Manage SnapCenter Plug-in for VMware vSphere appliance

SnapCenter Plug-in for VMware vSphere

NetApp
May 07, 2026

This PDF was generated from https://docs.netapp.com/us-en/sc-plugin-vmware-vsphere-60/scpivs44_restart_the_vmware_vsphere_web_client_service.html on May 07, 2026. Always check docs.netapp.com for the latest.

Table of Contents

Manage SnapCenter Plug-in for VMware vSphere appliance . . . 1
- Restart the VMware vSphere client service . . . 1
  - Restart the VMware vSphere client service in a Linux vCenter . . . 1
- Access the maintenance console . . . 1
- Modify the SnapCenter Plug-in for VMware vSphere password from the maintenance console . . . 3
- Create and import certificates . . . 4
- Unregister SnapCenter Plug-in for VMware vSphere from vCenter . . . 4
- Disable and enable SnapCenter Plug-in for VMware vSphere . . . 5
- Remove SnapCenter Plug-in for VMware vSphere . . . 6

Manage SnapCenter Plug-in for VMware vSphere appliance

Restart the VMware vSphere client service

If the SnapCenter VMware vSphere client starts to behave incorrectly, you might need to clear the browser cache. If the problem persists, then restart the web client service.

Restart the VMware vSphere client service in a Linux vCenter

Before you begin

You must be running vCenter 7.0U1 or later.

Steps

1. Use SSH to log in to the vCenter Server Appliance as root.
2. Access the Appliance Shell or BASH Shell by using the following command:

   ```
   shell
   ```

3. Stop the web client service by using the following HTML5 command:

   ```
   service-control --stop vsphere-ui
   ```

4. Delete all stale HTML5 scvm packages on vCenter by using the following shell command:

   ```
   etc/vmware/vsphere-ui/vc-packages/vsphere-client-serenity/

   rm -rf com.netapp.scv.client-<version_number>
   ```

   Do not remove the VASA or vCenter 7.x and later packages.

5. Start the web client service by using the following HTML5 command:

   ```
   service-control --start vsphere-ui
   ```

Access the maintenance console

You can manage your application, system, and network configurations using the maintenance console for SnapCenter Plug-in for VMware vSphere. You can change your administrator password, maintenance password, generate support bundles, and start remote diagnostics.

Before you begin

Before stopping and restarting SnapCenter Plug-in for VMware vSphere service, you should suspend all schedules.

About this task

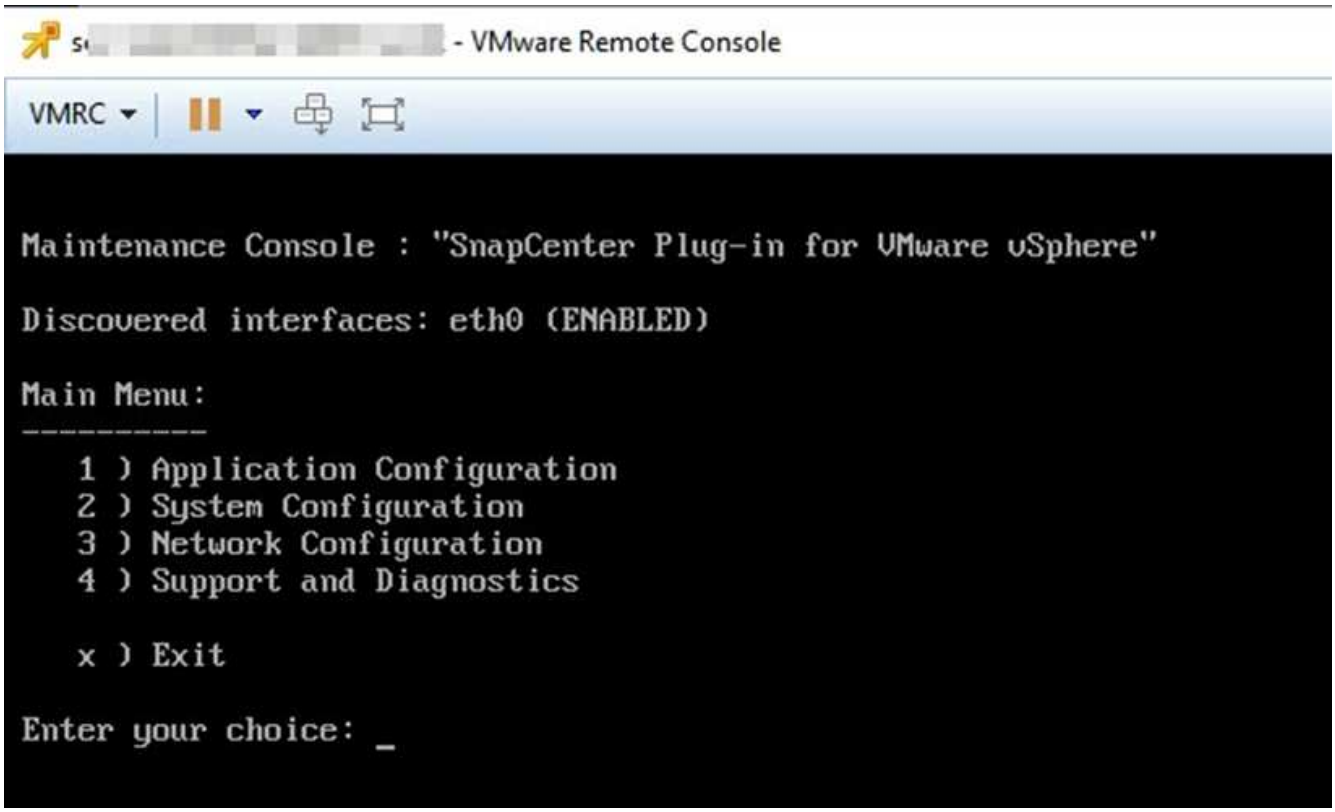
- In SnapCenter Plug-in for VMware vSphere 4.6P1, you must specify a password when you first install SnapCenter Plug-in for VMware vSphere. If you upgrade from release 4.6 or earlier to release 4.6P1 or later, the earlier default password is accepted.
- You must set a password for the “diag” user while enabling remote diagnostics.

  To obtain the root user permission to execute the command, use the sudo <command>.

Steps

1. From the VMware vSphere client, select the VM where SnapCenter Plug-in for VMware vSphere is located.
2. In the **Summary** tab of the virtual appliance click **Launch Remote Console** to open a maintenance console window.

   Log in using the default maintenance console username `maint` and password that you have set at the time of installation.



3. You can perform the following operations:
   - Option 1: Application Configuration

     Display a summary of SnapCenter Plug-in for VMware vSphere
     Start or stop SnapCenter Plug-in for VMware vSphere service
     Change login username or password for SnapCenter Plug-in for VMware vSphere
     Change MySQL password
     Backup and restore MySQL, configure and list MySQL backups

   - Option 2: System Configuration

     Reboot virtual machine
     Shut down virtual machine

Change 'maint' user password
Change time zone
Change NTP server
Enable SSH access
Increase jail disk size (/jail)
Upgrade
Install VMware Tools
Generate MFA Token

MFA is always enabled, you cannot disable MFA.

- Option 3: Network Configuration

  Display or change IP address settings
  Display or change domain name search settings
  Display or change static routes
  Commit changes
  Ping a host

- Option 4: Support and Diagnostics

  Generate support bundle
  Access diagnostic shell
  Enable remote diagnostic access
  Generate core dump bundle

Modify the SnapCenter Plug-in for VMware vSphere password from the maintenance console

If you do not know the admin password for the SnapCenter Plug-in for VMware vSphere management GUI, you can set a new password from the maintenance console.

Before you begin

Before stopping and restarting the SnapCenter Plug-in for VMware vSphere service, you should suspend all schedules.

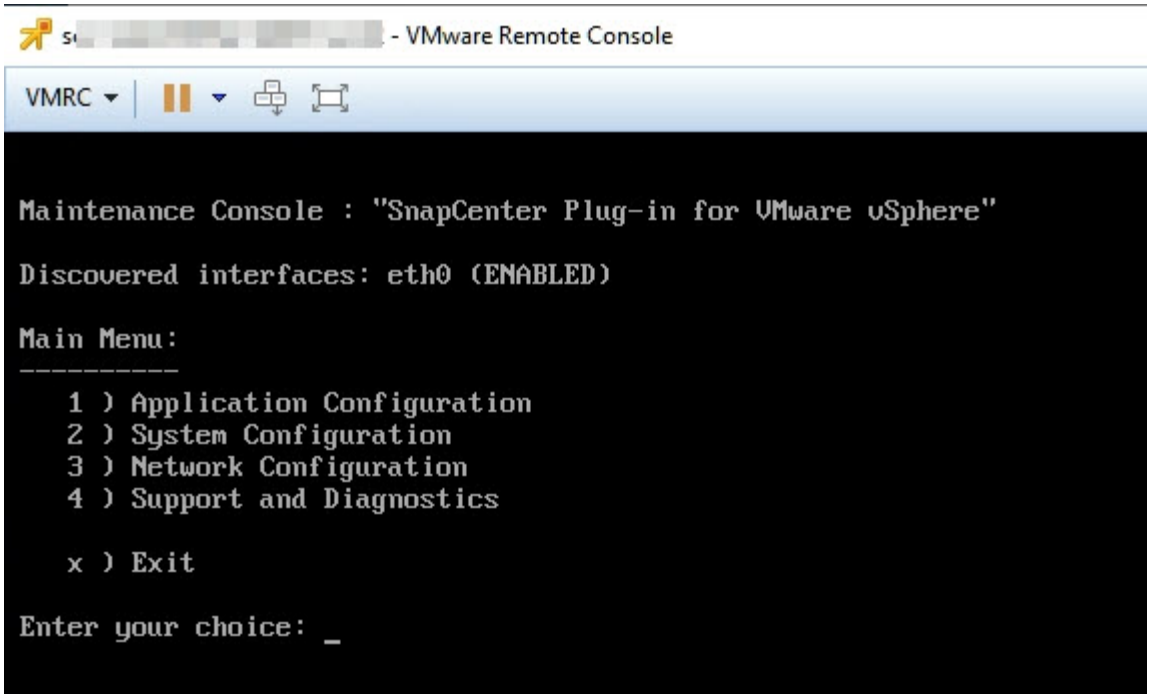
About this task

For information on accessing and logging on to the maintenance console, refer to Access the Maintenance Console.

Steps

1. From the VMware vSphere client, select the VM where the SnapCenter Plug-in for VMware vSphere is located.
2. In the **Summary** tab of the virtual appliance click **Launch Remote Console** to open a maintenance console window, and then log on.

   For information on accessing and logging on to the maintenance console, refer to Access the Maintenance Console.



3. Enter "**1**" for Application Configuration.
4. Enter "**4**" for Change username or password.
5. Enter the new password.

   The SnapCenter VMware virtual appliance service is stopped and restarted.

Create and import certificates

SnapCenter Plug-in for VMware vSphere employs SSL encryption for secure communication with the client browser. While this does enable encrypted data across the wire, creating a new self-signed certificate, or using your own Certificate Authority (CA) infrastructure or a third party CA, ensures that the certificate is unique for your environment.

Refer to KB article: How to create and/or import an SSL certificate to SnapCenter Plug-in for VMware vSphere for more information.

Unregister SnapCenter Plug-in for VMware vSphere from vCenter

If you stop the SnapCenter Plug-in for VMware vSphere service in a vCenter that is in Linked Mode, resource groups are not available in all the linked vCenters, even when the SnapCenter Plug-in for VMware vSphere service is running in the other linked vCenters.

You must unregister the SnapCenter Plug-in for VMware vSphere extensions manually.

Steps

1. On the linked vCenter that has the SnapCenter Plug-in for VMware vSphere service stopped, navigate to

the Managed Object Reference (MOB) manager.

2. In the Properties option, select **content** in the Value column, then in the next screen select **ExtensionManager** in the Value column to display a list of the registered extensions.
3. Unregister the extensions `com.netapp.scv.client` and `com.netapp.aegis`.

Disable and enable SnapCenter Plug-in for VMware vSphere

If you no longer need the SnapCenter data protection features, you must change the configuration of the SnapCenter Plug-in for VMware vSphere. For example, if you deployed the plug-in in a test environment, you might need to disable the SnapCenter features in that environment and enable them in a production environment.

Before you begin

- You must have administrator privileges.
- Make sure that no SnapCenter jobs are running.

About this task

When you disable the SnapCenter Plug-in for VMware vSphere, all resource groups are suspended and the plug-in is unregistered as an extension in vCenter.

When you enable the SnapCenter Plug-in for VMware vSphere, the plug-in is registered as an extension in vCenter, all resource groups are in production mode, and all schedules are enabled.

Steps

1. Optional: Back up the SnapCenter Plug-in for VMware vSphere MySQL repository in case you want to restore it to a new virtual appliance.

   Back up the SnapCenter Plug-in for VMware vSphere MySQL database.

2. Log in to the SnapCenter Plug-in for VMware vSphere management GUI using the format `https://<OVA-IP-address>:8080`. Login with the admin username and password set at the time of deployment and the MFA token generated using the maintenance console.

   The IP address of the SnapCenter Plug-in for VMware vSphere is displayed when you deploy the plug-in.

3. Click **Configuration** in the left navigation pane, and then unselect the Service option in the **Plug-in Details** section to disable the plug-in.
4. Confirm your choice.
   - If you only used the SnapCenter Plug-in for VMware vSphere to perform VM consistent backups

     The plug-in is disabled, and no further action is required.

   - If you used the SnapCenter Plug-in for VMware vSphere to perform application-consistent backups

     The plug-in is disabled and further cleanup is required.

     a. Log in to VMware vSphere.
     b. Power down the VM.
     c. In the left navigator screen, right-click the instance of the SnapCenter Plug-in for VMware vSphere

(the name of the `.ova` file that was used when the virtual appliance was deployed) and select **Delete from Disk**.

d. Log in to SnapCenter and remove the vSphere host.

Remove SnapCenter Plug-in for VMware vSphere

If you no longer need to use the SnapCenter data protection features, you must disable the SnapCenter Plug-in for VMware vSphere to unregister it from vCenter, then remove the SnapCenter Plug-in for VMware vSphere from vCenter, and then manually delete leftover files.

Before you begin

- You must have administrator privileges.
- Make sure that no SnapCenter jobs are running.

Steps

1. Log in to the SnapCenter Plug-in for VMware vSphere management GUI using the format `https://<OVA-IP-address>:8080`.

   The IP address of the SnapCenter Plug-in for VMware vSphere is displayed when you deploy the plug-in.

2. Click **Configuration** in the left navigation pane, and then unselect the Service option in the **Plug-in Details** section to disable the plug-in.
3. Log in to VMware vSphere.
4. In the left navigator screen, right-click the instance of the SnapCenter Plug-in for VMware vSphere (the name of the `.tar` file that was used when the virtual appliance was deployed) and select **Delete from Disk**.
5. If you used the SnapCenter Plug-in for VMware vSphere to support other SnapCenter plug-ins for application-consistent backups, log in to SnapCenter and remove the vSphere host.

After you finish

The virtual appliance is still deployed but the SnapCenter Plug-in for VMware vSphere is removed.

After removing the host VM for the SnapCenter Plug-in for VMware vSphere, the plug-in might remain listed in vCenter until the local vCenter cache is refreshed. However, because the plug-in was removed, no SnapCenter VMware vSphere operations can be performed on that host. If you want to refresh the local vCenter cache, first make sure the appliance is in a Disabled state on the SnapCenter Plug-in for VMware vSphere Configuration page, and then restart the vCenter web client service.

Copyright information

Copyright © 2026 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.