



Knowledge and support

GenAI

NetApp

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Knowledge and support

Register for support for NetApp Workload Factory for GenAI

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.



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

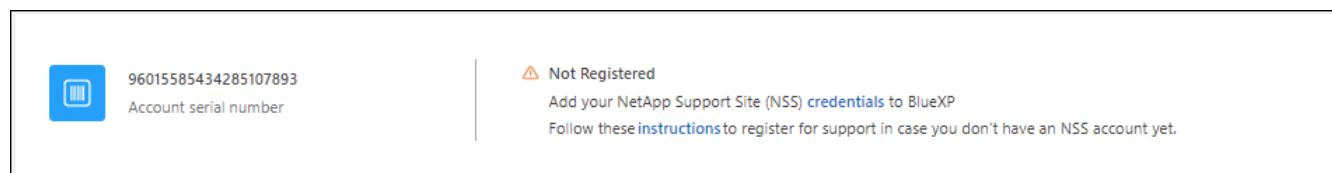
If you are brand new to NetApp and you don't have an NSS account, follow each step below.

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.



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](#).

GenAI troubleshooting

Learn how to work around some common problems you might encounter.

Common issues and solutions

If you have one of these issues, you can use the steps in the Workaround column to try to resolve it.

Area	Issue	Cause	Workaround
Deployment	Deployment fails because the volume already exists.	NetApp Workload Factory for GenAI needs to create a new volume during the deployment process, but a volume already exists using the name you have specified.	Specify a unique name to use for the new volume, and try deploying again.

Area	Issue	Cause	Workaround		
Deployment	The deployment fails because NetApp Workload Factory for GenAI is unable to mount the volume.	One or more of the inbound ports required for FSx for NetApp ONTAP are closed or filtered.	Open the following inbound ports:		
			Protocol	Port	Purpose
			All IC MP	All	Pinging the instance
			HT TP S	44 3	Access from the Connector to fsxadmin management LIF to send API calls to FSx
			SS H	22	SSH access to the IP address of the cluster management LIF or a node management LIF
			TC P	111	Remote procedure call for NFS
			TC P	13 9	NetBIOS service session for CIFS
			TC P	16 1- 16 2	Simple network management protocol
			TC P	44 5	Microsoft SMB/CIFS over TCP with NetBIOS framing
			TC P	63 5	NFS mount
			TC P	74 9	Kerberos
			TC P	20 49	NFS server daemon
			TC P	32 60	iSCSI access through the iSCSI data LIF
			TC P	40 45	NFS lock daemon
			TC P	40 46	Network status monitor for NFS
			TC P	10 00 0	Backup using NDMP
			TC P	11 10 4	Management of intercluster communication sessions for SnapMirror
			TC P	11 10 5	SnapMirror data transfer using intercluster LIFs

Area	Issue	Cause	Workaround
Maintenance	The AI engine fails to start, and you see the error "AI engine instance error" on the Knowledge bases page.	The AI engine instance was corrupted or doesn't exist.	Select the Rebuild button. NetApp Workload Factory for GenAI rebuilds the infrastructure and displays the rebuild progress. When complete, your knowledge bases are reconnected to the rebuilt infrastructure and the list of knowledge bases is displayed.
Maintenance	The AI engine fails to start, and you see the error "The GenAI engine instance is stopped" on the Knowledge bases page.	The AI engine instance is not running.	Use the AWS Management Console or the AWS CLI to start the AI engine instance.
Maintenance	The AI engine fails to start, and you see the error "The GenAI engine server is not responding" on the Knowledge bases page.	The AI engine instance is not responding.	<p>Use the following recovery steps:</p> <p>Steps</p> <ol style="list-style-type: none"> 1. Modify the GenAI engine instance security group to enable SSH access to the GenAI engine instance. 2. Log in to the instance using SSH. 3. Run the following command: <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> <pre>docker-compose up</pre> </div>

Area	Issue	Cause	Workaround
Maintenance	The backend Docker instance used by NetApp Workload Factory for GenAI failed to start.	The volume was deleted and the EC2 instance was restarted.	<p>Use the following recovery steps:</p> <p>Steps</p> <ol style="list-style-type: none"> 1. Create a new volume on FSx for NetApp ONTAP. For example, the volume name can be <code>netapp_ai</code> and the volume path can be <code>/netapp_ai</code>. 2. SSH to the Amazon EC2 instance. 3. List the volumes: <div data-bbox="948 572 1299 604" data-label="Text"> <pre>docker volume list</pre> </div> <ol style="list-style-type: none"> 4. Remove the old volume: <div data-bbox="972 772 1367 844" data-label="Text"> <pre>docker volume rm ec2-user_persistent_folder</pre> </div> <ol style="list-style-type: none"> 5. Open the <code>docker-compose.yml</code> file using a text editor. 6. In the <code>volumes</code> section, change the device path to the new volume path. For example: <div data-bbox="972 1136 1455 1653" data-label="Text"> <pre>volumes: persistent_folder: driver_opts: type: 'nfs' o: "addr=svm-0df66b96a890d8a72.\ \ fs- 0d673008aaca12bc3.\ \ fsx.us-east- 1.amazonaws.com,nolock,soft ,rw" device: ':/netapp_ai' # Path to new volume</pre> </div>
Maintenance	The backend Docker instance used by NetApp Workload Factory for GenAI failed to start.	The root volume was deleted.	Create a volume with a name and path, and then restart the backend Docker instance from Amazon EC2.

Area	Issue	Cause	Workaround
Maintenance	The backend Docker instance used by NetApp Workload Factory for GenAI failed to start.	The root volume was deleted.	Create a volume with a name and path, and then restart the backend Docker instance from Amazon EC2.

Get help with NetApp Workload Factory for GenAI

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

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.

Filter the contents of the columns.

Change the columns that appear in the table by selecting [The plus icon that appears in the table] and then choosing the columns that you'd like to display.

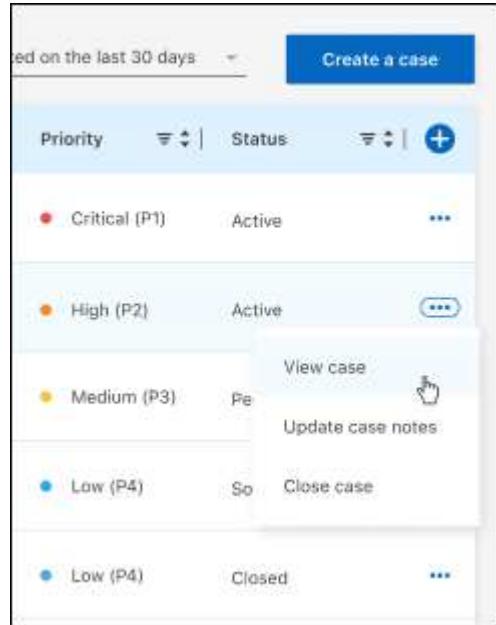
Manage an existing case by selecting [An icon with three dots that appears in the last column of the table]

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**.



The screenshot shows a user interface for managing cases. At the top, there is a search bar with the placeholder 'Search for cases' and a 'Create a case' button. Below the search bar, there are filters for 'Priority' and 'Status', and a 'Create' button. The main area displays a list of cases with the following details:

Priority	Status	Actions
Critical (P1)	Active	...
High (P2)	Active	...
Medium (P3)	Open	View case (cursor hovering)
Medium (P3)	Open	Update case notes
Low (P4)	Open	Close case
Low (P4)	Closed	...

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