



Technical FAQ

NetApp Guided Problem Solving and Chat

Customer Support Delivery, NetApp
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Welcome to a simplified support experience.

In response to customer requests to expedite problem resolution and reduce the need to open NetApp technical support cases, NetApp is introducing **Guided Problem Solving** and **chat**. By using the NetApp Support site, you can access these options simply by navigating to the product page.

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1 What is NetApp Guided Problem Solving?

We have listened to your feedback and have run the numbers. It turns out that many of your cases could have been solved if we had given you better access to the information that we already have published on the NetApp Support site.

NetApp Guided Problem Solving includes product **feature pages** with curated technical documentation and how-to resources. With Guided Problem Solving and chat, NetApp technical support can help you resolve more issues, faster.

2 How do product feature pages help solve my problem?

NetApp feature pages get you to important technical information about your product faster. No more searching through disconnected articles and documents to find what you need. NetApp technical engineers have identified and tested content to help you find answers without your having to open a technical case.

You can jump directly to verified knowledge base articles and technical documentation that show you how to perform common tasks. You can also access commonly needed break-fix procedures, FAQs, and how-to articles.

If you would like to collaborate with other users on your product, you can step into its user community directly from the feature page.

3 Why should I use NetApp chat for technical support?

Reaching technical support through a chat interface has become a customer expectation throughout the industry. By using NetApp technical support chat, you can take your troubleshooting to the next level without having to open a case or wait on the phone to speak to a support engineer.

If the technical content on the feature pages doesn't solve your issue, you can open a chat directly from the Guided Problem Solving page. 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're having a problem with and will have a summary of the type of help that you're looking for.

4 What products are available in NetApp Guided Problem Solving?

Guided Problem Solving is available for all NetApp products from the Guided Problem Solving home page: <https://mysupport.netapp.com/gps>

5 When is chat available?

English-language chat is available globally for all technical and non-technical issues Monday through Friday, 24 x 5.

Customers with P1 issues or with secure serial numbers should continue to use the traditional NetApp technical support process. For more information about the technical support process, go to <https://mysupport.netapp.com>.

6 What's the best way to use Guided Problem Solving and chat?

Your time is valuable, and we want your support experience to be as easy as possible. To take full advantage of our support resources, we recommend the following:

1. From the NetApp Support site, navigate to Guided Problem Solving:
 - a. If you are logged in to the Support site, you can click the My Home tab and look for the Guided Problem Solving section.
 - b. If you aren't logged in, navigate to <https://mysupport.netapp.com/gps>.
2. On the Guided Problem Solving home page, click to select a product.
3. On the support category page, click a support category to open the **feature page**.
4. On the **feature page**, review the following to access key content that's targeted to your specific question:
 - a. Setup and configuration
 - b. Maintenance and operations
 - c. Technical reports
 - d. Troubleshooting
 - e. Product communities
5. If you need more detailed assistance, click Chat to connect to a NetApp technical support engineer.

7 Will P1 and SupportEdge Secure cases be handled in chat?

Chat is not available for P1 or SupportEdge Secure account cases. Customers with P1 issues or with secure serial numbers should continue to use the traditional NetApp technical support process. For more information about the technical support process, go to <https://mysupport.netapp.com>.

8 How can I submit feedback about Guided Problem Solving and chat?

You can submit feedback by responding to the survey that is shown on the product **feature page**. You can also use the survey link that appears at the end of your chat session.

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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