On-premises ONTAP cluster management using the NetApp Console

On-premises ONTAP clusters

NetApp
October 06, 2025

Table of Contents

On-premises ONTAP cluster management using the NetApp Console

Release notes

What's new with on-premises ONTAP clusters in the NetApp Console

Learn what's new with on-premises ONTAP cluster management in the NetApp Console.

06 October 2025

BlueXP is now NetApp Console

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

For details on what has changed, see the NetApp Console release notes.

12 May 2025

BlueXP access role needed

You now need one of the following access roles to view, discover or manage on-prem ONTAP clusters: Organization admin, Folder or project admin, Storage admin, or System health specialist. Learn about access roles.

26 November 2024

Support for ASA r2 systems with private mode

You can now discover NetApp ASA r2 systems when using BlueXP in private mode. This support is available starting with the 3.9.46 private mode release of BlueXP.

- Learn more about ASA r2 systems
- Learn about BlueXP deployment modes

7 October 2024

Support for ASA r2 systems

You can now discover NetApp ASA r2 systems in BlueXP when using BlueXP in standard mode or restricted mode. After you discover a NetApp ASA r2 system and open the working environment, you're brought directly to System Manager.

No other management options are available with ASA r2 systems. You can't use the Standard view and you can't enable BlueXP services.

Discovery of ASA r2 systems is not supported when using BlueXP in private mode.

- Learn more about ASA r2 systems

- Learn about BlueXP deployment modes

22 April 2024

Volume templates no longer supported

You can no longer create a volume from a template. This action was associated with the BlueXP remediation service, which is no longer available.

30 July 2023

Create FlexGroup volumes

If you're managing a cluster with a Connector, you can now create FlexGroup volumes using the BlueXP API.

- Learn how to create a FlexGroup volume
- Learn what a FlexGroup volume is

2 July 2023

Cluster discovery from My estate

You can now discover on-premises ONTAP clusters from **Canvas > My estate** by selecting a cluster that BlueXP pre-discovered based on the ONTAP clusters that are associated with the email address for your BlueXP login.

Learn how to discover clusters from the My estate page.

4 May 2023

Enable BlueXP backup and recovery

Beginning with ONTAP 9.13.1, you can use System Manager (advanced view) to enable BlueXP backup and recovery if you discovered the cluster using a Connector. Learn more about enabling BlueXP backup and recovery

Upgrade ONTAP version image and hardware firmware

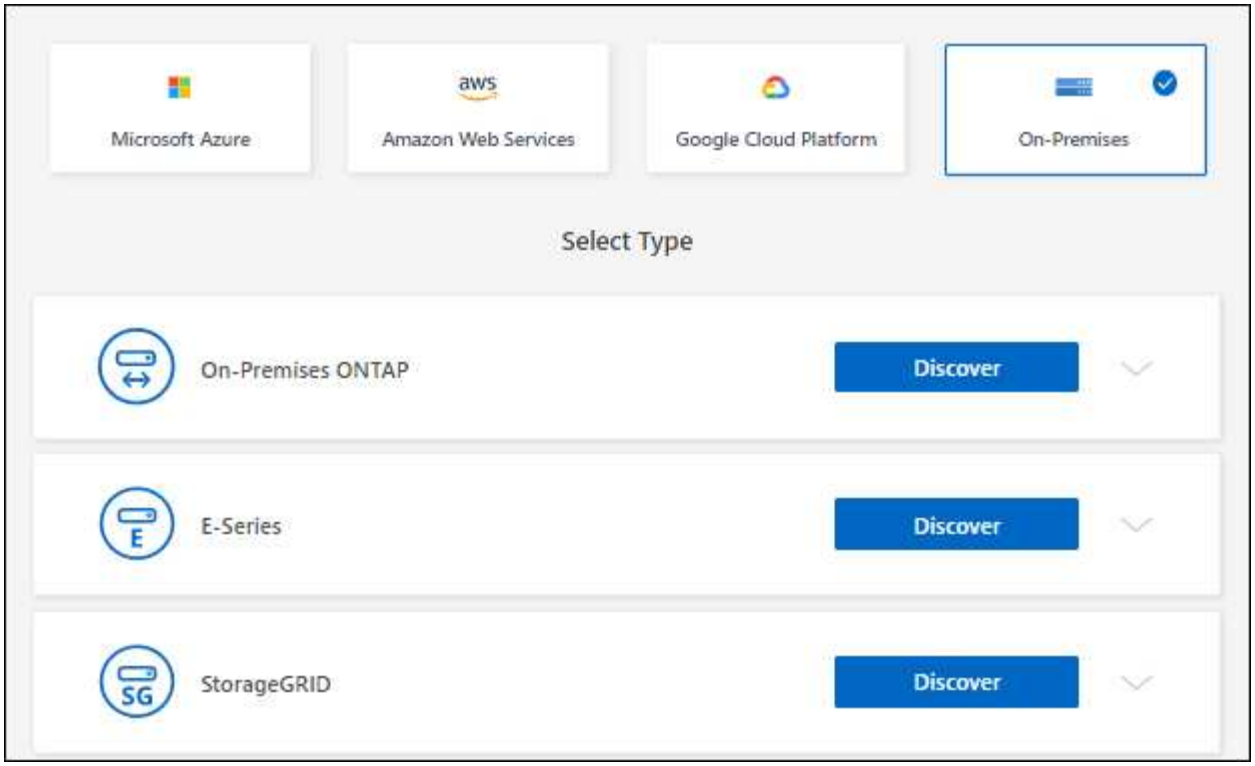
Beginning with ONTAP 9.10.1, you can use System Manager (advanced view) to upgrade the ONTAP version image and hardware firmware. You can choose to receive automatic upgrades to stay up to date, or you can make manual updates from your local machine or a server that can be accessed using BlueXP. Learn more about upgrading ONTAP and firmware

If you do *not* have a Connector, you cannot make updates from your local machine, only from a server that can be accessed using BlueXP.

3 April 2023

Single discovery option from the BlueXP console

When you discover an on-prem ONTAP cluster from the BlueXP console, you'll now see a single option:



Previously, there were separate flows for direct discovery and for discovery with a Connector. Both of those options are still available, but merged into a single flow.

When you start the discovery process, BlueXP discovers the cluster as follows:

- If you have an active Connector that has a connection to your ONTAP cluster, BlueXP will use that Connector to discover and manage the cluster.
- If you don't have a Connector or if your Connector doesn't have a connection to the ONTAP cluster, then BlueXP will automatically use the direct discovery and management option.

Learn more about the discovery and management options.

1 January 2023

Save ONTAP credentials

When you open an on-premises ONTAP working environment that was discovered directly without using a Connector, you now have the option to save your ONTAP cluster credentials so that you don't need to enter them each time that you open the working environment.

Learn more about this option.

4 December 2022

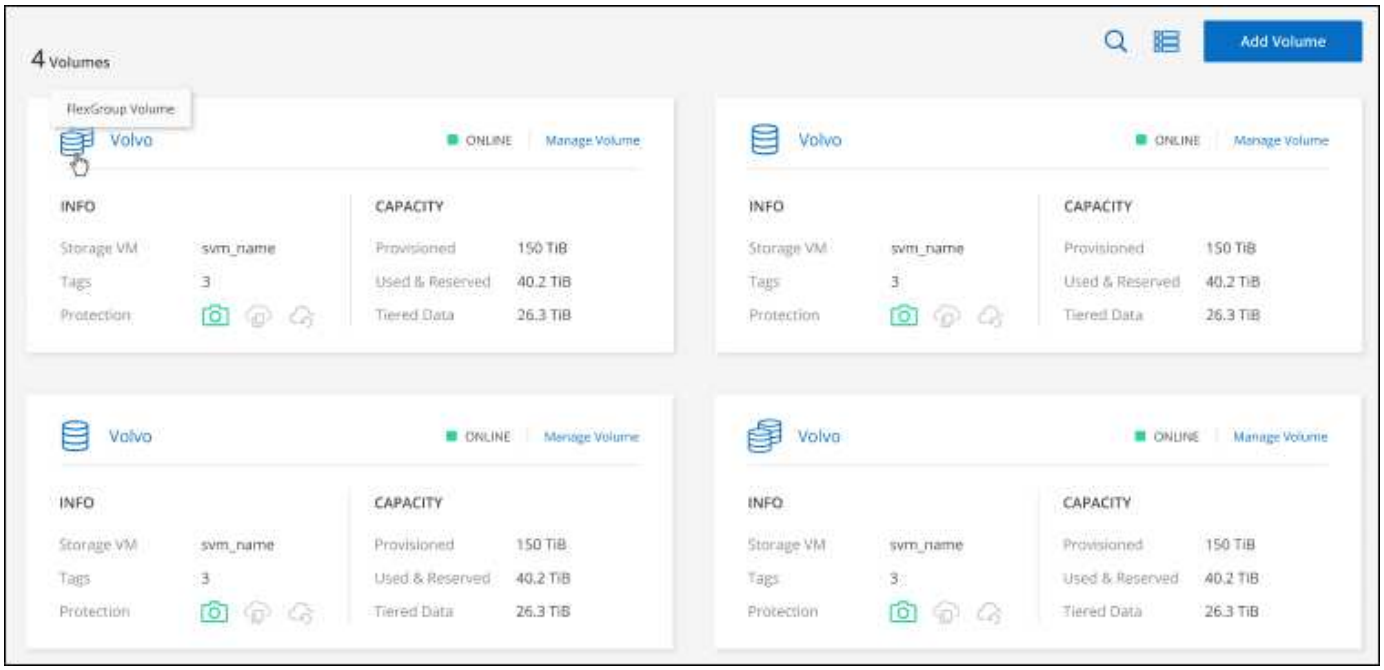
New way to discover on-premises ONTAP clusters

You can now directly discover your on-premises ONTAP clusters without using a Connector. This option enables cluster management through System Manager only. You can't enable any BlueXP data services on this type of working environment.

Learn more about this discovery and management option.

FlexGroup volumes

For on-premises ONTAP clusters that are discovered through a Connector, the Standard view in BlueXP now shows the FlexGroup volumes that were created through System Manager or the ONTAP CLI. You can also manage these volumes by cloning them, editing their settings, deleting them, and more.



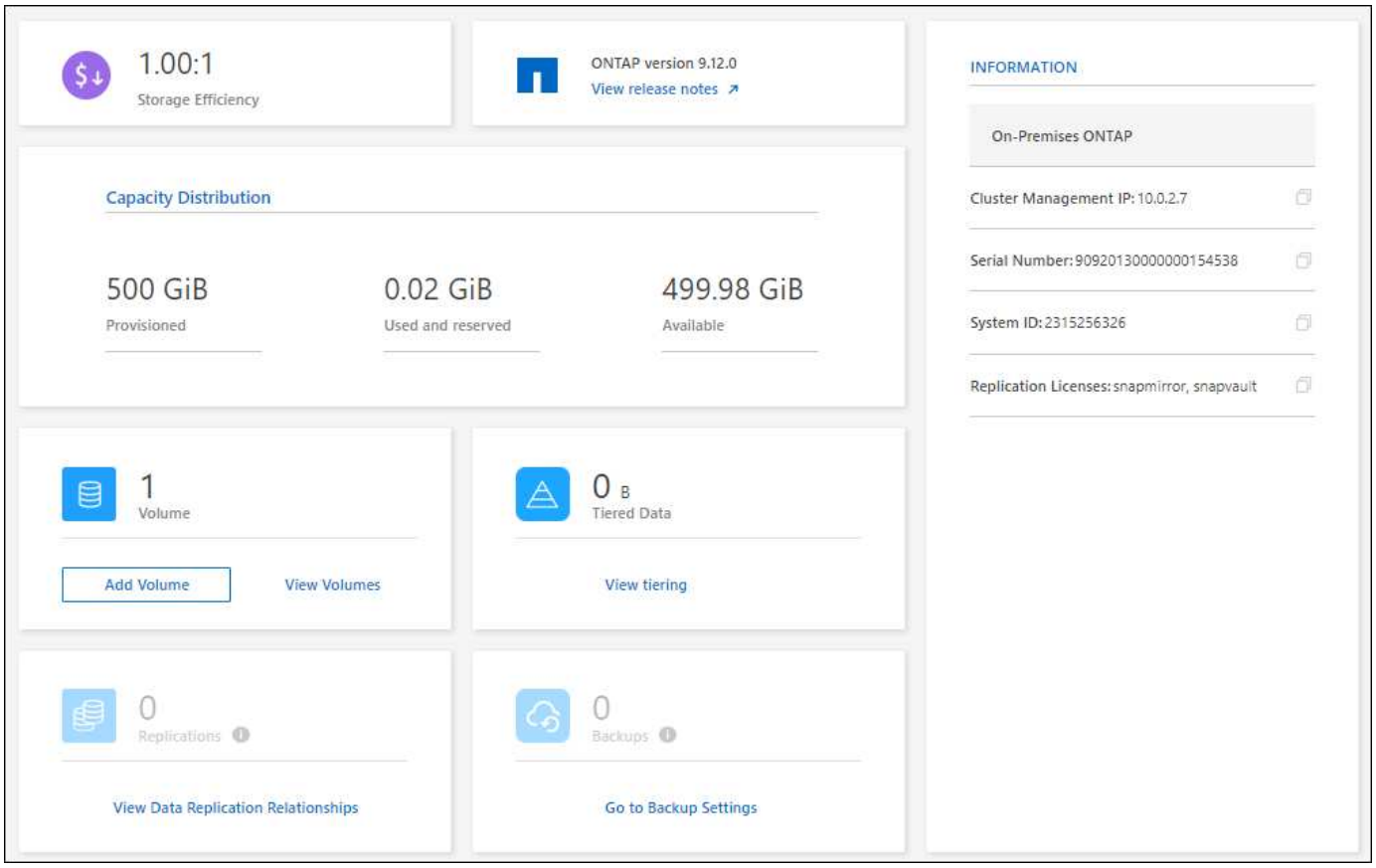
BlueXP does not support creating FlexGroup volumes. You'll need to continue using System Manager or the CLI to create FlexGroup volumes.

18 September 2022

New Overview page

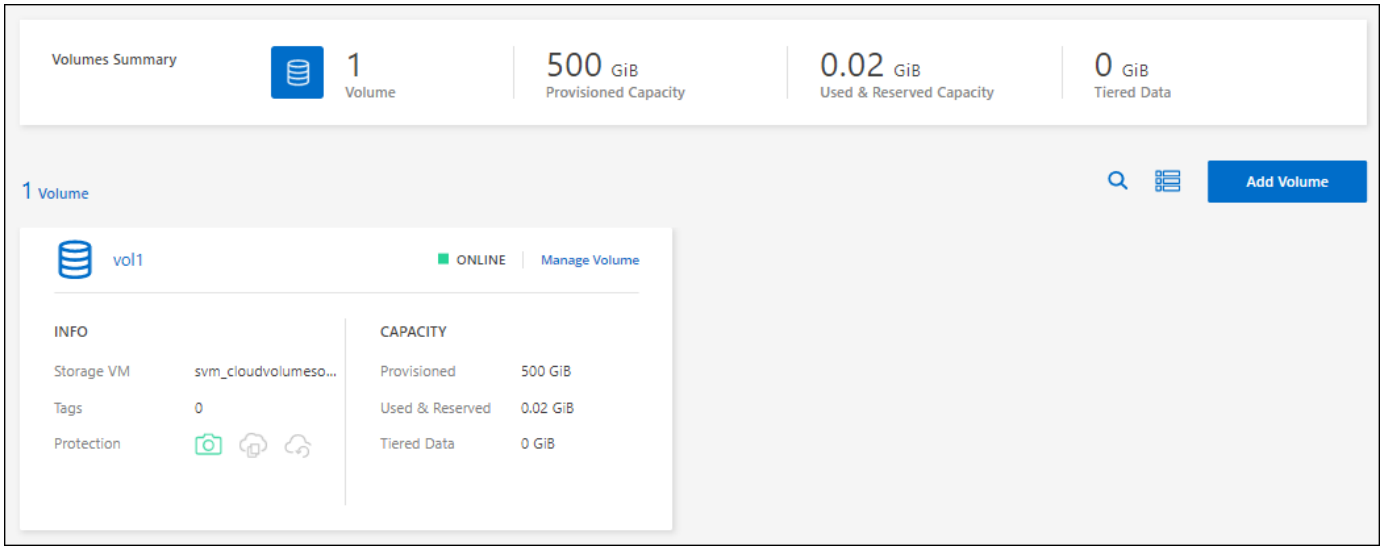
We've introduced a new Overview page to provide key details about an on-premises ONTAP cluster. For example, you can now view details like storage efficiency, capacity distribution, and system information.

You can also view details about integration with other BlueXP services that enable data tiering, data replication, and backups.



Redesigned Volumes page

We redesigned the Volumes page to provide a summary of the volumes on a cluster. The summary shows you the total number of volumes, the amount of provisioned capacity, used and reserved capacity, and the amount of tiered data.



7 June 2022

New Advanced View

If you need to perform advanced management of an ONTAP on-premises cluster, you can do so using ONTAP

System Manager, which is a management interface that's provided with an ONTAP system. We have included the System Manager interface directly inside Cloud Manager so that you don't need to leave Cloud Manager for advanced management.

This Advanced View is available as a Preview with on-premises ONTAP clusters running 9.10.0 or later. We plan to refine this experience and add enhancements in upcoming releases. Please send us feedback by using the in-product chat.

- Learn how to manage clusters discovered directly
- Learn how to manage clusters discovered with a Connector

27 February 2022

An "On-Premises ONTAP" tab is available in the Digital Wallet

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

Learn how to view this important on-prem cluster information. You'll need to have a NetApp Support Site account (NSS) for the clusters, and the NSS credentials will need to be attached to your Cloud Manager account.

11 January 2022

Tags that you add to volumes on on-premises ONTAP clusters can be use with the Tagging service

Tags that you add to a volume are now associated with the tagging feature of the Application Templates service, which can help you organize and simplify the management of your resources.

Known limitations of managing on-premises ONTAP clusters in NetApp Console

Known limitations identify platforms, devices, or functions that are not supported by this release of the product, or that do not interoperate correctly with it. Review these limitations carefully.

Limitations related to ASA r2 systems

After discovering a NetApp ASA r2 system, you are directed to System Manager.

No other management options are available with ASA r2 systems. You can't use the Standard view and you can't enable NetApp data services.

Learn more about ASA r2 systems

Unsupported clusters

On-premises ONTAP clusters that are configured with SAML authentication are not supported with the Console.

System Manager limitations

The following System Manager features are not supported from the Console:

- Cluster setup

  After you set the management IP address and configure the admin password on an on-premises ONTAP cluster, you can discover the cluster in the Console.

- Role-based access control (Console agent only)

  Role-based access control from System Manager is not supported when discovering and managing an on-premises ONTAP cluster using a Console agent. You are prompted to enter your admin credentials during the discovery process. Those credentials are used for all actions taken from System Manager.

  With the direct discovery option, you're prompted to log in with your ONTAP credentials each time that you open the system in the Console.

- NetApp Backup and Recovery activation

  The cluster version must be 9.13.1 to enable Backup and Recovery from System Manager.

  If you did *not* discover a cluster using a Console agent, then you can't use System Manager (advanced view) to enable Backup and Recovery. However, you can enable Backup and Recovery on an on-premises cluster directly from the Console. Learn how to get started

- On-demand upgrades

  On-demand upgrades of firmware and software are not available if the cluster version is ONTAP 9.9.1 or earlier.

  If you do *not* have a Console agent, you cannot make updates from your local machine, only from a server that can be accessed using the Console.

- Global search
- User interface settings

Get started

Learn about on-premises ONTAP cluster management in NetApp Console

You can manage the ONTAP clusters running on AFF/FAS controllers and ONTAP Select from the NetApp Console. Adding on-premises ONTAP systems to the Console enables you to centrally manage all of your storage and data assets.

NetApp Console

The NetApp Console provides centralized management of NetApp storage and data services across on-premises and cloud environments at enterprise grade. The Console is required to access and use NetApp data services. As a management interface, it enables you to manage many storage resources from one interface. Console administrators can control access to storage and services for all systems within the enterprise.

You don't need a license or subscription to start using NetApp Console and you only incur charges when you need to deploy Console agents in your cloud to ensure connectivity to your storage systems or NetApp data services. However, some NetApp data services accessible from the Console are licensed or subscription-based.

Learn more about the NetApp Console.

Features

- Manage NFS and CIFS volumes
- Access ONTAP System Manager for any managed cluster through the Console
- Get health and performance observability with analysis and control
- Use data services to replicate, back up, scan, classify, and tier data
- View hardware and software contract status information in the Console

Cost

A cost might be associated, but it depends on the following:

- Where you deploy a Console agent to discover and manage your clusters.

  You can install a Console agent in the cloud or on your premises. Installing a Console agent in the cloud incurs costs.

- Whether you use NetApp data services such as NetApp Backup and Recovery, NetApp Ransomware Resilience, and so on.

Discover on-premises ONTAP clusters in NetApp Console

Discover on-premises ONTAP clusters from the NetApp Console so that you can start managing volumes and performing advanced management using ONTAP System Manager, directly from the Console.

Required Console role:

Storage admin or System health specialist. Learn about NetApp Console access roles.

Step 1: Review discovery and management options

You can add on-premises ONTAP clusters to the Console in two ways. The way you choose depends on whether or not you have a Console agent installed in your organization:

Discovery and management using a Console agent

This option enables you to manage clusters running ONTAP 8.3 and later by using the following features:

- Provides basic volume operations natively through the NetApp Console
- ONTAP System Manager (supported with ONTAP 9.10.0 and later), access System Manager for each respective cluster directly from the Console
- Integration with NetApp data services that provide data replication, backup and recovery, data classification, and cloud tiering
- You must have the Organization admin role to install a Console agent. Contact your Console administrator if you have questions. Contact your Organization admin.

Direct discovery and management

This option enables you to manage clusters running ONTAP 9.12.1 and later by using System Manager. No other management options are available. You can't use the Standard view and you can't enable NetApp data services.

This option doesn't require a Console agent.

When you access System Manager on an on-premises ONTAP cluster running 9.12.1 or later with connectivity to the Console, you'll be prompted to manage the cluster directly from the Console. If you follow this prompt, it discovers the cluster in the Console using the direct discovery option.

Once discovered, your clusters are available on the **Systems** page in the Console.

If you decide to add a Console agent to your NetApp Console, you need to re-add your on-premises cluster from the **Undiscovered systems** page. This enables native management from the Console and access to NetApp data services. You should then remove the other system.

Step 2: Set up your environment

Before you discover your on-premises ONTAP clusters, ensure that you've met the following requirements.

General requirements

- You need the cluster management IP address and the password for the admin user account.
- The Console discovers ONTAP clusters using HTTPS. If you use custom firewall policies, the ONTAP cluster must allow inbound HTTPS access through port 443.

  The default "mgmt" firewall policy allows inbound HTTPS access from all IPs. If modified, ensure the HTTPS protocol is enabled for the agent host.

To discover a system with a Console agent

- The on-premises cluster must be running ONTAP 8.3 or later.

- You must have a Console agent installed in a cloud provider or on your premises.

  To tier cold data to the cloud, review the agent requirements for your target environment.

  - Learn about Console agents
  - Learn how to switch between multiple agents
  - Learn about NetApp Cloud Tiering
- The agent host must allow outbound connections through port 443 (HTTPS) and the ONTAP cluster must allow inbound HTTP access through port 443 to the cluster management LIF.

  If the agent is in the cloud, the predefined security group allows all outbound communication.

Requirements for direct discovery

- The on-premises cluster must be running ONTAP 9.12.1 or later.
- The cluster must have inbound and outbound connectivity to the NetApp Console service:

  https://cloudmanager.cloud.netapp.com/ontap-service/check-service-connection

- The computer that you're using to access the Console must have a network connection to the on-premises ONTAP cluster, similar to how you would provide connections to other resources in your private network.

Step 3: Discover a cluster

Discover your on-premises ONTAP clusters from the Console in one of two ways:

- From **Storage > Management > Systems** , select **Add +** and manually add details about the on-premises ONTAP cluster.
- From **Storage > Management > Discoverabe systems** select a cluster that the Console pre-discovered based on the ONTAP clusters that are associated with the email address for your NetApp Console login.

When you start the discovery process, the Console discovers a cluster as follows:

- If you have a Console agent that has a connection to an ONTAP cluster, then the Console uses that agent to discover and manage the cluster.
- If you don't have a Console agent or if your agent doesn't have a connection to the ONTAP cluster, then the Console automatically uses the direct discovery and management option.

Discover a cluster manually

Discover an on-premises ONTAP cluster in the Console by entering the cluster management IP address and the password for the admin user account.

Steps

1. From the navigation menu, select **Storage > Management**.
2. On the **Systems** page, select **Add +**.
3. Select **On-Premises**.
4. Next to On-Premises ONTAP, select **Discover**.
5. On the *Discover* page, enter the cluster management IP address, and the password for the admin user account.
6. If you're discovering the cluster directly (without a Console Agent), select **Save the credentials**.

   If you select this option, you won't need to re-enter the credentials each time that you access the system from the Console. These credentials are associated with your own NetApp Console user login. They aren't saved for use by anyone else in the NetApp Console organization.

7. Select **Discover**.

   If you don't have a Console agent and the IP address isn't reachable from the Console, then you're be prompted to create a Console agent. Contact your Console administrator to create a Console agent if you don't have one.

Result

The Console adds the discovered cluster as a system on the **Systems** page. You can now start managing the cluster.

- Learn how to manage clusters discovered directly
- Learn how to manage clusters discovered with a Console agent

Add a pre-discovered cluster

The Console discovers ONTAP clusters linked to your login email and displays them as undiscovered clusters on the **Discoverable systems** page. You can view the list of undiscovered clusters and add them one at a time.

About this task

Note the following about the on-premises ONTAP clusters that appear on the **Discoverable systems** page:

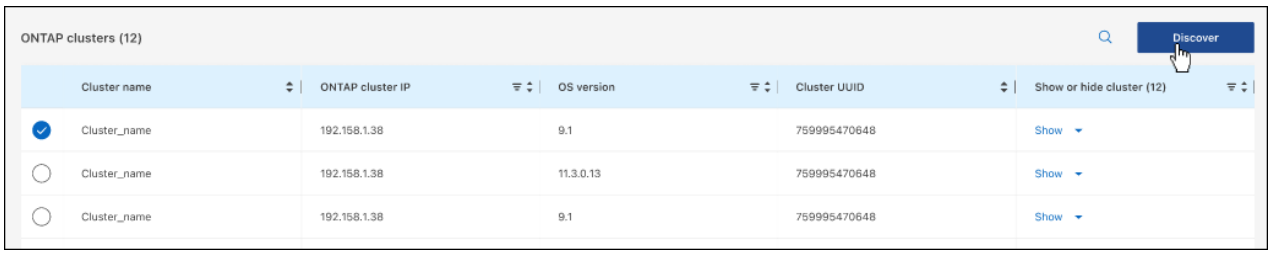
- The email address that you use to log in to the Console must be associated with a registered, full-level NetApp Support Site (NSS) account.
  - If you log in to the Console with your NSS account and navigate to the **Discoverable systems** page, the Console uses that NSS account to find the clusters that are associated with the account.
  - If you log in to the Console with a local account or a federated connection and you navigate to the **Discoverable systems** page, the Console prompts you to verify your email. If that email address is associated with an NSS account, the Console uses that information to find the clusters that are associated with the account.

- The Console only shows the ONTAP clusters that have successfully sent AutoSupport messages to NetApp.
- To refresh the inventory list, exit the **Discoverable systems** page, wait 5 minutes, and then go back to it.

Steps

1. From the navigation menu, select **Storage > Management**.
2. On the **Discoverable systems** page, select **Discover** for on-premises ONTAP.

3. Select a cluster and then select **Discover**.



4. Enter the password for the admin user account.
5. Select **Discover**.

   If you don't have a Console agent and the IP address isn't reachable from the Console, then you'll be prompted to create a Console agent. Contact your Console administrator to create a Console agent if you don't have one.

   - Learn how to manage clusters discovered directly
   - Learn how to manage clusters discovered with a Console agent

Manage on-premises ONTAP clusters

Manage clusters that were discovered directly in NetApp Console

If you discovered your on-premises ONTAP cluster directly without using a Console agent, you can open the system in the Console to manage the cluster and access ONTAP System Manager.

Required Console role:

Storage admin or System health specialist. Learn about Console access roles.

Before you begin

The computer that you're using to access the Console must have a network connection to the on-premises ONTAP cluster, similar to how you would provide connections to other resources in your private network.

Limitations

A few System Manager features are not supported from the Console.

Review the list of limitations.

Steps

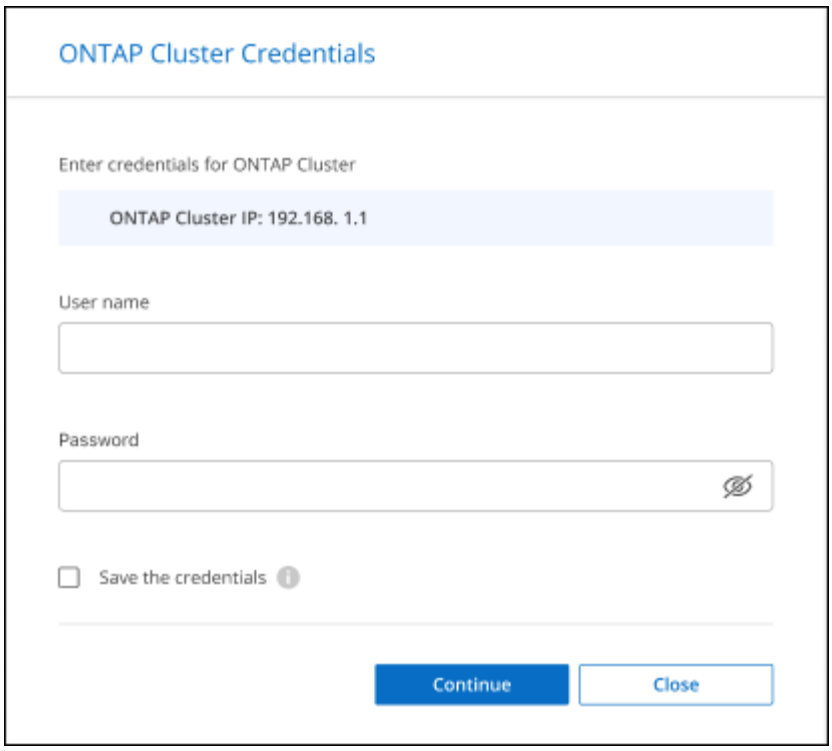
1. On the **Systems** page, select the on-premises ONTAP system.

   The system icon identifies clusters that were discovered directly:

2. If prompted, enter your ONTAP credentials.

   The system prompts you to log in with your ONTAP credentials each time you open it unless you save the credentials. You have the option to save the credentials so that you don't need to enter them each time. You can manage these credentials on the User Credentials page. In some cases, your Console administrator (with the Organization admin role) might have disabled this option and require you to enter your credentials each time.



3. Use System Manager to manage ONTAP.

   If you need help using System Manager with ONTAP, you can refer to ONTAP documentation for step-by-step instructions. The following links provide additional guidance:

   - Volume and LUN management
   - Network management
   - Data protection

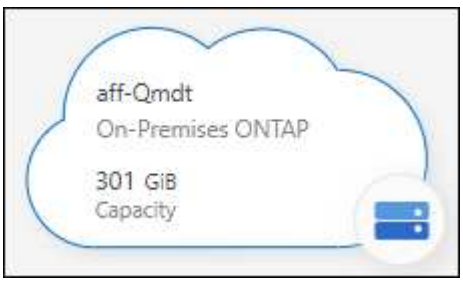
Manage clusters that were discovered with a Console agent

If you discovered an on-premises ONTAP cluster using a Console agent, you can create volumes directly from the NetApp Console, access ONTAP System Manager (directly from the Console) for advanced management, and enable NetApp data services.

Required NetApp Console role:

Storage admin or System health specialist. Learn about Console access roles.

On the **Systems** page, the system icon for a cluster that you discovered with a Console agent looks similar to the following:



If you discover a system directly, the system icon shows the word "Direct."

Create FlexVol volumes from the NetApp Console

After you add your on-premises ONTAP cluster to the Console using a Console agent, you can provision and manage FlexVol volumes directly from the Console.

The Console enables you to create NFS or CIFS volumes on existing aggregates. You can't create new aggregates on an on-premises ONTAP cluster from the native Console pages; however, you can access the respective ONTAP System Manager from the Console to create aggregates.

Steps

1. From the navigation menu, select **Storage > Management**.
2. On the **Systems** page, select the on-premises ONTAP cluster on which you want to provision volumes.
3. Select **Volumes > Add Volume**.
4. Follow the steps in the wizard to create the volume.
   a. **Details, Protection, & Tags**: Enter details about the volume like its name and size and choose a Snapshot policy.

      Some of the fields on this page are self-explanatory. The following list describes fields for which you might need guidance:

Field	Description
Size	The maximum size depends on whether you enable thin provisioning, allowing you to create a volume larger than the available physical storage.
Snapshot Policy	A Snapshot copy policy defines how often and how many NetApp Snapshot copies are created. A NetApp Snapshot copy is a point-in-time file system image that has no performance impact and requires minimal storage. You can choose the default policy or none. You may choose none for transient data, such as the temporary database (tempdb) for Microsoft SQL Server.

   b. **Protocol**: Choose the protocol for the volume (NFS, CIFS, or iSCSI) and then set the access control or permissions for the volume.

      If you choose CIFS without a server, the system prompts you to configure one using Active Directory or a workgroup.

      The following list describes fields for which you might need guidance:

Field	Description
Access Control	An NFS export policy defines the clients in the subnet that can access the volume. By default, the Console enters a value that provides access to all instances in the subnet.
Permissions and Users/Groups	These fields enable you to control the level of access to an SMB share for users and groups (also called access control lists or ACLs). You can specify local or domain Windows users or groups, or UNIX users or groups. If you specify a domain Windows user name, you must include the user's domain using the format domain\username.

c. **Usage Profile**: Choose whether to enable or disable storage efficiency features on the volume in order to reduce the total amount of storage that you need.

d. **Review**: Review details about the volume and then select **Add**.

Create FlexGroup volumes with the NetApp Console API

You can use the NetApp Console API to create FlexGroup volumes. A FlexGroup volume is a scale-out volume that provides high performance along with automatic load distribution.

- Learn how to create a FlexGroup volume using the API
- Learn what a FlexGroup volume is

Access ONTAP System Manager from NetApp Console

You can access the ONTAP System Manager interface directly inside the Console.

Features

When you access ONTAP System Manager from the Console you have access to additional management features:

- Advanced storage management

  Manage consistency groups, shares, qtrees, quotas, and Storage VMs.

- Networking management

  Manage IPspaces, network interfaces, portsets, and Ethernet ports.

- Events and jobs

  View event logs, system alerts, jobs, and audit logs.

- Advanced data protection

  Protect storage VMs, LUNs, and consistency groups.

- Host management

  Set up SAN initiator groups and NFS clients.

Supported configurations

Advanced management through System Manager is supported with on-premises ONTAP clusters running 9.10.0 or later.

System Manager integration is not supported in GovCloud regions or in regions that have no outbound internet access.

Limitations

A few System Manager features are not supported with on-premises ONTAP clusters when accessing ONTAP System Manager through the Console.

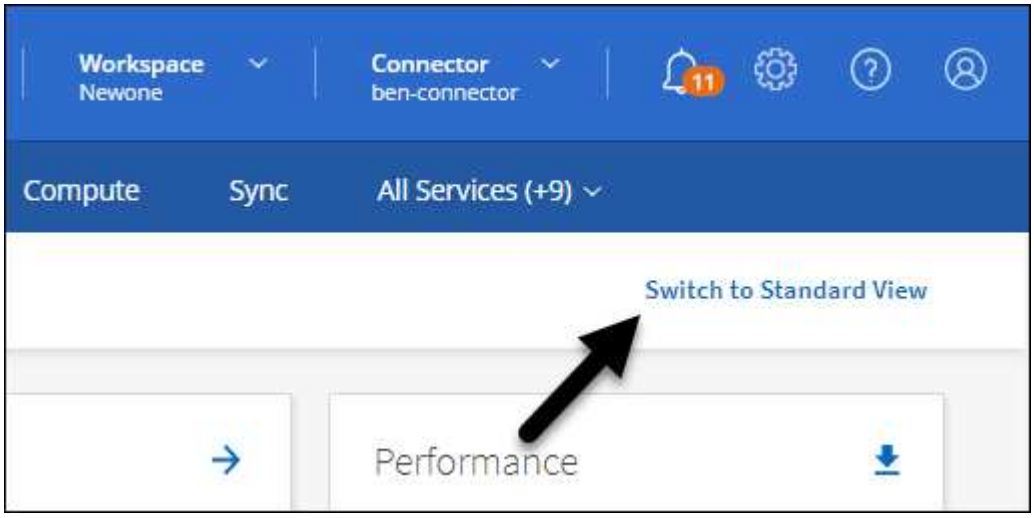
Review the list of limitations.

Access ONTAP System Manager from NetApp Console

Open the System Manager for the system.

Steps

1. On the **Systems** page, select the on-premises ONTAP cluster on which you want to provision volumes.
2. From the right panel, under **Services**, find **System Manager** and select **Open**.
3. If you see the confirmation message, read through it and select **Close**.
4. Use System Manager to manage ONTAP.
5. If needed, select **Switch to Standard View** to return to standard management through the Console.



Get help with System Manager

If you need help using System Manager with ONTAP, you can refer to ONTAP documentation for step-by-step instructions. Here are a few links that might help:

- Volume and LUN management
- Network management
- Data protection

Enable NetApp data services

Enable NetApp data services on your systems to replicate data, back up data, tier data, and more.

Replicate data

Replicate data between Cloud Volumes ONTAP systems, Amazon FSx for ONTAP file systems, and ONTAP clusters. Choose a one-time data replication, which can help you move data to and from the cloud, or a recurring schedule, which can help with disaster recovery or long-term data retention.

NetApp Replication documentation

Back up data

Back up data from your on-premises ONTAP system to low-cost object storage in the cloud.

NetApp Backup and Recovery documentation

Scan, map, and classify your data

Scan your corporate on-premises clusters to map and classify data, and to identify private information. This can help reduce your security and compliance risk, decrease storage costs, and assist with your data migration projects.

NetApp Data Classification documentation

Tier data to the cloud

Extend your data center to the cloud by automatically tiering inactive data from ONTAP clusters to object storage.

NetApp Cloud Tiering documentation

Identify clusters with low capacity

Identify clusters with low capacity and review their current and forecasted capacity.

NetApp Lifecycle planning documentation

View cluster information and contract details

You can view contract details for each of your on-premises ONTAP clusters in the NetApp Console If you haven't discovered a cluster yet, you can also do that from the *Subscriptions and license*s page.

Required Console role:

Storage admin or Storage viewer. Learn about NetApp Console access roles.

Learn more about managing licenses for on-prem ONTAP clusters from the Console

Optimize clusters using NetApp Digital Advisor

NetApp Digital advisor enables you to optimize the operations, security, and performance of your ONTAP clusters.

Features

You can view the overall status of your storage system, high-level information about the wellness of the system, inventory, planning, upgrades, and valuable insights at a watchlist level using Digital Advisor.

- Analyze and optimize the health of your storage systems
- Gain insights regarding all the risks to your storage systems and the actions to mitigate the risks
- Analyze the performance of your storage devices by viewing the graphical format of performance data
- Get details about systems that have exceeded 90% capacity or are nearing 90% capacity
- Get information about the hardware and software that have expired or are near-expiration within the next 6

months

- Upgrade your storage system software, and update your ONTAP firmware using Ansible

Supported ONTAP systems

Digital Advisor provides information for all the on-premises ONTAP systems and Cloud Volumes ONTAP systems associated with your NetApp Support Site (NSS) account.

More information

Digital Advisor documentation

Remove an on-prem ONTAP system from NetApp Console

Remove an on-premises ONTAP system if you no longer want to manage it from the Console.

Required Console role:

Storage admin. Learn about NetApp Console access roles.

Removing the system doesn't affect the ONTAP cluster. You can rediscover it from the Console at any time.

Steps

1. From the navigation menu, select **Storage > Management**.
2. Select the on-premises ONTAP system on the **Systems** page.
3. Select the menu icon and select **Remove from workspace**.
4. Select **Remove** to confirm.

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 960xxxxxxxxx serial number located on the Support Resources page in the Console).

  This serves as your single support subscription ID for any service within the Console. Each Console account must be registered.

- Registering the Cloud Volumes ONTAP serial numbers associated with a subscription in your cloud provider's marketplace (these are 20 digit 909201xxxxxxxx serial numbers).

  These serial numbers are commonly referred to as *PAYGO serial numbers* and get generated by the NetApp Console at the time of Cloud Volumes ONTAP deployment.

Registering both types of serial numbers enables capabilities like opening support tickets and automatic case generation. Registration is completed by adding NetApp Support Site (NSS) accounts to the Console as described below.

Register NetApp Console for NetApp support

To register for support and activate support entitlement, one user in your NetApp Console account must associate a NetApp Support Site account with their Console login. How you register for NetApp support depends on whether you already have a NetApp Support Site (NSS) account.

Existing customer with an NSS account

If you're a NetApp customer with an NSS account, you simply need to register for support through the Console.

Steps

1. Select **Administration** > **Credentials**.
2. Select **User Credentials**.

3. Select **Add NSS credentials** and follow the NetApp Support Site (NSS) authentication prompt.
4. To confirm that the registration process was successful, select the Help icon, and select **Support**.

   The **Resources** page should show that your Console account is registered for support.

   Note that other Console users will not see this same support registration status if they have not associated a NetApp Support Site account with their login. However, that doesn't mean that your account is not registered for support. As long as one user in the organization has followed these steps, then your account has been registered.

Existing customer but no NSS account

If you're an existing NetApp customer with existing licenses and serial numbers but *no* NSS account, you need to create an NSS account and associate it with your Console login.

Steps

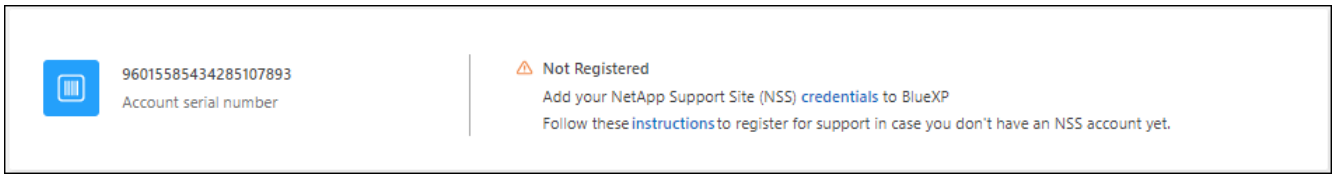
1. Create a NetApp Support Site account by completing the NetApp Support Site User Registration form
   a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
   b. Be sure to copy the Console account serial number (960xxxx) used above for the serial number field. This will speed up the account processing.
2. Associate your new NSS account with your Console login by completing the steps under Existing customer with an NSS account.

Brand new to NetApp

If you are brand new to NetApp and you don't have an NSS account, follow each step below.

Steps

1. In the upper right of the Console, select the Help icon, and select **Support**.
2. Locate your account ID serial number from the Support Registration page.



3. Navigate to NetApp's support registration site and select **I am not a registered NetApp Customer**.
4. Fill out the mandatory fields (those with red asterisks).
5. In the **Product Line** field, select **Cloud Manager** and then select your applicable billing provider.
6. Copy your account serial number from step 2 above, complete the security check, and then confirm that you read NetApp's Global Data Privacy Policy.

   An email is immediately sent to the mailbox provided to finalize this secure transaction. Be sure to check your spam folders if the validation email doesn't arrive in few minutes.

7. Confirm the action from within the email.

   Confirming submits your request to NetApp and recommends that you create a NetApp Support Site account.

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

After you finish

NetApp should reach out to you during this process. This is a one-time onboarding exercise for new users.

Once you have your NetApp Support Site account, associate the account with your Console login by completing the steps under Existing customer with an NSS account.

Associate NSS credentials for Cloud Volumes ONTAP support

Associating NetApp Support Site credentials with your Console account is required to enable the following key workflows for Cloud Volumes ONTAP:

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

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

- Deploying Cloud Volumes ONTAP when you bring your own license (BYOL)

  Providing your NSS account is required so that the Console can upload your license key and to enable the subscription for the term that you purchased. This includes automatic updates for term renewals.

- Upgrading Cloud Volumes ONTAP software to the latest release

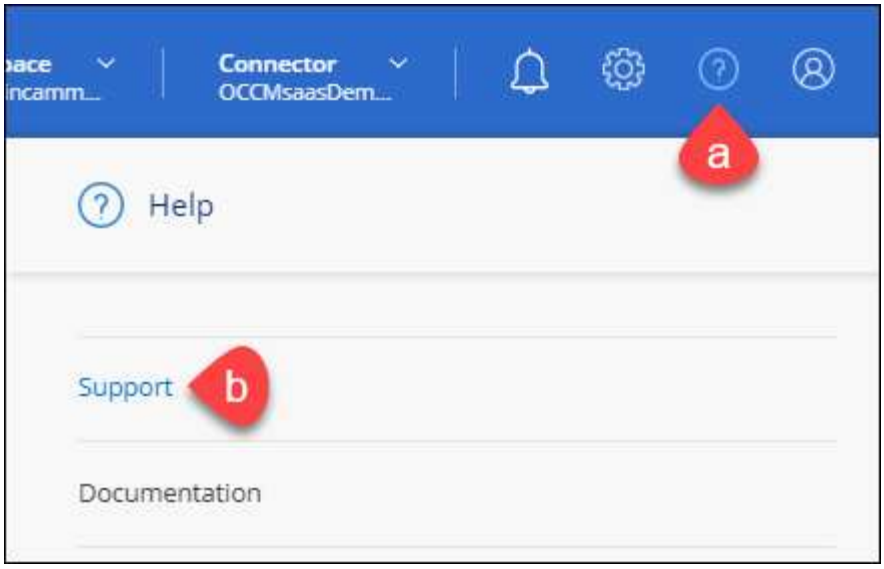
Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

These NSS credentials are associated with your specific Console account ID. Users who belong to the Console organization can access these credentials from **Support > NSS Management**.

- If you have a customer-level account, you can add one or more NSS accounts.
- If you have a partner or reseller account, you can add one or more NSS accounts, but they can't be added alongside customer-level accounts.

Steps

1. In the upper right of the Console, select the Help icon, and select **Support**.



2. Select **NSS Management > Add NSS Account**.
3. When you're prompted, select **Continue** to be redirected to a Microsoft login page.

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

4. At the login page, provide your NetApp Support Site registered email address and password to perform the authentication process.

   These actions enable the Console to use your NSS account for things like license downloads, software upgrade verification, and future support registrations.

   Note the following:

   - The NSS account must be a customer-level account (not a guest or temp account). You can have multiple customer-level NSS accounts.
   - There can be only one NSS account if that account is a partner-level account. If you try to add customer-level NSS accounts and a partner-level account exists, you'll get the following error message:

     "The NSS customer type is not allowed for this account as there are already NSS Users of different type."

     The same is true if you have pre-existing customer-level NSS accounts and try to add a partner-level account.

   - Upon successful login, NetApp will store the NSS user name.

     This is a system-generated ID that maps to your email. On the **NSS Management** page, you can display your email from the ••• menu.

   - If you ever need to refresh your login credential tokens, there is also an **Update Credentials** option in the ••• menu.

     Using this option prompts you to log in again. Note that the token for these accounts expire after 90 days. A notification will be posted to alert you of this.

Get help

NetApp provides support for NetApp Console and its cloud services in a variety of ways. Extensive free self-support options are available 24/7, such as knowledge base (KB) articles and a community forum. Your support registration includes remote technical support via web ticketing.

Get support for a cloud provider file service

For technical support related to a cloud provider file service, its infrastructure, or any solution using the service, refer to the documentation for that product.

- Amazon FSx for ONTAP
- Azure NetApp Files
- Google Cloud NetApp Volumes

To receive technical support specific to NetApp and its storage solutions and data services, use the support options described below.

Use self-support options

These options are available for free, 24 hours a day, 7 days a week:

- Documentation

  The NetApp Console documentation that you're currently viewing.

- Knowledge base

  Search through the NetApp knowledge base to find helpful articles to troubleshoot issues.

- Communities

  Join the NetApp Console community to follow ongoing discussions or create new ones.

Create a case with NetApp support

In addition to the self-support options above, you can work with a NetApp Support specialist to resolve any issues after you activate support.

Before you get started

- To use the **Create a Case** capability, you must first associate your NetApp Support Site credentials with your Console login. Learn how to manage credentials associated with your Console login.
- If you're opening a case for an ONTAP system that has a serial number, then your NSS account must be associated with the serial number for that system.

Steps

1. In NetApp Console, select **Help > Support**.
2. On the **Resources** page, choose one of the available options under Technical Support:

a. Select **Call Us** if you'd like to speak with someone on the phone. You'll be directed to a page on netapp.com that lists the phone numbers that you can call.

b. Select **Create a Case** to open a ticket with a NetApp Support specialist:

   - **Service**: Select the service that the issue is associated with. For example, **NetApp Console** when specific to a technical support issue with workflows or functionality within the Console.
   - **System**: If applicable to storage, select **Cloud Volumes ONTAP** or **On-Prem** and then the associated working environment.

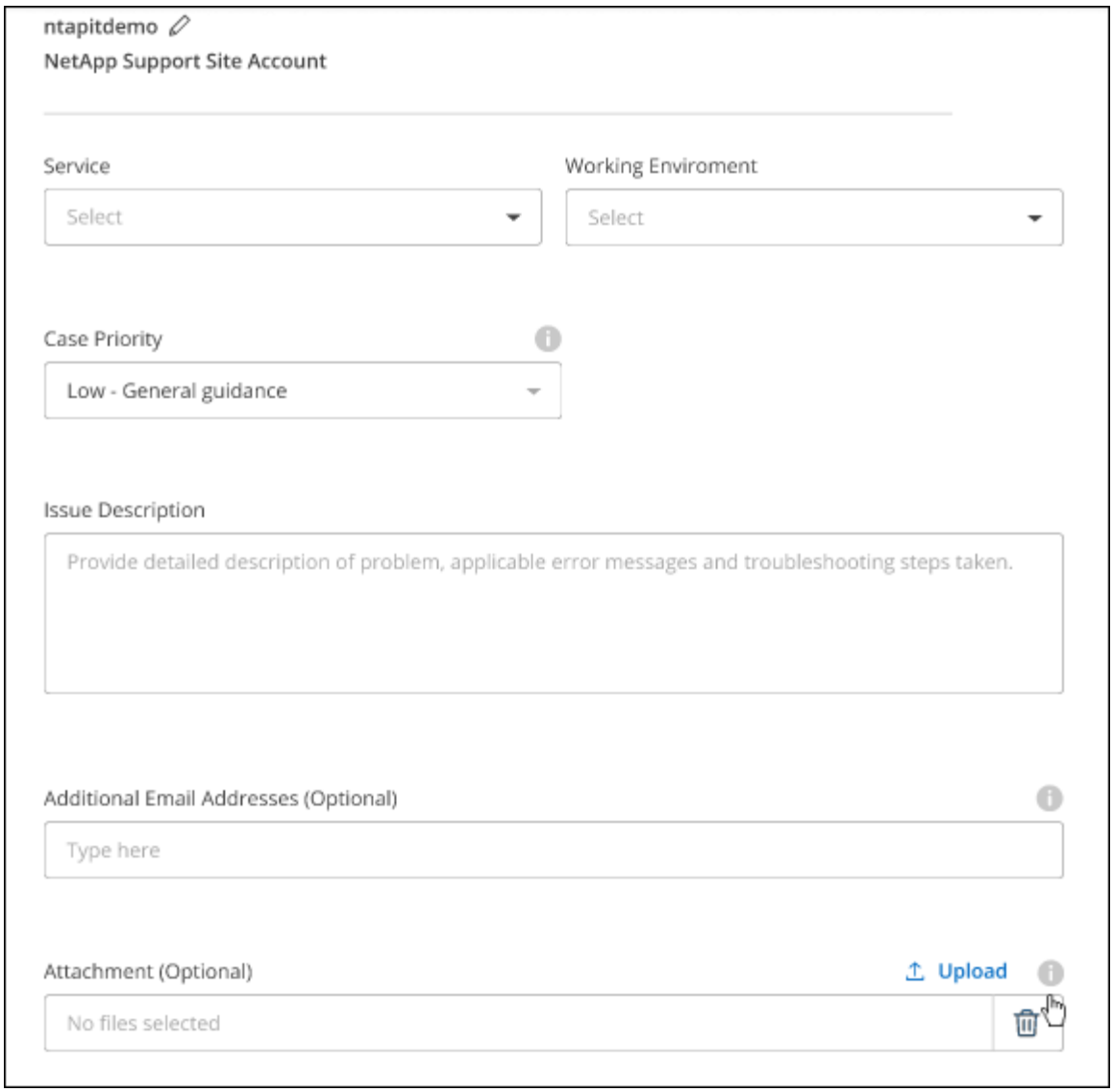
     The list of systems are within scope of the Console organization, and Console agent you have selected in the top banner.

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

     To learn more details about these priorities, hover your mouse over the information icon next to the field name.

   - **Issue Description**: Provide a detailed description of your problem, including any applicable error messages or troubleshooting steps that you performed.
   - **Additional Email Addresses**: Enter additional email addresses if you'd like to make someone else aware of this issue.
   - **Attachment (Optional)**: Upload up to five attachments, one at a time.

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



After you finish

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

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

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

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

This error could mean that the NSS account and the company of record it's associated with is not the same company of record for the NetApp Console account serial number (ie. 960xxxx) or the working environment serial number. You can seek assistance using one of the following options:

- Submit a non-technical case at https://mysupport.netapp.com/site/help

Manage your support cases

You can view and manage active and resolved support cases directly from the Console. You can manage the

cases associated with your NSS account and with your company.

Note the following:

- The case management dashboard at the top of the page offers two views:
  - The view on the left shows the total cases opened in the past 3 months by the user NSS account you provided.
  - The view on the right shows the total cases opened in the past 3 months at your company level based on your user NSS account.

  The results in the table reflect the cases related to the view that you selected.
- You can add or remove columns of interest and you can filter the contents of columns like Priority and Status. Other columns provide just sorting capabilities.

  View the steps below for more details.
- At a per-case level, we offer the ability to update case notes or close a case that is not already in Closed or Pending Closed status.

Steps

1. In the NetApp Console, select **Help > Support**.
2. Select **Case Management** and if you're prompted, add your NSS account to the Console.

   The **Case management** page shows open cases related to the NSS account that is associated with your Console user account. This is the same NSS account that appears at the top of the **NSS management** page.
3. Optionally modify the information that displays in the table:
   - Under **Organization's cases**, select **View** to view all cases associated with your company.
   - Modify the date range by choosing an exact date range or by choosing a different time frame.
   - Filter the contents of the columns.
   - Change the columns that appear in the table by selecting and then choosing the columns that you'd like to display.
4. Manage an existing case by selecting and selecting one of the available options:
   - **View case**: View full details about a specific case.
   - **Update case notes**: Provide additional details about your problem or select **Upload files** to attach up to a maximum of five files.

     Attachments are limited to 25 MB per file. The following file extensions are supported: txt, log, pdf, jpg/jpeg, rtf, doc/docx, xls/xlsx, and csv.
   - **Close case**: Provide details about why you're closing the case and select **Close case**.

Legal notices

Legal notices provide access to copyright statements, trademarks, patents, and more.

Copyright

https://www.netapp.com/company/legal/copyright/

Trademarks

NETAPP, the NETAPP logo, and the marks listed on the NetApp Trademarks page are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.

https://www.netapp.com/company/legal/trademarks/

Patents

A current list of NetApp owned patents can be found at:

https://www.netapp.com/pdf.html?item=/media/11887-patentspage.pdf

Privacy policy

https://www.netapp.com/company/legal/privacy-policy/

Open source

Notice files provide information about third-party copyright and licenses used in NetApp software.

Notice for the NetApp Console

Copyright information

Trademark information