



Enable remote NetApp Support connections

HCI

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If you require technical support for your NetApp Element software-based storage system, NetApp Support can connect remotely with your system if you enable remote access. To 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 |

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 HCI Documentation Center](#)
- [NetApp HCI Resources Page](#)

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