



Restart the VMware vSphere web client service

SnapCenter Plug-in for VMware vSphere 4.4

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If the SnapCenter VMware vSphere web 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 web client service in a Linux vCenter

If your vCenter is on a Linux appliance, then you must use Linux commands to restart the VMware vSphere web client service.

Before you begin

You must be running vCenter 6.5 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 scvm packages on vCenter by using the following HTML5 command:

```
etc/vmware/vsphere-ui/vc-packages/vsphere-client-serenity/  
  
rm -rf com.netapp.scvm.webclient-<version_number>
```



Do not remove the VASA or VSC7.x and later packages.

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

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

Restart the VMware vSphere web client service in a Windows vCenter

If your vCenter is on a Windows host, then you must use Windows commands to restart the SnapCenter web client service.

Before you begin

You must be running vCenter 6.5 or later.

Steps

1. Navigate to `C:\Program Files\VMware\vCenter Server\bin` and run the following command to stop the web client service:

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

Wait for the message `Completed Stop service request.`

2. Delete all stale scvm packages on vCenter by performing the following:

a. Navigate to the vCenter vsphere-client-serenity/ folder:

```
C:\ProgramData\VMware\vCenterServer\cfg\vsphere-ui\  
vc-packages\vsphere-client-serenity\  

```

b. Delete all plug-in folders with the following name:

```
com.netapp.scvm.webclient-<version_number>
```

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

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

Wait for the message `Completed Start service request.`

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