



NetApp Console displays organization creation screen after changing NSS account

https://kb.netapp.com/Cloud/ncds/nc/ia/ia_kbs/NetApp_Console_displays_organization_creation_scre...

Updated: Sun, 05 Apr 2026 09:45:04 GMT

Applies to

- NetApp Console
- NetApp Support Site (NSS) account email address was changed via a non-technical case

Issue

- After changing the NSS account email address via a non-technical case, NetApp Console shows a new organization creation screen
- NetApp Console does not display the existing organization
- Unable to log in to NetApp Console with the previous NSS email address