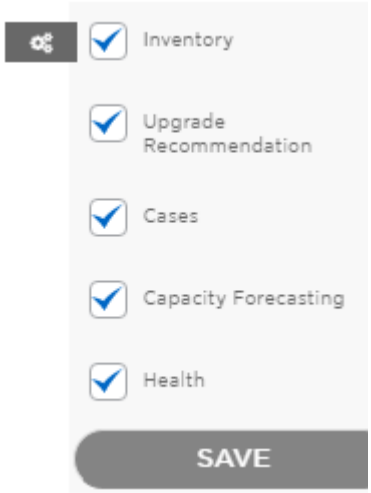
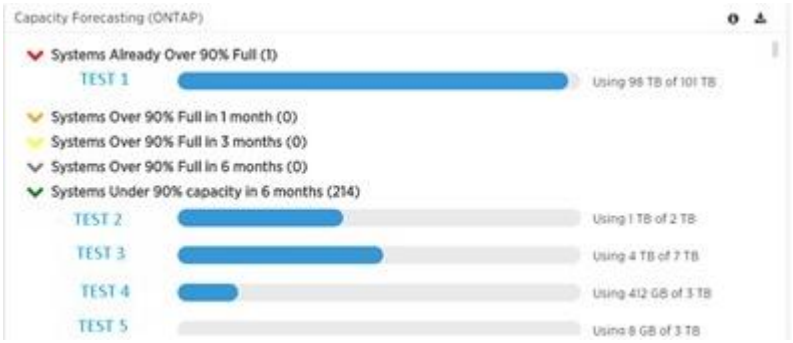
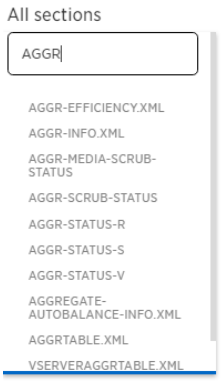
My AutoSupport

Release Notes and FAQs – Mar 2017

What's New?

New look and feel	User interface of the application has been enhanced on several dimensions: • Workflow orientated widgets to see proactive recommendations • Responsive user interface and maximum use of screen real estate • Modern look and feel informed by NetApp branding and web standards
Default Home Page	For customers, the default home page is now a view of your installed base; you can still search for systems via the search box on top right
Switching Customer functionality for Partners	Partners who have relationship with multiple customers, now can select a different partner using a simple dropdown
Unified Search	Consolidated search box to look for a system, cluster, site, group, or a customer; no need to select what you're searching for and as you type in, dynamically results are displayed and results are narrowed down. We also allow voice search with this release. The search box is available from the home page for partners and NetApp internal users, and from the top right for all users across all pages in the application for all users.
Customer Dashboard	A new dashboard has been introduced with several new widgets that summarize different aspects of your installed base and provides proactive capacity, upgrade, and system risk recommendations. A sample picture of the dashboard and its different widgets are provided in the Appendix.
Settings	From the settings icon on the right side of the user interface you can now customize the dashboard to see the widgets that you prefer. 

Inventory Widget	This widget provides a high-level summary of your ONTAP, E-Series, and AltaVault systems. The widget allows a download of the configuration details of all systems. You can see a sample Inventory widget in the Appendix.
Capacity Forecasting Widget for ONTAP systems	This new widget on a customer dashboard gives you a 1, 3, and 6 months' view of systems that may have already breached the preset 90% capacity threshold or may be about to breach it within these time-periods. Clicking the download icon ( ) on the widget, you can download details about all impacted systems. In the example capacity forecast below for a customer: • One system is already over the 90% capacity • There are no systems that will be over 90% capacity in 1 to 6 month timeframe • There are 214 systems that will be under 90% capacity in 6 months **NOTE**: Capacity forecasts are computed based on past usage and growth patterns. If there are materially significant changes in usage or growth, these predictions may not hold, and many more systems may be over 90% capacity sooner. Example capacity forecasting widget: 
Cases Widget	The new cases widget displays the following: • Trend of recent P1 cases • Summary of recent cases • Download of recent cases using the download icon ( ) You can see an example widget in the Appendix.
Upgrade Recommendation Widget for ONTAP systems	This widget provides consolidated recommendations for: • ONTAP upgrades • Disk drive firmware upgrades • Shelf firmware upgrades • System firmware upgrades See an example Upgrade Recommendations widget in the Appendix.
Workload Tagging	From the Workload Tag icon ( ) on the left navigation of cDOT systems, you can now tag volumes within a Storage Virtual Machine (SVM) by typing in inputs to a simple form to specify the application name, type of workload, and any associated comments that may help you with reporting. Common application types are available from a dropdown list for efficient tagging. Once this information is completed, it will be used in future to provide application context sensitive recommendations and best practices in areas of efficiency, performance, and system risks. If you decide to change the tagging of one or more volumes at a later point of time, you can do so by selecting one or more already tagged volumes.

Enhanced Raw AutoSupport Viewing	There is a new filtering capability for Raw AutoSupport sections to quickly get to the sections you want; for e.g. typing in AGGR narrows down the list of sections to only the ones that have the AGGR string in the section name.  All existing features such as adjusting position of columns for XML sections, ability to save preference of view, and download of XML sections are still available. Column view preferences can be saved using the Save icon ( ). XML sections can be downloaded using the Excel icon ( ).

Frequent Asked Questions

Q: Why does the cluster dashboard user interface have the old look and feel?
Ans: This is the first phase of enhancements. We are planning to make several more enhancements which will include a new look and feel for the cluster dashboard, workflows, and visualization.

Q: Can I get proactive notifications for capacity trending and forecasting?
Ans: No, this feature is not available in this release. We are considering this for a future release.

Q: Can I change the threshold of capacity trending to something different from 90%?
Ans: No, currently this is not possible. We are considering this capability for a future release.

Q: Can I customize the ONTAP Upgrade recommendations to my environment?
Ans: No, currently this is not possible. We are considering this capability for a future release.

Q: Why can't I see my SolidFire systems in the Inventory widget?
Ans: Currently, SolidFire systems are not aggregated in the inventory. To see these systems, please visit **https://activeiq.solidfire.com**

Q: Why can't I see a way to generate a consolidated storage efficiency report for my All-Flash FAS systems?
Ans: This is a known limitation. We plan to add this capability in a future release.

Q: Why can't I see any performance or storage efficiency metrics at the dashboard level?
Ans: These are currently in planning and will be available in a future release. You can still see the efficiency ratios at cluster or node level.

Q: Are there other known issues or limitations with this release?
Ans: Please note following limitations:

- Limited UI support for Internet Explorer (IE) – IE has fallen behind most of the other browsers and we are having to put in custom code for a lot of functionalities which are not required for other browsers. This is resulting in a significant drag in our development activities and we have decided to limit support on this browser. If this is a major concern to you, please use the Online Support page to provide us feedback.
- Favorites and custom grouping functionality has not been implemented in the new user interface. Reporting for a group of serial #s is still available using the My Reports functionality for certain use cases (Configuration, System Risk Reporting, and Storage Efficiency Reporting)
- Performance counter data download has been temporarily disabled; it will be enabled in a future release.

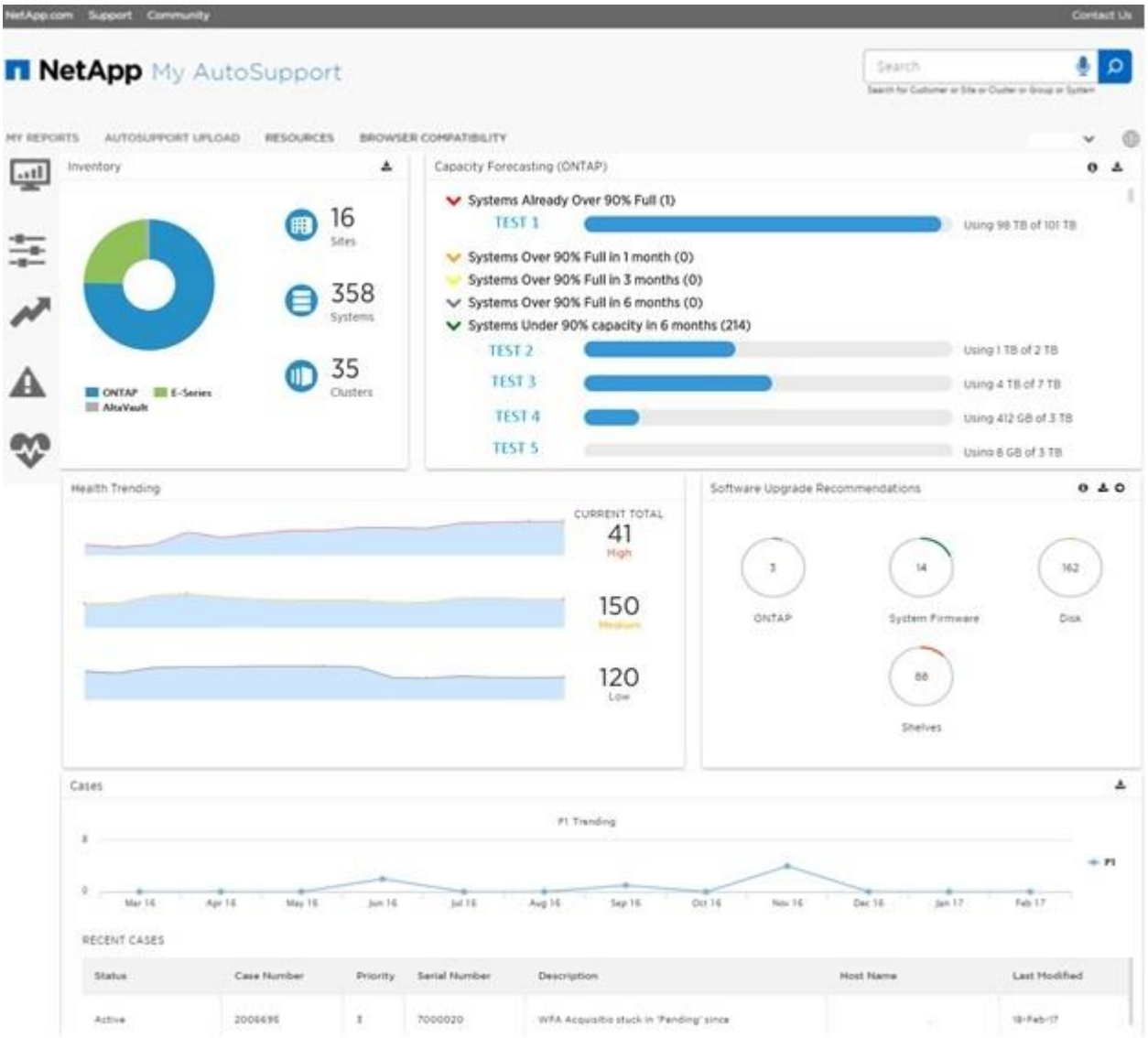
Q: Can I still access the older version of My AutoSupport?
Ans: Yes, you can from the top menu by clicking on "CLASSIC MY AUTOSUPPORT".

Q: I have questions or I want to report an issue, how do I reach out to the appropriate team within NetApp?
Ans: Please refer the Helpful Resources section at the end of this document to see contact details.

Supported Browsers

- Google Chrome >= 55
- Firefox >=45
- Safari >=10
- Internet Explorer (Limited Support)

Appendix – Sample Dashboard



Helpful Resources

- Click here to go to the My AutoSupport application – login and password are same as the NetApp Support Site
- Have questions, comments, or issues? Please refer our Online Support page for process and contact details.
- AutoSupport & My AutoSupport Community Page

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