



# **Knowledge and support**

## EDA workloads

NetApp  
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# Knowledge and support

## Register for support for NetApp Workload Factory for EDA

Before you can open a support case with NetApp technical support, you need to add a NetApp Support Site account to Workload Factory and then register for support.

Support registration is required to receive technical support specific to NetApp Workload Factory and its storage solutions and services. You must register for support from the NetApp Console, which is a separate web-based console from Workload Factory.

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 Workload Factory documentation for that product.

[Amazon FSx for ONTAP](#)

### Support registration overview

Registering your account ID support subscription (your 20 digit 960xxxxxxxxx serial number located on the Support Resources page in the NetApp Console) serves as your single support subscription ID. Each NetApp account-level support subscription must be registered.

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

### Register your account for NetApp support

To register for support and activate support entitlement, one user in your account must associate a NetApp Support Site account with their NetApp 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 NetApp Console.

#### Steps

1. In the upper right of the Workload Factory console, select **Help > Support**.

Selecting this option opens the NetApp Console in a new browser tab and loads the Support dashboard.

2. From the NetApp Console menu, select **Administration**, and then select **Credentials**.
3. Select **User Credentials**.
4. Select **Add NSS credentials** and follow the NetApp Support Site (NSS) Authentication prompt.
5. To confirm that the registration process was successful, select the Help icon, and select **Support**.

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



9601111222224444555555

Account Serial Number



Registered for Support

Support Registration

Note that other NetApp Console users will not see this same support registration status if they have not associated a NetApp Support Site account with their NetApp Console login. However, that doesn't mean that your NetApp account is not registered for support. As long as one user in the account 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 NetApp 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 NetApp 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 NetApp 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 Workload Factory console, select **Help > Support**.

Selecting this option opens the NetApp Console in a new browser tab and loads the Support dashboard.

2. Locate your account ID serial number from the Support Resources page.

96015585434285107893

Account serial number

⚠ Not Registered

Add your NetApp Support Site (NSS) [credentials](#) to BlueXP

Follow these [instructions](#) to register for support in case you don't have an NSS account yet.

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

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

7. Confirm the action from within the email.

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

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

## Get help with Workload Factory for EDA

NetApp provides support for Workload Factory and its cloud services in a variety of ways. Extensive free self-support options are available 24x7, such as knowledgebase (KB) articles and a community forum. Your support registration includes remote technical support via web ticketing.

### Get support for FSx for ONTAP

For technical support related to FSx for ONTAP, its infrastructure, or any solution using the service, refer to "Getting help" in the Workload Factory documentation for that product.

#### Amazon FSx for ONTAP

To receive technical support specific to Workload Factory and its storage solutions and 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 Workload Factory documentation that you're currently viewing.

- [Knowledge base](#)

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

- [Communities](#)

Join the Workload Factory 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 register for support. associate your NetApp Support Site credentials with your Workload Factory login. [Learn how to register for support](#).

## Steps

1. In the upper right of the Workload Factory console, select **Help > Support**.

Selecting this option opens the NetApp Console in a new browser tab and loads the Support dashboard.

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 **Workload Factory**.
- **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 Working Environment

Select Select

Case Priority i

Low - General guidance

Issue Description

Provide detailed description of problem, applicable error messages and troubleshooting steps taken.

Additional Email Addresses (Optional) i

Type here

Attachment (Optional) Upload  i

No files selected 

### 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 system serial number. You can seek assistance using one of the following options:

- Use the in-product chat
- Submit a non-technical case at <https://mysupport.netapp.com/site/help>

## Manage your support cases (Preview)

You can view and manage active and resolved support cases directly from the NetApp Console. You can manage the cases associated with your NSS account and with your company.

Case management is available as a Preview. We plan to refine this experience and add enhancements in upcoming releases. Please send us feedback by using the in-product chat.

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 upper right of the Workload Factory console, select **Help > Support**.

Selecting this option opens the NetApp Console a new browser tab and loads the Support dashboard.

2. Select **Case Management** and if you're prompted, add your NSS account to the NetApp Console.

The **Case management** page shows open cases related to the NSS account that is associated with your NetApp 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.

The screenshot shows a list of cases with the following filters applied:

- Date created: December 22, 2022
- Last updated: December 29, 2022
- Status: Unassigned
- Priority: Critical (P1)
- Priority: High (P2)
- Priority: Medium (P3)
- Priority: Low (P4)

The list includes the following cases:

Last updated	Priority	Status	Notes
December 29, 2022	Critical (P1)	Active	
December 28, 2022	High (P2)	Pending customer	
December 27, 2022	Medium (P3)	Solution proposed	
December 26, 2022	Low (P4)	Pending customer	

- Filter the contents of the columns.

The screenshot shows a list of cases with the following filters applied:

- Last updated: December 29, 2022
- Priority: Critical (P1)
- Status: Active, Pending customer, Solution proposed, Pending closed

The list includes the following cases:

Last updated	Priority	Status	Notes
December 29, 2022	Critical (P1)	Active	
December 28, 2022	High (P2)	Pending customer	
December 27, 2022	Medium (P3)	Solution proposed	
December 26, 2022	Low (P4)	Pending closed	

- Change the columns that appear in the table by selecting and then choosing the columns that you'd like to display.

The screenshot shows a list of cases with the following filters applied:

- Last updated: December 29, 2022
- Priority: Critical (P1)
- Status: Active, Pending customer, Solution proposed, Pending closed

The list includes the following cases:

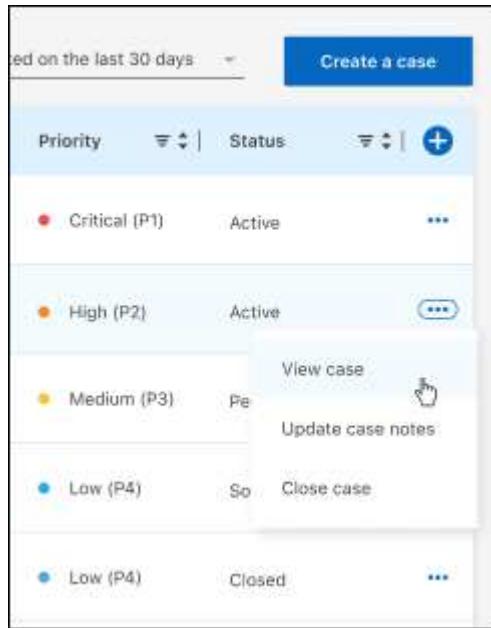
Last updated	Priority	Status	Notes
December 29, 2022	Critical (P1)	Active	Last updated, Priority
December 28, 2022	High (P2)	Pending customer	Cluster name
December 27, 2022	Medium (P3)	Solution proposed	Case owner, Opened by
December 26, 2022	Low (P4)	Pending closed	

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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