



## **Access ONTAP tools maintenance console**

ONTAP tools for VMware vSphere 9.13

NetApp

December 17, 2025

This PDF was generated from [https://docs.netapp.com/us-en/ontap-tools-vmware-vsphere/manage/reference\\_maintenance\\_console\\_of\\_ontap\\_tools\\_for\\_vmware\\_vsphere.html](https://docs.netapp.com/us-en/ontap-tools-vmware-vsphere/manage/reference_maintenance_console_of_ontap_tools_for_vmware_vsphere.html) on December 17, 2025. Always check [docs.netapp.com](https://docs.netapp.com) for the latest.

# Table of Contents

Access ONTAP tools maintenance console . . . . .	1
Overview of ONTAP tools maintenance console . . . . .	1
Virtual Storage Console and VASA Provider log files . . . . .	2
Change the administrator password . . . . .	3
Configure VASA Provider to work with SSH . . . . .	4
Configure remote diagnostic access . . . . .	4

# 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"><li>1. Display server status summary</li><li>2. Start Virtual Storage Console service</li><li>3. Stop Virtual Storage Console service</li><li>4. Start VASA Provider and SRA service</li><li>5. Stop VASA Provider and SRA service</li><li>6. Change 'administrator' user password</li><li>7. Re-generate certificates</li><li>8. Hard reset database</li><li>9. Change LOG level for Virtual Storage Console service</li><li>10. Change LOG level for VASA Provider and SRA service</li><li>11. Display TLS configuration</li><li>12. Generate Web-Cli Authentication token</li><li>13. Start ONTAP tools plug-in service</li><li>14. Stop ONTAP tools plug-in service</li><li>15. Start Log Integrity services</li><li>16. Stop Log Integrity services</li><li>17. Change database password</li></ol>

System Configuration	<ol style="list-style-type: none"> <li>1. Reboot virtual machine</li> <li>2. Shutdown virtual machine</li> <li>3. Change 'maint' user password</li> <li>4. Change time zone</li> <li>5. Add new NTP server</li> </ol> <p>You can provide an IPv6 address for your NTP server.</p> <ol style="list-style-type: none"> <li>6. Enable SSH Access</li> <li>7. Increase jail disk size (/jail)</li> <li>8. Upgrade</li> <li>9. Install VMware Tools</li> </ol>
Network Configuration	<ol style="list-style-type: none"> <li>1. Display IP address settings</li> <li>2. Change IP address settings</li> </ol> <p>You can use this option to change the IP address post deployment to IPv6.</p> <ol style="list-style-type: none"> <li>3. Display domain name search settings</li> <li>4. Change domain name search settings</li> <li>5. Display static routes</li> <li>6. Change static routes</li> </ol> <p>You can use this option to add an IPv6 route.</p> <ol style="list-style-type: none"> <li>7. Commit changes</li> <li>8. Ping a host</li> </ol> <p>You can use this option to ping to an IPv6 host.</p> <ol style="list-style-type: none"> <li>9. Restore default settings</li> </ol>
Support and Diagnostics	<ol style="list-style-type: none"> <li>1. Generate support bundle</li> <li>2. Access diagnostic shell</li> <li>3. Enable remote diagnostic access</li> </ol>

## Virtual Storage Console and VASA Provider log files

You can check the log files in the `/opt/netapp/vscserver/log` directory and the `/opt/netapp/vpserver/log` directory when you encounter errors.

The following three log files can be helpful in identifying problems:

- `cx.log`, containing information about API traffic into and out of VASA Provider
- `*kaminoPrefs.xml`, containing information about ONTAP tools settings
- `vvolvp.log`, containing all log information about VASA Provider

The maintenance menu of ONTAP tools for VMware vSphere enables you to set different log levels for your requirement. The following log levels are available:

- Info
- Debug
- Error
- Trace

When you set the log levels, the following files are updated:

- ONTAP tools server: `kamino.log` and `vvolvp.log`
- VASA Provider server: `vvolvp.log`, `error.log`, and `netapp.log`

In addition, the VASA Provider web command-line interface (CLI) page contains the API calls that were made, the errors that were returned, and several performance-related counters. The web CLI page is located at [https://<IP\\_address\\_or\\_hostname>:9083/stats](https://<IP_address_or_hostname>:9083/stats).

## Change the administrator password

You can change the administrator password of ONTAP tools post deployment using the maintenance console. Password expires after 90 days.

 After changing the administrator password in ONTAP tools maintenance console, if SRA is enabled and configured on ONTAP tools, perform the **Updating SRA Credentials** procedure provided in [ONTAP tools for VMware vSphere Quick Start](#) section. Failing to follow these instruction results in errors reported on SRM.

### Steps

1. From the vCenter Server, open a console to the ONTAP tools.
2. Log in as the maintenance user.
3. Enter 1 in the maintenance console to select Application Configuration.
4. Enter 6 to select **Change 'administrator' user password**.
5. Enter a password with minimum eight characters and maximum 30 characters. The password must contains a minimum of one upper, one lower, one digit, and one special character. Password expiry warning is shown after 75 days of resetting the password. The new password cannot be same as the last used password. You need to change the password every 90 days.

If you do not follow the password recommendations, the maintenance console option is limited to change password. When the password has expired, you are prompted to change the password.

6. Enter `y` in the confirmation dialog box.

# Configure VASA Provider to work with SSH

You can set up VASA Provider to use SSH for secure access by configuring the ONTAP tools .

## About this task

When you configure SSH, you must log in as the maintenance user. This is because root access to VASA Provider has been disabled. If you use other login credentials, you cannot use SSH to access VASA Provider.

## Steps

1. From the vCenter Server, open a console to the ONTAP tools.
2. Log in as the maintenance user.
3. Enter 3 to select **System Configuration**.
4. Enter 6 to select **Enable SSH Access**.
5. Enter **y** in the confirmation dialog box.

# 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 ONTAP tools for VMware vSphere appliance virtual machine.
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.

## 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.