



Manage passwords

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-101/manage/change-manager-password.html> on September 30, 2025. Always check docs.netapp.com for the latest.

Table of Contents

- Manage passwords 1
 - Change ONTAP tools Manager password 1
 - Reset ONTAP tools Manager password 1
 - Reset application user password 1
 - Reset maintenance console user password 2

Manage passwords

Change ONTAP tools Manager password

You can change the administrator password using ONTAP tools Manager.

Steps

1. Launch ONTAP tools Manager from a web browser:
`https://loadBalanceIP:8443/virtualization/ui/`
2. Log in with the ONTAP tools for VMware vSphere administrator credentials you provided during deployment.
3. Click on the **administrator** icon on the top right corner of the screen and select **Change password**.
4. In the change password pop-up window, enter the old password and the new password details. The constraint for changing the password is displayed on the UI screen.
5. Click **Change** to implement the changes.

Reset ONTAP tools Manager password

If you've forgotten the ONTAP tools Manager password, you can reset the administrator credentials using the token generated by ONTAP tools for VMware vSphere maintenance console.

Steps

1. Launch ONTAP tools Manager from a web browser:
`https://loadBalanceIP:8443/virtualization/ui/`
2. On the login screen, select **Reset password** option.

To reset the Manager password, you need to generate the reset token using the ONTAP tools for VMware vSphere maintenance console. .. From vCenter Server, open the maintenance console .. Enter '2' to select System Configuration option .. Enter '3' to generate the token to reset manager password
3. In the change password pop-up window, enter the password reset token, username, and the new password details.
4. Click **Reset** to implement the changes. On successful password reset, you can use new password to log in.

Reset application user password

The application user password is used for SRA and VASA provider registration with vCenter Server.

Steps

1. Launch ONTAP tools Manager from a web browser:
`https://loadBalanceIP:8443/virtualization/ui/`

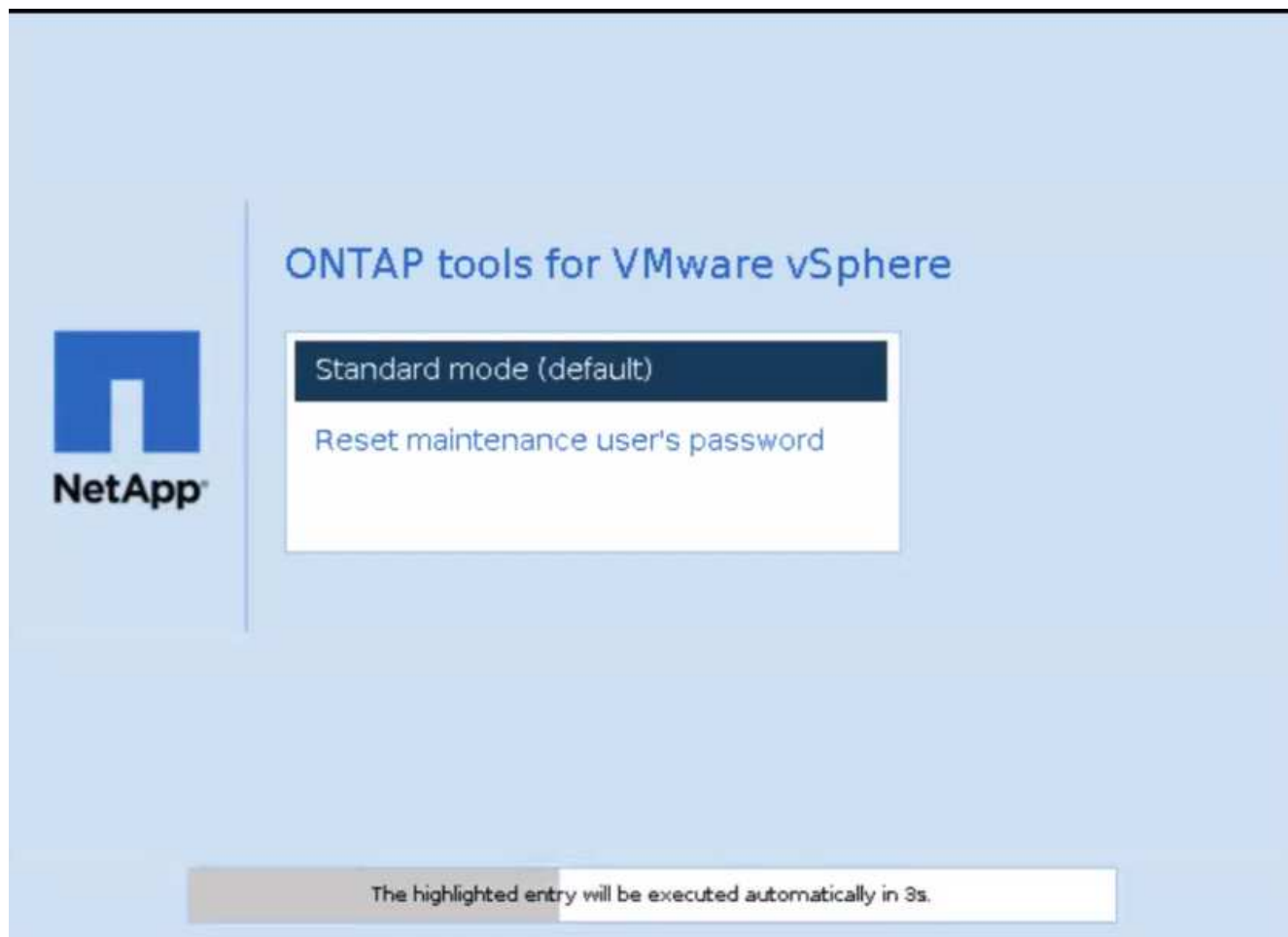
2. Log in with the ONTAP tools for VMware vSphere administrator credentials you provided during deployment.
3. Click on **Settings** from the sidebar.
4. In the **Application user credentials** screen, select **Reset password**.
5. Provide username, new password and confirm new password inputs.
6. Click **Reset** to implement the changes.

Reset maintenance console user password

During guest OS restart operation, grub menu displays an option to reset maintenance console user password. This option is used to update the maintenance console user password present on the corresponding VM. Once the reset password is complete, the VM restarts to set the new password. In HA deployment scenario, after the VM restart, the password is automatically updated on the other two VMs.

Steps

1. Log in to your vCenter Server
2. Right-click on the VM and select **Power > Restart Guest OS** During system restart, you get the following screen:



You have 5 seconds to choose your option. Press any key to stop the progress and freeze the grub menu.

3. Select **Reset maintenance user's password** option. The maintenance console opens.
4. In the console, enter the new password details. New password and retype new password details should match to successfully reset the password. You have three chances to enter the correct password. The system restarts after successfully entering the new password.
5. Press Enter to continue. The password is updated on the VM.



The same grub menu comes up during power on of the VM as well. However, you should use the reset password option only with **Restart Guest OS** option.

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.