.
4. Select **View and edit details**.
5. Review the details.

Edit a cache

You can change the name, volume size, and export policy for a cache.

Steps

1. From the BlueXP left navigation, select **Mobility** > **Volume caching**.
2. Select a row and select the **Actions …** option on the right.
3. Select **View and edit details**.
4. In the Basic configuration tab, optionally, change the cache name and cache volume size.
5. Optionally, expand the Cache access tab, and modify these values:

   a. The mount path.
   b. An export policy that is different from the existing one.
6. To change SMB/CIFS share details or the export policy rules, click the option to access BlueXP System Manager.
7. Select **Save**.

Assign a different cache export policy

You can assign a different export policy to a cache.

The source export policy rules should be applied to the target cluster.

> You can assign an existing export policy to a cache. You cannot change the export policy rules. If you need to change the export policies, you can use NetApp System Manager.

Steps

1. From the BlueXP left navigation, select **Mobility** > **Volume caching**.
2. Select a row and select the **Actions …** option on the right.
3. Select **Change export policy**.
4. Select the export policy you want to assign to the cache.
5. Select **Save**.

Resize a cache

You can change the size of the cache volume based on a percentage of the source volume.

Steps

1. From the BlueXP left navigation, select **Mobility** > **Volume caching**.
2. Select a row and select the **Actions …** option on the right.
3. Select **Resize**.
4. Enter a new percentage of the origin volume size.

   The cache volume will resize to the new percentage.

5. Select **Save**.

Delete a cache

If you no longer need the cache, you can delete it. This deletes the volume caching relationship and deletes the target volume cache.

Steps

1. From the BlueXP left navigation, select **Mobility** > **Volume caching**.
2. Select a row and select the **Actions …** option on the right.
3. Select **Delete**.
4. Check the box.

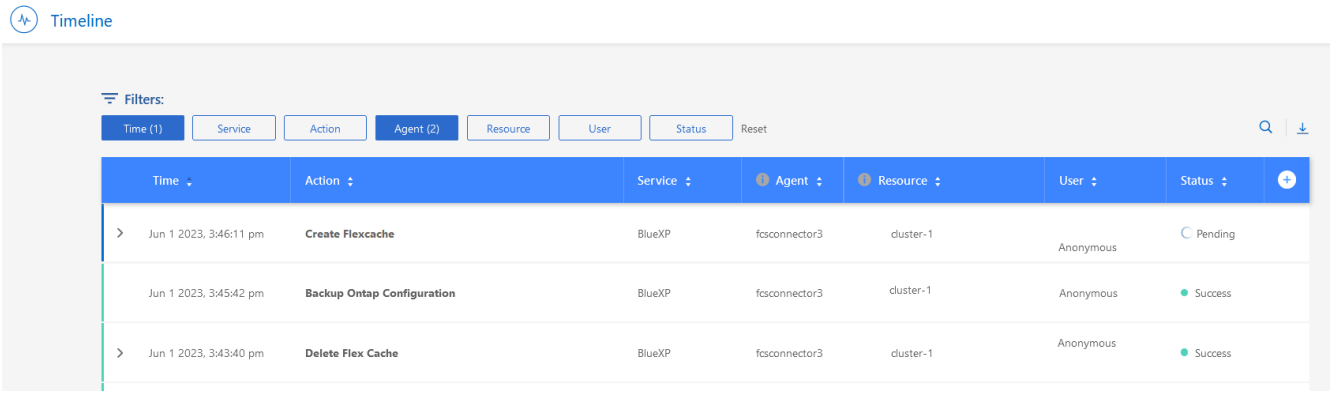
5. Select **Delete**.

Monitor volume caching jobs on the Timeline

You can monitor all volume caching jobs and determine their progress.

Steps

1. From the top menu, select > **Timeline**.



2. Optionally, filter by time, service, action, agent, resource, user, or status.
3. Explore all caches and the operations.

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 960xxxxxxxxx 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 909201xxxxxxxx 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

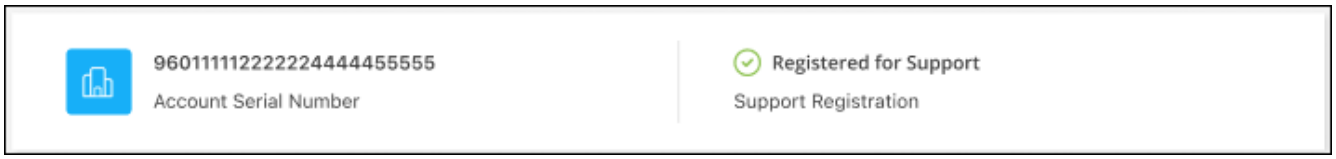
If you're a NetApp customer with an NSS account, you simply need to register for support through BlueXP.

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

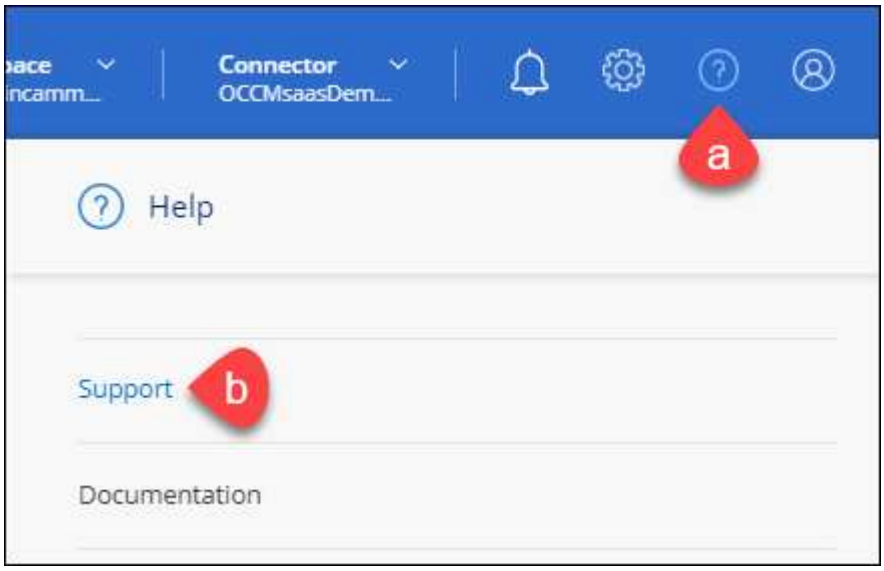
1. Create a NetApp Support Site account by completing the NetApp Support Site User Registration form
   a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
   b. Be sure to copy the BlueXP account serial number (960xxxx) used above for the serial number field.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

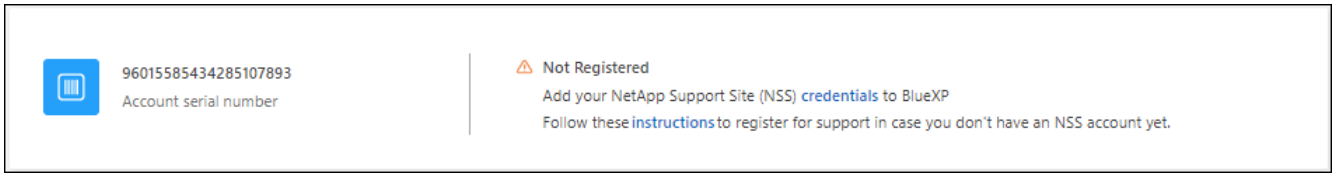
If you are brand new to NetApp and you don't have an NSS account, follow each step below.

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

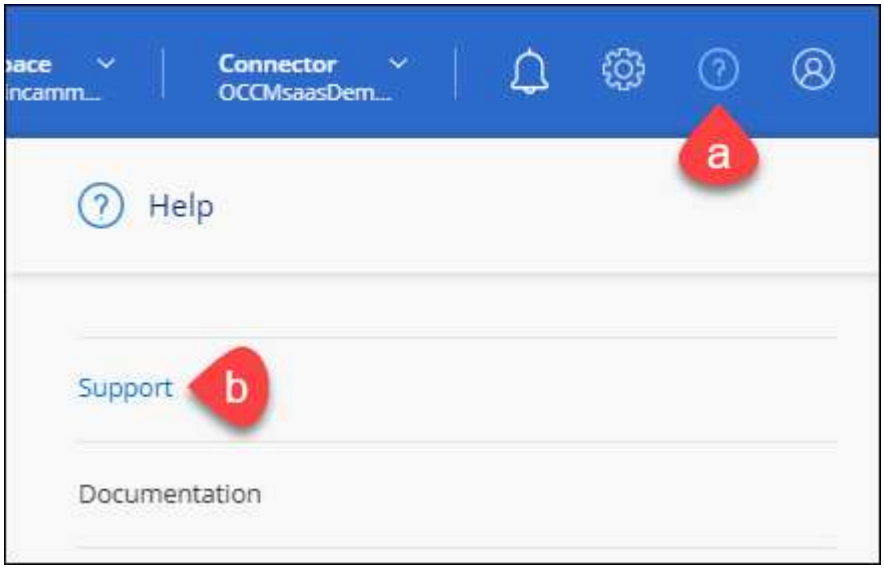
Associating NSS credentials with your BlueXP account is different than the NSS account that is associated with a BlueXP user login.

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.

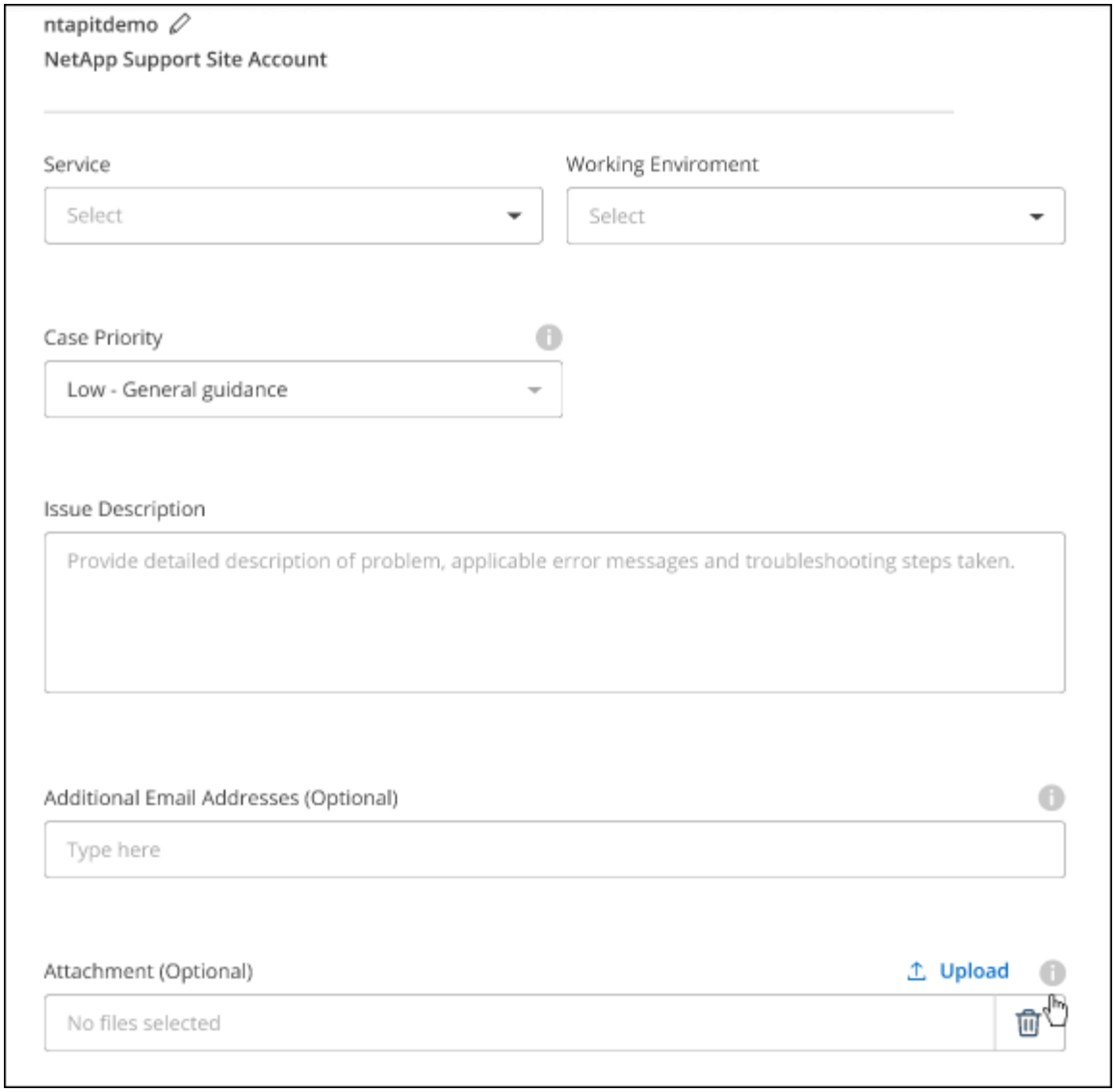
        The list of working environments are within scope of the BlueXP account, workspace, and Connector you have selected in the top banner of the service.

      - **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.



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.

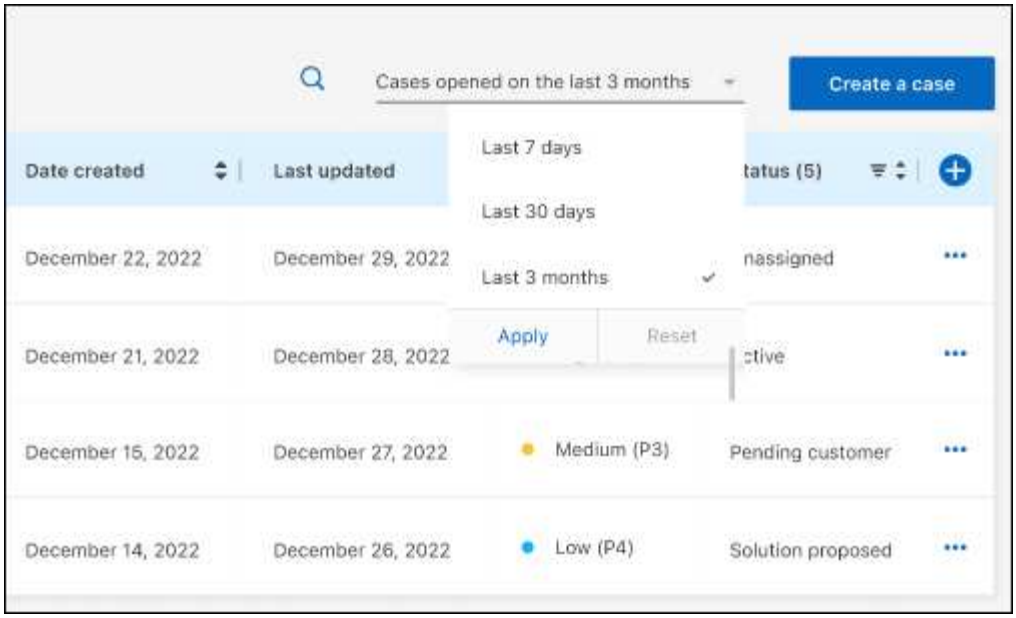
- At a per-case level, we offer the ability to update case notes or close a case that is not already in Closed or Pending Closed status.

Steps

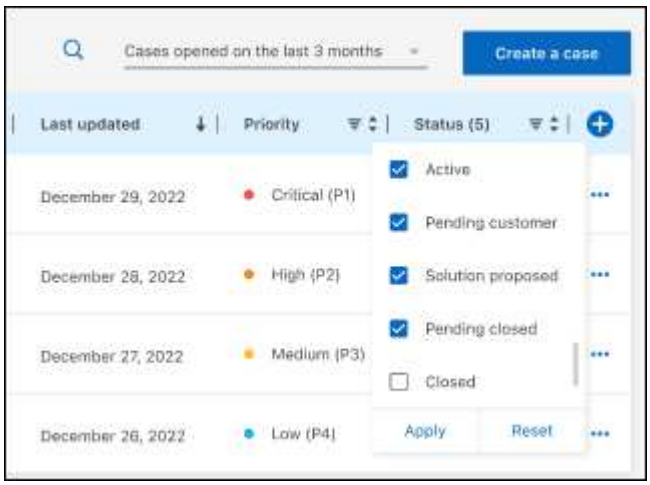
1. In BlueXP, select **Help > Support**.
2. Select **Case Management** and if you're prompted, add your NSS account to BlueXP.

   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.

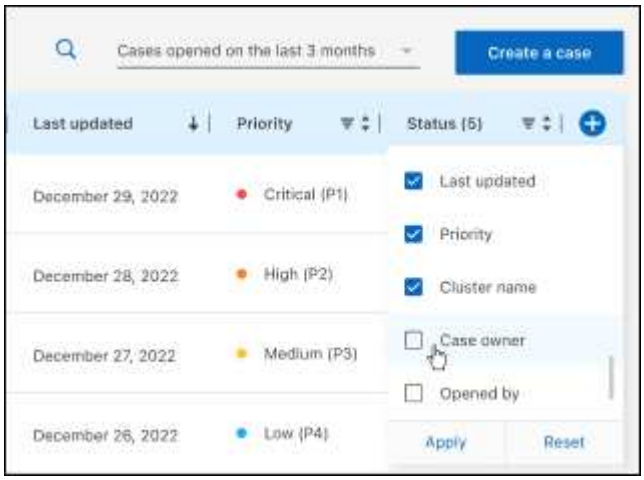
3. Optionally modify the information that displays in the table:
   - Under **Organization's cases**, select **View** to view all cases associated with your company.
   - Modify the date range by choosing an exact date range or by choosing a different time frame.



- 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.

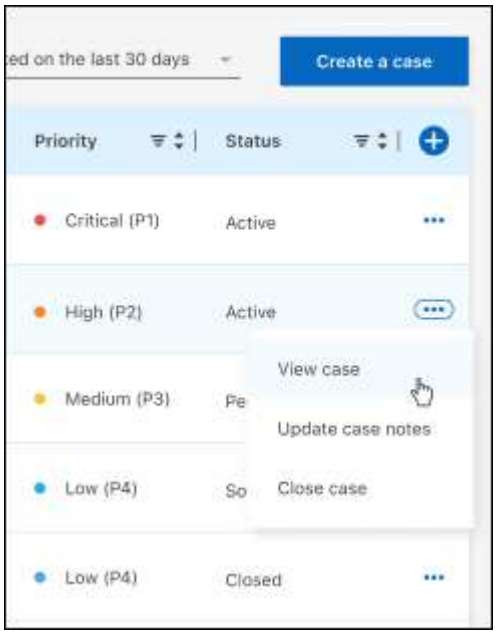


4. Manage an existing case by selecting ••• and selecting one of the available options:

   - **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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