



Manage SnapCenter Plug-in for VMware vSphere appliance

SnapCenter Plug-in for VMware vSphere

NetApp
February 21, 2022

This PDF was generated from https://docs.netapp.com/us-en/sc-plugin-vmware-vsphere/scpivs44_restart_the_vmware_vsphere_web_client_service.html on February 21, 2022. Always check docs.netapp.com for the latest.

Table of Contents

- Manage SnapCenter Plug-in for VMware vSphere appliance 1
 - Restart the VMware vSphere web client service 1
 - Access the maintenance console 2
 - Modify the SnapCenter VMware Plug-in password from the maintenance console 4
 - Create and import certificates 5
 - Unregister SnapCenter Plug-in for VMware vSphere from vCenter 5
 - Disable and enable SnapCenter Plug-in for VMware vSphere 6
 - Remove SnapCenter Plug-in for VMware vSphere 7

Manage SnapCenter Plug-in for VMware vSphere appliance

Restart the VMware vSphere web client service

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 HTML5 scvm packages on vCenter by using the following shell 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 then 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 HTML5 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.

Access the maintenance console

You can manage your application, system, and network configurations by 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 the SnapCenter Plug-in for VMware vSphere service, you should suspend all schedules.

About this task

- The defaults are “maint” as the username and “admin123” as the password to log in to the maintenance console for SnapCenter Plug-in for VMware vSphere.



After deployment, modify the default login credentials.

- You must set a password for the “diag” user while enabling remote diagnostics.

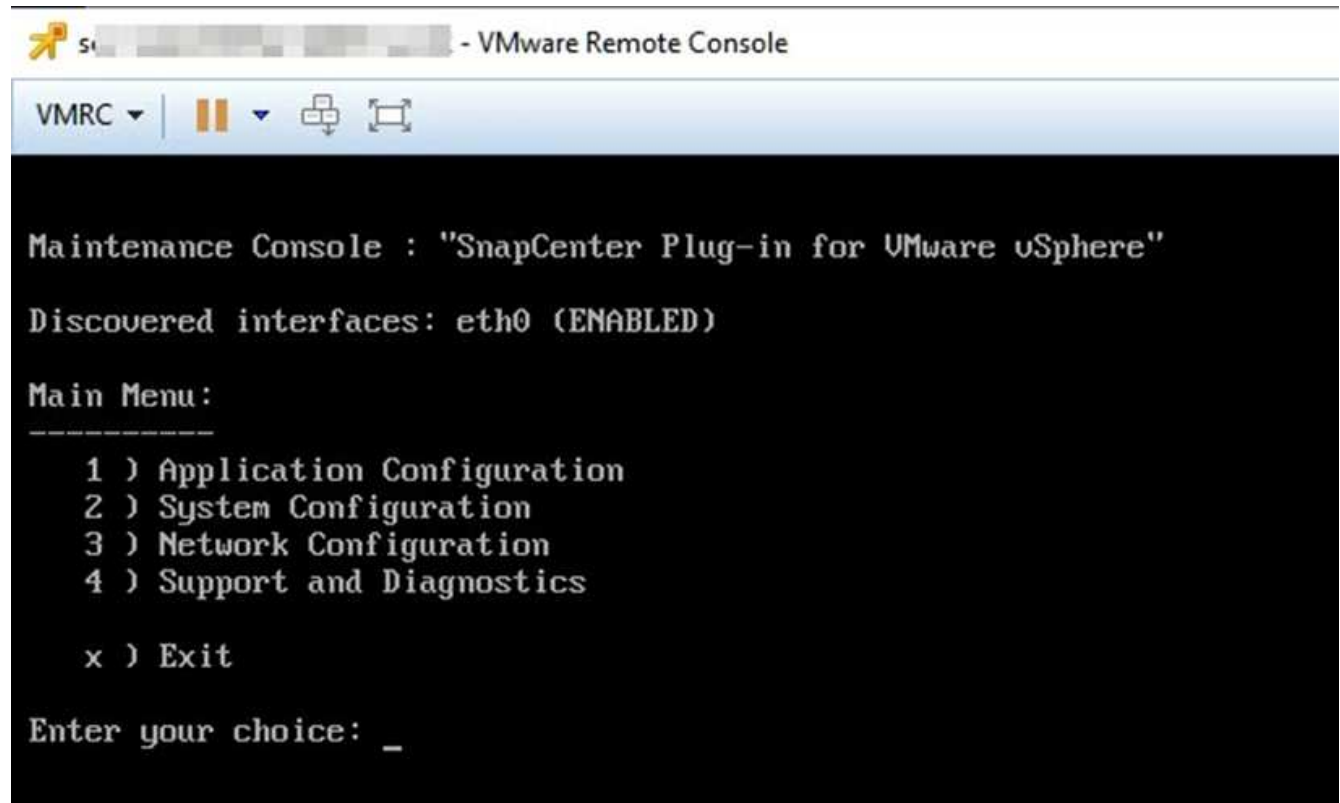
To obtain the root user permission to execute the command, use the `sudo <command>`.

Steps

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

The logon defaults for the SnapCenter VMware plug-in maintenance console are as follows:

Username: maint
Password: admin123



3. You can perform the following operations:

- Option 1: Application Configuration

- Display a summary of SnapCenter VMware plug-in
 - Start or stop SnapCenter VMware plug-in service
 - Change login username or password for SnapCenter VMware plug-in
 - Change MySQL password
 - Backup and restore MySQL

- Option 2: System Configuration

- Reboot or shutdown virtual machine
 - Change 'maint' user password
 - Change time zone
 - Change NTP server
 - Enable/Disable SSH Access
 - Increase jail disk size (/jail)
 - Upgrade
 - Install VMware Tools

- 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 VMware Plug-in 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

You must use the default “maint” as the username and “admin123” as the password to log in to the maintenance console of the SnapCenter VMware plug-in.

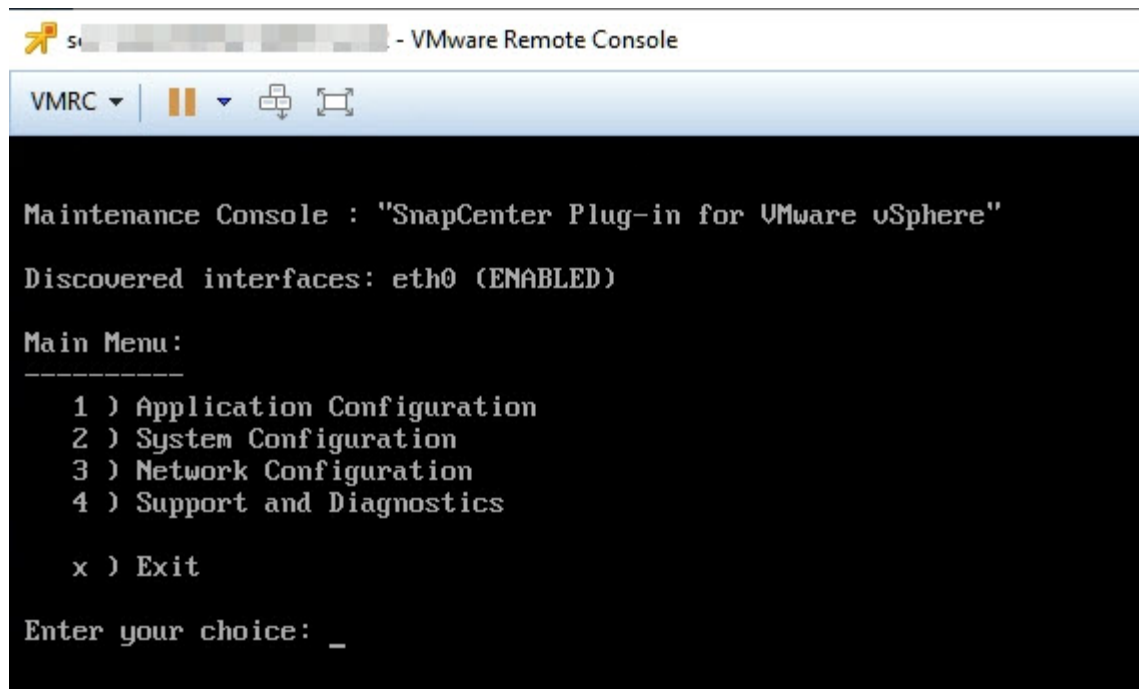
Steps

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

The login defaults for the SnapCenter VMware plug-in maintenance console are as follows:

Username: maint

Password: admin123



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

The SnapCenter VMware plug-in 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.

See the [KB article: How to create and/or import an SSL certificate to SnapCenter Plug-in for VMware vSphere](#).

Unregister SnapCenter Plug-in for VMware vSphere from vCenter

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

You must unregister the SnapCenter VMware plug-in extensions manually.

Steps

1. On the linked vCenter that has the SnapCenter VMware plug-in 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.scvm.webclient` 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 VMware plug-in. 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 VMware plug-in, all resource groups are suspended and the plug-in is unregistered as an extension in vCenter.

When you enable the SnapCenter VMware plug-in, 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 VMware plug-in 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 VMware plug-in management GUI using the format <https://<OVA-IP-address>:8080>.

The IP of the SnapCenter VMware plug-in 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 VMware plug-in to perform VM consistent backups

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

- If you used the SnapCenter VMware plug-in 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 VMware plug-in (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 VMware plug-in to unregister it from vCenter, then remove the SnapCenter VMware plug-in 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 VMware plug-in management GUI using the format `https://<OVA-IP-address>:8080`.

The IP of the SnapCenter VMware plug-in 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 VMware plug-in (the name of the .ova file that was used when the virtual appliance was deployed) and select **Delete from Disk**.
5. Navigate to `/etc/vmware/vsphere-ui/vc-packages/vsphere-client-serenity/com.netapp.scvm.webclient-4.5.0.5942045/plugins` and manually delete the following files in the pickup folder of the vCenter server:

```
vsc-httpclient3-security.jar  
scv-api-model.jar  
scvm_webui_service.jar  
scvm_webui_ui.war  
gson-2.5.jar
```

6. If you used the SnapCenter VMware plug-in 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 VMware plug-in is removed.

After removing the host VM for the SnapCenter VMware plug-in, 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 VMware plug-in Configuration page, and then restart the vCenter web client service.

Copyright Information

Copyright © 2022 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.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

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.