



Activating support entitlement and accessing support

Cloud Volumes Service

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Activating support entitlement and accessing support

Once you have access to Cloud Volumes Service shortly after subscribing in AWS marketplace, it is strongly recommended that you activate support entitlement. Activating support entitlement enables you to access technical support over online chat, web ticketing system, and phone.

The default support level is self-service until serial number activation and registration is completed.

Activating support entitlement

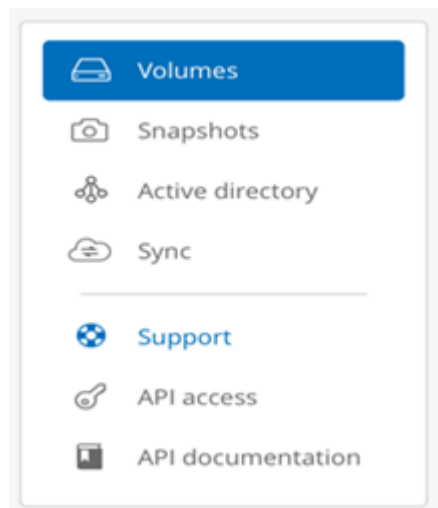
During the initial subscription process with Cloud Volumes Service for AWS, your cloud volumes instance generates a 20-digit NetApp serial number that starts with "930". The NetApp serial number represents the Cloud Volumes Service subscription associated to your AWS account. You must register the NetApp serial number to activate support entitlement. We offer 2 options for support registration:

1. Current NetApp customer with existing NetApp Support Site (NSS) SSO account
2. New NetApp customer with no existing NetApp Support Site (NSS) SSO account

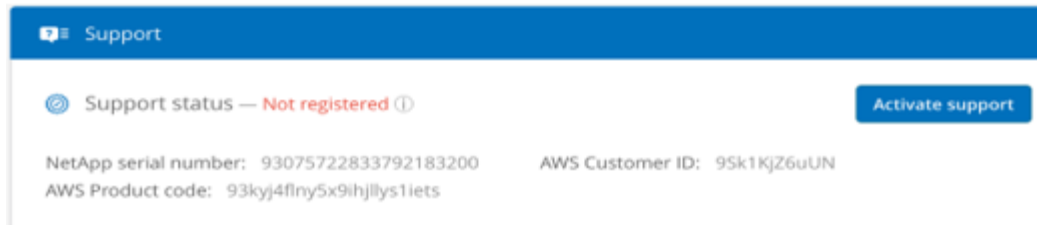
Option 1: Current NetApp customer with existing NetApp Support Site (NSS) SSO account

Steps

1. Navigate to the Cloud Volumes Service URL, or access this service through the [NetApp Cloud Central portal](#). Then login with your NetApp Cloud Central credentials.
2. Display your NetApp serial number by selecting **Support** in the Cloud Volumes Service user interface (UI).



3. In the **Support** page, verify that your Support status shows `Not registered`.



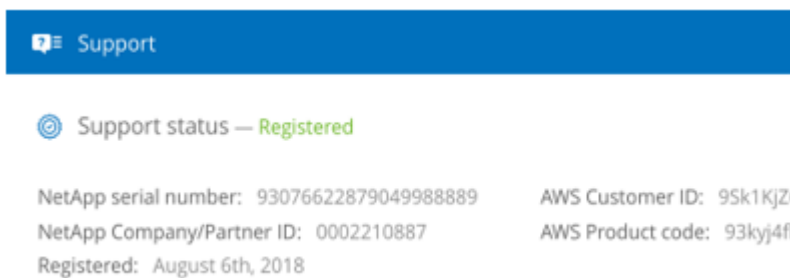
If you do not see the Support status and your NetApp serial number, refresh the browser page.

4. Click **Activate support** to register your NetApp serial number:

- If you have an NSS account, enter your NSS credentials (username and password) in the **Activate support** page and click **Activate** to activate support entitlement for your NetApp serial number.

- If you are an existing NetApp customer, but you do not have NSS SSO credentials, go to the [NetApp Support Registration site](#) to create your account first. Then return here to register with your NSS credentials.
- If you are a new NetApp customer, see the instructions for Option 2 below.

After your NetApp serial number is activated, the **Support** page shows the status **Registered**, indicating that you have activated support entitlement.



This is a one-time support registration for the applicable Cloud Volumes Service serial number. Any new Cloud Volumes Service subscription and subsequent new serial number requires support activation as well. If you have any questions or problems with support registration, contact us at cvs-support@netapp.com.

Option 2: New NetApp customer with no existing NetApp Support Site (NSS) SSO account



Steps

1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Select **I am not a registered NetApp Customer** and the New Customer Registration form is displayed.

New Customer Registration

IMPORTANT: After submitting, a confirmation email will be sent to the email address filled-in the form. Please click the validation link in that email to complete the registration.

The fields marked with * are mandatory

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Company*	<input type="text"/>
Email Address*	<input type="text"/>
Office Phone*	<input type="text"/>
Alternate Phone	<input type="text"/>
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
Postal Code / City*	<input type="text"/>
State/Province / Country*	<input type="text"/> - Select - <input type="button" value="v"/>
NetApp Reference SN	<input type="text"/>
	<small>If you currently own a NetApp product, please provide the Serial Number for that product here in order to speed-up the validation process</small>
Product Line*	Cloud Volumes Service <input type="button" value="v"/>
Cloud Service Provider *	Amazon Web Services <input type="button" value="v"/>
Cloud Volumes Subscription Id * 	<input type="text"/> e.g. 93000009159592204401
Cloud Account Id * 	<input type="text"/> e.g. 152087217861

3. Complete the required information on the form:
 - a. Enter your name and company information.
 - b. Select **Cloud Volumes Service** as the Product Line and **Amazon Web Services** as the Cloud Service Provider.
 - c. Enter your **NetApp serial number** and **AWS Customer ID** from the Cloud Volumes Service **Support** page into the next two fields.
 - d. Click **Submit Registration**.
4. You will receive a confirmation email from your submitted registration. If no errors occur, you will be re-directed to a "Registration Submitted Successfully" page. You will also receive an email within an hour stating that "your product is now eligible for support".
5. As a new NetApp customer, you also need to create a NetApp Support Site (NSS) user account for future support activations and for access to the support portal for technical support chat and web ticketing. Go to the [NetApp Support Registration site](#) to perform this task. You can provide your newly registered Cloud






Volumes Service serial number to expedite the process.

This is a one-time support registration for the applicable Cloud Volumes Service serial number. Any new Cloud Volumes Service subscription and subsequent new serial number requires support activation as well. If you have any questions or problems with support registration, contact us at cvs-support@netapp.com.

Obtaining support information

NetApp provides support for Cloud Volumes Service in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles or the NetApp community. The Cloud Volumes Service subscription purchased from the AWS SaaS marketplace includes remote technical support via chat, email, web ticketing, or phone. You must first activate support for each NetApp serial number in order to use these non self-service support options. A NetApp Support Site (NSS) SSO account is required for chat and web ticketing along with case management.

You can access support options from the Cloud Volumes Service UI by selecting the **Support** tab from the main menu. The support options available to you depend on whether you are in Trial mode or Subscription mode.

 Knowledge base	 Communities
<p>Search through Cloud Volumes Knowledge Base to find a number of useful articles.</p> <p>FAQ How to Break fix</p>	<p>Join the Cloud Volumes community for trending discussions or initiate a new discussion.</p> <p>Click here</p>
 User manual	 Feedback
<p>Use Cloud Volumes user manual for quick service overview and step-by-step operations guide.</p> <p>Click here</p>	<p>Your feedback is important to us. We value and appreciate your suggestions. Please help us improve this service by sending an email to cvs-support@netapp.com.</p> <p>Click here</p>
 Contact us	
<p>Have any questions or need help with a service?</p> <p>Technical support Chat Create a web ticket Technical support phone (P1) Technical support email: cvs-support@netapp.com Contact sales</p>	

Self support

These options are available in Trial mode and are available for free 24x7:

- [Knowledge base](#)
Selecting the links in this section takes you to the NetApp Knowledgebase, where you can search for articles, How-to's, FAQ's, or Break Fix information related to Cloud Volumes Service.
- [User manual](#)
Selecting the **Click here** link takes you to the Cloud Volumes Service for AWS documentation center.
- [Communities](#)
Selecting the **Click here** link takes you to the Cloud Volumes Service community, where you can connect with peers and experts.
- [Email](#)
Selecting the **Click here** link in the Feedback section initiates an email to support through cv-support@netapp.com. This a great place to ask general questions about service, provide feedback and suggestions, or seek assistance for onboarding related problems.

Subscription Support

In addition to the self-support options above, if you have a Cloud Volumes Service paid subscription, you can work with a NetApp Support Engineer to resolve any issues.

Once your Cloud Volumes Service serial number is activated, you can access NetApp technical support resources by any of the following methods. You must have an active Cloud Volumes subscription to use these support options.

- [Chat](#)
This will open a support ticket as well.
- [Support Ticket](#)
Select Cloud Data Services > Cloud Volumes Service AWS
- [Phone](#)
For reporting new issues or calling about existing tickets. This method is best for P1 or immediate assistance.

You can also request sales support by clicking on the [Contact sales](#) link.

Your Cloud Volumes Service serial number is visible within the service from the Support menu option. If you are experiencing issues accessing the service and have registered a serial number with NetApp previously, you can contact cv-support@netapp.com for assistance. You can also view your list of Cloud Volumes Service serial numbers from the NetApp Support Site as follows:

1. Login to mysupport.netapp.com.
2. From the Products > My Products menu tab, select the Product Family **SaaS Cloud Volume** to locate all your registered serial numbers:

View Installed Systems

Selection Criteria

- Select: Then, enter Value: or
Enter the entire value, or use asterisk (*) for wildcard searches. (Wildcard search does not apply to Serial Numbers)
Wildcard searches may take some time.
Enter the Cluster Serial Number value without dashes.

- OR -

- Search Type*: Product Family (optional):
City (optional): State/Province (optional):
Postal Code (optional): Country (optional): or

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