



Associate NetApp Support accounts

NetApp Console setup and administration

NetApp
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Table of Contents

Associate NetApp Support accounts	1
Manage NSS credentials associated with NetApp Console	1
Overview	1
Add an NSS account	1
Update NSS credentials	2
Attach a system to a different NSS account	2
Display the email address for an NSS account	3
Remove an NSS account	3
Manage credentials associated with your NetApp Console login	4
ONTAP credentials	4
NSS credentials	4
Manage your user credentials	5

Associate NetApp Support accounts

Manage NSS credentials associated with NetApp Console

Associate a NetApp Support Site account with your Console organization to enable key workflows for storage management. These NSS credentials are associated with the entire organization.

The Console also supports associating one NSS account per user account. [Learn how to manage user-level credentials.](#)

Overview

Associating NetApp Support Site credentials with your specific Console account serial number is required to enable the following tasks:

- 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.

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

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

- Upgrading Cloud Volumes ONTAP software to the latest release

These credentials are associated with your specific Console account serial number. Users can access these credentials from **Support > NSS Management**.

Add an NSS account

You can add and manage your NetApp Support Site accounts for use with the Console from the Support Dashboard within the Console.

When you have added your NSS account, the Console uses this information for things like license downloads, software upgrade verification, and future support registrations.

You can associate multiple NSS accounts with your organization; however, you cannot have customer accounts and partner accounts within the same organization.



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

Steps

1. In **Administration > Support**.
2. Select **NSS Management**.
3. Select **Add NSS Account**.
4. Select **Continue** to be redirected to a Microsoft login page.

5. At the login page, provide your NetApp Support Site registered email address and password.

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.

What's next?

Users can now select the account when creating new Cloud Volumes ONTAP systems and when registering existing Cloud Volumes ONTAP systems.

- [Launching Cloud Volumes ONTAP in AWS](#)
- [Launching Cloud Volumes ONTAP in Azure](#)
- [Launching Cloud Volumes ONTAP in Google Cloud](#)
- [Registering pay-as-you-go systems](#)

Update NSS credentials

For security reasons, you must update your NSS credentials every 90 days. You'll be notified in the Console notification center if your NSS credential has expired. [Learn about the Notification Center](#).

Expired credentials can disrupt the following, but are not limited to:

- License updates, which mean you won't be able to take advantage of newly purchased capacity.
- Ability to submit and track support cases.

Additionally, you can update the NSS credentials associated with your organization if you want to change the NSS account associated with your organization. For example, if the person associated with your NSS account has left your company.

Steps

1. In **Administration > Support**.
2. Select **NSS Management**.
3. For the NSS account that you want to update, select **...** and then select **Update Credentials**.
4. 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 related to support and licensing.

5. At the login page, provide your NetApp Support Site registered email address and password.

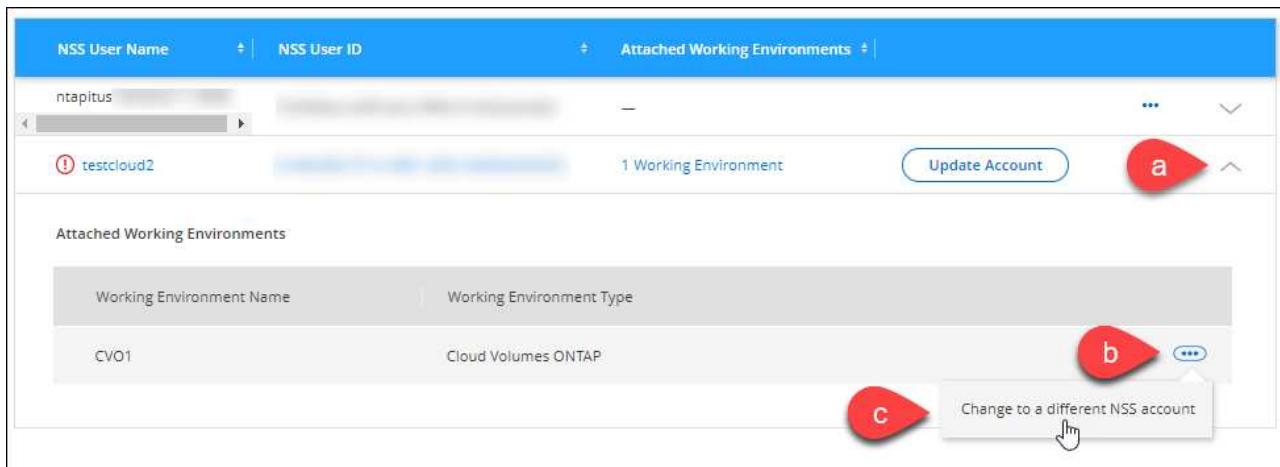
Attach a system to a different NSS account

If your organization has multiple NetApp Support Site accounts, you can change which account is associated with a Cloud Volumes ONTAP system.

You must first have associated the account with the Console.

Steps

1. In **Administration > Support**.
2. Select **NSS Management**.
3. Complete the following steps to change the NSS account:
 - a. Expand the row for the NetApp Support Site account that the system is currently associated with.
 - b. For the system that you want to change the association for, select **...**
 - c. Select **Change to a different NSS account**.



- d. Select the account and then select **Save**.

Display the email address for an NSS account

For security, the email address associated with an NSS account is not displayed by default. You can view the email address and associated user name for an NSS account.

 When you go to the NSS Management page, the Console generates a token for each account in the table. That token includes information about the associated email address. The token is removed when you leave the page. The information is never cached, which helps protect your privacy.

Steps

1. In **Administration > Support**.
2. Select **NSS Management**.
3. For the NSS account that you want to update, select **...** and then select **Display Email Address**. You can use the copy button to copy the email address.

Remove an NSS account

Delete any of the NSS accounts that you no longer want to use with the Console.

You can't delete an account that is currently associated with a Cloud Volumes ONTAP system. You first need to [attach those systems to a different NSS account](#).

Steps

1. In **Administration > Support**.
2. Select **NSS Management**.
3. For the NSS account that you want to delete, select **...** and then select **Delete**.
4. Select **Delete** to confirm.

Manage credentials associated with your NetApp Console login

Depending on the actions that you've taken in the Console, you might have associated ONTAP credentials and NetApp Support Site (NSS) credentials with your user login. You can view and manage those credentials after you've associated them. For example, if you change the password for these credentials, then you'll need to update the password in the Console.

ONTAP credentials

Users need ONTAP admin credentials to discover ONTAP clusters in the Console. However, ONTAP System Manager access depends on whether or not you are using a Console agent.

Without a Console agent

Users are prompted to enter their ONTAP credentials to access ONTAP System Manager for the cluster. Users can choose to save these credentials in the Console which means they won't be prompted to enter them each time. User credentials are only visible to the respective user and can be managed from the User credentials page.

With a Console agent

By default, users are not prompted to enter their ONTAP credentials to access ONTAP System Manager. However, a Console administrator (with the Organization admin role) can configure the Console to prompt users to enter their ONTAP credentials. When this setting is enabled, users need enter their ONTAP credentials each time.

[Learn more.](#)

NSS credentials

The NSS credentials associated with your NetApp Console login enable support registration, case management, and access to Digital Advisor.

- When you access **Support > Resources** and register for support, you're prompted to associate NSS credentials with your login.

This registers your organization or account for support and activates support entitlement. Only one user in your organization must associate a NetApp Support Site account with their login to register for support and activate support entitlement. After this is completed, the **Resources** page shows that your account is registered for support.

[Learn how to register for support](#)

- When you access **Administration > Support > Case Management**, you're prompted to enter your NSS

credentials, if you haven't already done so. This page enables you to create and manage the support cases associated with your NSS account and with your company.

- When you access Digital Advisor in the Console, you're prompted to log in to Digital Advisor by entering your NSS credentials.

Note the following about the NSS account associated with your login:

- The account is managed at the user level, which means it isn't viewable by other users who log in.
- There can be only one NSS account associated with Digital Advisor and support case management, per user.
- If you're trying to associate a NetApp Support Site account with a Cloud Volumes ONTAP system, you can only choose from the NSS accounts that were added to the organization that you are a member of.

NSS account-level credentials are different than the NSS account that's associated with your login. NSS account-level credentials enable you to deploy Cloud Volumes ONTAP with BYOL, register PAYGO systems, and upgrade its software.

[Learn more about using NSS credentials with your NetApp Console organization or account.](#)

Manage your user credentials

Manage your user credentials by updating the user name and password or by deleting the credentials.

Steps

1. Select **Administration > Credentials**.
2. Select **User Credentials**.
3. If you don't have any user credentials yet, you can select **Add NSS credentials** to add your NetApp Support Site account.
4. Manage existing credentials by choosing the following options from the Actions menu:
 - **Update credentials**: Update the user name and password for the account.
 - **Delete credentials**: Remove the NSS account associated with your Console login.

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