



NetApp Support Site

NetApp Support Owner's Manual

Your Guide to a Better Support Experience

Digital Support Operations

April 2022



Introduction: A Message from the NetApp Worldwide Support Team

At NetApp, we bring the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. And we do it with industry-leading solutions that work across diverse environments and the world's biggest clouds.

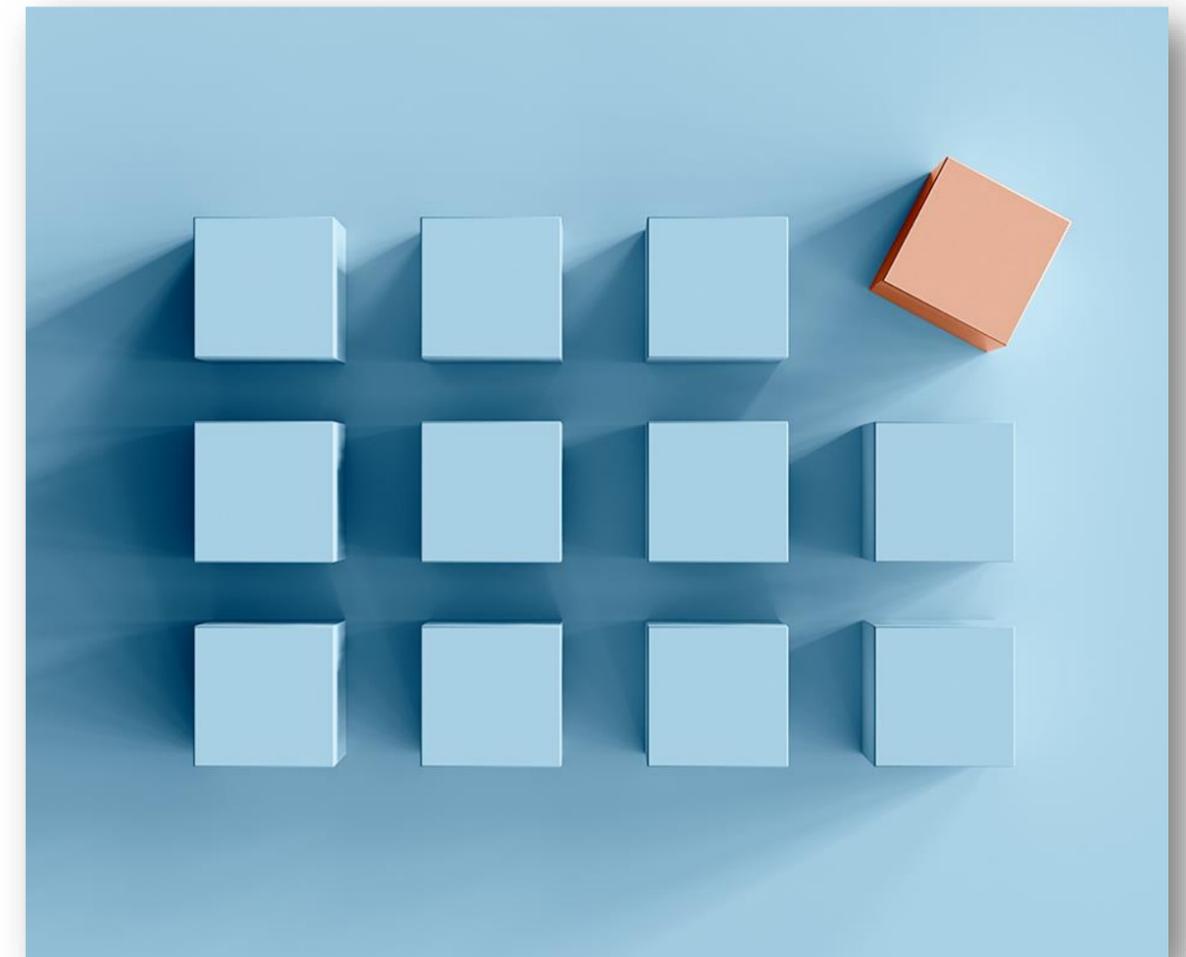
You have joined a group of leading global companies that run their businesses on NetApp® technology. A very important reason for this trust is our commitment to your success.

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 unmatched training courses with NetApp Learning Services.

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.

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!



Learn more [About NetApp](#).

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About this guide

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.

Your Guide to NetApp Support





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 Support Level

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.



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 a NetApp support account today!

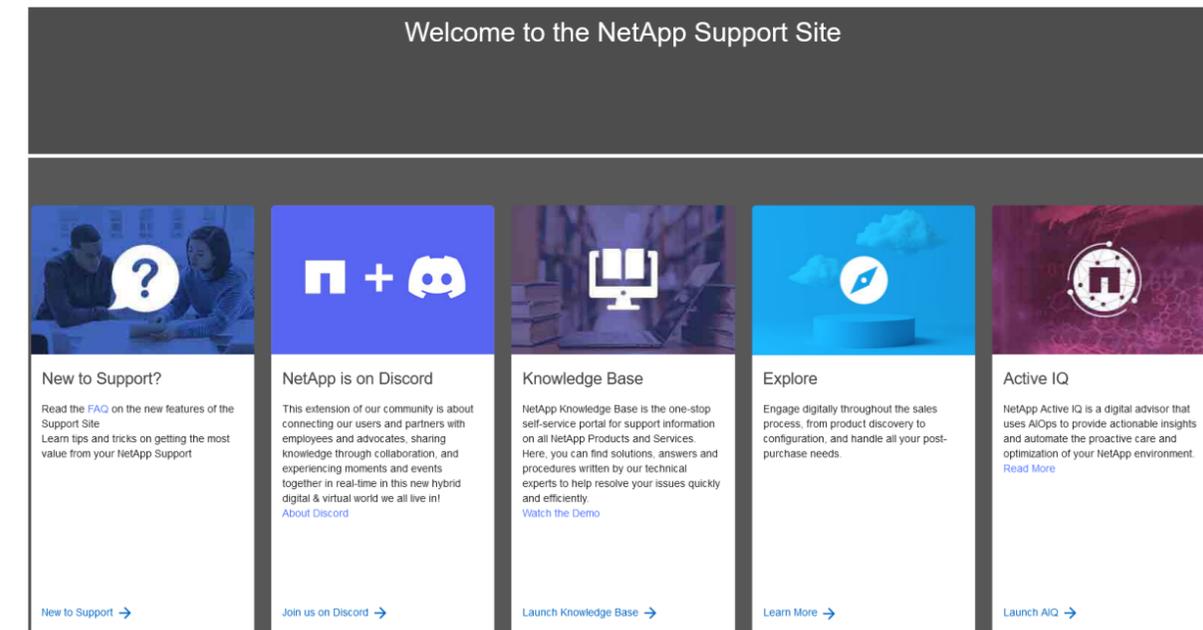




1.3 Self-Support Features

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.
- [NetApp Knowledge Base](#) – One-stop self-service portal for support information on all NetApp Products and Services. Find solutions, answers, and procedures written by our technical experts to help resolve your issues quickly and efficiently.
- [Documentation](#) – Gain access to all your NetApp Product Documentation
- [Downloads](#) – Download the latest release, including patches and firmware.
- [Active IQ](#) – An AI-powered Digital Advisor that uses predictive analytics and community wisdom to create actionable intelligence for customers to protect and optimize their NetApp environment through a web UI, mobile app, and APIs.
- [Tools](#) – Access a variety of tools to manage your product's lifecycle – from troubleshooting to monitoring to maintenance, and more.



[Find the support you need](#)



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](#). For P1 issues, 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 [Preparing for Your Support Case](#).

For descriptions of the different NetApp Support priority levels, see **Understanding Priority Levels** below. For the most up-to-date information, refer to [Support Policies and Offerings](#) on the NetApp Support Site.

Best Practice

For non-P1 issues, try the following first:



Ask Elio, your Virtual Support Assistant for help.



Chat with an Agent: Opening a chat automatically creates a case and connects you to a support engineer.



[Find More Support Options](#)

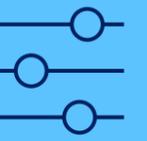


1.6 Understanding Case Priority and Handling

Priority	Definition
Priority 1 (P1)	NetApp node, software application, system or cluster is down, unable to serve data, is in a state of frequent or repeating “Panic” or “Hang” or is in a state of degraded performance sufficient to prevent normal business operations. At this Priority, both NetApp and Customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and normal business operations are restored. P1 cases will be worked upon receipt.
Priority 2 (P2)	NetApp node, software application, system, or cluster is experiencing an infrequent, isolated, or intermittent “Panic” or “Hang” or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. P2 issues will be evaluated for immediate work based on business impact. Issues with low impact will be worked during NetApp business hours in your region. If you have a high-impact issue, call the Technical Support Center and prepare to commit necessary personnel and system access until a mutually agreeable workaround is provided. Active customer engagement is required to work P2 issues outside of NetApp business hours in your region.*
Priority 3 (P3)	NetApp node, software application, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and where a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem. P3 cases will be worked next business day during NetApp business hours in your region. *
Priority 4 (P4)	Normal requests for information regarding the installation, configuration, use and maintenance of your NetApp equipment and software applications. This includes administrative inquiries and return material authorization (RMA) information on hardware. There is no impact to your production systems or business operations. P4 cases will be worked next business day during NetApp business hours in your region. *

* All hardware cases are evaluated for immediate work independent of priority. P3 and P4 software cases receive a response and are worked to resolution during NetApp regional business hours. Outside of NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.

2.0 Support Offerings

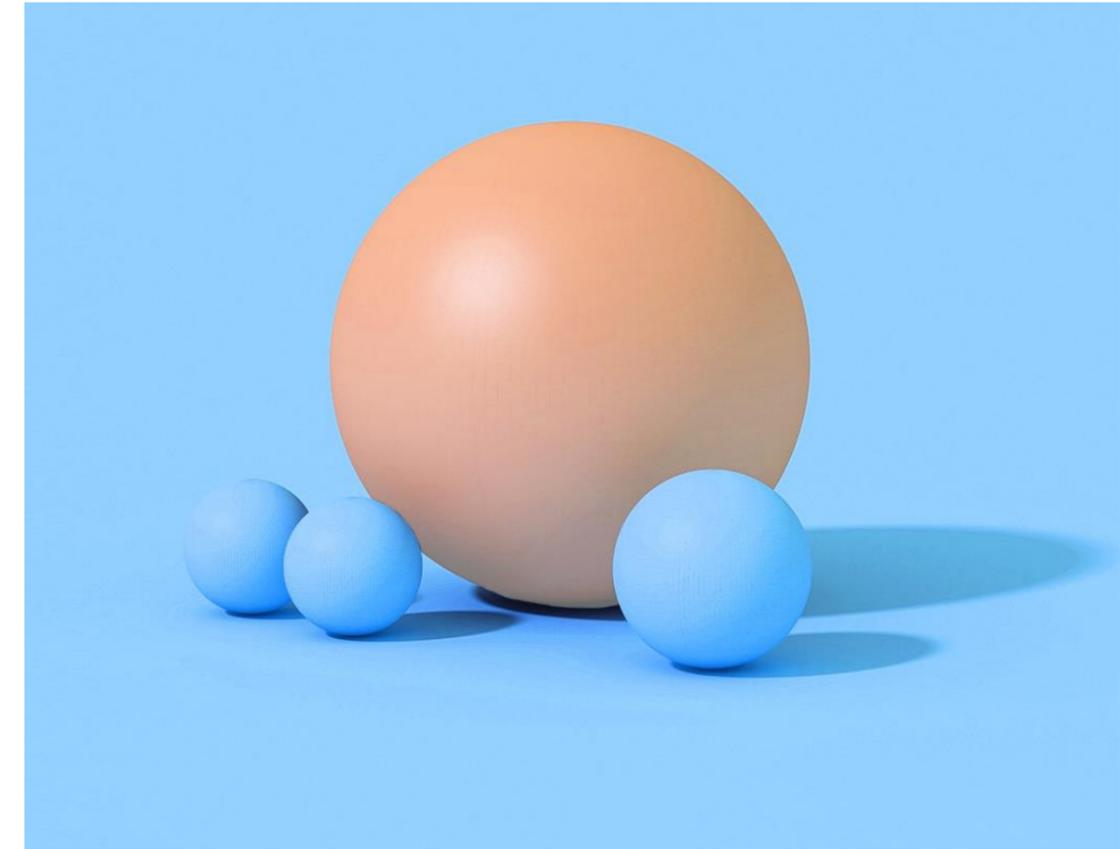


NetApp offers high-value, predictive and personalized support plans that maximize the operational efficiency of your NetApp infrastructure.

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 details of NetApp support offerings is defined on our [Service Descriptions](#) page.

Additional support details and limitations can be found in the [Support Services Terms](#).



Learn more about
[SupportEdge Services](#)

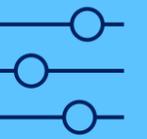
Best Practice

Ensure that your NetApp solution has the correct level of Support Offering to meet your business needs.



Reviewing associated service descriptions will ensure that your technical support engagement is predictable and aligned to your expectations and infrastructure.

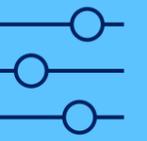
2.0 Support Offerings



2.1 Comparing the SupportEdge Entitlement Plans

FEATURE	SUPPORTEDGE BASIC	SUPPORTEDGE ADVISOR	SUPPORTEDGE EXPERT	SUPPORTEDGE STANDARD ¹	SUPPORTEDGE PREMIUM ¹
Core Support Metrics					
Replacement parts delivery target	Next business day, option to upgrade to 4 hours	Next business day, option to upgrade to 2 hours or 4 hours	Default: 4 hours; option to upgrade to 2 hours; downgrade to NBD	Next business day, option to upgrade to 4 hours	Next business day, option to upgrade to 2 or 4 hours
On-site parts replacement	Optional next business day upgrades	Option to upgrade to next business day, 2 or 4 hours	Default: 4 hours; option to upgrade to hours	Optional	Included
Target response objective for remote technical support	Priority 1: 2 hours Priority 2: 4 hours Priority 3: NBD Priority 4: NBD	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: NBD Priority 4: NBD	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: NBD Priority 4: NBD	Priority 1: 2 hours Priority 2: 4 hours Priority 3: NBD Priority 4: NBD	Priority 1: 30 minutes Priority 2: 2 hours Priority 3: NBD Priority 4: NBD
Access to remote hardware technical support	24/7/365	24/7/365	24/7/365	24/7/365	24/7/365
Included Services					
Software support with access to all patches and features	Included	Included	Included	Included	Included
NetApp Support site with 24/7 chat support using Elio with Watson [®] routing to live Representatives	Included	Included	Included	Included	Included
Active IQ	Access to Active IQ classic features	Access to the full suite of Active IQ digital advisor features with predictive AIOps capabilities	Access to the full suite of Active IQ digital advisor features with predictive AIOps capabilities	Access to Active IQ classic features	Access to Active IQ classic features
Direct routing to Level 2 support for software cases	Not available	Not available	Included	Not available	Not available
On-site support and troubleshooting ¹	Not available	Included	Included	Not available	Included
Priority queueing (skip the line)	Not available	Not available	Included	Not available	Not available
NetApp Unified Support	Not available	Included for NetApp hardware and software	Included for NetApp hardware and software	Not available	Included for NetApp hardware and software
Remedial software upgrades	Not available	Included	Included	Not available	Included
Periodic system health reviews	Not available	Not available	Included, performed 4 times per year upon request	Not available	Not available

¹ SupportEdge Standard and Premium is not offered on point-of-sale platforms after May2022. These offerings are only available as a renewal for systems with the original offering.



2.2 Support Terminology

On-site Parts Replacement

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

Software support with access to all patches and features (Software Support Plan)

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.

Support Site

NetApp 24x7x365 technical support center that hosts community forums, knowledge search, upgrade tools, and interoperability tools.

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.

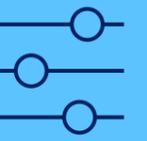
Remedial software upgrades

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.

Managed Upgrade Services

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.

2.0 Support Offerings



2.2 Support Terminology - continued

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.

Unified/Cooperative support

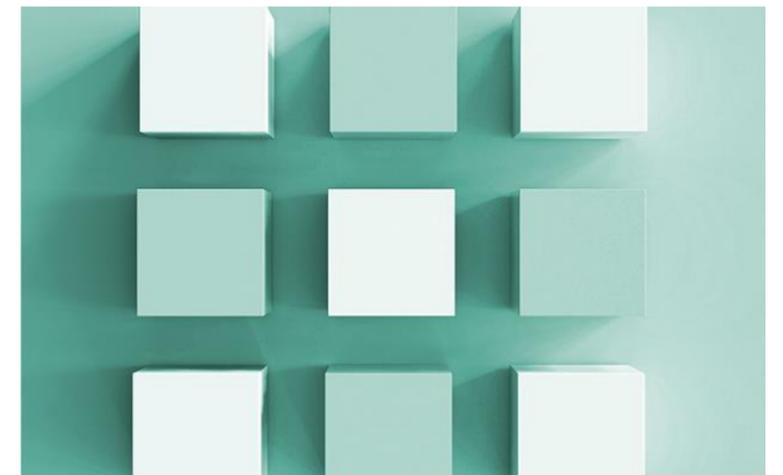
A service that handles multivendor support for NetApp solutions. During the course of troubleshooting a NetApp-related support issue, if NetApp determines the problem resides with a third-party vendor product, then NetApp can assist the Customer in opening a case with the third-party supplier. NetApp 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.

2.3 Third-party Product Support

NetApp includes other vendor products, and often support, to offer the best-in-class solutions. In general, the customer is responsible to register any third-party product(s) purchased on the NetApp quote and to renew the support with the vendor, not NetApp. Registration will enable customer access to downloads, documentation and support notifications and reminders for support renewal when third party product support contract expires.

During 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.

Reference the [3rd Party Product](#) as a reference to understand how your third-party product is supported and to get more information.



3.0 Getting Started with the NetApp Support Site



NetApp Support Site - Help at the click of a mouse

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.

The intuitive design of the Next Generation NetApp Support Site (NGSS) Dashboard makes it easy to open and track cases, access software downloads, product documentation, system health using Active IQ®, & Elio, our virtual support assistant.

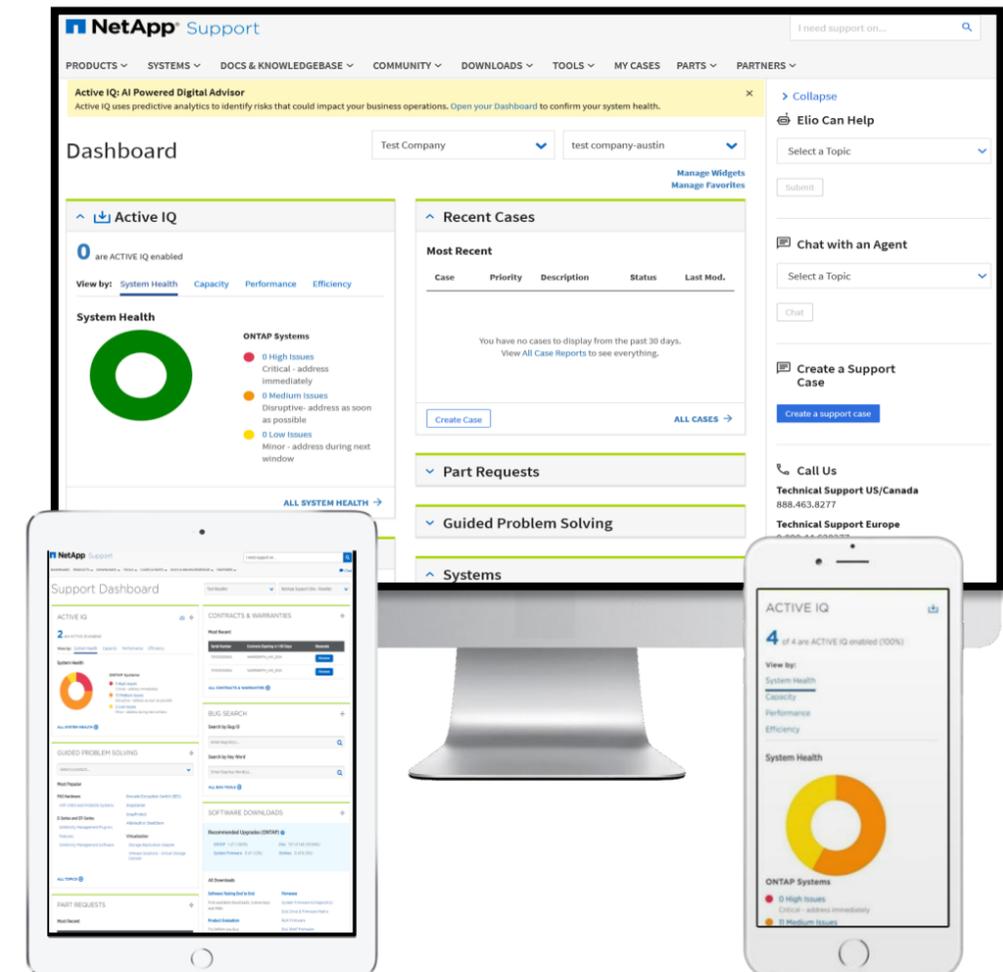
Support Quick Links

We've compiled on all important support resources on our [Support Quick Links](#) page.

- Self-Support tools
- Chat with Elio – our virtual agent
- Chat & Phone a Support Agent
- Top Support Tasks
- And more...



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





3.1 Registering new NetApp systems and software

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.

3.2 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:

- **ONTAP® operating system.**
 - Command Line Interface: Enter the following command from the cluster shell:

```
cluster::> system show -inventory
```
 - FAS/AFF platform:
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 Web UI and in the NetApp Active IQ® 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 Active IQ.



Best Practice

Register your new NetApp products immediately after they are installed and ensure that system details are accurate.

Value: System details include primary, delivery, and service report to contact details as well as service addresses. If these are not accurate, support and service delivery can be impacted.

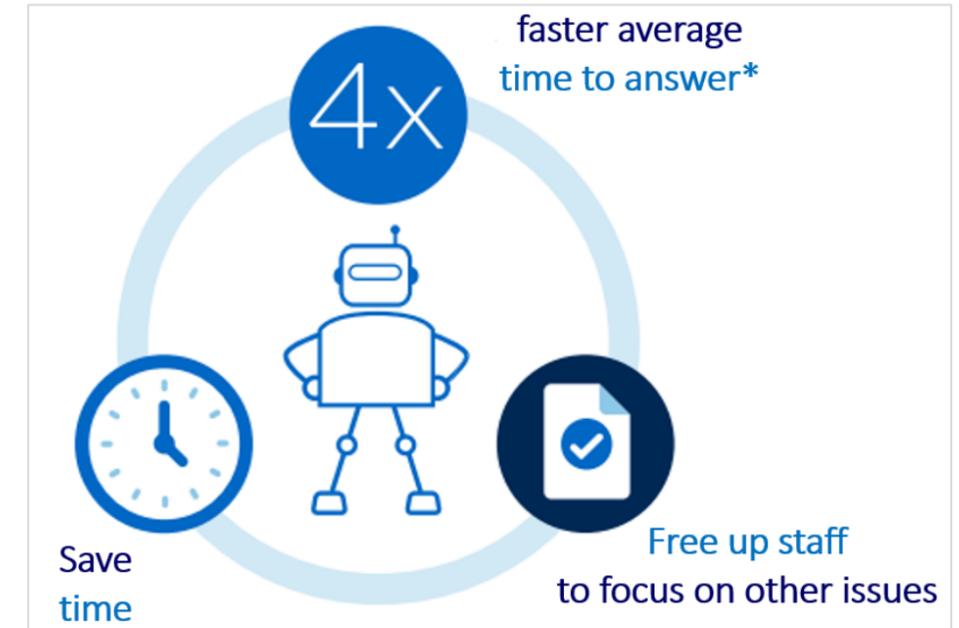
3.0 Getting Started with the NetApp Support Site



3.3 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.



3.4 Ask a Technical Support Engineer

NetApp support engineers are trained to resolve even the most complex issue. Our Technical & Field Support Engineers come from diverse backgrounds and are located across the globe.

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.

3.5 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

Best Practice
For non-P1 issues, try the following first:

-  Ask Elio, your Virtual Support Assistant for help.
-  Chat with an Agent: Opening a chat automatically creates a case and connects you to a support engineer.



[Find More Support Options](#)



3.6 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

3.7 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.



[Get the Technical Support Quick Reference Guide](#)



Note: NetApp uses two criteria for prioritizing support cases:
1: The impact to your business
2: Your system's level of support.



3.8 Escalating Your 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 may be automatically generated by NetApp systems due to NetApp AutoSupport messages, or they can be created by customers, partners, or other NetApp employees. Most cases are assigned case owners in our Technical Support Center (TSC).

If you are not completely satisfied with how our technical support team is handling your case, select one of the following options below to escalate your case to a NetApp Support Duty Manager.

Critical escalation issues



Call NetApp Support and [select prompt to engage](#) with the Duty Manager.

- US and Canada: +1 888 463 8277
- EMEA and Europe: +800 44 638277
- Asia and Pacific: +800 800 80 800
- [regional support contact numbers](#)

Non-critical escalation issues



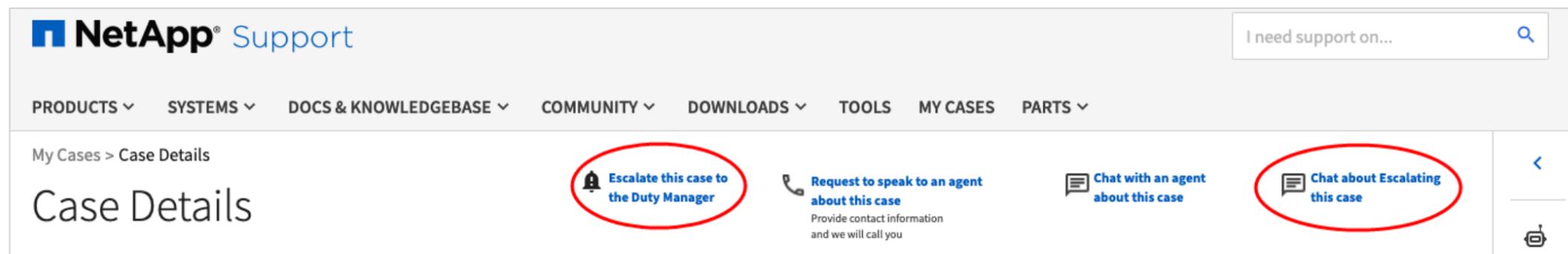
On mysupport.netapp.com, click on [Escalate this case to the Duty Manager](#) to send an email to the Duty Manager.



On mysupport.netapp.com, click on [Chat about Escalating this case](#) to chat* with the Duty Manager.

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.





3.9 Managing Your NetApp System(s)

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 system(s), 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



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.

3.10 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.



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](#).

4.2 Active IQ Mobile 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](#).

4.3 Active IQ Online Support

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

4.4 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, sign-in to mysupport.netapp.com and include the case number that was automatically created for you.



Best Practice

NetApp recommends utilizing the Acknowledge (Ack) feature on risks that have been assessed and have a plan in place to address. For example: “Plan to resolve with ONTAP upgrade in 3 months”.

Value: This enables the Active IQ Wellness Dashboard to primarily display risks that you do not yet have a plan to address.

4.0 Tools and Training

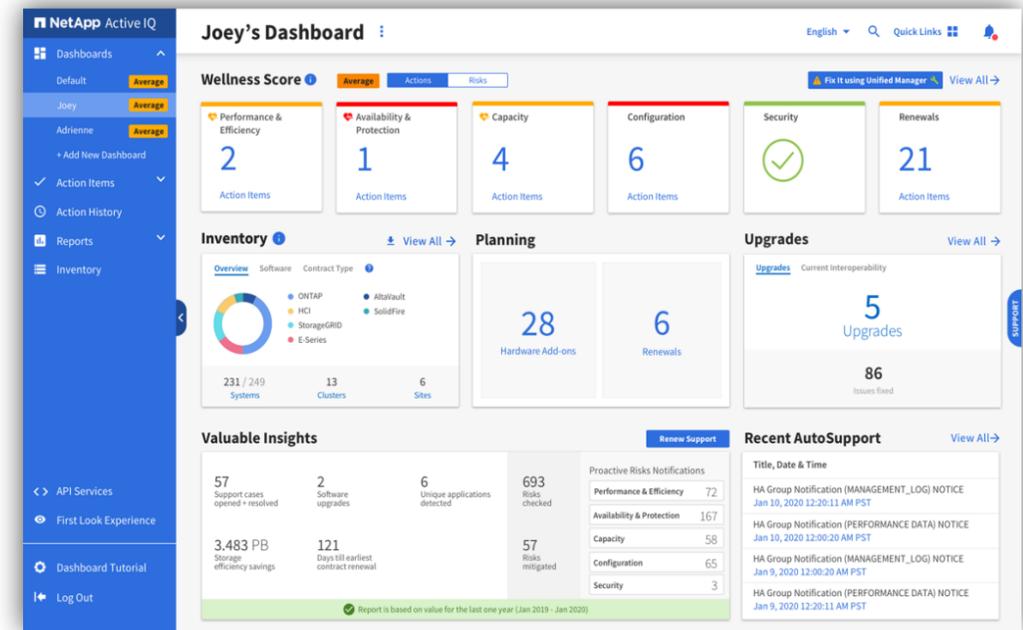


4.5 Active IQ Digital Advisor

[NetApp Active IQ® Digital Advisor](#) is an AI-powered digital advisor that simplifies the proactive support and optimization of NetApp storage. It provides constant visibility into system health, lets you know when attention is required, and gives clear guidance for any actions. Its “actionable intelligence” simplifies storage administration and leads to higher availability, improved security, and higher performing storage.

[Active IQ Digital Advisor](#) is an integral component of NetApp SupportEdge services. Its capabilities include, but are not limited to:

- Continuous risk assessment with remediation guidance
- Capacity trending and forecasting
- Software upgrade guidance
- Automate firmware updates
- Best practice recommendations



[Learn more about Active IQ](#)

[Watch the YouTube Video](#)

4.6 Hands-on Labs

Learn tips and tricks for getting the most out of your systems and try out new technologies in a virtual sandbox. In a safe, ready-to-use lab environment, you can try best-practice configurations and explore features and products you haven't used before. Explore NetApp products in a guided, hands-on experience without cost or using your datacenter resources. Hands-on Labs are free to NetApp customers with valid support contracts.

➤ [Explore Labs](#)





4.7 Best Practices and System Resiliency

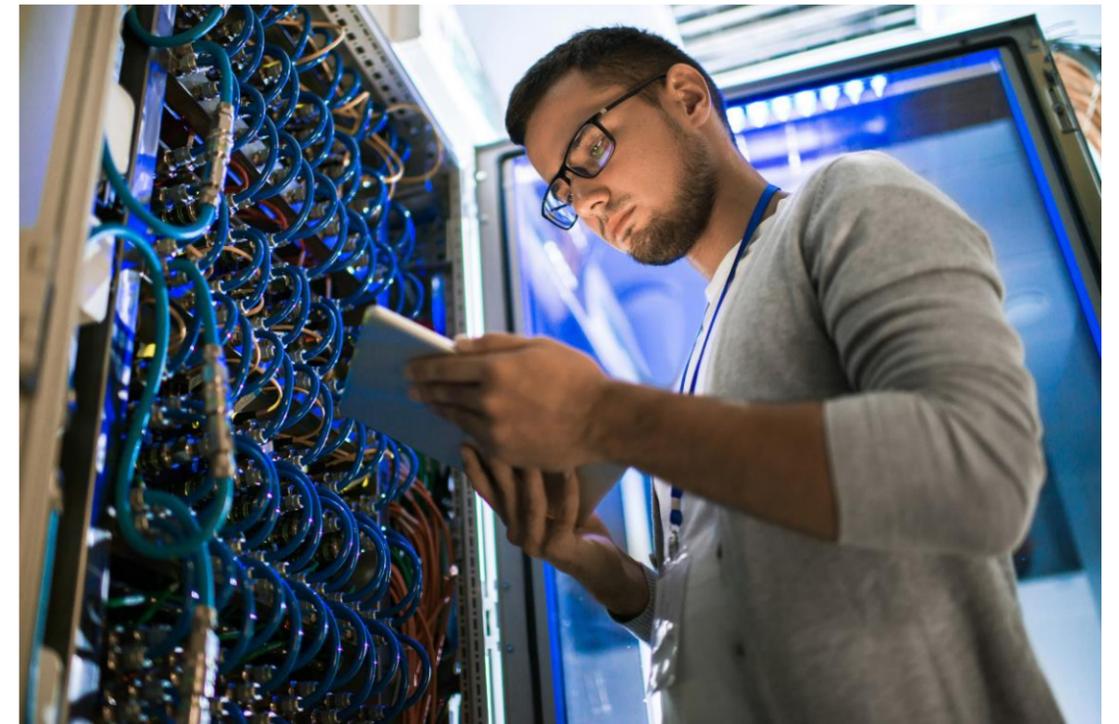
NetApp has created many resources to augment your support experience and to assure that your NetApp storage meets your business requirements. These can be found in [Support Bulletins](#), [Technical Reports](#) or in the [NetApp Knowledge Base](#).

Upgrade software releases: NetApp recommends that you install at least the [Minimum Recommended Release of ONTAP](#) or the latest available release of Element, SANtricity, and StorageGRID or other software so that you can take advantage of all the fixes and enhancements that have been released.

Promptly Update Drive Firmware: HDD/SSD firmware is typically released for resiliency / availability / supportability reasons and not to provide new features. This means keeping firmware up to date is critical to areas of performance, availability, or even data protection if the firmware applies to a backup or DR location. It is never recommended to postpone drive firmware updates. The latest release of ONTAP may not have the most recent drive firmware. You can always get the latest "all current Disk Firmware" and "Disk Qualification Package" [here](#).

Promptly replace failed hardware: Replacing failed hardware will prevent the chance that the failed component can introduce any type of risk to non-failed components.

Monitor systems: There is no guarantee that any given AutoSupport message will result in an automated case. NetApp strongly recommends ensuring that you have configured one or more mechanisms to monitor system health locally:



Read the latest [Support Bulletins](#) and [Technical Reports](#)



4.7 Best Practices and System Resiliency - continued

- [EMS Configuration Overview](#)
- EMS Event Catalog under More Resources on this page: [ONTAP 9 Product Library](#)
- [FAQ: Overview of Event Management System for ONTAP 9](#)
- [Using SNMP traps \(ONTAP\)](#)
- [Configuring Active IQ Unified Manager Documentation](#)
- [Configuring Active IQ Unified Manager \(Video\)](#)
- [How Alerts work \(E-Series SANtricity\)](#)
- [Configuring email notifications for alarms \(StorageGRID\)](#)



Best Practice

NetApp recommends enabling AutoSupport to expedite resolution of support cases and enable proactive risk prevention from Active IQ .

For more information see: [Support Bulletin SU424](#) and [CPC-00280](#).

If an AutoSupport message did not result in an automatic case, but requires further technical support (e.g. part replacement or technical clarification/guidance), contact [NetApp Technical Support](#).

For situations where system administrators are unable to monitor and respond to events reported by their own managed systems, NetApp offers [Managed Services: Monitor](#).

Maintain backup and DR solutions with realistic RTO and RPO for data and applications: No hardware or application is immune for failure. All enterprise products have some type of failure rate. Ensure appropriate business continuity coverage is in place to minimize business impact

Monitor hardware and drive age: After the End of Availability milestone (EOA) it may be impossible to procure replacement parts, so it is advisable to ensure that support entitlement is not lapsed on systems that are EOA. Additionally, this useful article on the [impact of older drives](#) on [System Resilience](#) can help you align the lifecycle of your storage asset to your data availability and uptime requirements.



4.8 NetApp Learning Services

NetApp learning programs prepare you to fully leverage NetApp solutions for the enterprise and help you meet your business and technical needs.

NetApp Learning Services offers access to training that enables you to support your NetApp products and provides the knowledge you need in the formats you prefer.

- Use your NetApp login credentials to access the [Learning Center](#).
- Download: [Customer Training Guide](#)



[Explore Learning Services](#)



5.1 Additional Services

[NetApp Services](#) experts help you create a data fabric strategy that's aligned to your business, so you can accelerate innovation and deliver improved business results across your hybrid multi-cloud infrastructure. Your digital transformation is our top priority. We use our expertise to help envision, deploy, and operate your data management solutions. We also deliver proactive and predictive intelligence for optimizing the way you manage your solutions across the data lifecycle.

- 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.
- The [NetApp Cloud Technical Account Manager \(Cloud\)](#) is a customer-aligned and designated cloud technical specialist who provides technical support to help you navigate and execute your hybrid multi-cloud strategy.
- [NetApp Residency Services](#) provides 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 nonvolatile flash hardware so that you can meet your compliance requirements and help ensure that your data never leaves your environment.



5.2 Additional Resources

- [NetApp Knowledge Base](#): A one-stop self-service portal for support information on all NetApp Products and Services. Here, you can find solutions, answers and procedures written by our technical experts to help resolve your issues quickly and efficiently.
- [NetApp Community](#): Share and connect with industry peers and NetApp Technical Support experts.
- [NetApp on Discord](#): This extension of our community is about connecting our users and partners with employees and advocates, sharing knowledge through collaboration, and experiencing moments and events together in real-time in this new hybrid digital & virtual world we all live in.



5.2 Additional Resources - continued

- [NetAppTV](#): Our 24/7/365 video platform. NetApp TV boasts a fresh inventory of industry-leading video content that explores the hybrid cloud. It is your go-to video hub for connecting, learning, staying informed, and having fun with other specialists.
- [About Active IQ](#)
- [Support Policies and Offerings](#): Discusses 3rd party support, escalation guidelines, priorities, and other key information
- [EOA Policy](#): Overview of general EOA policies and products
- [Software Version Support Policy](#): Overview of software support
- [Support Service Descriptions](#): Detailed Explanation of Support Offers and deliverables
- [General and Support Services terms](#): Governing terms to your Support Offers
- [Maintenance Policies](#): These policies augment and provide more detail to the Support Services Terms
- [Statement of Volatility](#): Details, by product, what is non-volatile and may contain customer data during a failure or how to remove data before returning to NetApp. If you have Non-Return disk, you are not required to return parts listed as non-volatile.
- [Return Drive Data Overwriting Process Policy](#): NetApp policy and overwriting drive procedure detail
- [Non-Technical Issues](#): Help & Support for Non-technical issues, like: Set-up a support account, help with your support account profile, grace period extensions, entitlement concerns, updating serial numbers, license issues.



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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