



# **StorageGRID management using NetApp Console**

StorageGRID

NetApp  
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# StorageGRID management using NetApp Console

# Release notes

## What's new with StorageGRID management

Learn what's new with managing StorageGRID systems 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

#### NetApp Console access roles needed

You now need one of the following access roles to view, discover or manage StorageGRID in NetApp Console: **Organization admin**, **Folder or project admin**, **Storage admin**, or **Storage health specialist**. [Learn about NetApp Console access roles](#).

### 07 August 2024

#### New advanced view

Starting with StorageGRID 11.8, you can use the familiar Grid Manager interface to manage your StorageGRID system from BlueXP.

[Learn how to administer StorageGRID using the advanced view](#).

#### Ability to review and approve StorageGRID management interface certificate

You now have the ability to review and approve a StorageGRID management interface certificate when discovering the StorageGRID system from BlueXP. You can also review and approve the latest StorageGRID management interface certificate on a discovered grid.

[Learn how to review and approve the server certificate during system discovery](#).

### 18 September 2022

#### Support for StorageGRID

You can now discover your StorageGRID systems directly from BlueXP. Discovering StorageGRID provides you with a complete view of data across your hybrid multicloud.

# Known issues for managing StorageGRID in NetApp Console

Known issues identify problems that might prevent you from using this release of the product successfully.

## Updated display names don't appear in the NetApp Console

If you use the rename procedure to define a new display name for a site or grid, the new display name isn't reflected in the NetApp Console. Within the NetApp Console, the system continues to show the system name and not the new display name.

## Error when filtering alerts

When using the advanced view, filtering the contents of the Alerts page results in an error.

## Error when editing grid federation connection

When using the advanced view, you might encounter a gateway timeout error when editing a grid federation connection.

# Get started

## Add StorageGRID systems to NetApp Console

Manage your StorageGrid systems directly from the NetApp Console using Grid Manager.

### Required NetApp Console role:

Storage admin or System health specialist. [Learn about NetApp Console access roles.](#)

### Before you begin

You need the following:

- A NetApp Console Agent using version 3.9.43 or later. You must have the Organization admin role to install a Console Agent. If you don't know if your organization has a Console Agent, or if you need one created, contact your NetApp Console administrator. [Contact your Organization admin.](#)
- The domain name or IP address of the admin node.
- Admin credentials for the admin node.
- A management interface certificate installed on your StorageGRID system.

[Learn more about installing a management interface certificate on StorageGRID](#)

### Steps

1. From the navigation menu, select **Storage > Management**.
2. Select **Systems**.
3. Select **Add system** and select **On-Premises**.
4. Next to **StorageGRID**, select **Discover**.
5. On the *StorageGRID Cluster Details* page in the Console, enter the domain name or IP address of the admin node, the credentials for the node, and then select **Add**.
6. The Console automatically retrieves the StorageGRID management interface certificate. On the *Approve certificate* page, review the certificate details.
7. To use a different certificate, first set it up on your StorageGRID system.
  - a. In your on-premises StorageGRID system, follow the instructions: [Installing a management interface certificate on StorageGRID](#).
  - b. After configuring the certificate in the StorageGRID system, select **Cancel** on the *Approve certificate* page in the Console.
  - c. On the *StorageGRID Cluster Details* page, select **Add**.
8. Optionally, select **Copy Certificate** to copy the details of the certificate. You can use the certificate details to perform additional validation if desired.
9. Do one of the following:
  - a. Select **Approve Certificate** to use the certificate.

The NetApp Console displays a success message and secures all communication between the StorageGRID server and the Console Agent by verifying the approved certificate.

- b. Select **Cancel** to end the discovery process without verifying the certificate.

For example, you can select **Cancel** if you receive an error message notifying you that the StorageGRID management certificate needs to be updated.

To update a certificate, go to your StorageGRID system, update the certificate, and then restart the discovery process from the NetApp Console.

# Manage StorageGRID systems

## View your StorageGRID systems

After you discover your StorageGRID systems, you can view details about capacity distribution and the associated alerts, nodes, and tenants.

### Required NetApp Console role:

Storage admin or System health specialist. [Learn about NetApp Console access roles.](#)

### Steps

1. From the navigation menu, select **Storage > Management**.
2. On the **Systems** page, select the StorageGRID system that you want to view.
3. Select from the available menu options to view more details about your StorageGRID system:
  - **Overview:** A detailed view of the system's capacity distribution (used and free capacity), the number of system alerts, nodes, and tenants, and more.
  - **Alerts:** A summary of system alerts, which includes active alerts, resolved alerts, and silenced alerts.
  - **Nodes:** Details about the admin node, API gateway node, and storage nodes. This includes percentages for object data used, object metadata used, and CPU usage.
  - **Tenants:** Key details about tenants, which includes logical space used, quota utilization, quota, and object count.

## View and update StorageGRID certificates in the NetApp Console

A management interface certificate is required on your StorageGRID system before you discover the system from the NetApp Console. The certificate provides a secure connection between the Console and StorageGRID. Since certificates can expire, you occasionally might need to view the status or update a certificate.

### Required NetApp Console role:

Storage admin. [Learn about NetApp Console access roles.](#)

### View the status of a management interface certificate

View the status of the management interface certificate for a StorageGRID system to verify that the certificate is still valid.

### Steps

1. From the navigation menu, select **Storage > Management**.
2. On the **Systems** page, select the StorageGRID system.
3. From the standard view, check the status of the user approved certificate at the bottom of the *Information* pane on the right side of the page.



The certificate status is refreshed once every 24 hours.



## Update the management interface certificate

If the status of your management interface certificate is not valid or you receive a notification that your certificate has expired, you will need to update it so the NetApp Console can connect to StorageGRID.

### Steps

1. Go to your on-premises Grid Manager in StorageGRID and follow the instructions for [Installing a management interface certificate on StorageGRID](#).
2. From the NetApp Console navigation menu, select **Storage > Management**.
3. On the **Systems** page, select the StorageGRID system.
4. Select the more options icon (circle with three horizontal dots).



5. Select **Update certificate**.
6. On the *Approve certificate* page, select **Approve Certificate** to use the updated certificate.

## Administer StorageGRID using the Grid Manager in the NetApp Console

Administer a StorageGRID system from the Console by using the advanced view. This view enables you to use Grid Manager from the Console.

### Required NetApp Console role:

Storage admin, or System health specialist. [Learn about access roles](#).

### Supported configurations

Grid Manager is available in the Console starting with StorageGRID 11.8.

### Limitations

The following Grid Manager operations are not available from the Console. If you need to perform these operations, sign in to the Grid Manager directly.

Grid Manager menu	Operations not available from the Console
User	<ul style="list-style-type: none"><li>• Sign out link</li><li>• API documentation link</li><li>• Change password</li></ul>

Grid Manager menu	Operations not available from the Console
Nodes	<ul style="list-style-type: none"> <li>You can't access SANtricity System Manager from the Nodes &gt; SANtricity System Manager tab.</li> <li>When viewing alerts, you might not be able to select all links in the recommended actions. For example, links that go to unsupported Grid Manager pages will not work.</li> </ul>
Tenants	<p>You can't sign in to a tenant account from the Create a tenant wizard or from the Tenants page.</p> <p>The Console doesn't currently support the Tenant Manager. Although you can create new tenant accounts from the Console, tenant users can't sign into their accounts from the Console.</p>
ILM	Storage grades link
Configuration	<ul style="list-style-type: none"> <li>Grid passwords</li> <li>Security settings &gt; Browser inactivity timeout</li> <li>Single sign-on</li> <li>SNMP agent &gt; MIB file for BMC interface</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>Recovery Package</li> <li>Software update</li> </ul>
Support	<ul style="list-style-type: none"> <li>Grid topology</li> <li>Log collection</li> <li>All links to Prometheus metrics and Grafana dashboards</li> <li>All options for legacy alarms</li> <li>Link cost</li> <li>NMS entities</li> </ul>

## Switch to Grid Manager

Open a StorageGRID system and select the Grid Manager option.

### Steps

1. From the **Systems** page, open the StorageGRID system.
2. In the top-right, select **Switch to Grid Manager**.
3. Use Grid Manager to manage the StorageGRID system.
4. If needed, select **Go back** to return to standard view through Console.

## Get help with Grid Manager

If you need help using Grid Manager, refer to [StorageGRID documentation](#) for step-by-step instructions.

## Use NetApp data services with StorageGRID

After you discover a StorageGRID system in NetApp Console, you can use NetApp data services for backups, data tiering, and data synchronization.

- Use NetApp Backup and Recovery to back up data from your on-premises ONTAP systems to object storage in your NetApp StorageGRID systems.

To get started, go to the **Systems** page and drag and drop an on-premises ONTAP system on your StorageGRID system.

[Learn more about backing up on-premises ONTAP data to StorageGRID](#)

- Use NetApp Cloud Tiering to automatically tier inactive data from on-premises ONTAP clusters to StorageGRID.

To get started, go to the **Systems** page and drag and drop an on-premises ONTAP system on your StorageGRID system.

[Learn more about tiering data from on-premises ONTAP clusters to StorageGRID](#)

- Use NetApp Copy and Sync to synchronize data to or from a StorageGRID system.

To get started, go to the **Systems** page and drag and drop the source system on the target system. StorageGRID can be either the source or target.

[Learn more about NetApp Copy and Sync](#)

## Remove a StorageGRID system

Remove a StorageGRID system if you no longer want to manage it from the NetApp Console.

### Required NetApp Console role:

Storage admin. [Learn about NetApp Console access roles.](#)

Removing the system from the Console doesn't affect the StorageGRID system. You can re-add it to the Console at any time.

### Steps

1. From the navigation menu, select **Storage > Management**.
2. From the **Systems** page, open the StorageGRID system.
3. From the standard view, 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 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

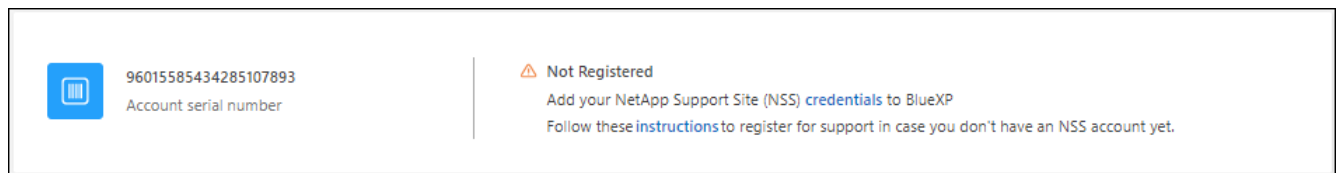
1. Create a NetApp Support Site account by completing the [NetApp Support Site User Registration form](#)
  - a. Be sure to select the appropriate User Level, which is typically **NetApp Customer/End User**.
  - b. Be sure to copy the Console account serial number (960xxxx) used above for the serial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



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

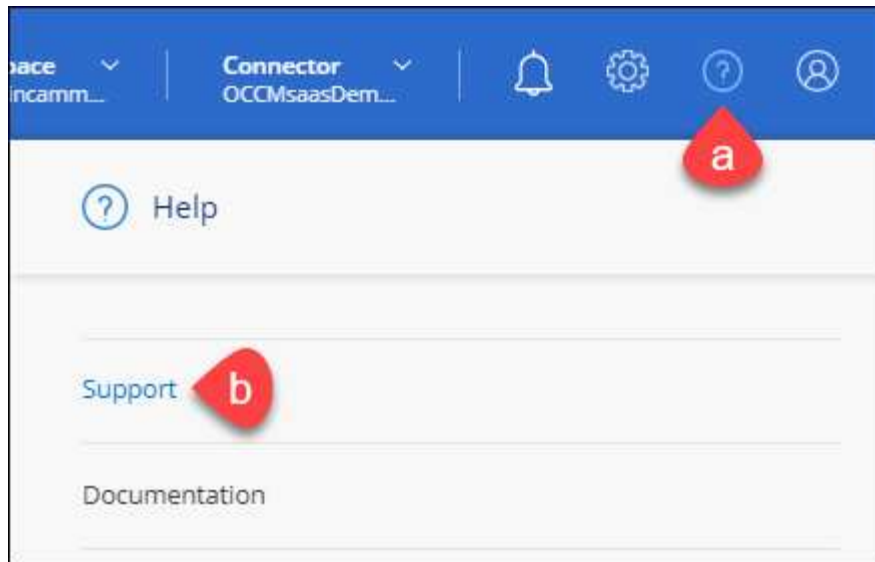
Associating NSS credentials with your NetApp Console account is different than the NSS account that is associated with a Console user login.

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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- [Notice for NetApp Console](#)
- [Notice for NetApp Console management of StorageGRID systems](#)

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