



NetApp Support Site

NetApp Support Owner's Manual

Your Guide to a Better Support Experience

Digital Support Operations
May 2020

Abstract

This manual will help you get the most value out of your NetApp®Support contract. When you need support, the information in this manual will help you get it quickly. Technical Support Centers are available 24/7, 365 days a year. The centers are coordinated for all support activity around the globe, including phone, remote, and on-site actions. Phone support is available in French, German, Hebrew, Italian, Korean, Portuguese (Brazil), and Spanish during local office hours. English, Japanese, and Mandarin phone support is always available

A Message from the NetApp Support Team

Thank you for trusting NetApp for your data services and hybrid cloud needs. You have joined the group of leading global companies that run their businesses on NetApp® technology. A very important reason for this trust is our commitment to your success.

Regardless of your support level, this guide helps you get the most out of your investment in NetApp. In addition to reference information about support, it provides links to valuable online resources, peer communities, and NetApp University training courses.

This guide helps you quickly get started with NetApp Support. It also helps you understand how to prioritize your cases and how to use our online tools to prevent or to resolve issues. This guide can help you understand the importance of having the right support levels to match your business requirements.

We are committed to your success. You can count on our global team of Support experts wherever and whenever you need us.

We look forward to a very successful relationship together. Welcome to NetApp Support!

TABLE OF CONTENTS

1	Support Quick Start	5
1.1	Creating a NetApp Support Site Account	5
1.2	Determining Your Level of Support	5
1.3	Self-Support Features	5
1.4	Submitting a Case by using the web or the mobile app	5
1.5	Contacting NetApp Support	5
2	Support Offerings Overview	6
2.1	Basic Support	6
2.2	SupportEdge Advisor	6
2.3	SupportEdge Expert	6
2.4	SupportEdge Protect for Government	7
2.5	On-site parts replacement	8
2.6	Software support with access to all patches and features	8
2.7	Support Site	8
2.8	Active IQ	8
2.9	Proactive parts replacement	8
2.10	Unified/cooperative support	8
2.11	On-site support and troubleshooting	8
2.12	Periodic system health reviews	8
2.13	Remedial software upgrades	9
2.14	Managed Upgrade Service	9
2.15	Non-returnable disk service	9
2.16	NetApp Solution Support for FlexPod	9
3	Getting Started with the NetApp Support Site	9
3.1	Registering New NetApp Systems and Software	9
	Finding Your Controller Serial Number	10
3.2	Ask Elio, your Virtual Support Assistant	10
3.3	Ask a Technical Support Engineer	10
3.4	Downloading Software	11
3.5	Preparing for Your Support Case	11
3.6	Managing Your Support Case	11

3.7	Escalating a Support Case.....	12
3.8	Managing Your NetApp Systems	12
3.9	Managing Preferences.....	13
4	Tools and Training.....	13
4.1	Active IQ and AutoSupport.....	13
	Active IQ Dashboard	13
	Active IQ Online Support	13
	AutoSupport.....	14
	How Active IQ and AutoSupport On Demand Work	14
4.2	NetApp University	14
5	Additional Services and Resources	15
5.1	Additional Services	15
5.2	Additional Resources	15

1 Support Quick Start

Note: To follow the links in this document, you must be signed in as a registered user. If you are not a registered user, [sign up](#) for an account today!

1.1 Creating a NetApp Support Site Account

To unlock all the advanced features of the NetApp Support Site, go to [Account Registration](#) and follow the on page instructions to create an account.

Note: The account creation process takes about one day to complete. You will be notified by email when your new account is ready.

1.2 Determining Your Level of Support

To determine the support benefits that you are entitled to receive, log in to the [NetApp Support Site](#) and select Systems > Contracts and Warranties. When you know which support services you have purchased, you can use [Support offerings comparison](#) to understand your support entitlements. For faster response, see Finding Your Controller Serial Number for information about how to locate your serial number. This information is important to facilitate the case management process.

1.3 Self-Support Features

The NetApp Support Site offers the following self-support features:

- **Case Creation.** Easily create a case from your support site dashboard
- **NetApp Community.** Use this online forum to communicate with other NetApp users, to post technical questions, and to find answers.
- **Documentation.** Gain access to all of your NetApp Product Documentation.
- **Downloads.** Download the latest release, including patches and firmware.
- Active IQ
- Tools

1.4 Submitting a Case by using the web or the mobile app

If you have searched the Support Site and Community forums but haven't been able to resolve your issue, it's time to contact NetApp Support.

Note: NetApp recommends that you open support cases through the [NetApp Support Site](#), but if you are experiencing a P1 issue, contact us immediately by phone by calling 1.888.4.NETAPP

1.5 Contacting NetApp Support

For non-P1 issues, visit the [NetApp Support Site](#). For P1 issues, contact NetApp Support by using the worldwide Support numbers on the [NetApp Global Services Contacts page](#).

For a list of information that you should have available before you call NetApp Support, see section Preparing for Your Support Case.

For descriptions of the different NetApp Support priority levels, see section Understanding Priority Levels

2 Support Offerings Overview

NetApp offers high-value, predictive and personalized support plans that maximize the operational efficiency of your NetApp infrastructure. NetApp Support offerings provide comprehensive hardware, software and operating system support across your enterprise, giving you peace of mind freeing up your internal resources. The following support options are available beyond the basic hardware warranty as shown in the Warranty/Extended Warranty Hardware Support description:

2.1 Basic Support

For customers with non-mission-critical assets for which they need basic hardware support and access to software support NetApp Basic support combines NetApp extended warranty service with Software Support Plan. For more information, see the [Basic Support Service Description](#).

2.2 SupportEdge Advisor

For customers who have business-critical assets and require comprehensive, reliable, and predictive support, for their NetApp assets, SupportEdge Advisor meets their needs and goes beyond. For more information, see the [SupportEdge Advisor Service Description](#).

2.3 SupportEdge Expert

For customers who have highly mission- or business-critical assets who can't afford downtime and want highly personalized and prioritized seamless support, SupportEdge Expert provides the highest level of NetApp support. For more information, see the [SupportEdge Expert Service Description](#).

Feature	Basic Support	SupportEdge Advisor	SupportEdge Expert
Replacement parts delivery target	5 business days	Next business day; option to upgrade to 4 hours	4 hours
Onsite parts replacement	Not available	Optional upgrade available	Included
Target response objective for remote technical support	Priority 1: 16 hours	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: 8 hours Priority 4: 24 hours	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: 8 hours Priority 4: 24 hours
Access to remote hardware technical support	24/7	24/7	24/7
Software Support with access to all patches and features	Included	Included	Included
NetApp Support site with 24/7 chat support using Elio	Included	Included	Included

with Watson routing to live representatives			
Active IQ:	Access to all Active IQ classic capabilities.	Access to full suite of Active IQ digital advisor features with new predictive AIOps capabilities (including API access, automated risk remediation, Active IQ digital digest, and nondisruptive firmware upgrades ^{2,3})	Access to full suite of Active IQ digital advisor features with new predictive AIOps capabilities (including API access, automated risk remediation, Active IQ digital digest, and nondisruptive firmware upgrades ^{2,3})
Proactive parts replacement (via Active IQ auto-generated cases)	Included	Included	Included
Direct routing and priority queueing to level 2 support for software cases	Not available	Not available	Included
NetApp Unified/Cooperative Support	Not available	Included	Included
On-site support and troubleshooting ⁴	Not available	Included	Included
Periodic system health reviews	Not available	Not included	Included
Remedial software upgrades	Not available	Included	Included
Managed Upgrade Service	Not available	Not available	Included

1. Requires AutoSupport to be turned on
2. Capabilities can vary by product
3. Nondisruptive firmware upgrades planned for May 2020
4. **NetApp sends authorized engineers to the installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary**

2.4 SupportEdge Protect for Government

SupportEdge Protect for Government is an add-on entitlement for U.S. government customers who require a high level of security. SupportEdge Protect for Government can be added to either SupportEdge Advisor or SupportEdge Expert. Service is delivered by U.S. citizens with special security clearance on U.S. soil.

2.5 On-site parts replacement

A NetApp Field Service Engineer (FSE) or Authorized Support Engineer (ASE) perform an on-site visit to perform a parts replacement.

2.6 Software support with access to all patches and features

Provides access to software maintenance to resolve issues that have occurred in the installed base. Includes minor and major release updates that are made generally available that provide new features, patches and bug fixes.

2.7 Support Site

NetApp 24x7 customer support center that hosts community forums, knowledge search, upgrade tools, and interoperability tools.

2.8 Active IQ

NetApp Active IQ is an integral tool for NetApp support management. It is an intelligent and intuitive digital advisor that uses AIOps to provide essential insights, automation and support to simplify the care and optimization of your NetApp environment. It exposes risk factors and helps to prevent problems to improve the overall health of the NetApp storage environment. It includes, but is not limited to:

- API access
- Automated risk remediation
- Digital digest
- Nondisruptive firmware upgrades
- Digitized health checks

2.9 Proactive parts replacement

Active IQ must be turned on. Failing parts, especially disks, can be automatically ordered on behalf of the customer.

2.10 Unified/cooperative support

A service that handles multivendor support for NetApp solutions. During the course of troubleshooting a NetApp-related support issue, if NetApp determines the problem resides with a third party product, then NetApp can assist the Customer in opening a case with the third party supplier. NetApp can assist the third party supplier in its response and resolution of the Customer's case. If the Customer elects to open a case directly with the third party supplier, NetApp will provide relevant case information to the third party supplier. In either case, NetApp does not own the case.

2.11 On-site support and troubleshooting

If NetApp Technical Support has identified a problem and decided that onsite support is necessary, Technical Support can (at its discretion) send an engineer to the system installation location, to assist in problem resolution. The decision to send an authorized engineer onsite is the sole responsibility of NetApp Technical Support and not the Partner.

2.12 Periodic system health reviews

Quarterly health check to assess overall health of entitled systems. Health check can be requested by either engaging NetApp technical support using the NetApp Support Site and opening a case requesting "Expert Health Check," or working through their Support Account Manager (SAM), if they have one.

2.13 Remedial software upgrades

NetApp sends an authorized service engineer to the Customer installation site to install software updates after NetApp has exhausted all remote support options and deemed onsite installation of updates necessary.

2.14 Managed Upgrade Service

Remotely delivered software upgrade service for installed and configured NetApp technology performed up to two times/year and includes major release upgrades, security patches and firmware updates. Managed Upgrade can be requested by either engaging NetApp technical support using the NetApp Support Site and opening a case requesting “Managed Upgrade,” or working through their Support Account Manager (SAM), if they have one.

2.15 Non-returnable disk service

A service option that eliminates the need for a customer to return defective disk drives to NetApp when a replacement disk drive has been sent under a parts exchange request and Return Materials Authorization (RMA). NRD allows customers to keep and dispose of failed disk drives on their own.

2.16 NetApp Solution Support for FlexPod

NetApp acts as a single point of contact to streamline issue resolution for FlexPod infrastructure including the storage subsystem, compute hardware, operating system, networking and hypervisor.

3 Getting Started with the NetApp Support Site

As a NetApp Support customer, you have 24/7 access to the NetApp Support site. For real-time, self-service needs, the NetApp Support site features an array of tools that deliver the information that you need to help manage your storage solution effectively.

Note: You must be signed in as a registered user to utilize the features listed below. If you are not a registered user, [sign up](#) for an account today!

3.1 Registering New NetApp Systems and Software

Best Practice

Register your new NetApp products immediately after they are installed.

Note: Register your new NetApp products immediately after they are installed.

To register your new NetApp products:

1. Log in to the NetApp Support site at mysupport.netapp.com.
2. Select Products > Register Products.

3. Enter your product serial number and click Submit.
4. Complete all the required fields and click Submit.

Finding Your Controller Serial Number

NetApp recommends that you open support cases by using the serial number of the affected controller instead of using the cluster serial number. Knowing the controller serial number helps us manage your case more effectively.

Use one of the following methods to identify your controller serial number:

- **FAS controllers that run the NetApp clustered Data ONTAP® operating system.**
Enter the following command from the cluster shell: `cluster::> system show -inventory`
- **FAS controllers that run the Data ONTAP operating in 7-Mode system.**
Enter the following command in the CLI: `node> sysconfig`
- **FAS systems.**
Locate the serial number on the storage controller's processor controller modules, which are on the back of the chassis.
- **NetApp E-Series systems.**
Locate the serial number on the storage chassis. The serial number can be found on the top of the chassis, and most models have a sticker on the back lip or the front ear as well. For E-Series systems that run NetApp SANtricity@software 10.86/07.86 or later, this information is collected in a Support bundle, in the `StorageArrayProfile.txt` file. The enclosure/controller serial number is listed near the top of the file and can also be found in the SANtricity GUI.
- **SolidFire storage systems.**
Locate the pull-out tab on the front left of each node. The serial number and the service tag of each node are on this tab. Your entitlement is associated with the serial number. Newer systems also have the serial number listed on the Node page in WebUI and in the NetApp ActiveIQ® analytics service.
- **NetApp HCI with SolidFire technology.**
The 12-digit numeric serial number is physically located on a sticker at the back of each node, near the VGA and USB ports. It is also listed on the Node page in Web UI and in ActiveIQ

3.2 Ask Elio, your Virtual Support Assistant

Elio, our [virtual support assistant](#), was built by using [IBM Watson®](#) cognitive computing capabilities. You can access Elio by clicking the chat icon in your NetApp Support site account or in NetApp Active IQ. Elio can also be accessed through the mobile app. For all the access options, view the [Elio FAQ](#). If Elio can't answer your questions, Elio asks whether you would like to chat with a technical support engineer or create a case. Elio can also be used by partners who are entitled to start a technical support chat or open a case.

3.3 Ask a Technical Support Engineer

Best Practice

Except for P1 issues, try Guided Problem Solving(if it is included in your service level)before you open a case. If thatapproach does not resolve your issue, open a chat. Opening a chatautomatically createsa case and connectsyou to a support engineer.

If the technical content on the feature pages does not solve your issue, you can open a chat from anywhere on the NetApp Support Site. If you begin a chat session after having accessed a document from the product feature page, your chat support engineer will already know what product you are having a problem with. Your support engineer will also have a summary of the type of help that you are looking for.

3.4 Downloading Software

The Downloads section of the NetApp Support site gives you access to the latest software and productivity tools. Access [Downloads](#) for:

- The latest NetApp software products and patches
- The latest disk, disk shelf, service processor, and system firmware
- The Upgrade Advisor tool, to help you choose the correct release as you upgrade

3.5 Preparing for Your Support Case

Case resolution time can be significantly shortened if you have the following information available when you initiate a support case:

- Serial number of the storage controllers and version numbers for the OS and software
- Business impact, system status, and priority
- Any NetApp Active IQ or other error messages
- Description of the environment, including OS version of hosts, clients, and switches
- Actions that have been taken so far
- Any recent changes to the storage controller, hosts, clients, or network
- Log files
- Contact information

3.6 Managing Your Support Case

Manage your support cases where you can:

- Submit a new support case.
- View your support case list.
- Check the status of an existing support case.
- Update an existing support case.
- Submit an RMA request.
- Check the status of an RMA.

NetApp uses two criteria for prioritizing support cases: the impact to your business and your system's level of support.

3.7 Escalating a Support Case

Our objective is to use the most appropriate support resources to quickly resolve customer problems. NetApp has established a standard methodology for case management. Cases can be automatically generated by NetApp systems through Active IQ or through the NetApp AutoSupport tool, or they can be created by customers, partners, or other NetApp employees. Most cases are assigned case owners in our Technical Support Center (TSC).

- You can request an increase in priority level at any time based on the definitions in section 2.2, Understanding Priority Levels:
- To escalate your case, call NetApp technical support and ask to speak to the duty manager. For contact information, see Contacting NetApp Support
- Active P1 cases are automatically escalated up the management chain to the level that meets the notification guidelines that are specified below.

P1 Critical Outage Duration	Notifications
15 minutes	Technical Support Engineer Duty Manager
1 hour	Technical Support Manager
2 hours	Technical Support Senior Manager
5 hours	NetApp Support Regional Director NetApp Support Group Manager Field Support Regional Director Support Account Management Leadership

Note: When a priority 2 case is raised to a priority 1, the time triggers for priority 1 cases are activated.

3.8 Managing Your NetApp Systems

Use the [My Systems](#) section of the NetApp Support site to manage your NetApp products. Keeping your product information up to date helps you manage your NetApp systems, and it helps our technical support personnel provide you with fast, reliable service

From the My Home section, you can:

- View and track your order status.
- Register your new NetApp products.
- View details about your installed products.
- Update configuration and location details.
- Verify AutoSupport details.

- View and print software license codes.
- Check service contract details and expiration dates.
- Request purchase or renewal of service contracts online.
- Enter site profile information and support preferences, including your hours of operation. You can also tailor other delivery options

3.9 Managing Preferences

NetApp allows you to set preferences for your system serial number and your site to specify how you want to engage NetApp Support. This flexibility enables you to align your resources and availability with NetApp Support delivery. We use site profile information when we need to ship replacements to you or when we need other logistic details. We ship to the location that you provide for the system and we deliver based on your hours of operation.

You can set or change preferences on the NetApp Support site, or if you need to change your preference for several serial numbers, you can open a nontechnical case. By default, drive shipments are sent next business day, regardless of the target response of the service contract. This preference can be changed for a single incident, if requested by you or the NetApp Support team, or it can be changed permanently at the serial number or site level if necessary.

Best Practice

Keeping your contact information, preferences, hours of operation, equipment moves, and configuration changes up to date helps us deliver parts and services on time and to the right location.

4 Tools and Training

4.1 Active IQ and AutoSupport

Active IQ and AutoSupport provide a suite of tools that help you optimize your data center by providing simple, effective, proactive monitoring and management of your storage infrastructure. Active IQ is a web-based digital advisor that uses AutoSupport telemetry data, artificial intelligence, and predictive analytics to derive actionable insights and prescriptive guidance that simplify the proactive care and optimization of your NetApp environment. For more information, see the [Active IQ overview](#).

Active IQ Dashboard

You can access the Active IQ dashboard through a [web browser](#) or the mobile app, which you can download from the [App Store](#) or [Google Play](#).

Active IQ Online Support

Sign up for [Active IQ](#), then you can access online support at the [Active IQ support page](#).

AutoSupport

AutoSupport is a mechanism that proactively monitors the health of your system and automatically sends messages and configuration data to NetApp technical support and Active IQ. NetApp recommends enabling AutoSupport to aid in support cases and provide information to Active IQ. For more information, see the [AutoSupport Configuration Quick Start Guide](#).

For a comprehensive overview of the security of AutoSupport data transmission, HTTPS, and SMTP by NetApp product, see the [Security and Privacy of NetApp Telemetry Data Technical Report](#) (TR) that is posted on NetApp.com.

Occasionally, based on AutoSupport case patterns, we notice an issue that is already well documented. In those cases, we send you an automated email notification that links to a detailed knowledge base article that describes the resolution or fix. If you have received an automated email notification and want to discuss the issue with a support representative, reply to the email notification or open a support case through the NetApp Support site. To open a case, go to mysupport.netapp.com and include the case number that was automatically created for you.

How Active IQ and AutoSupport On Demand Work

Active IQ is an intelligent, cloud-based digital advisor that simplifies the proactive care and optimization of your NetApp environment. Its insights and guidance are available through a web UI, mobile app, and APIs, as well as within Unified Manager and Cloud Insights.

Fueled by AutoSupport telemetry data from our highly diverse installed base, Active IQ proactively identifies storage infrastructure issues through a continuous health-check feature and automatically provides guidance on remedial actions that help increase uptime and avoid disruptions to your business. For more information, see the [Active IQ overview](#).

AutoSupport On Demand is an integral part of the AutoSupport infrastructure. It allows the storage appliance to communicate with NetApp Support to receive support requests dynamically, providing enhanced reliability, efficiency, and remote diagnostics. For more information, see [AutoSupport On Demand](#).

4.2 NetApp University

NetApp University learning programs prepare you to fully leverage NetApp solutions for the enterprise and help you to meet your business and technical needs. NetApp University's LearningCenter offers access to the training that enables you to support your NetApp products. To access the [LearningCenter](#), use your NetApp login credentials.

Best Practice

Go to the NetApp University LearningCenter and enroll in the courses that will increase your expertise with NetApp products and solutions.

5 Additional Services and Resources

5.1 Additional Services

For increased, proactive support for your NetApp storage solution, you can add personalized services that allow you to customize your level of support to match your business strategy and IT requirements:

- The [NetApp Support Account Manager](#) is focused on your account and works closely with your IT team on the proactive and reactive support of your NetApp infrastructure.
- [NetApp Residency Services](#) provide skilled resources so that you can get the full benefit of your NetApp storage solution and data management technologies.
- [Non-Returnable Disk Plus](#) allows you to retain your failed disk and other non volatile flash hardware so that you can meet your compliance requirements and help ensure that your data never leaves your environment.

5.2 Additional Resources

For more information, see the following resources:

- [AutoSupport FAQ](#)
- [NetApp Knowledgebase](#)
- [Active IQ](#)

Refer to the [Interoperability Matrix Tool \(IMT\)](#) on the NetApp Support site to validate that the exact product and feature versions described in this document are supported for your specific environment. The NetApp IMT defines the product components and versions that can be used to construct configurations that are supported by NetApp. Specific results depend on each customer's installation in accordance with published specifications.

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