



# **Licenses and subscriptions documentation**

## **Licenses and subscriptions**

NetApp

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# Licenses and subscriptions documentation

# Release notes

## What's new

Learn what's new with NetApp Console licenses and subscriptions.

### 06 October 2025

#### BlueXP is now NetApp Console

The NetApp Console, built on the enhanced and restructured BlueXP foundation, provides centralized management of NetApp storage and NetApp Data Services across on-premises and cloud environments at enterprise grade—delivering real-time insights, faster workflows, and simplified administration, that is highly secure and compliant.

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

### 10 March 2025

#### Ability to remove subscriptions

You can now remove subscriptions from the digital wallet if you have unsubscribed from them.

#### View consumed capacity for Marketplace subscriptions

When viewing PAYGO subscriptions, you can now view the consumed capacity of the subscription.

### 10 February 2025

The BlueXP digital wallet has been redesigned for ease of use and now provides additional subscription and license management.

#### New Overview dashboard

The digital wallet homepage has an updated dashboard of your NetApp licenses and Marketplace subscriptions, with the ability to drill-down into specific services, license types and required actions.

#### Configuring subscriptions to credentials

The BlueXP digital wallet now allows you to configure your subscriptions to provider credentials. Typically you do this when you first subscribe to a Marketplace subscription or annual contract. Previously changing the subscription's credentials could only be done on the Credentials page.

#### Associating subscriptions with organizations

You can now update the organization to which a subscription is associated directly from digital wallet.

#### Managing Cloud Volume ONTAP licenses

You now manage Cloud Volumes ONTAP licenses through the home page or the **Direct licenses** tab. Use the **Marketplace subscriptions** tab to view your subscription information.

## 5 March 2024

### BlueXP disaster recovery

The BlueXP digital wallet now enables you to manage licenses for BlueXP disaster recovery. You can add licenses, update licenses, and view details about licensed capacity.

[Learn how to manage licenses for BlueXP data services](#)

## 30 July 2023

### Usage reports enhancements

Several improvements to the Cloud Volumes ONTAP usage reports are now available:

- The TiB unit is now included in the name of columns.
- A new *node(s)* field for serial numbers is now included.
- A new *Workload Type* column is now included under the Storage VMs usage report.
- Working environment names are now included in the Storage VMs and Volume usage reports.
- The volume type *file* is now labeled *Primary (Read/Write)*.
- The volume type *secondary* is now labeled *Secondary (DP)*.

For more information about the usage reports, refer to [Download usage reports](#).

## 7 May 2023

### Google Cloud private offers

The BlueXP digital wallet now identifies Google Cloud Marketplace subscriptions that are associated with a private offer and shows the end date and term of the subscription. This enhancement enables you to verify that you've successfully accepted the private offer and to validate its terms.

### Charging usage breakdown

Now you can find out what you're being charged for when you're subscribed to capacity-based licenses. The following types of usage reports are available for download from the BlueXP digital wallet. The usage reports provide capacity details of your subscriptions and tell you how you're being charged for the resources in your Cloud Volumes ONTAP subscriptions. The downloadable reports can be easily shared with others.

- Cloud Volumes ONTAP package usage
- High-level usage
- Storage VMs usage
- Volumes usage

For more information about the usage reports, refer to [Download usage reports](#).

## 3 April 2023

## Email notifications

Email notifications are now supported with the BlueXP digital wallet.

If you configure your notification settings, you can receive email notifications when your BYOL licenses are about to expire (a "Warning" notification) or if they have already expired (an "Error" notification).

[Learn how to set up email notifications](#)

## Licensed capacity for marketplace subscriptions

When viewing capacity-based licensing for Cloud Volumes ONTAP, the BlueXP digital wallet now shows the licensed capacity that you purchased with marketplace private offers.

[Learn how to view the consumed capacity in your account.](#)

## 6 November 2022

### Subscriptions and annual contracts

Your PAYGO subscriptions and annual contracts for BlueXP are now available to view and manage from the BlueXP digital wallet.

[Learn how to manage your subscriptions.](#)

## 18 September 2022

### Optimized I/O and WORM capacity

The BlueXP digital wallet now shows a summary of the Optimized I/O licensing package and the provisioned WORM capacity for Cloud Volumes ONTAP systems across your account.

These details can help you better understand how you're being charged and whether you need to purchase additional capacity.

[Learn how to view the consumed capacity in your account.](#)

## 31 July 2022

### Change charging method

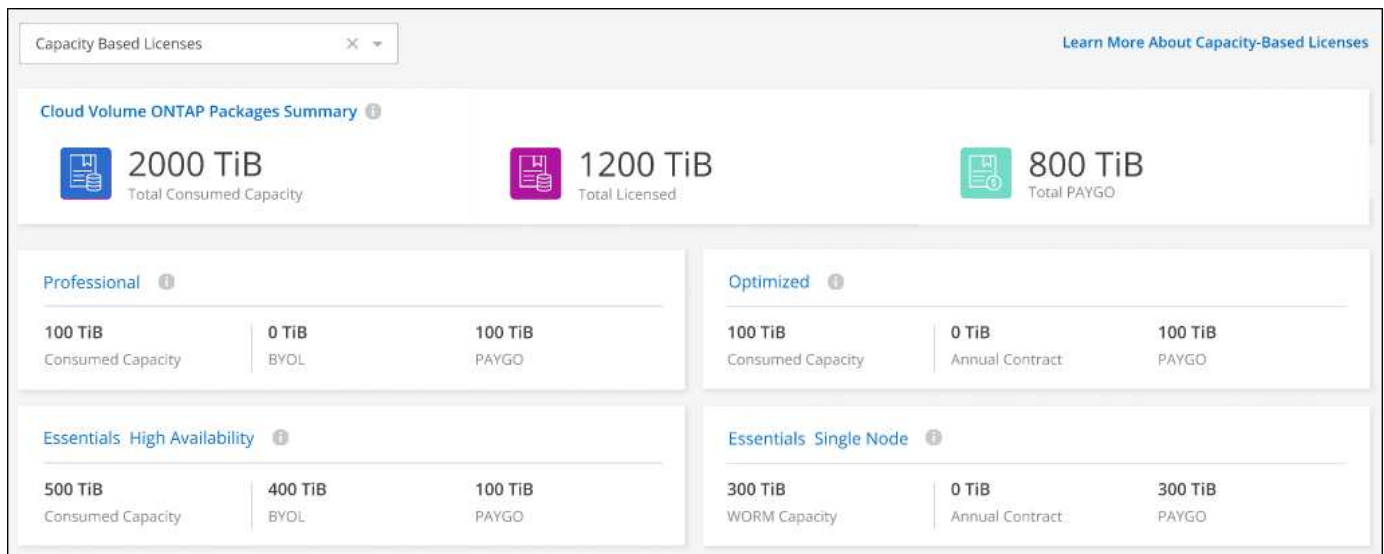
You can now change the charging method for a Cloud Volumes ONTAP system that uses capacity-based licensing. For example, if you deployed a Cloud Volumes ONTAP system with the Essentials package, you can change it to the Professional package if your business needs changed.

[Learn how to change charging methods.](#)

## 3 July 2022

### Consumed capacity

The now shows you the total consumed capacity in your account and the consumed capacity by licensing package. This can help you understand how you're being charged and whether you need to purchase additional capacity.



## 27 February 2022

### Licenses for on-premises ONTAP clusters

You can now view an inventory of your on-prem ONTAP clusters along with their hardware and service contracts expiration dates. Additional details about the clusters are also available.

[Learn how to manage licenses for on-prem ONTAP clusters.](#)

## 2 January 2022

### Licensing terms update automatically

If you change the capacity or term for any of your licenses, the license terms now automatically update in the . You don't need to manually update the license yourself.

The automatic license update works with all types of Cloud Volumes ONTAP licenses and all licenses for data services.



# Get started

## Learn about licenses and subscriptions

You can manage and monitor licenses purchased from NetApp (BYOL), marketplace subscriptions for NetApp data services (including Cloud Volumes ONTAP), and NetApp Keystone subscriptions in the NetApp Console.

### How licenses and subscriptions display in the Console

License and subscription information automatically displays in the Console when your Console account is also associated with a NetApp Support Site (NSS) account. If your Console account is not associated with an NSS account, you'll need to manually add licenses. When licenses are added manually, usage, capacity, and other details won't automatically update.



You need a Console agent deployed to view subscription information. An agent is also required to view node licenses for Cloud Volumes ONTAP.

### Automatic license discovery

The Console automatically queries the NetApp licensing service to obtain license details associated with your NetApp Support Site account. When the query succeeds, the Console adds the licenses automatically.

### Manual license addition

If the Console cannot add licenses automatically, you'll need to add them manually. This occurs when your Console account is not associated with your NetApp Support Site account.

After you purchase a license from your NetApp sales representative, NetApp sends you an email with the serial number and licensing details. Use that serial number to add or update the license in the Console.

[Learn how to add your NetApp Support Site account to Console credentials.](#)

## Supported services

You can manage licenses and subscriptions for the following services in the Console:

- [Backup and Recovery](#)
- [Cloud Volumes ONTAP](#)
- [Disaster Recovery](#) (BYOL only)
- [Ransomware Resilience](#)
- [Cloud Tiering](#)

# Use licenses and subscriptions

## Use the dashboard overview

Use the **Overview** dashboard in the Console to monitor the health of your licenses and subscriptions to ensure that you can manage costs and maintain service as subscriptions reach expiration dates or capacity limits.

You can view specific license and subscription information about each of your data services (including Cloud Volumes ONTAP) and drill down into details for each.

You'll also be alerted to upcoming capacity limits or expirations and be prompted to take action.

## View details about a specific data service

The **Overview** dashboard provides the ability to view details on the following data services:

- Cloud Volumes ONTAP
- Disaster Recovery
- Ransomware Resilience
- Backup and Recovery
- Cloud Tiering

For example, administrators tasked with managing Cloud Volumes ONTAP resources can view the current capacity of each license or subscription, which gives them a focused view of resources within their purview.



Although you can update and remove licenses from the dashboard, you cannot add a new license or subscription.

[Learn more about managing licenses.](#)

[Learn more about managing subscriptions.](#)

## Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Overview**.
3. Select **View** for the respective data service (including Cloud Volumes ONTAP) to view details and manage licenses and subscriptions.

Each tile provides a graphical overview of capacity. You can view the details page to see and manage payment methods for that capacity.

4. Select either the **Licenses** or **Subscriptions** tab.
5. Filter the table by selecting a column filter and a value to filter by. For example, on the **Subscriptions** tab, you can filter the Type column by Annual Contract or Subscription.
6. Customize the columns shown in the table. You can add and remove columns from the table by selecting the **Column** icon to indicate which columns you want to show or hide.
7. Expand any row to view details of what the subscription or license includes, capacity purchased, and terms.

8. Use the actions menu to manage a specific license or subscription, such as updating a license or associating a subscription with a different organization.

You cannot add new licenses or subscriptions from the **Overview** page for a specific service. You can only add licenses or subscriptions from the **Direct licenses** tab or the **Marketplace subscriptions** tab, respectively.

[Learn more about managing licenses.](#)

[Learn more about managing subscriptions.](#)

## Resolve license or subscription issues

You can view license and subscription issues that need to be resolved. Issues include licenses and subscriptions that are expiring or reaching capacity.

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Overview**.
3. Select **Resolve** for the **Requires action** tile to view issues that need to be adjusted. If **Resolve** does not display, there are no issues that require action at this time.
4. From the **Requires action** page, select either the **Licenses** tab or the **Subscriptions** tab.
5. Use the actions menu to resolve the issue.

[Learn more about managing licenses.](#)

[Learn more about managing subscriptions.](#)

# Manage licenses

## Manage licenses for NetApp data services

You can manage licenses that you purchased directly from NetApp (BYOL) for use with NetApp data services, including Cloud Volumes ONTAP. You can view used license capacity, how much free capacity you have remaining, and you'll see notifications when you reach the capacity limit or the expiration date.



The **Direct licenses** page lists all licenses. If you want license details for a specific data service, use the data service tiles on the **Overview** dashboard. [Learn more about the Overview dashboard.](#)

The instructions on this page provide information that applies to each service. For more specific information about the licensing for these services, refer to the following pages:

- [Set up licensing for BlueXP backup and recovery](#)
- [Set up licensing for BlueXP disaster recovery](#)
- [Set up licensing for BlueXP ransomware protection](#)
- [Set up licensing for BlueXP tiering](#)
- [Set up licensing for Cloud Volumes ONTAP](#)

## Obtain a license file

Unresolved directive in task-manage-data-services-licenses.adoc - include::\_include/task-obtain-license.adoc[]

## Add a license

Unresolved directive in task-manage-data-services-licenses.adoc - include::\_include/task-add-license.adoc[]

## Update a license

Unresolved directive in task-manage-data-services-licenses.adoc - include::\_include/task-update-license.adoc[]

## View license status

Unresolved directive in task-manage-data-services-licenses.adoc - include::\_include/task-view-license-status.adoc[]

# Manage licenses for Cloud Volumes ONTAP

## Manage capacity-based Cloud Volume ONTAP licenses

Unresolved directive in task-manage-capacity-licenses.adoc - include::<https://raw.githubusercontent.com/NetAppDocs/console-cloud-volumes-ontap/main/task-manage-capacity-licenses.adoc>[lines=15..-1]

## Manage node-based licenses

Unresolved directive in task-manage-node-based-licenses.adoc - include::<https://raw.githubusercontent.com/NetAppDocs/console-cloud-volumes-ontap/main/task-manage-node-licenses.adoc>[lines=15..-1]

# Manage private offers

## Accept and configure an AWS Marketplace private offer for the NetApp Console

Accept a Marketplace private offer for the NetApp Console in the AWS console and configure AWS credentials in the Console.

### Before you begin

- Work with NetApp sales to create a private offer and obtain the activation link.
- Ensure you have the required AWS Marketplace permissions:
  - [Viewing and subscribing to a private offer](#)
  - [Buyer permissions validation](#)

### Accept the private offer in the AWS console

Completing the subscription assignment in the Console is required to activate the purchase and apply discounted pricing.



You must complete all steps to activate your private offer. Skipping steps may result in billing errors.

Accepting and activating the offer multiple times results in double charging.

## Steps

1. Click the private offer activation link from your NetApp sales team.

The link should look similar to the following:

<https://aws.amazon.com/marketplace/saas/ordering?productId=aaa&offerId=offer-aaa>

If you did not receive the link, view private offers in the AWS Marketplace console. The following permissions are required:

- Using AWS managed policies: **AWSMarketplaceRead-only**, **AWSMarketplaceManageSubscriptions**, or **AWSMarketplaceFullAccess**
- Using custom IAM policies: `aws-marketplace:ListPrivateListings` and `aws-marketplace:ViewSubscriptions`

2. You are redirected to AWS Marketplace to view the private offer.



Private offers are created on top of public listings. Use the **Offer selection** dropdown to switch between public and private offers.

3. Review the private offer details and confirm they match your agreement. If they are incorrect, do not accept. Contact your NetApp account team.

Two types of private offers exist:

- **On-demand usage**
  - Pricing information
  - Legal terms
- **Contract**
  - Duration and dates
  - Renewal settings
  - Contract options
  - Total contract price



For contract offers, enter the number of units agreed upon. For Cloud Volumes ONTAP, ensure you select the correct license before subscribing.

4. To accept the private offer, do the following:
  - a. For on-demand usage, click **Subscribe**.
  - b. For contract offers, enter the number of units for each service and click **Create contract**.
5. After acceptance, a banner confirms the subscription and provides registration instructions.
6. Click **Set up your account**. This redirects to the NetApp Console to configure the subscription.



If you accepted the offer but did not complete registration, return to the product page. For contract listings, click **View purchase options** to display the offer, then select **Set up your account**.

7. Sign in at <https://console.netapp.com> with your Console account.
8. After logging in, navigate to <https://console.netapp.com/licenses/overview>. You are prompted to:
  - a. Enter a **Display name** for the Marketplace subscription.
  - b. Select the Console **Accounts** with access to the subscription.
  - c. [Optional] Enable **Replace existing subscription** to overwrite an existing subscription for one account.



- Replacement applies only to one Console account.
- To associate multiple accounts with the same subscription, configure additional accounts manually.
- If credentials were never associated with a subscription, associate them manually as described in the next section.

9. Click **Associate** and then **Done**.



Completing the subscription assignment in the Console is necessary to apply discounted pricing.

## Configure the subscription with AWS credentials

1. In the Console, go to **Governance > Licenses and subscriptions** and select the **Marketplace subscriptions** tab.
2. Locate the subscription created earlier. Expand the row to confirm it is associated with your Console account.



Due to AWS Marketplace limitations, some details of private offers are not exposed outside the AWS console. If a field displays N/A, check the information directly in the AWS console.

3. Click the three-dot menu next to the subscription and select **Configure**.
4. Select the appropriate **AWS account credential** and click **Configure**.



Marketplace charges for these credentials are billed using the Marketplace subscription. For annual contracts, costs count against the contract usage.

Repeat steps 1–4 for each AWS credential in your Console account that you want to associate with the subscription.



- For credentials in other Console organizations, use the **Organization** dropdown and repeat the steps.
- For credentials in other agents, use the **Agent** dropdown and repeat the steps.

## Accept and activate an Azure private offer for the NetApp Console

Accept and subscribe to a Marketplace private offer for the NetApp Console in the Azure

portal. Configure Azure credentials in the Console.

### Before you begin

- Work with NetApp sales to create a private offer for your Azure Billing ID.
- You have the required permissions to accept a private offer in the Azure Marketplace:
  - Enterprise Agreement (EA): **Enterprise administrator**
  - Microsoft Customer Agreement (MCA): **Billing account owner** or **Billing account contributor**
- You must have the required permissions to purchase a private offer in the Azure Marketplace and create a subscription:
  - **Subscription owner** or **Subscription contributor** of the Azure subscription being used
- A single individual can both accept and purchase the private offer if they have the necessary permissions.

### Accept and subscribe to the private offer in the Azure portal

An Azure subscription can be associated with only one Marketplace subscription.

If you want to use two different Marketplace subscriptions for workloads in the same Azure subscription, you must create two separate Console accounts—one for each subscription.

If you have multiple Cloud Volumes ONTAP instances and want to split billing across different subscriptions, create separate Console accounts for each subscription.



You must complete all steps to accept and activate your private offer. Skipping steps may result in activation issues or double charging.

If you notice discrepancies in the offer terms, pricing, or details, or if you are unsure which offer to accept, do not accept the offer. Contact your NetApp sales team.

Accepting and activating the offer multiple times results in double charging.

### Steps

1. Click the private offer link provided by your NetApp sales team and sign in.  
If no link is available, sign in directly to the Azure portal.
2. Search or select **Marketplace** from the Azure services.
3. On the Marketplace page, click **Private offer management** under the **Management** section.
4. Click **View + accept** to review the details of the private offer.
  - a. Validate that the **plan details**, **term**, and **pricing** are correct.
  - b. If details are incorrect, do not subscribe. Contact your NetApp sales team to correct the offer.
5. Confirm and click **Accept private offer**.
6. Click **Purchase** to complete the purchasing process.



If the **Purchase** button is not available, confirm that you have the required purchasing permissions.

If you do not, copy and share the purchase window link with someone in your organization who is authorized.

7. In the purchasing workflow:
  - a. Select the **Azure subscription** to use.

- b. Select the **Resource group** where the subscription will be created.
- c. Enter a **Name** for the new subscription.
8. Optionally, set **Tags** (for product, site location, workload definition, or naming convention).
9. Click **Review and subscribe**, validate the details, and then click **Subscribe**.
10. When the subscription is successfully created, click **Configure account now**. This redirects you to the NetApp Console to complete configuration.



Azure-side automation can take 30 seconds to 5 minutes to complete.  
If the page was closed before you clicked **Configure account now**, return to the service in the Azure portal.  
The subscription displays as **Pending configuration**. Select it to continue configuration.

11. You are redirected to <https://console.netapp.com> and prompted to sign in.
12. After logging in, you are redirected to <https://console.netapp.com/licenses/overview>.  
You are prompted to:
  - a. Enter a **Display name** for the Marketplace Subscription.
  - b. Select the Console **Accounts** that should have access to this subscription.
  - c. Optionally, you can enable **Replace existing subscription** to automatically replace an existing Marketplace subscription in one Console account.



- This replacement option is limited to a single Console account.
- To associate multiple Console accounts with the same Marketplace subscription, configure the additional accounts manually.

13. Click **Associate** and then **Done**.



Completing the subscription assignment in the Console is necessary to activate the purchase and apply discounted pricing.

### Configure the subscription with Azure credentials

1. In the Console, go to **Governance > Licenses and subscriptions** and select the **Marketplace subscriptions** tab.
2. Validate the subscription details:
  - a. Locate the Marketplace subscription you created.
  - b. Expand the row to review details and confirm the subscription is associated with your Console account.
3. Click the **three-dot menu** next to the subscription and select **Configure**.
4. Select the appropriate **Azure subscription** and click **Configure**.

The Marketplace charges for this Azure credential are now billed through the Marketplace subscription. For Annual Contracts, usage for this credential counts against the annual contract.



Repeat Steps 1–4 for each Azure credential in your Console account that you want to associate with the subscription.



- To associate credentials from another Console organization, use the **Organization** dropdown to switch organizations and repeat the steps.
- To associate credentials from another agent, use the **Agent** dropdown to switch and repeat the steps.

## Accept and configure a Google Cloud private offer for the NetApp Console

Accept a Marketplace private offer for the NetApp Console listing in the Google Cloud console. Configure Google Cloud credentials in the Console.

### Before you begin

- Work with NetApp sales to create a private offer. Your sales team must provide you with the offer link.
- Your billing account must not be on a free trial. Free trial accounts cannot accept private offers. If you attempt to use a trial billing account, you will receive an error and require assistance from the NetApp cloud team.
- The following Google Cloud permissions are required to accept the offer:
  - `roles/billing.admin` for the targeted Cloud Billing account or Google Cloud organization
  - `roles/viewer` for the project billed to the Cloud Billing account

### Accept the private offer in Google Cloud

A Google Cloud project can be associated with only one Marketplace subscription. If you want to use two different subscriptions for workloads in the same Google Cloud project, you must create two separate Console accounts—one for each subscription.



You must complete all steps to activate your private offer. Skipping steps can cause issues such as double charging.

If you notice discrepancies in the offer terms, pricing, or details, or if you are unsure which offer to accept, do not accept the offer. Contact your NetApp account team for clarification.



If you already have an active PAYGO subscription or an amended private offer, you only need to perform the acceptance steps. In these cases, the Marketplace updates the plan within the same listing and retains the same subscription ID, so the subscription association in the Console remains intact.

### Steps

1. Click the private offer activation link provided by your NetApp sales team. The link should look similar to the following:  
<https://console.cloud.google.com/marketplace/private-offers/aaaaaaaa-bbbb-cccc-dddd-eeeeeeeeeeee>
2. You are redirected to Google Cloud Marketplace where you can review the offer details:
  - a. **Billing account**
  - b. **Product:** NetApp Console

c. **Offer details**

d. **Pricing**



Review the plan details, term, and pricing carefully. If anything is incorrect, do not accept the offer. Contact your NetApp account team for an amendment.

3. Confirm the information is accurate, accept the terms, and click **Accept**.
4. A loading icon appears while the subscription is created.
5. When the subscription is successfully created, a pop-up window displays:  
**Your order request has been sent to NetApp, Inc.**
6. Click **REGISTER WITH NETAPP, Inc.**. You are redirected to the NetApp Console to finish configuring your subscription. If the private offer was accepted by another individual in your organization:
  - a. In Google Cloud Marketplace, go to **Orders**.
  - b. Locate the offer with status **Pending**.
  - c. Click the three-dot menu and select **Register with NetApp, Inc.**
7. You are redirected to <https://console.netapp.com> and prompted to sign in.
8. After logging in, you are redirected to <https://console.netapp.com/licenses/overview>. A popup is displayed where you must:
  - a. Enter a display name for the **SaaS Marketplace Subscription**.
  - b. Select the Console **Accounts** that should have access to the subscription.
  - c. Optionally, you can enable **Replace existing subscription** if you want to automatically replace an existing Marketplace subscription in one Console account.



- This replacement option is limited to a single Console account.
- If you need to associate multiple Console accounts with the same Marketplace subscription, you must configure the additional accounts manually.

9. Click **Associate** and then **Done**.

### **Associate the subscription with Google Cloud credentials**

1. In the Console, go to **Governance > Licenses and subscriptions** and select the **Marketplace subscriptions** tab.
2. Validate the subscription details:
  - a. Locate the subscription created in the acceptance process.
  - b. Verify that the correct plan is shown.
  - c. Expand the row to confirm the private offer association.



Due to Google Cloud Marketplace limitations, some fields might display N/A. This information is only available in the Google Cloud console.

1. [Optional] To rename the subscription:
  - a. Click the **three-dot menu** next to the subscription.

- b. Select **Rename Subscription**.
2. Click the **three-dot menu** again and select **Configure**.
3. Select the appropriate Google Cloud account **Credential** and click **Configure**.

The Marketplace charges for this Google Cloud credential are now billed through the Marketplace subscription. For Annual Contracts, usage for this credential counts against the annual contract.



Repeat steps 1–5 for each Google Cloud credential in your Console account that you want to associate with the Marketplace subscription.

- To associate credentials from another Console account, use the **Account** dropdown to switch accounts and repeat the steps.
- To associate credentials for another agent, use the **Agent** dropdown and repeat the steps.

### View Google Cloud usage

To view Google Cloud credit status and usage:

1. In the Google Cloud console, go to **Cloud Marketplace**.
2. Click **Your Orders**.
3. From the **Select Billing account** dropdown, choose the billing account associated with your private offer.
4. Find your private offer in the table, click the **three-dot menu**, and select **View credit**.

## Manage PAYGO subscriptions and contracts

When you subscribe to NetApp data services (including Cloud Volumes ONTAP) from a cloud provider's marketplace, you're redirected to the Console website where you save your subscription and associate it with your Console organization. After you subscribe, each subscription is available to manage in the Console.

- [Learn how to subscribe to NetApp data services \(standard mode\)](#)
- [Learn how to subscribe to NetApp data services \(restricted mode\)](#)



The **Marketplace subscriptions** page lists all licenses. For license details for a specific data service, use the data service tiles on the **Overview** dashboard. [Learn more about the Overview dashboard](#).

### Add a new marketplace subscription

You can subscribe to a marketplace subscription directly from the Console.

## AWS

The following video shows the steps to subscribe to NetApp Console from the AWS Marketplace:

[Subscribe to NetApp Console from AWS Marketplace](#)

## Azure

The following video shows the steps to subscribe to NetApp Console from the Azure Marketplace:

[Subscribe to NetApp Console from Azure Marketplace](#)

## Google Cloud

The following video shows the steps to subscribe to NetApp Console from the Google Cloud Marketplace:

[Subscribe to NetApp Console from Google Cloud Marketplace](#)

## Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.
3. Above the **Subscriptions** table, select **Add Subscription**.
4. In the Add Subscription dialog, select a cloud provider.
  - a. If choosing an AWS subscription, choose whether you want an annual contract or PAYGO subscription.
5. Select **Add subscription** to navigate to the provider's marketplace and complete the provided steps.
6. When finished at the cloud provider marketplace, return to the Console to complete the process.

## View your subscriptions


You can view details about each PAYGO subscription and annual contract associated with your Console organization or account.

For Google Cloud, you can also identify marketplace subscriptions associated with a private offer, which enables you to verify that you successfully accepted the offer.

## Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.

You'll only see subscriptions associated with the organization you're currently viewing.

3. As you view subscription information, you can interact with the table details as follows:
  - Use Advanced Search and Filtering to determine which subscriptions display in the table. You can search by specific subscription name and filter by various subscription parameters such as type and configuration.
  - Expand a row to view more details.
  - Select  to choose which columns appear in the table.

The Term and Auto Renew columns do not appear by default. The Auto Renew column displays renewal information for Azure contracts only.

Note the following about the table information:

### Start date

The start date is when you successfully associated the subscription with your account and charging started.

### N/A

If you see N/A in the table, the information is not currently available from the cloud provider's API.

### Term

If your Google Cloud subscription is associated with a private offer that was modified after creation and acceptance, the term shows N/A. In this scenario, the API response from Google Cloud Marketplace doesn't include term-related information.

### Contracts

- When you expand contract details, the Console displays the available contract options and units (capacity or number of nodes) for your current plan.
- The Console identifies the end date and whether the contract will renew soon, end soon, or has already ended.
- If you have an AWS contract and changed any contract options after the start date, validate your contract options from the AWS Marketplace.
- If you have a Google Cloud private offer, contract options aren't available.

## Rename a subscription

You can rename a subscription to better identify how your organization uses it.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.
3. Select the action menu in the row that corresponds to the subscription you want to manage and choose **Rename**.

## Configure a subscription with a provider credential

Subscriptions are typically configured with the provider credential you created when you subscribed. In some cases, you may need to reconfigure a subscription to use a different credential to change how it is charged. The credential you associate with a subscription must also be associated with an agent.

The credential format depends on the marketplace you are using. For example, Azure marketplace subscriptions are associated with the Azure subscription name, while AWS marketplace subscriptions use the AWS account ID. You can see a list of available credentials from the Credentials page.

The Configure option is grayed out if you have unsubscribed from a subscription.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.
3. Select the action menu in the row that corresponds to the subscription you want to configure and choose

## Configure.

4. In the Configure dialog, choose a credential to configure with the subscription. You can only choose from credentials associated with the currently selected agent. If you don't see the credential you want to use, try switching to a different agent view.

## Associate a subscription with a Console organization

Associating a subscription with an organization ensures members of that organization can use that subscription for charging.

You can limit subscription use to a specific organization or share the subscription between multiple organizations.

You must have the organization admin role to associate a subscription with an organization.



The Console supports Identity and Access Management (IAM) in standard mode, which uses organizations to manage users and resources. If you're using the Console in private or restricted mode, you use a Console *account* to manage users and resources, including subscriptions.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.
3. In the row for the subscription you want to associate, open the action menu and select **Associate**.
4. In the **Associate the subscription** dialog, select one or more organizations to associate with the subscription.
5. Select **Associate**.

## View credentials associated with a subscription

You can view the credentials for a specific subscription from the **Marketplace Subscriptions** page. This allows you to verify how the subscription is billed. Because credentials are tied to the agent you're using, you must select the agent associated with the subscription you want to view.



Use the Agent drop-down in the top navigation bar to switch agents if needed.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.
3. On the row containing the subscription whose credentials you want to view, select View. If multiple credentials are associated with a subscription, no credentials may display and you are directed to select a different agent.

## Unconfigure a subscription

Before you can remove a subscription, you must unconfigure it. This clears all associated data and settings.

### Steps

1. In the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.

3. In the row for the subscription you want to unconfigure, click the action menu and select **Unconfigure**.
4. Follow the prompts to remove or reset any associated settings or data.
5. Wait for the status to update to **Unconfigured**.

## Remove a subscription

When you unsubscribe from a subscription in your cloud provider (AWS, Google Cloud, or Azure), the Console shows the subscription status as **Unsubscribed**.

You can remove **Unsubscribed** subscriptions from the Console so they no longer appear.



You can only remove subscriptions that are both **Unsubscribed** and **Unconfigured**. All related settings, data, and configuration must be cleared or reset before removal.

If the subscription is still configured, the **Remove** option is not displayed. To make the option available, unconfigure the subscription by clearing any associated settings, services, or data.

## Steps

1. In the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Marketplace Subscriptions**.
3. In the row for the subscription you want to remove, open the action menu and select **Remove**.

You can only remove subscriptions with a status of **Unsubscribed** and **Unconfigured**.

4. In the **Remove subscription** dialog, confirm that you want to remove the subscription.

## Manage Keystone subscriptions

Manage your Keystone subscriptions in the NetApp Console by enabling subscriptions for use with Cloud Volumes ONTAP and by requesting changes to the committed capacity for your subscription's service levels. Requesting additional capacity for a service level provides more storage for Cloud Volumes ONTAP systems.

NetApp Keystone is a flexible pay-as-you-grow subscription-based service that delivers a hybrid cloud experience for customers who prefer OpEx to CapEx or leasing.

[Learn more about Keystone](#)

## Authorize your account

Before you can use and manage Keystone subscriptions in the Console, you need to contact NetApp to authorize your Console account with your Keystone subscriptions.

## Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Keystone Subscriptions**.
3. If you see the **Welcome to NetApp Keystone** page, send an email to the address listed on the page.

A NetApp representative will process your request by authorizing your account to access the subscriptions.

4. Come back to the **Keystone Subscriptions** tab to view your subscriptions.

## Link a subscription

After NetApp authorizes your account, you can link Keystone subscriptions for use with Cloud Volumes ONTAP. This action enables users to select the subscription as the charging method for new Cloud Volumes ONTAP systems.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Keystone Subscriptions**.
3. For the subscription that you want to link, click **...** and select **Link**.

### Result

The subscription is now linked to your Console organization or account and available to select when creating a Cloud Volumes ONTAP working environment.

## Request more or less committed capacity

If you want to change the committed capacity for your subscription's service levels, you can send a request to NetApp directly from the Console. Requesting additional capacity for a service level provides more storage for Cloud Volumes ONTAP systems.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Keystone Subscriptions**.
3. For the subscription that you want to adjust the capacity, click **...** and select **View detail and edit**.
4. Enter the requested committed capacity for one or more subscriptions.
5. Scroll down, enter any additional details for the request, and then click **Submit**.

### Result

Your request creates a ticket in NetApp's system for processing.

## Monitor usage

The Digital Advisor dashboard enables you to monitor Keystone subscription usage and generate reports.

[Learn more about monitoring subscription usage](#)


## Unlink a subscription

If you no longer want to use a Keystone subscription with the Console, you can unlink the subscription. Note that you can only unlink a subscription that isn't attached to an existing Cloud Volumes ONTAP subscription.

### Steps

1. From the NetApp Console menu, select **Governance > Licenses and subscriptions**.
2. Select **Keystone**.



3. For the subscription that you want to unlink, click  and select **Unlink**.

## Result

The subscription is unlinked from your Console organization or account and no longer available to select when creating a Cloud Volumes ONTAP working environment.

# 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

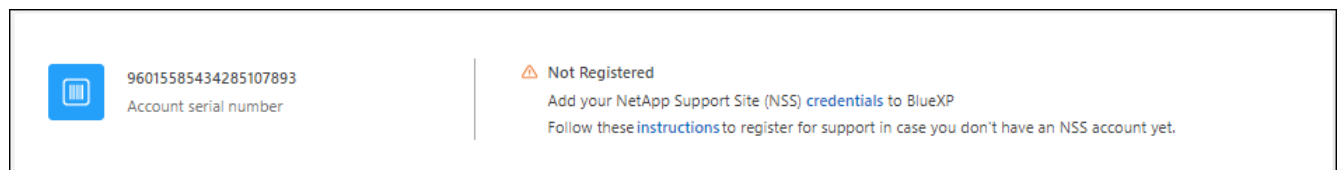
1. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
  - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
  - b. Be sure to copy the Console account serial number (960xxxx) used above for the serial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

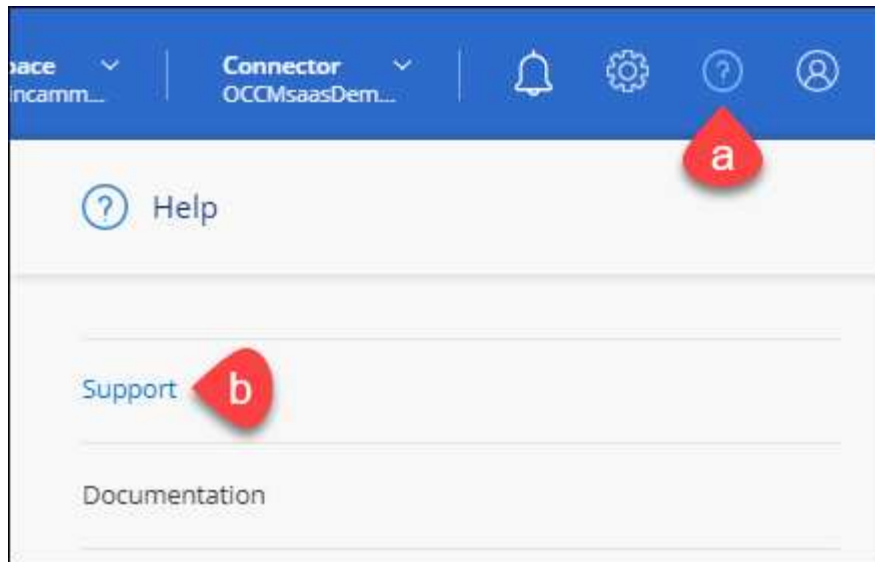
Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

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

---

Service

Select

Working Enviroment

Select

Case Priority

Low - General guidance

Issue Description

Provide detailed description of problem, applicable error messages and troubleshooting steps taken.

Additional Email Addresses (Optional)

Type here

Attachment (Optional)

No files selected

Upload

### After you finish

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

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

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

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

This error could mean that the NSS account and the company of record it's associated with is not the same company of record for the 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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