



Access ONTAP tools maintenance console

ONTAP tools for VMware vSphere 10

NetApp
September 30, 2025

This PDF was generated from https://docs.netapp.com/us-en/ontap-tools-vmware-vsphere-100/manage/reference_maintenance_console_of_ontap_tools_for_vmware_vsphere.html on September 30, 2025. Always check docs.netapp.com for the latest.

Table of Contents

Access ONTAP tools maintenance console	1
Overview of ONTAP tools maintenance console	1
Configure remote diagnostic access	2
Start the SSH on other nodes	2
Update the vCenter and ONTAP credentials	3

Access ONTAP tools maintenance console

Overview of ONTAP tools maintenance console

You can manage your application, system, and network configurations by using the maintenance console of the ONTAP tools. You can change your administrator password and maintenance password. You can also generate support bundles, set different log levels, view and manage TLS configurations, and start remote diagnostics.

You must have installed VMware tools after deploying ONTAP tools to access the maintenance console. You should use `maint` as the user name and the password you configured during deployment to log in to the maintenance console of the ONTAP tools. You should use `nano` for editing the files in `maint` or `root` login console.



You must set a password for the `diag` user while enabling remote diagnostics.

You should use the **Summary** tab of your deployed ONTAP tools to access the maintenance console. When you click , the maintenance console starts.

Console Menu	Options
Application Configuration	<ol style="list-style-type: none">1. Display server status summary2. Change LOG level for VASA Provider Services
System Configuration	<ol style="list-style-type: none">1. Reboot virtual machine2. Shutdown virtual machine3. Change 'maint' user password4. Change time zone5. Add new NTP server6. Increase jail disk size (/jail)7. Upgrade8. Install VMware Tools
Network Configuration	<ol style="list-style-type: none">1. Display IP address settings2. Display domain name search settings3. Change domain name search settings4. Display static routes5. Change static routes6. Commit changes7. Ping a host8. Restore default settings

Support and Diagnostics

1. Access diagnostic shell
2. Enable remote diagnostic access

Configure remote diagnostic access

You can configure ONTAP tools to enable SSH access for the diag user.

What you will need

The VASA Provider extension must be enabled for your vCenter Server instance.

About this task

Using SSH to access the diag user account has the following limitations:

- You are allowed only one login account per activation of SSH.
- SSH access to the diag user account is disabled when one of the following happens:
 - The time expires.

The login session remains valid only until midnight the next day.

- You log in as a diag user again using SSH.

Steps

1. From the vCenter Server, open a console to VASA Provider.
2. Log in as the maintenance user.
3. Enter 4 to select Support and Diagnostics.
4. Enter 3 to select Enable remote diagnostics access.
5. Enter `y` in the Confirmation dialog box to enable remote diagnostic access.
6. Enter a password for remote diagnostic access.

Start the SSH on other nodes

You need to start the SSH on other nodes before you upgrade.

What you will need

The VASA Provider extension must be enabled for your vCenter Server instance.

About this task

Perform this procedure on each of the nodes, before you upgrade.

Steps

1. From the vCenter Server, open a console to VASA Provider.

2. Log in as the maintenance user.
3. Enter 4 to select Support and Diagnostics.
4. Enter 1 to select Access diagnostic shell.
5. Enter *y* to proceed.
6. Run the command *sudo systemctl restart ssh*.

Update the vCenter and ONTAP credentials

You can update the vCenter and ONTAP credentials using the maintenance console.

What you will need

You need to have maint user login credentials.

About this task

If you have changed the credentials for vCenter, ONTAP, or Datalif post deployment, then you need to update the credentials using this procedure.

Steps

1. From the vCenter Server, open a console to VASA Provider.
2. Log in as the maintenance user.
3. Enter 4 to select Support and Diagnostics.
4. Enter 1 to select Access diagnostic shell.
5. Enter *y* to proceed.
6. Update the credentials as required:
 - a. For Updating the ONTAP credentials run the command:
`otv-update --ontapUsername <new username> --ontapPassword <new password>`
 - b. For Updating the vCenter credentials run the command:
`otv-update --vcenterUsername <new username> --vcenterPassword <new password>`
 - c. For Updating the datalif run the command:
`otv-update --dataLif <new Datalif IP>`

Copyright information

Copyright © 2025 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.