



# Azure NetApp Files documentation

## Azure NetApp Files

NetApp  
November 06, 2025

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# Azure NetApp Files documentation

# Release notes

## What's new

Learn what's new with Azure NetApp Files in the NetApp Console.

### 06 October 2025

#### BlueXP is now NetApp Console

BlueXP has been renamed and redesigned to better reflect its role in managing your data infrastructure.

The NetApp Console provides centralized management of storage and data services across on-premises and cloud environments at enterprise grade—delivering real-time insights, faster workflows, and simplified administration.

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

### 13 January 2025

#### Network features now supported in BlueXP

When configuring a volume in Azure NetApp Files from BlueXP, you can now indicate network features. This aligns with functionality available in native Azure NetApp Files.

### 12 June 2024

#### New permission required

The following permission is now required to manage Azure NetApp Files volumes from BlueXP:

Microsoft.Network/virtualNetworks/subnets/read

This permission is required to read a virtual network subnet.

If you're currently managing Azure NetApp Files from BlueXP, you need to add this permission to the custom role that's associated with the Microsoft Entra application that you previously created.

[Learn how to set up a Microsoft Entra application and view the custom role permissions.](#)

### 22 April 2024

#### Volume templates no longer supported

You can no longer create a volume from a template. This action was associated with the BlueXP remediation service, which is no longer available.

### 11 April 2021

## Support for volume templates

A new Application Templates service enables you to set up a volume template for Azure NetApp Files. The template should make your job easier because certain volume parameters will already be defined in the template, such as capacity pool, size, protocol, VNet and subnet where the volume should reside, and more. When a parameter is already predefined, you can just skip to the next volume parameter.

## 8 March 2021

### Dynamically change service levels

You can now dynamically change the service level for a volume to meet workload needs and optimize your costs. The volume is moved to the other capacity pool with no impact to the volume.

[Learn how to change a volume's service level.](#)

## 3 August 2020

### Azure NetApp Files set up and management

Set up and manage Azure NetApp Files directly from Cloud Manager. After you create an Azure NetApp Files system, you can complete the following tasks:

- Create NFS and SMB volumes.
- Manage capacity pools and volume snapshots

Cloud Manager enables you to create, delete, and restore volume snapshots. You can also create new capacity pools and specify their service levels.

- Edit a volume by changing its size and managing tags.

The ability to create and manage Azure NetApp Files directly from Cloud Manager replaces the previous data migration functionality.

## 5 April 2020

### Data migration to Azure NetApp Files

You can now migrate NFS or SMB data to Azure NetApp Files directly from Cloud Manager. Data syncs are powered by BlueXP copy and sync.

# Get started

## Learn about Azure NetApp Files

Azure NetApp Files enables enterprises to migrate and run their performance-intensive and latency-sensitive core, business-critical applications in Azure with no need to refactor for the cloud.

### Features

- Support for multiple protocols enables "lift & shift" of both Linux & Windows applications to run seamlessly in Azure.
- Multiple performance tiers allow for close alignment with workload performance requirements.
- Leading certifications including SAP HANA, GDPR, and HIPAA enables migration of the most demanding workloads to Azure.

### Additional features in the NetApp Console

- Migrate NFS or SMB data to Azure NetApp Files directly from the NetApp Console. Data migrations are powered by NetApp Copy and Sync.

[Learn more about Copy and Sync](#)

- Using Artificial Intelligence (AI) driven technology, NetApp Data Classification can help you understand data context and identify sensitive data that resides in your Azure NetApp Files accounts.

[Learn more about Data Classification](#)

### NetApp Console

Azure NetApp Files is accessible through the NetApp Console.

The NetApp Console provides centralized management of NetApp storage and data services across on-premises and cloud environments at enterprise grade. The Console is required to access and use NetApp data services. As a management interface, it enables you to manage many storage resources from one interface. Console administrators can control access to storage and services for all systems within the enterprise.

You don't need a license or subscription to start using NetApp Console and you only incur charges when you need to deploy Console agents in your cloud to ensure connectivity to your storage systems or NetApp data services. However, some NetApp data services accessible from the Console are licensed or subscription-based.

Learn more about the [NetApp Console](#).

### Cost

[View Azure NetApp Files pricing](#)

Subscription and billing are maintained by the Azure NetApp Files service, not by the Console.

## Supported regions

[View supported Azure regions](#)

## Getting help

For technical support issues associated with Azure NetApp Files, use the Azure portal to log a support request to Microsoft. Select your associated Microsoft subscription and select the **Azure NetApp Files** service name under **Storage**. Provide the remaining information required to create your Microsoft support request.

## Related links

- [NetApp Console website: Azure NetApp Files](#)
- [Azure NetApp Files documentation](#)
- [Copy and Sync documentation](#)

## Getting started workflow

Get started with Azure NetApp Files by setting up a Microsoft Entra application and by creating a system.

1

### Set up a Microsoft Entra application

From Azure, grant permissions to a Microsoft Entra application and copy the application (client) ID, the directory (tenant) ID, and the value of a client secret.

2

### Create an Azure NetApp Files system

From the Systems page in the NetApp Console, select **Add system > Microsoft Azure > Azure NetApp Files** then provide details about the Active Directory application.

## Set up a Microsoft Entra application

The NetApp Console needs permissions to set up and manage Azure NetApp Files. You can grant the required permissions to an Azure account by creating and setting up a Microsoft Entra application and by obtaining the Azure credentials that the Console needs.

### Step 1: Create the application

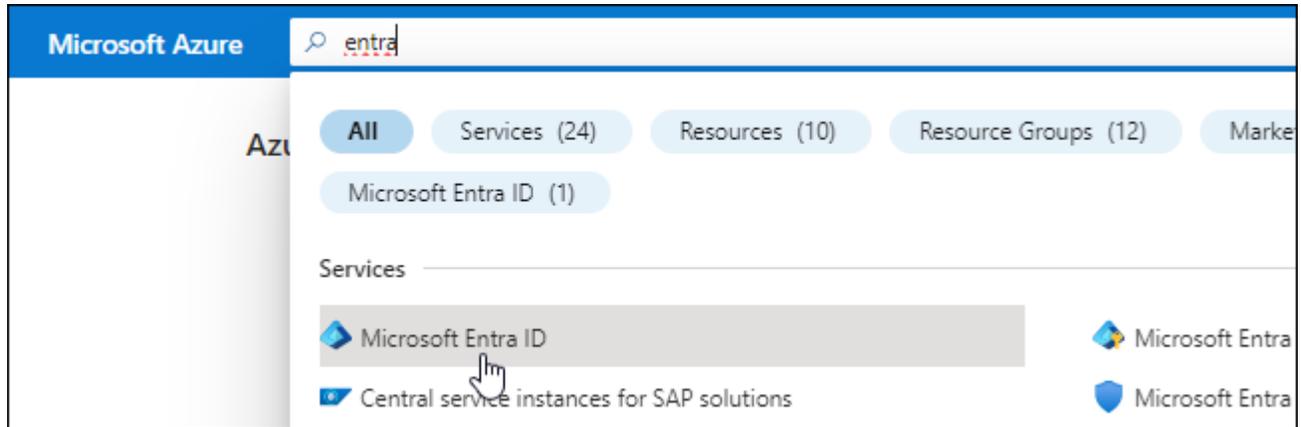
Create a Microsoft Entra application and service principal that the Console can use for role-based access control.

#### Before you begin

You must have the right permissions in Azure to create an Active Directory application and to assign the application to a role. For details, refer to [Microsoft Azure Documentation: Required permissions](#).

#### Steps

1. From the Azure portal, open the **Microsoft Entra ID** service.



2. In the menu, select **App registrations**.

3. Create the application:

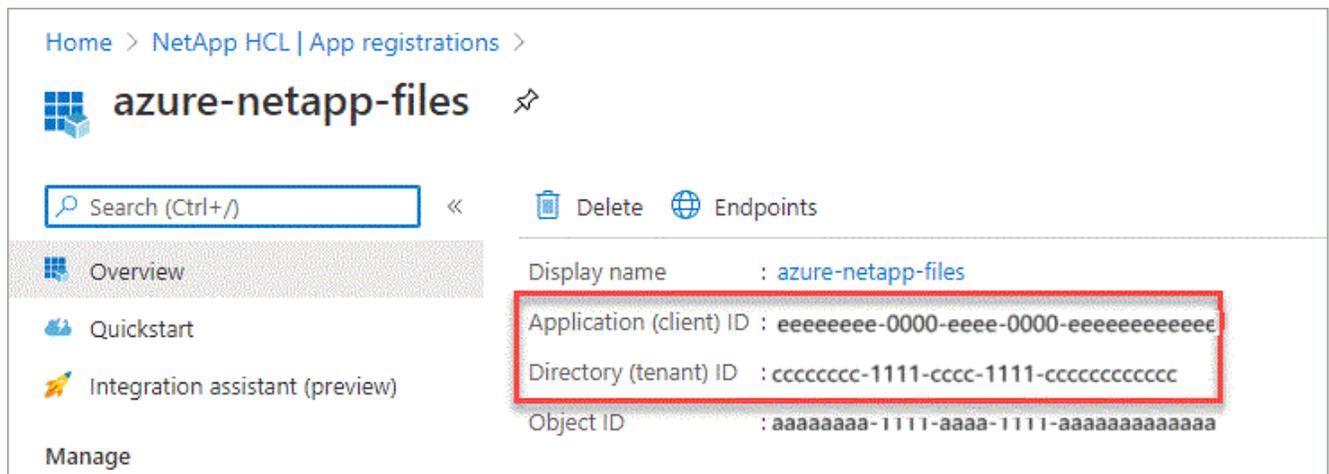
a. Select **New registration**.

b. Specify details about the application:

- **Name:** Enter a name for the application.
- **Account type:** Select an account type (any will work with the Console).
- **Redirect URI:** You can leave this blank.

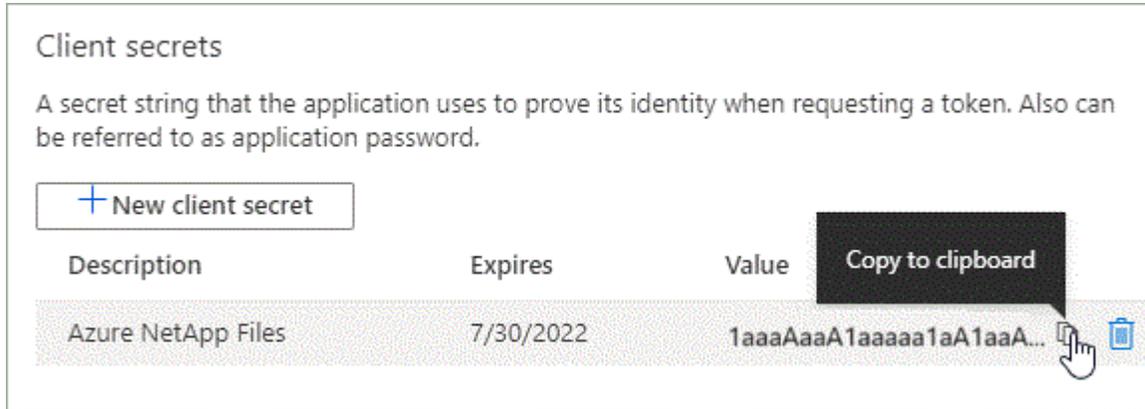
c. Select **Register**.

4. Copy the **Application (client) ID** and the **Directory (tenant) ID**.



When you create the Azure NetApp Files system in the Console, you need to provide the application (client) ID and the directory (tenant) ID for the application. The Console uses the IDs to programmatically sign in.

5. Create a client secret for the application so the Console can use it to authenticate with Microsoft Entra ID:
  - a. Select **Certificates & secrets > New client secret**.
  - b. Provide a description of the secret and a duration.
  - c. Select **Add**.
  - d. Copy the value of the client secret.



### Result

Your AD application is now setup and you should have copied the application (client) ID, the directory (tenant) ID, and the value of the client secret. You need to enter this information in the Console when you add an Azure NetApp Files system.

## Step 2: Assign the app to a role

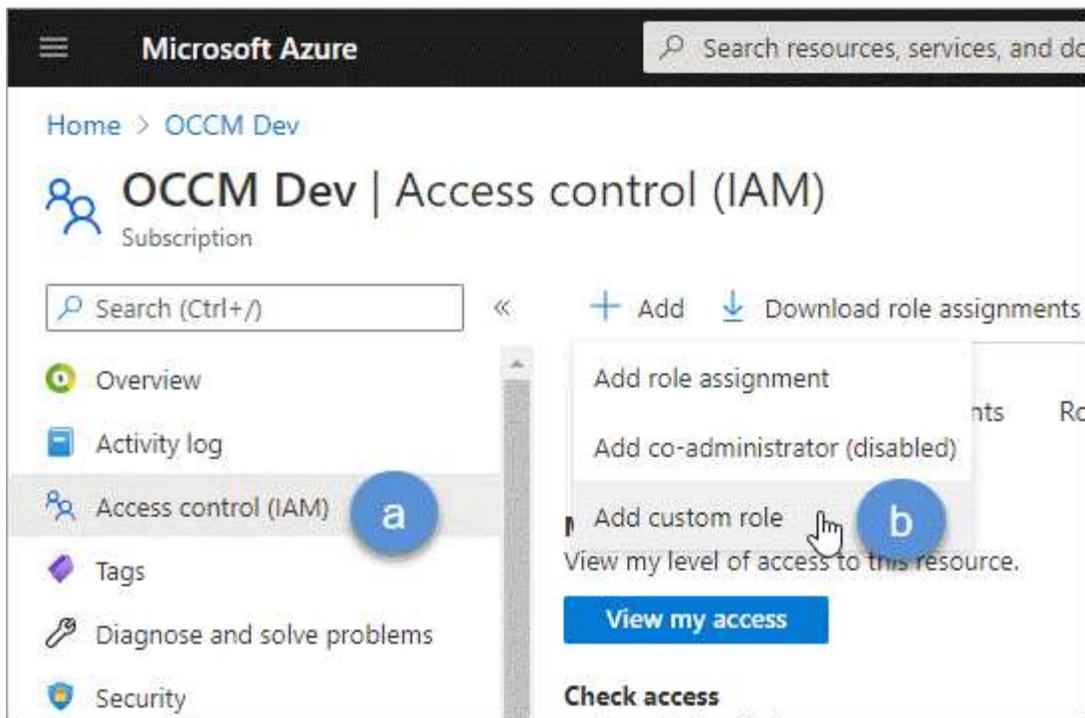
You must bind the service principal to your Azure subscription and assign it a custom role that has the required permissions.

### Steps

1. [Create a custom role in Azure](#).

The following steps describe how to create the role from the Azure portal.

- a. Open the subscription and select **Access control (IAM)**.
- b. Select **Add > Add custom role**.



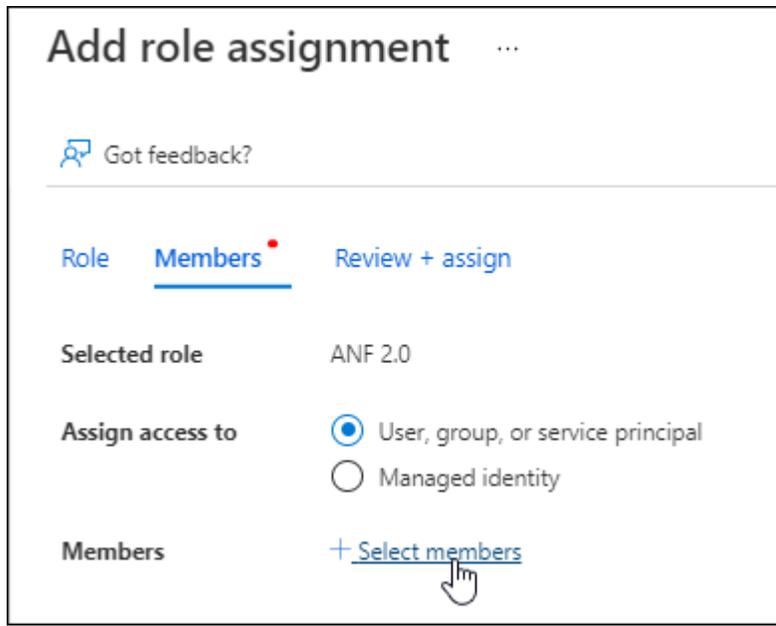
- c. In the **Basics** tab, enter a name and description for the role.
- d. Select **JSON** then **Edit** which appears at the top right of the JSON format.
- e. Add the following permissions under *actions*:

```
"actions": [
  "Microsoft.NetApp/*",
  "Microsoft.Resources/resources/read",
  "Microsoft.Resources/subscriptions/resourceGroups/read",

  "Microsoft.Resources/subscriptions/resourcegroups/resources/read",
  "Microsoft.Resources/subscriptions/resourceGroups/write",
  "Microsoft.Network/virtualNetworks/read",
  "Microsoft.Network/virtualNetworks/subnets/read",
  "Microsoft.Insights/Metrics/Read"
],
```

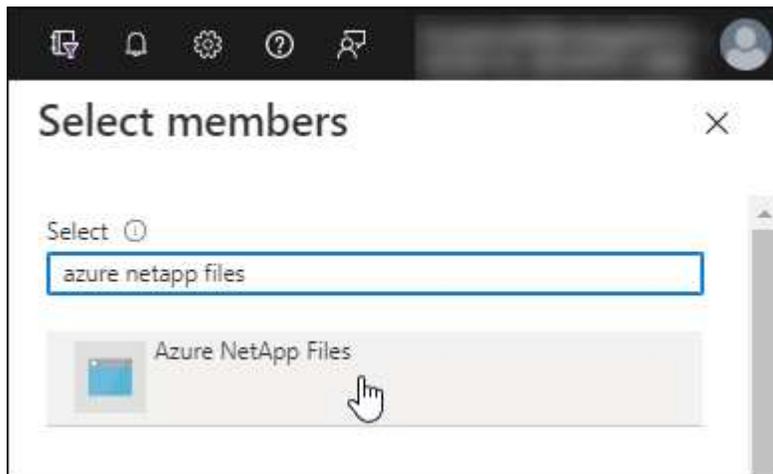
- f. Select **Save > Next** then **Create**.
2. Assign the application to the role that you just created:
    - a. From the Azure portal, open **Subscriptions**.
    - b. Select the subscription.
    - c. Select **Access control (IAM) > Add > Add role assignment**.
    - d. In the **Role** tab, select the custom role that you created then **Next**.
    - e. In the **Members** tab, complete the following steps:
      - Keep **User, group, or service principal** selected.

- Select **Select members**.



- Search for the name of the application.

Here's an example:



- Select the application then **Select**.
  - Select **Next**.
- f. Select **Review + assign**.

The service principal for the Console now has the required Azure permissions for that subscription.

### Step 3: Add the credentials to the Console

When you create the Azure NetApp Files system, you're prompted to select the credentials associated with the service principal. You need to add these credentials to the Console before you create the system.

#### Steps

1. In the left navigation of the Console, select **Administration > Credentials**.
2. Select **Add Credentials** and follow the steps in the wizard.
  - a. **Credentials Location:** Select **Microsoft Azure > NetApp Console**.
  - b. **Define Credentials:** Enter information about the Microsoft Entra service principal that grants the required permissions:
    - Client Secret
    - Application (client) ID
    - Directory (tenant) ID

You should have captured this information when you [created the AD application](#).
  - c. **Review:** Confirm the details about the new credentials then select **Add**.

## Create an Azure NetApp Files system in the NetApp Console

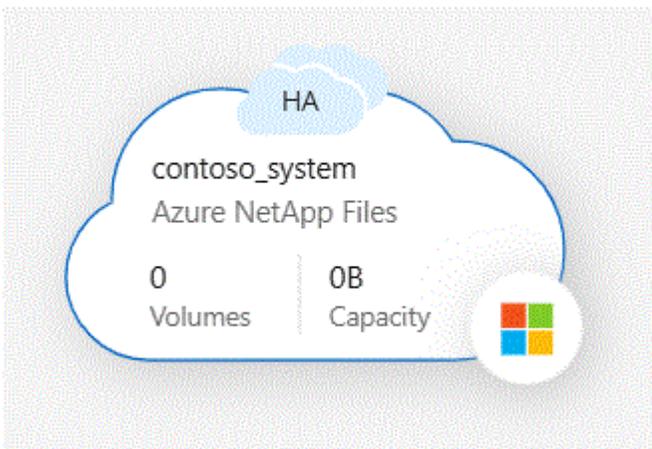
After you set up a Microsoft Entra application and add the credentials to the NetApp Console, create an Azure NetApp Files system so that you can start creating the volumes that you need.

### Steps

1. From the Systems page, select **Add system**.
2. Select **Microsoft Azure**.
3. Next to Azure NetApp Files, select **Discover**.
4. On the Details page, enter a system name and select the credentials that you previously set up.
5. Select **Continue**.

### Result

You now have an Azure NetApp Files system.



### What's next?

[Start creating and managing volumes.](#)

# Use Azure NetApp Files

## Create and mount volumes

After you set up your system, you can create Azure NetApp Files accounts, capacity pools, and volumes.

### Create volumes

You can create NFS or SMB volumes in a new or existing Azure NetApp Files account.

#### Before you begin

- If you want to use SMB, you must have set up DNS and Active Directory.
- When planning to create an SMB volume, you must have a Windows Active Directory server available to which you can connect. You will enter this information when creating the volume.

#### Steps

1. Open the Azure NetApp Files system.
2. Select **Add New Volume**.
3. Provide the required information on each page:
  - **Azure NetApp Files Account:** Choose an existing Azure NetApp Files account or create a new account. When creating a new account, you must also select the resource group. You can use an existing resource group or create a new one.
  - **Capacity Pool:** Select an existing capacity pool or create a new capacity pool.

If you create a new capacity pool, specify the size and [service level](#).

The minimum size for a capacity pool is 1 TB.

Account 2 Capacity Pool 3 Details & tags 4 Protocol 5 Snapshot Copy

## Capacity Pool

Choose a capacity pool:  Select existing capacity pool  Create new capacity pool

Capacity Pool Name

Size (TiB)

Service Level

[Continue](#)

- **Details & Tags:** Enter the volume name and size, the VNet and subnet where the volume should reside, and optionally specify tags for the volume. Choose **Standard** or **Basic** networking. **Standard** supports virtual network (VNet) features while **Basic** has reduced IP limits and no additional VNet features for the volume. For more information, see [Configure network features](#).

## Details & Tags

### Details

Volume Name

Size (GiB)

VNet

Subnet

Networking  Basic  Standard

### Tags (Optional)

Tag Key

Tag Value

[+ Add More Tags](#)

- **Protocol:** Choose the NFS or SMB protocol and enter the required information.

If you choose NFS, you must enter the **Volume path**, choose the **NFS version**, and set the **Export Policy**.

## Protocol

Select the volume's protocol:  NFS Protocol  SMB Protocol

### Protocol

Volume Path

Select NFS Version:

NFSv3  NFSv4.1

### Export Policy

Allowed Client & Access

Read & Write  Read Only

[+ Add Export Policy Rule \(Up to 5\)](#)

If you choose SMB, you must enter the **Volume path** then configure SMB connectivity with the **DNS Primary IP Address** and Active Directory configuration details.

### Protocol

Select the volume's protocol:  NFS Protocol  SMB Protocol

↑ SMB Connectivity Setup

DNS Primary IP Address	User Name
<input type="text" value="127.0.0.1"/>	<input type="text" value="administrator"/>
Active Directory Domain to Join	Password
<input type="text" value="yourdomain.com up to 107 characters"/>	<input type="password"/>
SMB Server NetBIOS Name	Organizational Unit
<input type="text"/>	<input type="text" value="CN=Computers"/>

[Continue](#)

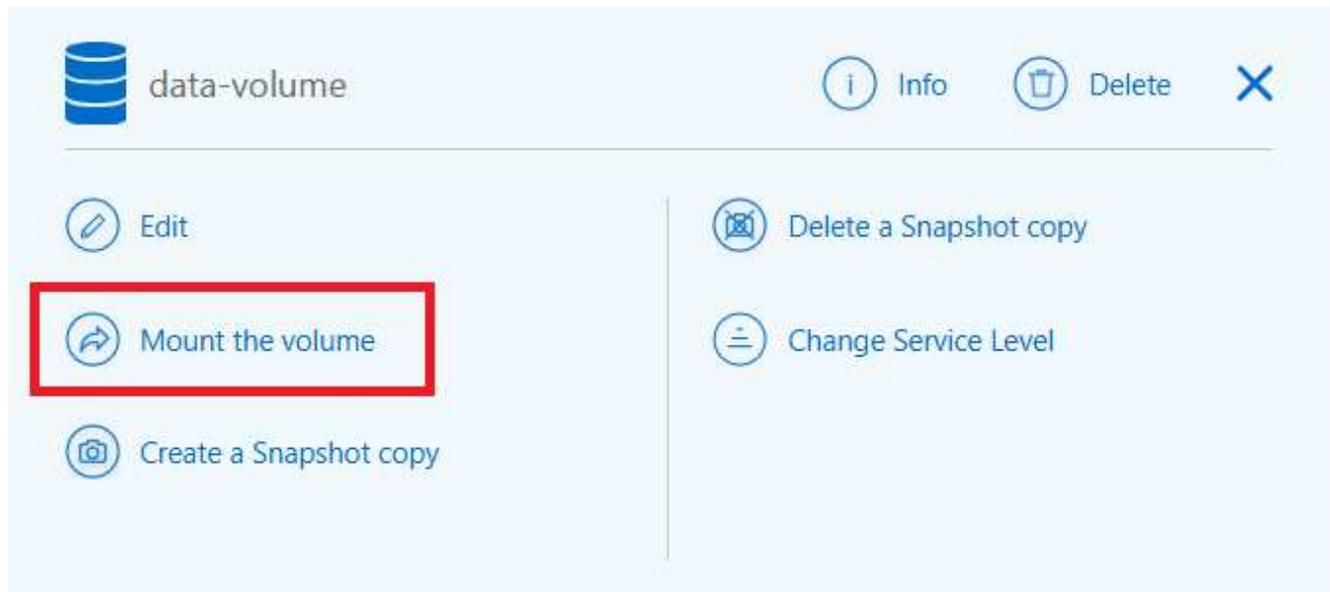
4. If you want this volume to be created based on a snapshot of an existing volume, select the snapshot from the Snapshot Name drop-down list.
5. Select **Add Volume**.
6. After you create the volume, you should proceed to [mount the cloud volume](#).

## Mount volumes

Access mounting instructions from within the NetApp Console so you can mount the volume to a host.

### Steps

1. In the NetApp Console, open the Azure NetApp Files system.
2. Move the cursor over the volume then select the three dots ... next to the volume status.
3. Select **Mount the volume**.



4. Follow the instructions to mount the volume.

## Manage existing volumes

You can manage existing volumes as your storage needs change. You can edit volumes, change a volume's service level, manage Snapshot copies, and delete volumes.

### Edit a volume's size and tags

After you create a volume, you can modify its size and tags at any time.

#### Steps

1. Open the system.
2. Hover over the volume and select **Edit**.
3. Modify the size and tags as needed.
4. Select **Apply**.

### Change the volume's service level

After you create a volume, you can change the service level at any time as long as the destination capacity pool already exists.

#### Steps

1. Open the system.
2. Hover over the volume and select **Change service level**.
3. Select the capacity pool that provides the service level that you want.
4. Select **Change**.

#### Result

The volume is moved to the other capacity pool with no impact to the volume.

## Manage Snapshot copies

Snapshot copies provide a point-in-time copy of your volume. Create Snapshot copies, restore the data to a new volume, and delete Snapshot copies.

### Steps

1. Open the system.
2. Hover over the volume and choose one of the available options to manage Snapshot copies:
  - **Create a Snapshot copy**
  - **Revert volume to Snapshot**
  - **Delete a Snapshot copy**
3. Follow the prompts to complete the selected action.

## Delete volumes

Delete the volumes that you no longer need.

### Steps

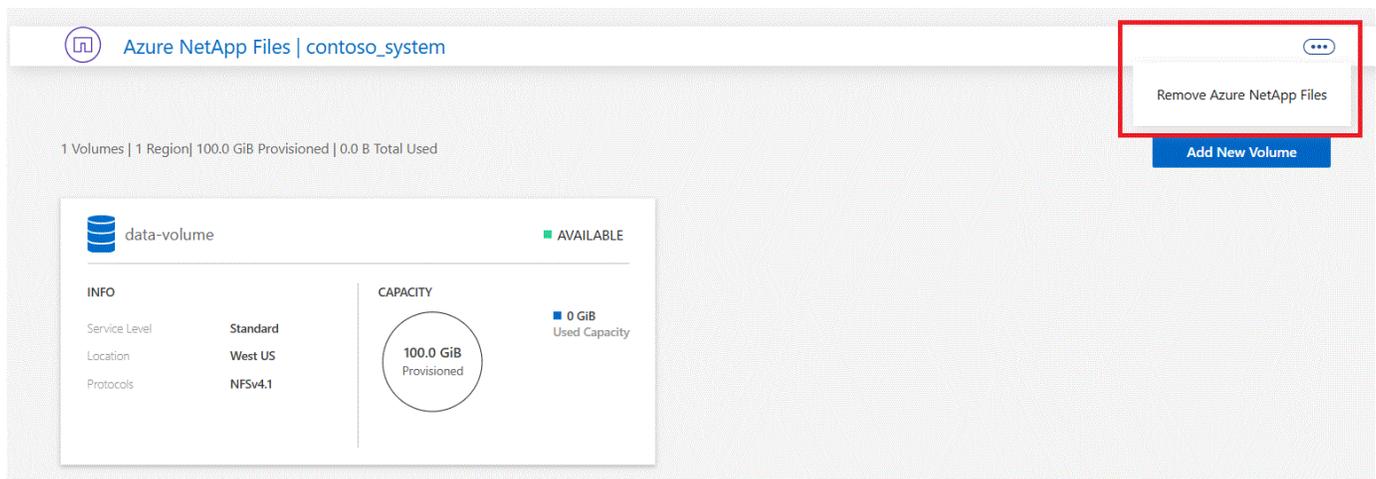
1. Open the system.
2. Hover over the volume then select **Delete**.
3. Confirm that you want to delete the volume.

## Remove Azure NetApp Files from the NetApp Console

You can remove an Azure NetApp Files system from the NetApp Console. Removing the Azure NetApp Files system does not delete your Azure NetApp Files account, capacity pools, or volumes. You can add Azure NetApp Files back to the Console at any time.

### Steps

1. Open the Azure NetApp Files system.
2. At the top right of the page, select the three dots ... then **Remove Azure NetApp Files**.



The screenshot shows the Azure NetApp Files console interface. At the top, the breadcrumb navigation reads "Azure NetApp Files | contoso\_system". Below this, a summary bar indicates "1 Volumes | 1 Region | 100.0 GiB Provisioned | 0.0 B Total Used". The main content area displays a volume card for "data-volume" with a status of "AVAILABLE". The card includes an "INFO" section with details: Service Level (Standard), Location (West US), and Protocols (NFSv4.1). A "CAPACITY" section shows a circular gauge for "100.0 GiB Provisioned" and "0 GiB Used Capacity". In the top right corner, a three-dot menu is highlighted with a red box, and the "Remove Azure NetApp Files" option is visible. Below the menu is a blue "Add New Volume" button.

1. In the pop-up dialog, select **Remove** to confirm you want to remove the system.

# Knowledge and support

## Register for support

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

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

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

## Support registration overview

There are two forms of registration to activate support entitlement:

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

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

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

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

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

## Register NetApp Console for NetApp support

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

### Existing customer with an NSS account

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

#### Steps

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

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

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

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

### Existing customer but no NSS account

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

#### Steps

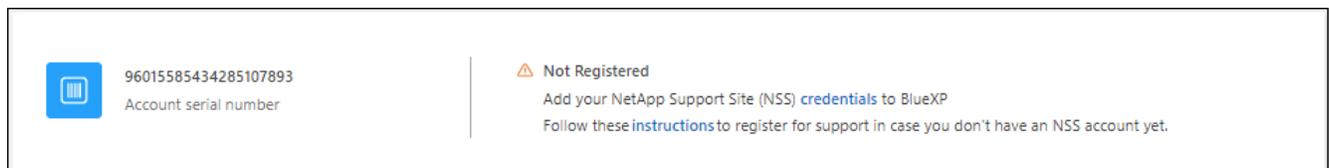
1. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
  - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
  - b. Be sure to copy the Console account serial number (960xxxx) used above for the serial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

### Brand new to NetApp

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

#### Steps

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



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

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

7. Confirm the action from within the email.

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

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

### After you finish

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

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

## Associate NSS credentials for Cloud Volumes ONTAP support

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

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

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

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

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

- Upgrading Cloud Volumes ONTAP software to the latest release

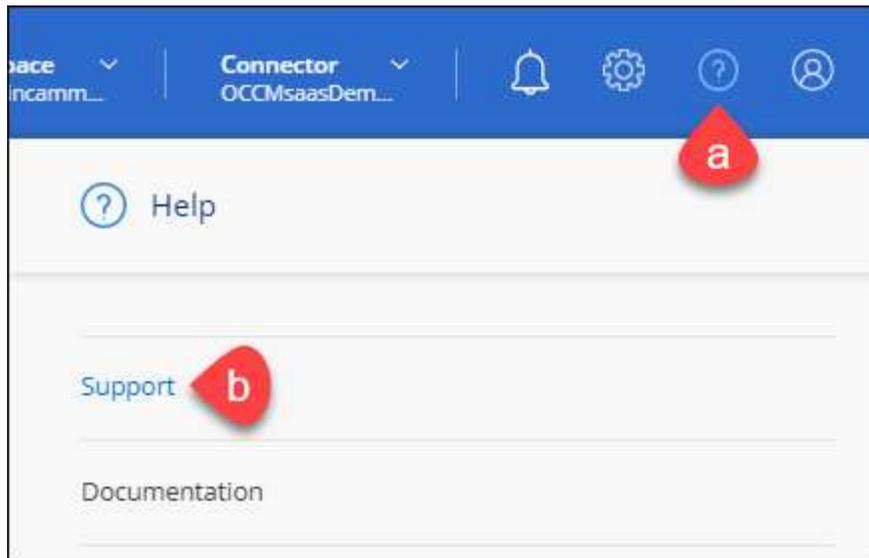
Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

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

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

### Steps

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



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

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

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

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

Note the following:

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

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

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

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

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

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

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

# Get help

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

## Get support for a cloud provider file service

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

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

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

## Use self-support options

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

- **Documentation**

The NetApp Console documentation that you're currently viewing.

- **Knowledge base**

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

- **Communities**

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

## Create a case with NetApp support

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

### Before you get started

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

### Steps

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

a. Select **Call Us** if you'd like to speak with someone on the phone. You'll be directed to a page on netapp.com that lists the phone numbers that you can call.

b. Select **Create a Case** to open a ticket with a NetApp Support specialist:

- **Service:** Select the service that the issue is associated with. For example, **NetApp Console** when specific to a technical support issue with workflows or functionality within the Console.
- **System:** If applicable to storage, select **Cloud Volumes ONTAP** or **On-Prem** and then the associated working environment.

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

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

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

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

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

ntapitdemo 

NetApp Support Site Account

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Service Working Enviroment

▼  ▼

Case Priority 

▼

Issue Description

Additional Email Addresses (Optional) 

Attachment (Optional)  Upload 

### After you finish

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

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

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

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

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

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

### Manage your support cases

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

cases associated with your NSS account and with your company.

Note the following:

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

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

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

View the steps below for more details.

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

## Steps

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

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

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

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

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

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