



Get started

NetApp Keystone

NetApp
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Get started

Overview

This section describes how to get started by using the NetApp Service Engine portal. It includes:

- Log in to the NetApp Service Engine web interface:
 - Log in with a user name and password
 - Log in with NetApp SSO
 - Log out of the NetApp Service Engine web interface
- Select tenant
- NetApp Service Engine web interface overview

Log in to the NetApp Service Engine web interface

To use the NetApp Service Engine web interface, you must have an account. Your account is assigned one or more roles (by your NetApp Service Engine administrator) that determine your permissions and therefore which activities you can perform in the NetApp Service Engine portal.

NetApp Service Engine allows you to log in using the following credentials:

- User name and password (see [Log in with user name and password](#))
- NetApp SSO (see [Log in with NetApp SSO](#))

Confirm the sign-in option in use with your NetApp Service Engine instance with your NetApp Service Engine administrator.

Role-based access

The following table lists the role-based access descriptions.

Role	Access
Customer administrator	<p>The first customer administrator user is created by the NetApp Keystone team:</p> <ul style="list-style-type: none">• Full access to provision and manage storage through NetApp Service Engine (including file servers and block stores).• Can raise service requests and incidents.• Can assign roles to other users of NetApp Service Engine.
Read-only/guest	Read-only access across all components.

Role	Access
User	Create and manage storage components consumed by end users – disks, shares and buckets.

Log in with user name and password

To log in with a user name and password, you need:

- Your NetApp Service Engine web interface user name and password
- The URL to the NetApp Service Engine portal
- A web browser

Steps

1. In your web browser, go to the URL for your NetApp Service Engine portal. The log-in page is displayed.
2. Select Local user sign in.
3. On the Log in to NetApp Keystone page, enter your user name and password and click **Log In**.
4. After successful login, the NetApp Service Engine web interface loads, open at the dashboard. For an overview of the GUI, see [NetApp Service Engine Web Interface Overview](#).



If your login is successful but you cannot see the dashboard, check with your NetApp Service Engine portal administrator to ensure that your NetApp Service Engine portal account has been assigned the correct role.

Log in with NetApp SSO

To log in with NetApp SSO, you need:

- A NetApp SSO account; you can request an account at the NetApp Support site; from the log-in screen, follow the Create NetApp SSO account
- The URL to the NetApp Service Engine portal
- A web browser

Steps

1. In your web browser, go to the URL for your NetApp Service Engine portal. The log-in page is displayed.
2. Select NetApp SSO.
3. On the SSO log-in page, enter your user name and password and click **Sign In**.

After the successful login the NetApp Service Engine web interface loads, open at the dashboard. For an overview of the GUI, see [NetApp Service Engine Web Interface Overview](#).

Log out of the NetApp Service Engine web interface

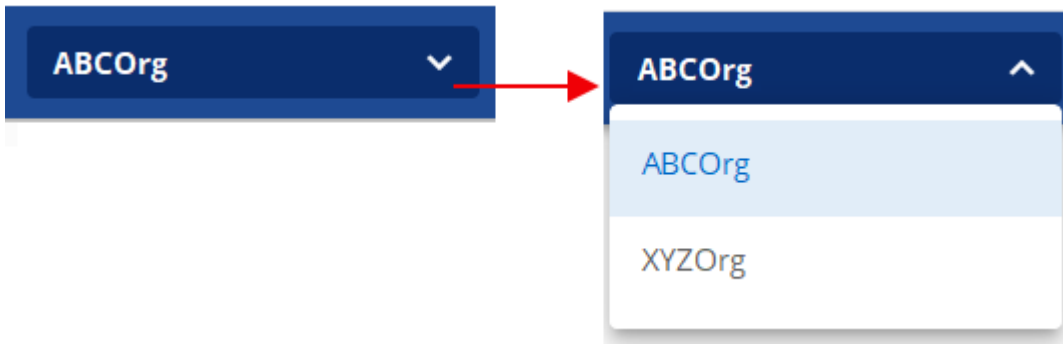
Steps

1. To log out of the interface, click the user icon and click **Sign Out**.



Select tenant

When working with the NetApp Service Engine web interface, any data that you see and any activities that you perform relate to the selected tenant. You can view the tenant at the top of the screen, as shown below.

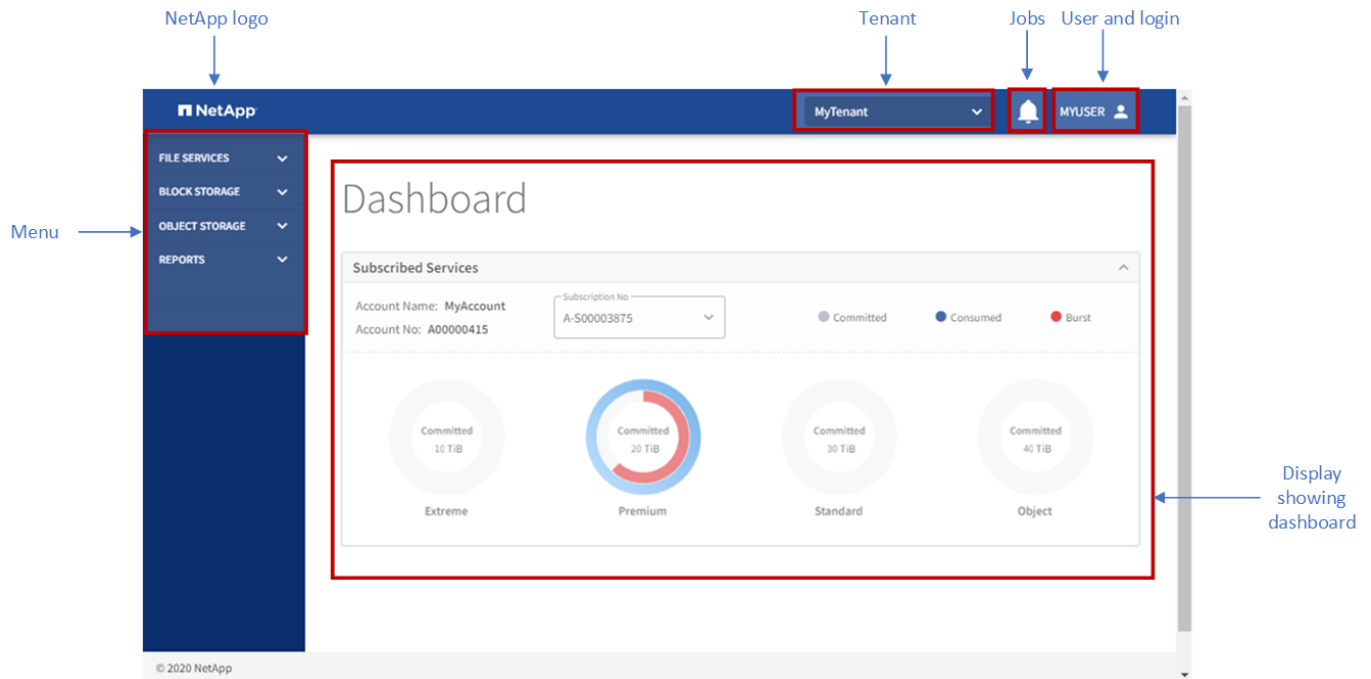


Most NetApp Service Engine web interface users have access to only one tenant. However, in instances where you might have access to multiple tenants, you can change the tenant by selecting another tenant in the Tenant field.

NetApp Service Engine web interface overview

The figure below is an example of the NetApp Service Engine web Interface. It consists of the following components:

- **Display area.** This is the main working area of the screen; it has two views:
 - Dashboard view: Displays various tools to monitor the usage and performance of your storage.
 - List view: Displays lists of items which can be navigated and sorted (more on that later).
- **Menu.** Use the menu to view and manage storage items, view reports, and access support.
- **NetApp logo.** Click this at any time to return the display to the dashboard view.
- **Tenant.** Displays the currently selected tenant. To change the tenant, see [Select the tenant](#).
- **Jobs.** Click to view the status of the most recent provisioning jobs. The icon changes color to display the configuration job status. For more information, see [Jobs and job status indicator](#).
- **User login.** Displays the name of the currently logged-in user. Click this icon to sign out. For more information, see [Log out of the NetApp Service Engine web interface](#).



Dashboard view

The Dashboard view displays information about the subscribed services; it is the default view when you first log in to the screen. For information about how to view the subscribed services capacity, see [View Subscribed Services Capacity](#).



To return to the Dashboard view, click the NetApp icon in the top-left corner of the screen.

List view

A List view is used to view a list of objects. For example, the list of servers that support the file shares in a subscription are displayed in a List view, as shown in the screenshot below.

From a List view, you can:

- Perform actions on the items in the list: see [List view actions](#).

List view actions

A List view displays a list of items and provides a quick view of some of the item details (including state). In a List view, you can perform the actions listed in the following table.

Action	Description
Create an item	Use the Create button to create a new item.
Use Action icons	Use the Action icons to perform an action on the list item.
Sort the list	Use the arrow icons in the list column to sort the list by that column in ascending or descending order. The arrow icons are visible when you hover the cursor near the column name.

Action	Description
Change number of items displayed, navigate the list	Change the number of items displayed on the page and navigate the list using the Items per page field and the < and > icons at the bottom of the list.
Refresh the page	Refresh the page using the refresh icon:

Object states

During provisioning and modification, the storage objects go through a series of states before they become operational. The state of the storage objects is displayed in the List view for those items. The objects may be in one of the following states:

- **Creating.** The storage resource is being created.
- **Updating.** The item is currently being modified.

Occurs when there is a change to storage resource (file server, files here, blockstore, disk, and so on). It includes resizing shares, changing snapshot policy settings, changing export policy, taking a snapshot, renaming items, and so on.

- **Operational.** Denotes that the storage resource has been provisioned/modified correctly and is available, online, and functional.
- **Deleting.** Object is getting deleted and is being processed.
- **Queued.** Object is in queued state and is being processed.
- **Imported** Objects provisioned outside of the NetApp Service Engine are imported with this status when they do not fulfil the criteria of NetApp Keystone Flex Subscription (Flex Subscription).



This status typically implies that no QoS policy is applied on the object and therefore it cannot be managed by NetApp Service Engine as a part of your Flex Subscription. You can modify the object (through the edit pen) and assign an appropriate Service Level. This changes the status of that object to operational.

- **Non-Standard.** Objects provisioned outside of the NetApp Service Engine are imported with this status when they do not fulfil the criteria of NetApp Keystone Flex Subscription (Flex Subscription).



This status typically implies that the object misses one or more criteria to be managed by NetApp Service Engine, as a part of your Flex Subscription. You can [raise a service request](#) for them to be standardized and managed through the NetApp Service Engine portal and made operational by the support team.

- **Contact support.** This state occurs when the provisioning or modification task fails to fully complete. For items in this state, raise a Support Request to address the issue.
- **Operational (for the source object of a backup).** The following are the possible statuses:
 - With edit pen : Indicates that the backup object is operational and functioning.
 - Without edit pen: Indicates that the backup is orphaned, that is the SnapMirror relationship of the backup object with its source volume is broken, or the source volume has been removed.

Jobs and job status indicator

Some provisioning tasks in NetApp Service Engine, such as create, modify or delete storage items, might take some time to complete. Rather than being executed immediately (as for synchronous tasks), these tasks are executed asynchronously. When initiating such tasks, NetApp Service Engine returns a job record. The status can be tracked through the bell icon on the top right corner that indicates whether the submitted task was completed successfully. The status of the job can be also be tracked through the APIs. For information, see [here](#)

Indicator color	Description
Black	A task is currently running.
Red	The last task failed to complete.
Green	The last task completed successfully.

Click on the status indicator to view the status of the 10 most recent tasks.

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