Knowledge and support

Licenses and subscriptions

NetApp
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Knowledge and support

FAQ for licenses and subscriptions

This page provides answers to frequently asked questions about licenses and subscriptions in NetApp Console. It focuses on concepts, decisions, and constraints that are useful when managing direct licenses, Marketplace subscriptions, private offers, Keystone subscriptions, and billing preferences.

Overview and access

What is the difference between a direct license, a Marketplace subscription, and a Keystone subscription in NetApp Console?

- A **direct license** is purchased from NetApp and typically managed using a license file, serial number, or capacity entitlement. It is commonly called bring-your-own-license (BYOL).
- A **Marketplace subscription** is purchased or activated through AWS Marketplace, Azure Marketplace, or Google Cloud Marketplace. Charges are billed through the cloud provider.
- A **Keystone subscription** is a NetApp consumption agreement. After NetApp authorizes your Console account, eligible Cloud Volumes ONTAP deployments can use Keystone as their billing method.

Why don’t my licenses and subscriptions automatically display in NetApp Console?

License and subscription information is displayed automatically only 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 need to manually add licenses. Usage, capacity, and other details also won’t automatically update. Learn how to add your NetApp Support Site account to Console credentials.

Do I need a Console agent to view my licenses and subscriptions?

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

Which services can I manage licenses and subscriptions for in NetApp Console?

You can manage licenses and subscriptions for Backup and Recovery, Cloud Tiering, Cloud Volumes ONTAP, Disaster Recovery (BYOL only), and Ransomware Resilience.

What roles can manage licenses and subscriptions in NetApp Console?

Users with the Licenses and subscriptions admin role can add, edit, and remove direct licenses, and associate or disassociate Marketplace and Keystone subscriptions.

Users with the corresponding viewer permission can view licenses and subscriptions but cannot make changes.

Why can’t I add a new license or subscription from the Overview dashboard?

The Overview dashboard is intended for reviewing and resolving existing licensing issues. To add a direct license, go to **Direct licenses**. To add or associate a Marketplace subscription, go to **Marketplace subscriptions**.

How do I know if a license or subscription needs attention?

The Overview dashboard’s **Requires action** tile alerts you to licenses and subscriptions that are expiring or reaching capacity limits. If **Resolve** doesn’t display, there are no issues requiring action. Selecting **Resolve** takes you to a page where you can view and address issues from the **Licenses** or **Subscriptions** tab.

Direct licenses (BYOL)

What is the difference between associating an NSS account and manually uploading a license file?

Associating your Console account with an NSS account lets the Console automatically detect and update your licenses. It is also required when you enter a serial number to add or update a license.

You need to manually obtain and upload a NetApp license file when the Console does not have internet access or when your Console account is not associated with an NSS account. In these cases, the Console cannot automatically query or update your licenses.

What is the difference between capacity-based and node-based BYOL licensing for Cloud Volumes ONTAP?

- For **capacity-based BYOL licenses**, the license is associated with your Console account rather than a single system; each system gets its own serial number, but multiple systems under the same account draw from a shared capacity pool.
- For **node-based BYOL licenses**, pooling doesn't apply: each Cloud Volumes ONTAP system requires its own dedicated system license, though a license can be transferred to a new system if you delete the original one.

Node-based licensing is the previous-generation model. NetApp recommends capacity-based licensing for all new deployments, and existing node-based licenses must be converted. Learn how to convert a node-based license to a capacity-based license.

What happens when I exchange an unassigned Cloud Volumes ONTAP license for another service?

Exchanging an unassigned Cloud Volumes ONTAP license revokes that license and creates a dollar-equivalent license for the new service (NetApp Backup and Recovery, Data Classification, or Cloud Tiering).

- Licensing for an HA pair converts to a 51 TiB direct license.
- Licensing for a single node converts to a 32 TiB direct license.

The converted license keeps the same expiration date as the original Cloud Volumes ONTAP license.

How do I know whether I'm charged against a BYOL license or a PAYGO Marketplace subscription?

The Console attempts to charge usage against an available NetApp license first. If sufficient license capacity is not available, it charges usage against a linked Marketplace PAYGO subscription.

Changing the capacity-based licensing package does not change whether usage is billed through a NetApp-purchased license (BYOL) or a Marketplace PAYGO subscription. You do not need to convert a BYOL license to a Marketplace subscription, or vice versa.

What happens if I select a charging method that is not included in my Marketplace contract?

If you select a charging method that is not included in your Marketplace private offer or contract, that Marketplace package cannot be used. Usage is charged against a NetApp license, if available, or through PAYGO instead.

Marketplace subscriptions and private offers

How many Marketplace subscriptions can I associate with a single Azure subscription or Google Cloud project?

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

When can I remove a Marketplace subscription from Licenses and subscriptions?

You can only remove subscriptions with a status of **Unsubscribed**, and all related settings, data, and configuration must be cleared or reset before removal. If the subscription is still configured, the **Remove** option is not available. Learn how to remove a subscription.

What's the risk of accepting or activating a private offer more than once?

Accepting and activating a private offer multiple times can result in double charging. Skipping required steps in the acceptance process can also result in billing errors or activation issues.

What should I do if the private offer terms, pricing, or details look incorrect?

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

What happens if I accept an amended Google Cloud private offer or already have an active PAYGO subscription?

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

Can I accept a Google Cloud private offer using a free trial billing account?

No. Your Google Cloud billing account must not be on a free trial, since free trial accounts cannot accept private offers. Attempting to use a trial billing account results in an error requiring assistance from the NetApp cloud team.

Will I be double-charged if I use multiple AWS subscription types or migrate between listings?

No duplicate metering occurs when you use multiple subscription types or migrate between listings.

Keystone subscriptions

Why must NetApp authorize my Console account before I can use Keystone subscriptions?

NetApp must authorize your Console account for your Keystone subscriptions before you can use or manage them. This authorization makes eligible Keystone subscriptions available in NetApp Console. If the **Welcome to NetApp Keystone** page appears, follow the contact instructions on that page to request authorization. Learn more about authorizing your account for Keystone subscriptions.

What does linking a Keystone subscription do?

Linking a Keystone subscription associates it with your Console organization or account and makes it available as a charging method when you create a new Cloud Volumes ONTAP working environment.

When can I unlink a Keystone subscription?

You can unlink a Keystone subscription only when it is not attached to an existing Cloud Volumes ONTAP subscription.

How do I request a change to the committed capacity for a Keystone subscription?

You can send a request to NetApp directly from the Console by entering the requested committed capacity for one or more subscriptions and submitting additional details. This creates a ticket in NetApp's system for processing.

Billing preferences

What is the difference between "NetApp licenses first" and "Marketplace subscriptions only" billing modes?

"NetApp licenses first" prioritizes billing through your active NetApp licenses, and once that capacity is exhausted, usage rolls over to the linked Marketplace subscription. "Marketplace subscriptions only" directs all

billing through Marketplace contracts, bypassing NetApp licenses entirely; this is common for organizations that standardize procurement through cloud provider billing.

When should I enable Custom CVO configuration in Billing preferences?

Enable Custom CVO configuration if your organization needs to:

- Map multiple Marketplace subscriptions to individual Cloud Volumes ONTAP instances under the same cloud provider, because separate business units or environments maintain different billing accounts.
- Map one subscription to multiple cloud projects.

For example, if Business Unit A bills to one Azure subscription and Business Unit B bills to another, Custom CVO configuration lets you map each business unit's Cloud Volumes ONTAP instances to its own subscription.

What happens if I disable Custom CVO configuration after enabling it?

Disabling Custom CVO configuration resets all Cloud Volumes ONTAP billing to the global billing mode (NetApp licenses first or Marketplace subscriptions only) used for your other data services, instead of the per-instance subscription mappings Custom CVO configuration allowed.

How do I bill Cloud Volumes ONTAP capacity if I have both a standalone AWS subscription and a NetApp Intelligent Services (NIS) subscription?

If both subscriptions are available for your AWS account, you can use Billing preferences to select which subscription is used for Cloud Volumes ONTAP capacity billing. For existing Cloud Volumes ONTAP systems already billed through NIS, adding the standalone subscription does not change billing unless you update Billing preferences. For new deployments created after the standalone subscription is available, the standalone subscription is used by default for capacity billing (Essentials/Freemium) unless you override it. Learn more about Cloud Volumes ONTAP licensing packages.

Can I use the standalone Cloud Volumes ONTAP AWS subscription to bill for the Professional package or Backup and Recovery?

No. The standalone Cloud Volumes ONTAP subscription supports only capacity-based Essentials and Freemium packages; the Professional package is not supported and continues to bill through the NIS subscription. If you have only the standalone subscription associated, you can deploy Cloud Volumes ONTAP using Essentials, but configuring Backup and Recovery requires a different subscription. Learn more about Cloud Volumes ONTAP licensing packages.

What are Keystone fields used for in Billing preferences?

Keystone fields connect metered service usage to your Keystone billing profile. The **Agreement ID** is a unique identifier that links the billing record in NetApp Console with your Keystone agreement and allows synchronization of usage reporting. **Service scope** lists the services or capacity pools covered by the Keystone agreement, clarifying which workloads or deployments are included and ensuring only eligible resources are billed through Keystone.

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 960xxxxxxxx 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 909201xxxxxxxx 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

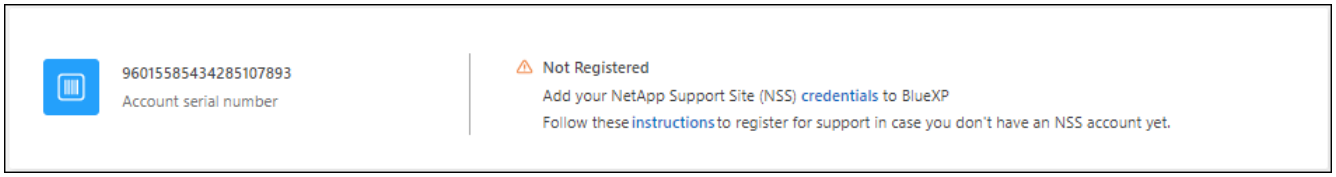
1. Create a NetApp Support Site account by completing the NetApp Support Site User Registration form
   a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
   b. Be sure to copy the Console account serial number (960xxxx) used above for the serial number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

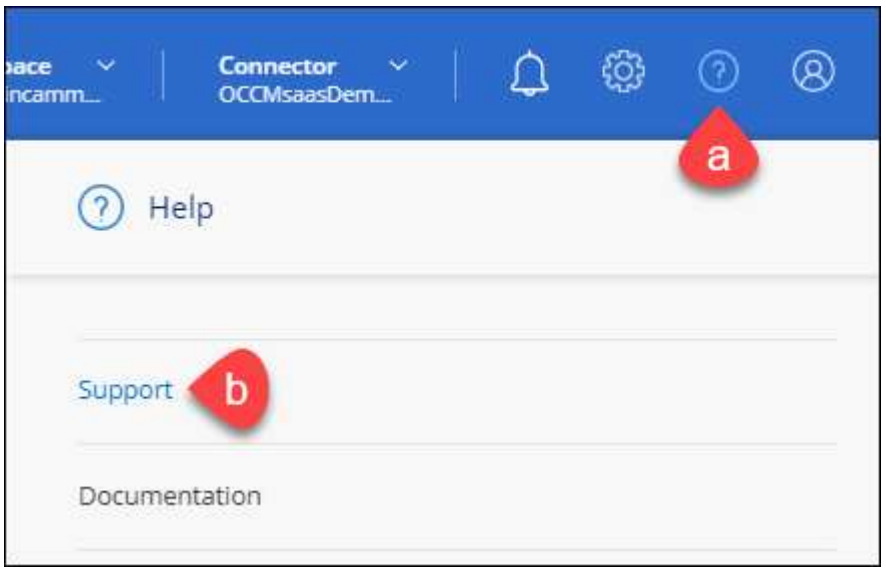
Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

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.

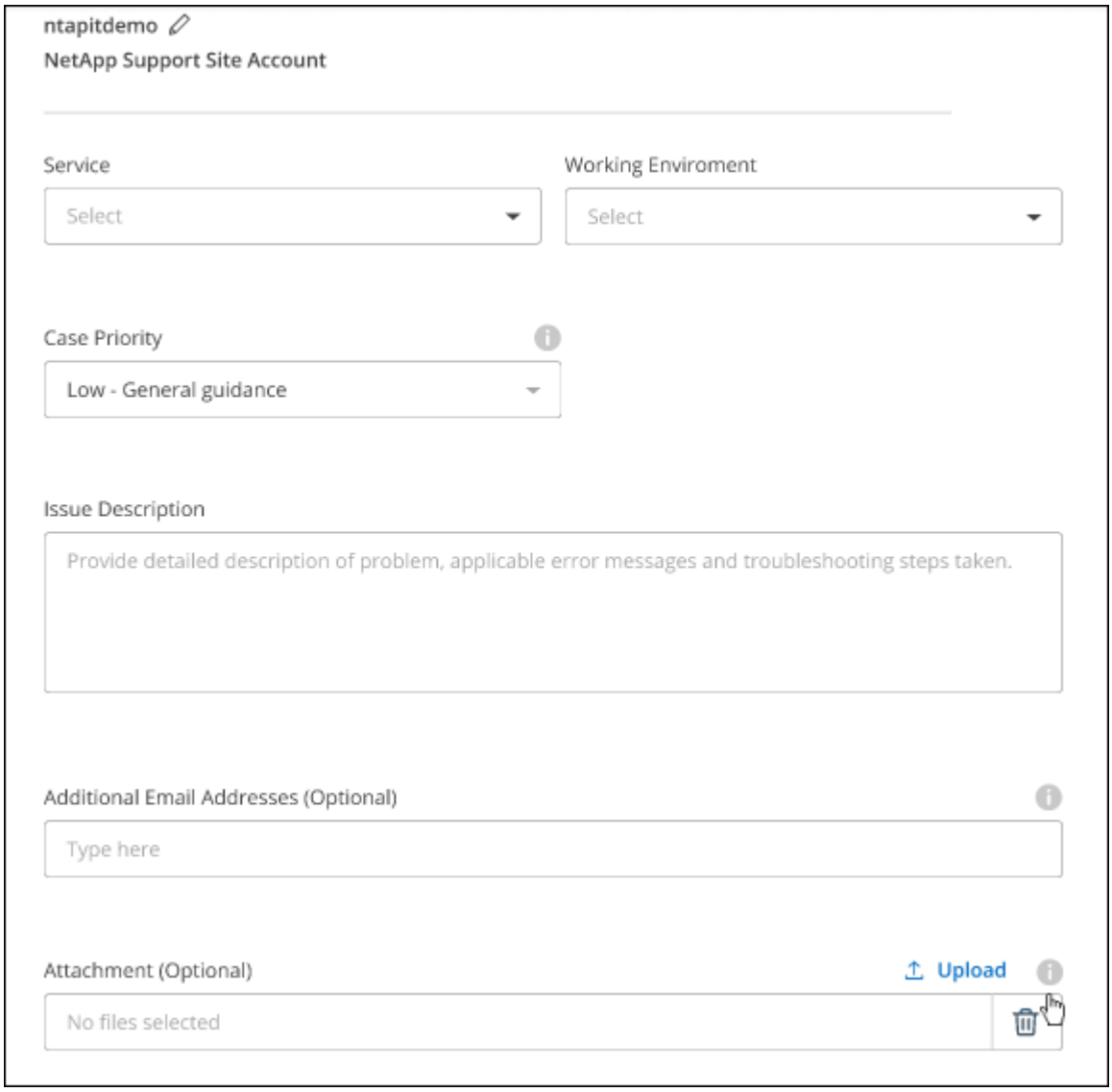
      - **Case Priority**: Choose the priority for the case, which can be Low, Medium, High, or Critical.

        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.



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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