



Start a remote NetApp Support session

HCI

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Table of Contents

Start a remote NetApp Support session. 1

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If you require technical support for your NetApp HCI or SolidFire all-flash storage system, NetApp Support can connect remotely with your system. To start a session and gain remote access, NetApp Support can open a reverse Secure Shell (SSH) connection to your environment.

About this task

You can open a TCP port for an SSH reverse tunnel connection with NetApp Support. This connection enables NetApp Support to log in to your management node. If your management node is behind a proxy server, the following TCP ports are required in the `sshd.config` file:

TCP port	Description	Connection direction
443	API calls/HTTPS for reverse port forwarding via open support tunnel to the web UI	Management node to storage nodes
22	SSH login access	Management node to storage nodes or from storage nodes to management node



By default, the capability for remote access is enabled on the management node. To disable remote access functionality, see [Manage SSH functionality on the management node](#). You can enable remote access functionality again, if needed.

Steps

- Log in to your management node and open a terminal session.
- At a prompt, enter the following:

```
rst -r sfsupport.solidfire.com -u element -p <port_number>
```

- To close the remote support tunnel, enter the following:

```
rst --killall
```

Find more information

- [NetApp Element Plug-in for vCenter Server](#)
- [NetApp HCI Resources Page](#)

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