



# **Use licenses and subscriptions**

## **Licenses and subscriptions**

NetApp

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# 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 **Administration > 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 **Administration > 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 NetApp Backup and Recovery](#)
- [Set up licensing for NetApp Disaster Recovery](#)
- [Set up licensing for NetApp Ransomware Resilience](#)
- [Set up licensing for NetApp Cloud Tiering](#)
- [Set up licensing for Cloud Volumes ONTAP](#)

## Obtain a license file

You should obtain a NetApp license file to upload if the Console does not have internet access (private mode installations).

When you purchase a license from a NetApp sales representative, you receive an email containing the serial number and licensing details. Use the serial number to obtain the license file if licenses do not appear automatically in the Console.

### Steps

1. Find your Console account ID:
  - a. In the upper right of the Console, select  > **Identity & Access Management**.
  - b. On the Organization page, look for your account ID and copy it.

If no account ID is listed and you only have an organization ID, copy the first eight characters of the organization ID and append it to **account-**

For example, if this is your organization ID:

ea10e1c6-80cc-4219-8e99-3c3e6b161ba5

Your account ID would be:

account-ea10e1c6

2. Sign in to the [NetApp Support Site](#) and select **Systems > Software Licenses**.
3. Enter the serial number for your license.
4. In the **License Key** column, select **Get NetApp License File**.
5. Enter your Console account ID (this is called a Tenant ID on the support site) and select **Submit** to download the license file.

## Add a license

License information automatically displays in the **Licenses and subscriptions** section when the NetApp Console account associated with the license is also a NetApp Support Site account and has internet access. If you used a Console account that is not associated with your NSS account, you'll need to manually add a license.

You can add the license in the Console either by entering the serial number and the associated NSS account, or by uploading the NetApp license file (NLF). You should obtain a NetApp license file to upload if the Console does not have internet access (private mode installations).

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



To enter the serial number, first [add your NetApp Support Site account to the Console](#). This is the NetApp Support Site account that is authorized to access the serial number.

### Steps

1. From the NetApp Console menu, select **Administration > Licenses and subscriptions** and then select

the **Direct licenses** tab.

2. Select **Add license**.

3. In the **Add license** dialog, enter the license information and select **Add license**:

- If you have the serial number and know your NSS account, select **Enter serial number** and enter that information.

If you entered a serial number, you also need to select the NetApp Support Site account that's authorized to access the serial number.

If your NetApp Support Site account is not available from the drop-down list, [add the NSS account to the Console](#)

- If you have the license file (required when using NetApp Console in private mode), select the **Upload license file** option and follow the prompts to attach the file.

## Update a license

The Console notifies you when your licensed term nears expiration or when your licensed capacity approaches the limit. Update your license before it expires to avoid interruptions to your NetApp data services or Cloud Volumes ONTAP.

After you purchase additional capacity from NetApp or extend your license term, the Console automatically updates the license when both conditions are met:

- Your Console account is associated with a NetApp Support Site account
- The Console has internet access

If your Console account is not associated with your NSS account, or if the Console operates in private mode without internet access, you must manually update the license.

You can manually update a license using either method:

- Enter the serial number and associated NSS account
- Upload the NetApp license file (or files for a Cloud Volumes ONTAP HA pair)

When you purchase a license from a NetApp sales representative, you receive an email containing the serial number and licensing details. Use this serial number to update the license.



To enter the serial number, first [add your NetApp Support Site account to the Console](#). This NSS account must be authorized to access the serial number.

## Steps

1. Contact your NetApp representative to purchase a new license.

After you complete payment and the license registers with the NetApp Support Site, the Console automatically updates the license. The **Direct licenses** page reflects the change within 5 to 10 minutes.

2. If the Console cannot automatically update the license (for example, when operating in private mode), obtain a NetApp license file from support and manually upload it. [Learn how to obtain a license file](#).

3. On the **Direct licenses** tab, select **...** for the serial number you are updating, and select **Update license**.

4. In the **Update license** page, upload the license file and select **Update license**.

## View license status

To manage licenses, you can group licenses based on the service name. This allows you to see all licenses related to a specific service. You can expand a row to view detailed information about each license related to the service. The root row for each service displays the service name and the used capacity for that service. The licenses are automatically grouped by service name. The root row for each service shows the service name and the used capacity for that service.

### Steps

1. From the Console menu, select **Administration > Licenses and subscriptions**, and then select the **Direct licenses** tab.
2. Click a service name row to expand it. This displays all licenses related to that service. Each expanded row displays detailed information about the licenses, including license ID, serial number, capacity, and expiration date.

## Manage licenses for Cloud Volumes ONTAP

### Manage capacity-based Cloud Volume ONTAP licenses

Manage your capacity-based licenses from the NetApp Console to ensure that your NetApp account has enough capacity for your Cloud Volumes ONTAP systems.

*Capacity-based licenses* enable you to pay for Cloud Volumes ONTAP per TiB of capacity.

You can manage capacity-based Cloud Volumes ONTAP licenses from the NetApp Console.



While the actual usage and metering for the products and services managed in the Console are always calculated in GiB and TiB, the terms GB/GiB and TB/TiB are used interchangeably. This is reflected in the Cloud Marketplace listings, price quotes, listing descriptions, and in other supporting documentation

[Learn more about Cloud Volumes ONTAP licenses.](#)

### How licenses are added to NetApp Console

After you purchase a license from your NetApp sales representative, NetApp will send you an email with the serial number and additional licensing details.

In the meantime, the Console automatically queries NetApp's licensing service to obtain details about the licenses associated with your NetApp Support Site account. If there are no errors, it adds the licenses.

If the Console can't add the license, you'll need to manually add them. For example, if the Console agent is installed at a location that doesn't have internet access, you'll need to add the licenses yourself. [Learn how to add purchased licenses to your account.](#)

### View the consumed capacity in your account

The Console 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.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.

2. On the **Overview** tab, the Cloud Volumes ONTAP tile displays the current capacity provisioned for your account.

[screenshot cvo licensing card]


- *Direct license* is the total provisioned capacity of all Cloud Volumes ONTAP systems in your NetApp account. The charging is based on each volume's provisioned size, regardless of local, used, stored, or effective space within the volume.
- *Annual contract* is the total licensed capacity (bring your own license (BYOL) or Marketplace Contract) that you purchased from NetApp.
- *PAYGO* is the total provisioned capacity using cloud marketplace subscriptions. Charging via PAYGO is used only if the consumed capacity is higher than the licensed capacity or if there is no BYOL license available in the Console.

3. Select **View** to see the consumed capacity for each of your licensing packages.
4. Select the **Licenses** tab to see details for each package license that you have purchased.

To better understand the capacities that display for the Essentials package, you should be familiar with how charging works. [Learn about charging for the Essentials package.](#)

5. Select the **Subscriptions** tab to see the consumed capacity by license consumption model. This tab includes both PAYGO and annual contract licenses.

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

6. As you view the information about your subscriptions, you can interact with the details in the table. Expand a row to view more details.
  - Select  to choose which columns appear in the table. Note that the Term and Auto Renew columns don't appear by default. The Auto Renew column displays renewal information for Azure contracts only.

### Viewing package details

You can view details about the capacity used per package by switching to legacy mode on the Cloud Volumes ONTAP page.

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. On the **Overview** tab, the Cloud Volumes ONTAP tile displays the current capacity provisioned for your account.
3. Select **View** to see the provisioned capacity for each of your licensing packages.
4. Select **Switch to advanced view**.

[A screenshot of the Switch to advanced view button]

5. View the details of the package you want to see.

[A screenshot of switch to standard view button]

### Change charging methods

Capacity-based licensing is available in the form of a *package*. When you create a Cloud Volumes ONTAP



system, you can choose from several licensing packages based on your business needs. If your needs change after you create the system, you can change the package at any time. For example, you might change from the Essentials package to the Professional package.

[Learn more about capacity-based licensing packages.](#)

### About this task

- Changing the charging method doesn't affect whether you're charged through a license purchased from NetApp (BYOL) or from your cloud provider's marketplace pay-as-you-go (PAYGO) subscription.

The Console always attempts to charge against a license first. If a license isn't available, it charges against a marketplace subscription. You don't have to convert a BYOL subscription to marketplace subscription or vice versa.

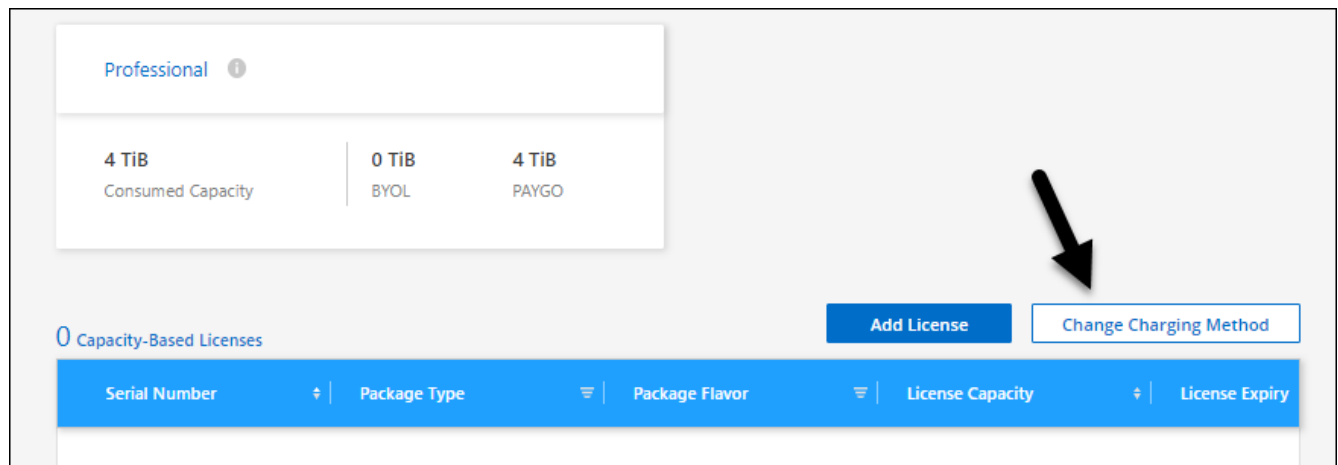
- If you have a private offer or contract from your cloud provider's marketplace, changing to a charging method that's not included in your contract will result in charging against BYOL (if you purchased a license from NetApp) or PAYGO.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Switch to advanced view**.

[A screenshot of the Switch to Legacy view button]

5. Scroll down to the **Capacity-based license** table and select **Change charging method**.



6. On the **Change charging method** pop-up, select a Cloud Volumes ONTAP system, choose the new charging method, and then confirm your understanding that changing the package type will affect service charges.
7. Select **Change charging method**.

### Download usage reports

You can download four usage reports from the Console. These 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 capture data at a point in time and can be easily shared with others.

[Screenshot shows the Cloud Volumes ONTAP capacity based licenses page and highlights the usage report button.]

The following reports are available for download. Capacity values shown are in TiB.

- **High-level usage:** This report includes the following information:
  - Total consumed capacity
  - Total precommitted capacity
  - Total BYOL capacity
  - Total Marketplace contracts capacity
  - Total PAYGO capacity
- **Cloud Volumes ONTAP package usage:** This report includes the following information for each package:
  - Total consumed capacity
  - Total precommitted capacity
  - Total BYOL capacity
  - Total Marketplace contracts capacity
  - Total PAYGO capacity
- **Storage VMs usage:** This report shows how charged capacity is broken down across Cloud Volumes ONTAP systems and storage virtual machines (SVMs). This information is only available in the report. It contains the following information:
  - System ID and name (appears as the UUID)
  - Cloud
  - NetApp account ID
  - System configuration
  - SVM name
  - Provisioned capacity
  - Charged capacity roundup
  - Marketplace billing term
  - Cloud Volumes ONTAP package or feature
  - Charging SaaS Marketplace subscription name
  - Charging SaaS Marketplace subscription ID
  - Workload type
- **Volumes usage:** This report shows how charged capacity is broken down by volumes in a Cloud Volumes ONTAP system. This information is not available on any screen in the Console. It includes the following information:
  - System ID and name (appears as the UUID)
  - SVN name
  - Volume ID
  - Volume type
  - Volume provisioned capacity



FlexClone volumes aren't included in this report because these types of volumes don't incur charges.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. On the **Overview** tab, select **View** from the Cloud Volumes ONTAP tile.
3. Select **Usage report**.

The usage report downloads.

4. Open the downloaded file to access the reports.

### Manage node-based licenses

Manage node-based licenses in the NetApp Console to ensure that each Cloud Volumes ONTAP system has a valid license with the required capacity.

*Node-based licenses* are the previous generation licensing model (and not available for new customers):

- Bring your own license (BYOL) licenses purchased from NetApp
- Hourly pay-as-you-go (PAYGO) subscriptions from your cloud provider's marketplace

You can manage node-based Cloud Volumes ONTAP licenses from the NetApp Console.

[Learn more about Cloud Volumes ONTAP licenses.](#)

### Manage PAYGO licenses

The Licenses and subscriptions menu enables you to view details about each of your PAYGO Cloud Volumes ONTAP systems, including the serial number and PAYGO license type.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Node Based Licenses** from the drop-down.
5. Click **PAYGO**.
6. View details in the table about each of your PAYGO licenses.

[A screenshot that shows a table in the Licenses and subscriptions page with three paygo licenses. Each row shows the name, type of system, serial number, package, and a link to manage the license.]

7. If needed, click **Manage PAYGO License** to change the PAYGO license or to change the instance type.

### Manage BYOL licenses

Manage licenses that you purchased directly from NetApp by adding and removing system licenses and extra capacity licenses.



NetApp has restricted the purchase, extension, and renewal of BYOL licensing. For more information, refer to [Restricted availability of BYOL licensing for Cloud Volumes ONTAP](#).

## Add unassigned licenses

Add a node-based license to the Console so that you can select the license when you create a new Cloud Volumes ONTAP system. The Console identifies these licenses as *unassigned*.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Node Based Licenses** from the drop-down.
5. Click **Unassigned**.
6. Click **Add Unassigned Licenses**.
7. Enter the serial number of the license or upload the license file.

If you don't have the license file yet, refer to the section below.

8. Click **Add License**.

### Result

The Console adds the license. The license will be identified as unassigned until you associate it with a new Cloud Volumes ONTAP system. After that happens, the license moves to the **BYOL** tab in **Licenses and subscriptions**.

## Exchange unassigned node-based licenses

If you have an unassigned node-based license for Cloud Volumes ONTAP that you haven't used, you can exchange the license by converting it to a NetApp Backup and Recovery license, a NetApp Data Classification license, or a NetApp Cloud Tiering license.

Exchanging the license revokes the Cloud Volumes ONTAP license and creates a dollar-equivalent license for the service:

- Licensing for a Cloud Volumes ONTAP HA pair is converted to a 51 TiB direct license
- Licensing for a Cloud Volumes ONTAP single node is converted to a 32 TiB direct license

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

[View walkthrough of how to exchange node-based licenses.](#)

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Node Based Licenses** from the drop-down.
5. Click **Unassigned**.

6. Click **Exchange License**.

[A screenshot of the Exchange License option that appears on the Unassigned license page.]

7. Select the service that you'd like to exchange the license with.

8. If you're prompted, select an additional license for the HA pair.

9. Read the legal consent and click **Agree**.

### Result

The Console converts the unassigned license to the service that you selected. You can view the new license in the **Data Services Licenses** tab.

### Obtain a system license file

In most cases, the Console can automatically obtain your license file using your NetApp Support Site account. But if it can't, then you'll need to manually upload the license file. If you don't have the license file, you can obtain it from netapp.com.

### Steps

1. Go to the [NetApp License File Generator](#) and log in using your NetApp Support Site credentials.
2. Enter your password, choose your product, enter the serial number, confirm that you have read and accepted the privacy policy, and then click **Submit**.

### Example

[Screen shot: Shows an example of the NetApp License Generator web page with the available product lines.]

3. Choose whether you want to receive the serialnumber.NLF JSON file through email or direct download.

### Update a system license

When you renew a BYOL subscription by contacting a NetApp representative, the Console automatically obtains the new license from NetApp and installs it on the Cloud Volumes ONTAP system. If the Console can't access the license file over the secure internet connection, you can obtain the file yourself and then manually upload the file.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Node Based Licenses** from the drop-down.
5. In the **BYOL** tab, expand the details for a Cloud Volumes ONTAP system.
6. Click the action menu next to the system license and select **Update License**.
7. Upload the license file (or files if you have an HA pair).
8. Click **Update License**.

### Result

The Console updates the license on the Cloud Volumes ONTAP system.

## Manage extra capacity licenses

You can purchase extra capacity licenses for a Cloud Volumes ONTAP BYOL system to allocate more than the 368 TiB of capacity that's provided with a BYOL system license. For example, you might purchase one extra license capacity to allocate up to 736 TiB of capacity to Cloud Volumes ONTAP. Or you could purchase three extra capacity licenses to get up to 1.4 PiB.

The number of licenses that you can purchase for a single node system or HA pair is unlimited.

## Add capacity licenses

Purchase an extra capacity license by contacting us through the chat icon in the lower-right of the Console. After you purchase the license, you can apply it to a Cloud Volumes ONTAP system.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Node Based Licenses** from the drop-down.
5. In the **BYOL** tab, expand the details for a Cloud Volumes ONTAP system.
6. Click **Add Capacity License**.
7. Enter the serial number or upload the license file (or files if you have an HA pair).
8. Click **Add Capacity License**.

## Update capacity licenses

If you extended the term of an extra capacity license, you'll need to update the license in the Console.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.
4. Select **Node Based Licenses** from the drop-down.
5. In the **BYOL** tab, expand the details for a Cloud Volumes ONTAP system.
6. Click the action menu next to the capacity license and select **Update License**.
7. Upload the license file (or files if you have an HA pair).
8. Click **Update License**.

## Remove capacity licenses

If an extra capacity license expired and is no longer in use, then you can remove it at any time.

### Steps

1. From the left navigation pane, select **Administration > Licenses and subscriptions**.
2. Select the **Overview** tab.
3. On the Cloud Volumes ONTAP tile, select **View**.

4. Select **Node Based Licenses** from the drop-down.
5. In the **BYOL** tab, expand the details for a Cloud Volumes ONTAP system.
6. Click the action menu next to the capacity license and select **Remove License**.
7. Click **Remove**.

### Change between PAYGO and BYOL

Converting a system from PAYGO by-node licensing to BYOL by-node licensing (and vice versa) isn't supported. If you want to switch between a pay-as-you-go subscription and a BYOL subscription, then you need to deploy a new system and replicate data from the existing system to the new system.

### Steps

1. Create a new Cloud Volumes ONTAP system.
2. Set up a one-time data replication between the systems for each volume that you need to replicate.

[Learn how to replicate data between systems](#)

3. Terminate the Cloud Volumes ONTAP system that you no longer need by deleting the original system.

[Learn how to delete a Cloud Volumes ONTAP system.](#)

### Related links

link: [End of availability of node-based licenses](#)  
[Convert node-based licenses to capacity based](#)

## 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**.
10. Complete the form to associate the subscription with your Console organization. Then, Click **Associate**.
11. After associating the subscription, navigate and select the **Billing preferences** tab.
12. Review the marketplace subscription options.
13. Select the marketplace subscription you want to bill. This only applies when there is more than one option.
14. Select **Save changes**.
15. Repeat these steps as needed, if there are multiple subscriptions across multiple hyperscalers.

For more information on marketplace subscriptions and direct licenses billing, see the [Billing preferences documentation](#).

## 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**.
14. Complete the form to associate the subscription with your Console organization. Then, Click **Associate**.
15. After associating the subscription, navigate and select the **Billing preferences** tab.
16. Review the marketplace subscription options.
17. Select the marketplace subscription you want to bill. This only applies when there is more than one option.
18. Select **Save changes**.
19. Repeat these steps as needed, if there are multiple subscriptions across multiple hyperscalers.

For more information on marketplace subscriptions and direct licenses billing, see the [Billing preferences documentation](#).

## 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**.
10. Complete the form to associate the subscription with your Console organization. Then, Click **Associate**.
11. After associating the subscription, navigate and select the **Billing preferences** tab.
12. Review the marketplace subscription options.
13. Select the marketplace subscription you want to bill. This only applies when there is more than one option.
14. Select **Save changes**.
15. Repeat these steps as needed, if there are multiple subscriptions across multiple hyperscalers.

For more information on marketplace subscriptions and direct licenses billing, see the [Billing preferences documentation](#).

## 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.

#### Steps

1. From the NetApp Console menu, select **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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 **Administration > 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.

## Billing preferences

### Learn about billing preferences for licenses and subscriptions

Billing preferences allows you to determine how you handle payments and renewal behavior for your active licenses and subscriptions.

You can apply these preferences globally, so they affect all billing relationships, or at the individual subscription level when a specific contract requires its own configuration.

- **Marketplace subscriptions** correspond to cloud marketplace contracts (AWS, Azure, or Google Cloud) where usage charges are through a hyperscaler account.
- **Direct licenses** represent licenses purchased directly from NetApp, managed in NetApp Console through license keys, invoice recipients, and renewal options.

You can configure how your organization allocates and pays for services depending on your procurement model.

### Permissions

The management of licenses and subscriptions within the NetApp Console is controlled through user roles. These roles provide distinct access levels, enabling or restricting specific actions that users can take for this feature.

Role	Description
<b>Admin</b>	<p>Users with this role have full control over licenses and subscriptions. Admin users can:</p> <ul style="list-style-type: none"><li>• View all licenses and subscriptions.</li><li>• Add new licenses.</li><li>• Associate subscriptions with accounts.</li><li>• Modify existing license details.</li><li>• Delete licenses or disassociate subscriptions.</li></ul>

Role	Description
<b>Viewer</b>	Users with this role have read-only access. Viewer users can: <ul style="list-style-type: none"> <li>• View all licenses and subscriptions.</li> </ul>

## Billing preferences

Billing preferences ensure that usage charges and renewals are applied correctly. Configuring them properly reduces billing disputes and makes it easier to manage hybrid licensing models that combine NetApp-owned and marketplace-purchased capacity.

For example, global billing preferences can unify your invoice contact list so all services share a single billing administrator. You can also use cost center tags to align usage across departments or regions, and enable automatic renewal to prevent service interruptions.

New Cloud Volumes ONTAP (CVO) deployments automatically inherit the billing mode you define here, which keeps your organization's chargeback model consistent as new systems are added.

Billing preferences are configured in the **Licenses and subscriptions** section of NetApp Console.

From there, you can:

- Set billing preferences for your organization
- Enable custom CVO configuration for advanced mapping
- Edit or update marketplace subscription details

## Fields

Billing fields store metadata about how each license or subscription is billed.

They describe who is billed, how renewals occur, and which account or cost center each service belongs to.

### Marketplace fields

Marketplace fields describe contracts that originate from a cloud provider such as AWS, Azure, or Google Cloud.

These fields define how NetApp Console connects your subscriptions with the billing information stored in the provider's marketplace.

They also control how renewals, regional assignments, and billing accounts are managed.

- **Marketplace provider** — Identifies the cloud platform where billing is handled.  
The provider determines the supported features, contract types, and renewal rules.  
For example, AWS Marketplace subscriptions use account-based billing, while Azure may support both account and tenant-based models.
- **Billing account or subscription ID** — Specifies the unique identifier for the account used to process charges.  
This ensures that usage data is billed to the correct cloud billing profile.
- **Contract term** — Defines the subscription duration and renewal settings.

### Direct license fields

Direct license fields apply to NetApp-managed contracts purchased directly rather than through a cloud marketplace.

They define how NetApp invoices you, where the charges are sent, and what legal entity appears on the invoice.

These fields are critical for organizations using purchase orders or centralized corporate billing.

### Keystone fields

Keystone fields apply to usage that falls under a NetApp Keystone subscription agreement.

They allow you to connect metered service usage to your Keystone billing profile, aligning subscription data with other capacity-based licensing models.

- **Agreement ID** — A unique identifier for the Keystone contract.  
It 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 that fall under the Keystone agreement.  
This field clarifies which workloads or deployments are included in the contract and ensures that only eligible resources are billed through Keystone.

### Billing options and definitions

Billing options define how NetApp Console prioritizes and applies usage charges when multiple billing sources are connected.

They control which account is charged first and how billing switches between NetApp licenses and marketplace subscriptions when capacity limits are reached.

### Terms and options

You can choose between billing modes depending on your organization's procurement strategy:

- **NetApp licenses first** — Prioritizes billing through active NetApp licenses.  
When capacity from these licenses is exhausted, usage automatically rolls over to the linked marketplace subscription.
- **Marketplace subscriptions only** — Directs all billing through marketplace contracts, bypassing NetApp licenses.  
This is common for organizations that standardize procurement through cloud provider billing.
- **PAYGO (Pay-As-You-Go)** — Bills only for actual usage.
- **Annual contract** — Locks in a defined subscription term.
- **Auto-renew** — Enables automatic continuation of licenses or marketplace contracts when they expire.  
Disabling this option requires manual renewal to prevent service interruption.
- **Custom CVO configuration** — Allows mapping multiple marketplace subscriptions to a single hyperscaler.  
This might be useful when different business units or projects require distinct billing accounts within the same cloud environment.

### Typical configuration paths

The following examples illustrate how different billing setups align with common cases:

Scenario	Recommended billing option
Your organization purchased NetApp capacity directly	<b>NetApp licenses first</b>
All usage is billed through marketplace contracts	<b>Marketplace subscriptions only</b>

Scenario	Recommended billing option
You bill multiple projects under one cloud provider	<b>Enable Custom CVO configuration</b>
You want to revert to a simple single-source billing setup	<b>Disable Custom CVO configuration</b>

For instance, consider an organization that combines both direct NetApp licenses and marketplace subscriptions.

A typical configuration would set **NetApp licenses first** as the default billing mode to use prepaid capacity before marketplace billing.

Then, under **Custom CVO configuration**, each hyperscaler (AWS, Azure, Google Cloud) would be assigned its corresponding subscription ID.

After saving these settings, administrators can review the mappings under **Licenses and subscriptions** to verify that each service points to the correct account.

For additional validation, they can compare usage data in NetApp Console against cloud billing dashboards and adjust cost center tags or contacts as needed to maintain reporting consistency.

## Manage billing preferences

You can configure and manage billing preferences in the NetApp Console to control how capacity usage, renewals, and invoices are applied to your organization's accounts. Billing preferences determine whether usage charges come from NetApp licenses, cloud marketplace contracts, or Keystone agreements.

### Before you begin

- You have access to the **Admin** role.
- All relevant marketplace subscriptions are linked to your organization.
- You reviewed the existing configuration for **licenses and subscriptions**.

### Set billing preferences

You can select how the Console applies usage charges across billing sources. This determines which accounts are charged first and how renewals are handled.

### Steps

1. In NetApp Console, select **Administration > Licenses and subscriptions**.
2. Select **Billing preferences**.
3. Choose one of the following billing modes:
  - **NetApp licenses first** – Use NetApp licenses first, then marketplace subscriptions for additional usage.
  - **Marketplace subscriptions only** – Bill all usage directly through marketplace subscriptions.
4. Under **Marketplace subscriptions**, select the subscription for each hyperscaler (AWS, Azure, and Google Cloud).
5. If you use multiple subscriptions under a single hyperscaler, enable **Custom CVO configuration**.
6. (Optional) Update **Invoice contacts** and **Notification contacts**.
7. (Optional) Enter a **Cost center tag** to associate billing with internal accounting codes.

8. Select **Save changes**.
9. When prompted, review the confirmation dialog and select **Confirm**.

### Result

NetApp Console updates the billing mappings. Future service charges and renewals now use the selected configuration.



Changing the billing mode redistributes how service charges are applied. New Cloud Volumes ONTAP (CVO) instances automatically inherit the selected configuration.

### Enable custom CVO configuration

Custom CVO configuration allows you to assign multiple marketplace subscriptions under the same hyperscaler.

Use this mode if your organization maintains different billing accounts for separate business units or environments.

### Steps

1. In NetApp Console, select **Administration > Licenses and subscriptions**.
2. Select **Billing preferences**.
3. Under **Marketplace subscriptions**, enable **Custom CVO configuration**.
4. Select **Save changes**.

### Result

You can now assign specific marketplace subscriptions to individual Cloud Volumes ONTAP instances under the same hyperscaler.



After this is enabled, custom CVO configuration cannot be reverted from the **Billing preferences**. Disabling this resets all CVO billing to the standard billing configuration for your data services.

### Edit marketplace configuration

You can edit marketplace configuration details to associate subscriptions with cloud projects or to update contract information.

### Steps

1. Open **Licenses and subscriptions**.
2. Select **Billing preferences**.
3. Select the view for the following:
  - **Marketplace subscription name**
  - **Cloud project**
  - **Subscription type** (Annual or PAYGO)
4. Select **Save changes**.

### Result

The new configuration takes effect immediately, and billing data synchronizes with the cloud provider.



To map one subscription to multiple cloud projects, ensure that **Custom CVO configuration** is enabled first.

## Confirm or revert billing changes

Every update to billing preferences requires confirmation to prevent accidental changes.

### Confirm changes

1. After editing billing preferences, select **Save changes**.
2. Review the summary in the confirmation dialog.
3. Select **Save** to apply updates, or **Cancel** to discard them.

### Revert to standard billing

1. Open **Billing preferences**.
2. Disable **Custom CVO configuration**.
3. When prompted, confirm that you want to revert to the standard configuration.

### Result

CVO instances return to the default standard billing method used for the other data services.

# 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.





96015585434285107893  
Account serial number

⚠ Not Registered  
Add your NetApp Support Site (NSS) [credentials](#) to BlueXP  
Follow these [instructions](#) to register for support in case you don't have an NSS account yet.

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

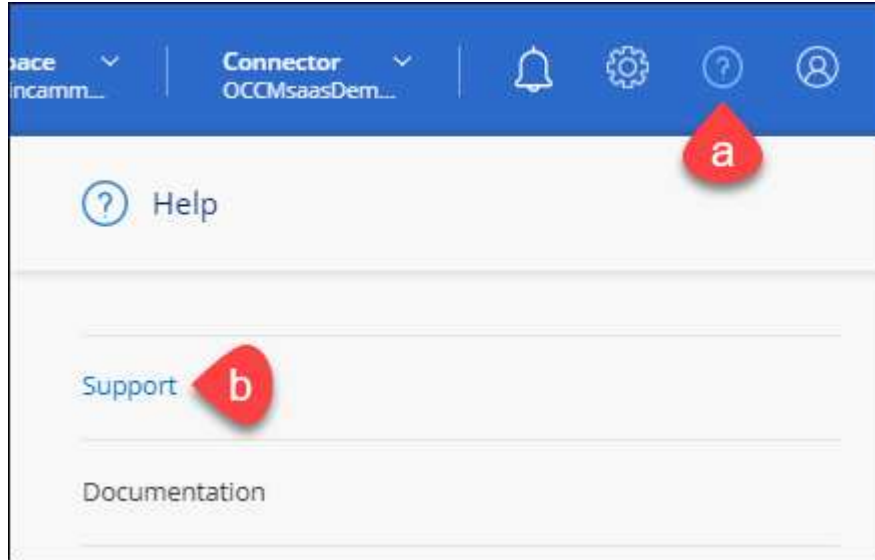
Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

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](https://netapp.com) that lists the phone numbers that you can call.
  - b. Select **Create a Case** to open a ticket with a NetApp Support specialist:
    - **Service:** Select the service that the issue is associated with. For example, **NetApp Console** when specific to a technical support issue with workflows or functionality within the Console.
    - **System:** If applicable to storage, select **Cloud Volumes ONTAP** or **On-Prem** and then the associated working environment.

The list of systems are within scope of the Console organization, and Console agent you have selected in the top banner.
    - **Case Priority:** Choose the priority for the case, which can be Low, Medium, High, or Critical.

To learn more details about these priorities, hover your mouse over the information icon next to the field name.
    - **Issue Description:** Provide a detailed description of your problem, including any applicable error messages or troubleshooting steps that you performed.
    - **Additional Email Addresses:** Enter additional email addresses if you'd like to make someone else aware of this issue.
    - **Attachment (Optional):** Upload up to five attachments, one at a time.

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

ntapitdemo
NetApp Support Site Account

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Service

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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