



How to check case status on the NetApp Support Site

https://kb.netapp.com/nss/Support_Site/How_to_check_case_status_on_the_NetApp_Support_Site

Updated: Sun, 05 Apr 2026 09:25:52 GMT

Applies to

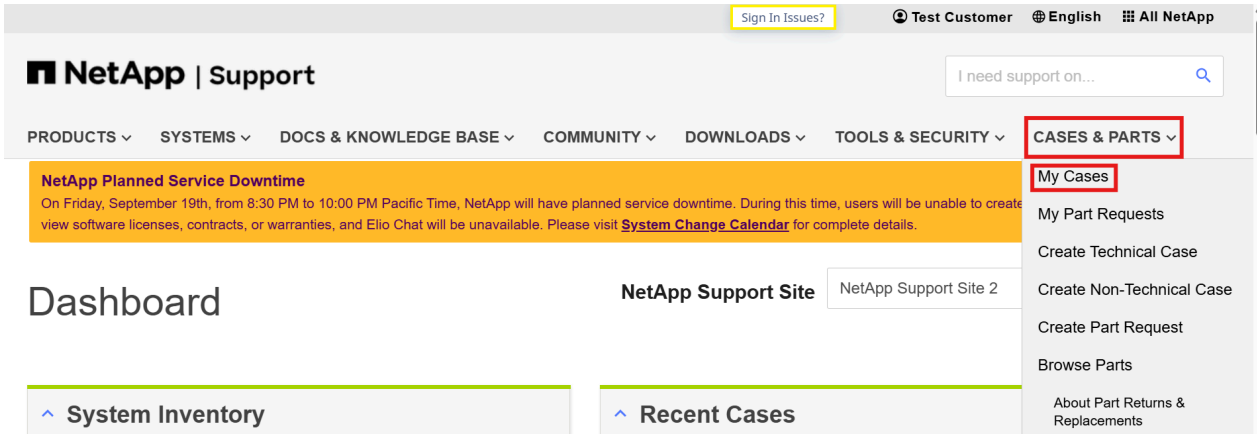
- NetApp Customers
- NetApp Partners

Description

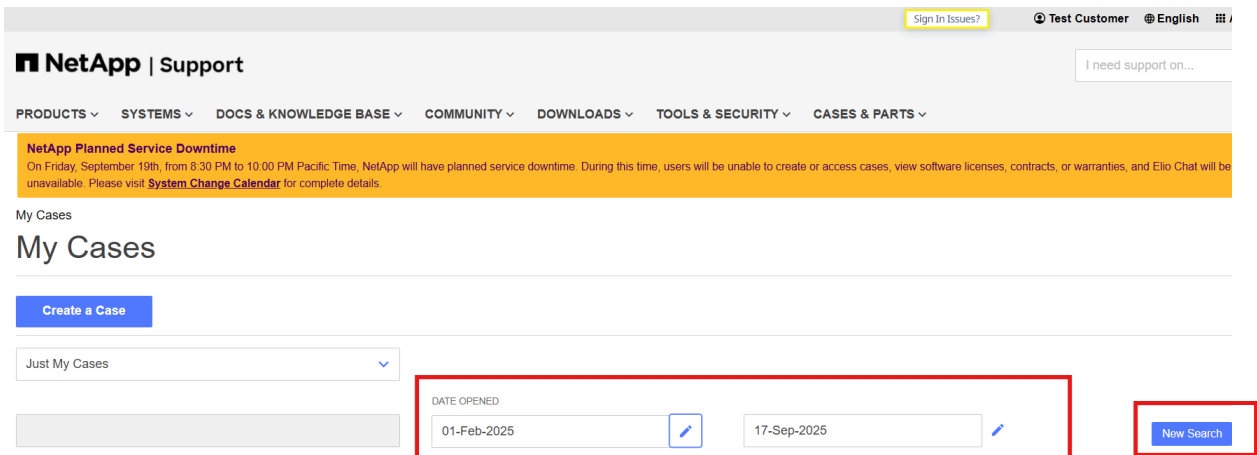
How to view a case status on the NetApp Support Site

Procedure

1. Login to [NetApp Support Site](#)
2. Click on **CASES & PARTS**
3. Select **My Cases** from the dropdown



4. Select **Date Opened**



5. Click on **New Search**
6. The cases opened between the selected date range will be displayed with the case status

My Cases

[Create a Case](#)

Just My Cases

DATE OPENED

[New Search](#)

[Email CSV](#)

Case # <input type="button" value="v"/>	Symptom <input type="button" value="v"/>	Date Last Updated <input type="button" value="v"/>	Status <input type="button" value="v"/>	Serial # <input type="button" value="v"/>	Cluster SN <input type="button" value="v"/>	Case Owner Company <input type="button" value="v"/>	<input type="button" value="+"/>
<input type="text" value="Case #"/>	<input type="text" value="Symptom"/>		<input type="text" value="Status"/>	<input type="text" value="Serial #"/>	<input type="text" value="Cluster SN"/>	<input type="text" value="Case Owner Company"/>	<input type="button" value="x"/>
2010441695	TEST	07/15/2025 02:27:26 PST	Cancelled	TESTSYSTEM	180999999	NETAPP SUPPORT SITE	
42227104	CONTACT INACTIVATION	02/04/2025 04:45:05 PST	Closed			NETAPP SUPPORT SITE	
42226346	CONTACT INACTIVATION	09/17/2025 02:54:15 PST	Active			NETAPP SUPPORT SITE	

Video Reference

Media, iframe, embed and object tags are not supported inside of a PDF.

Additional Information

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