NetApp Knowledge Base

VASA Provider: How to recover when VASA Provider has been lost/is inaccessible

https://kb.netapp.com/data-mgmt/OTV/VASA_Provider_Kbs/VASA_Provider__How_to_recover_when_…

Updated: Fri, 04 Jul 2025 17:45:13 GMT

Applies to

- NetApp ONTAP Tools for VMware vSphere (OTV) 9.6 and later
- NetApp VASA Provider

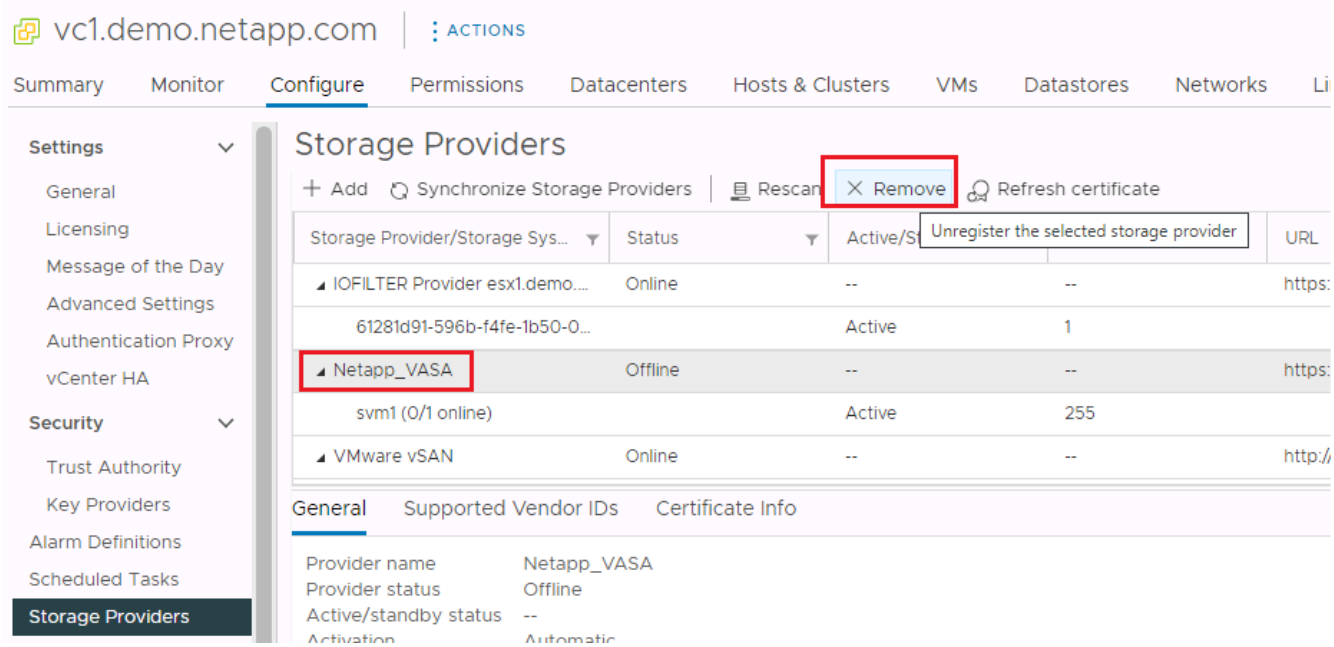
Description

- If the VASA Provider (VP) virtual appliance has been lost, rendered inaccessible, or otherwise non-functional, it might be necessary to perform a VP Disaster Recovery
- vVol metadata is stored in Data ONTAP (in a .vp_metadata file present on the backing flexvols associated with vVol datastores)
- The recovery commands allow the VASA Provider to reload this metadata into its database

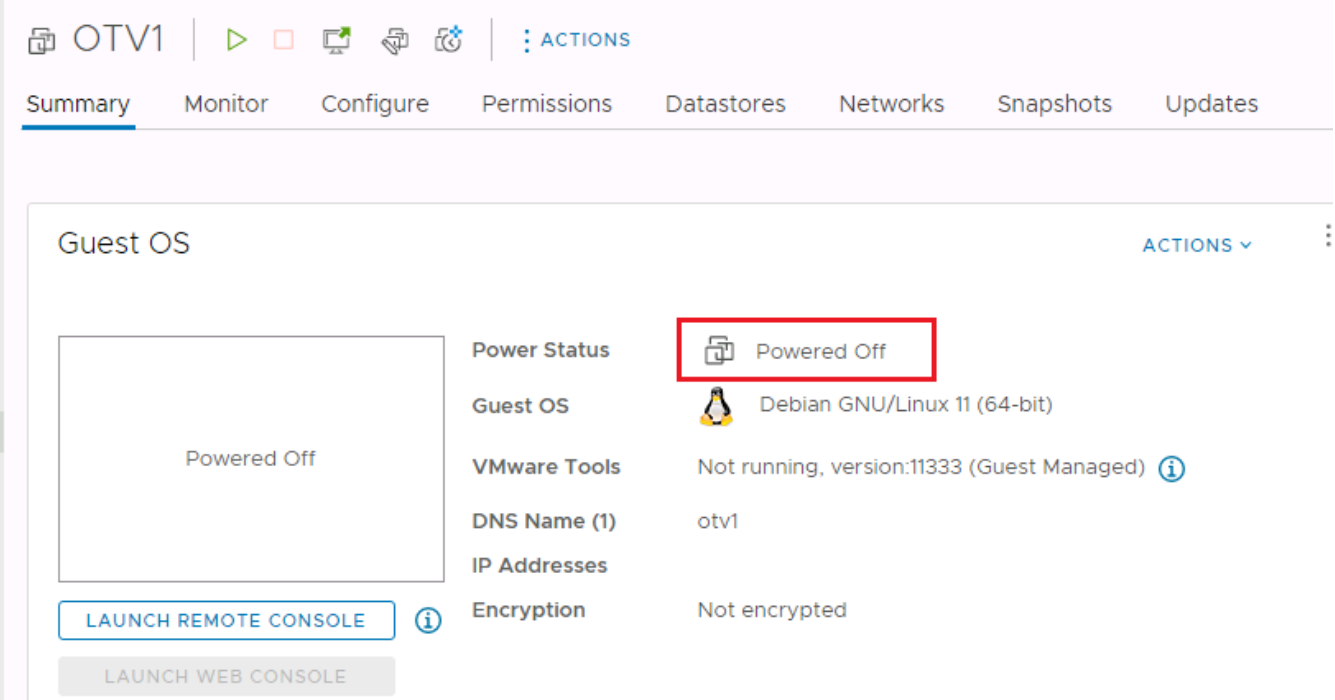
Procedure

Perform the following steps when the VASA Provider has been lost/is inaccessible:

1. Within the vSphere Client, navigate to **vCenter > Configure > Storage Providers**
2. Select the offline Netapp_VASA storage provider
3. Select **Remove** to unregister the offline Netapp_VASA storage provider:



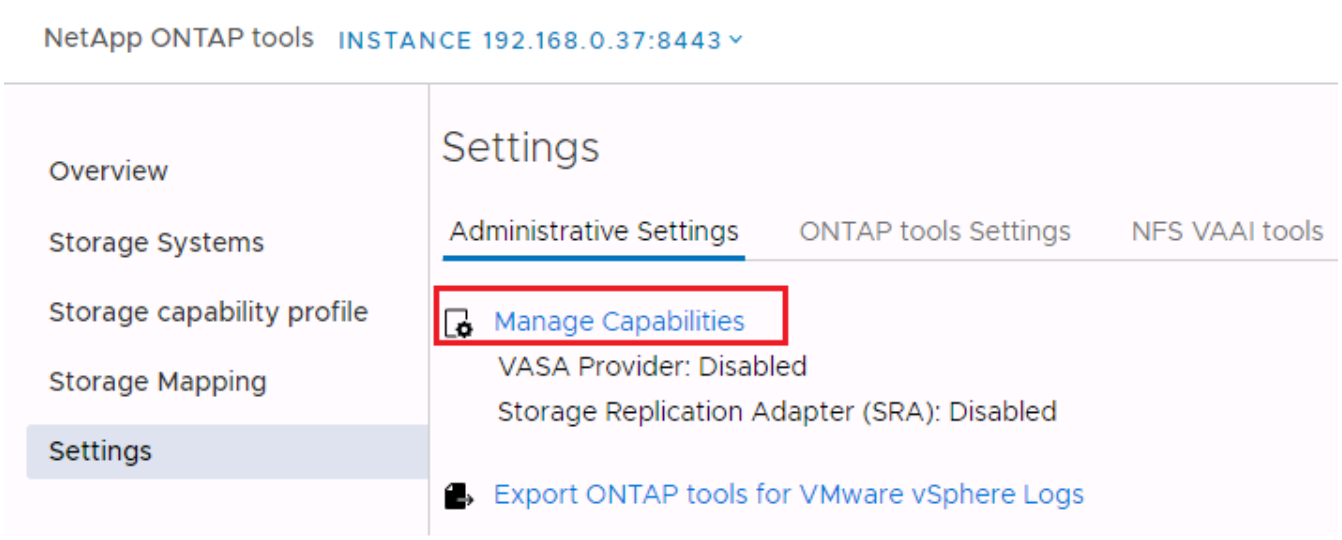
4. Confirm that the original VASA Provider virtual machine (VM) is either powered off or no longer in inventory:



5. Make sure to unmount **all** vVol datastores from vCenter. This will require dropping VMs from vCenter inventory
    a. This is a necessary step as you will be deploying a new OTV appliance. This OTV appliance will have a new Array ID
    b. Still mounted inaccessible vVol datastores will be associated with a **old** Array ID
    c. If the old Array ID is still being referenced by ESXi (because the old vVol datastore is still in inventory), then any recovered vVol container will be associated with a old Array ID and Protocol Endpoints (needed to communicate to vVol objects on storage) will not be created
6. Install and configure a new OTV appliance

Note: Hostname / IP can be the same or different from the original OTV Appliance

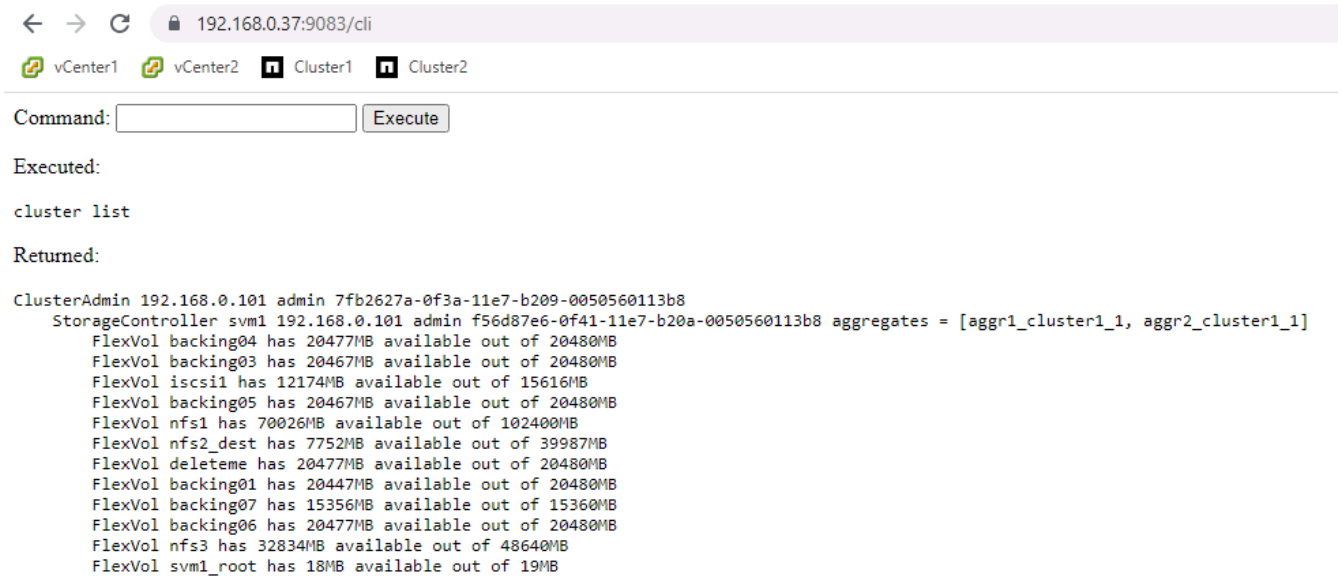
7. Add storage to OTV via **NetApp ONTAP tools > Storage Systems**
8. Register VASA Provider with vCenter as per Enable VASA Provider for configuring virtual datastores



9. Navigate to the VASA Provider Control Panel at `https://<VP_IP>:9083`
10. Login with the administrator username and password

Note: Newer versions of OTV also require a login token

11. Click on **Web based CLI interface**
12. Run `cluster list` to confirm VASA can see storage



13. Run `vp dr_recoverdb -vcenter_guid=<vCenter_GUID> -match_vcguid=true` to perform a VASA database recovery:

Command: Execute

Executed:

```
vp dr_recoverdb -vcenter_guid=9a63f98f-8db4-4aa1-8023-d36c93f0b228 -match_vcguid=true
```

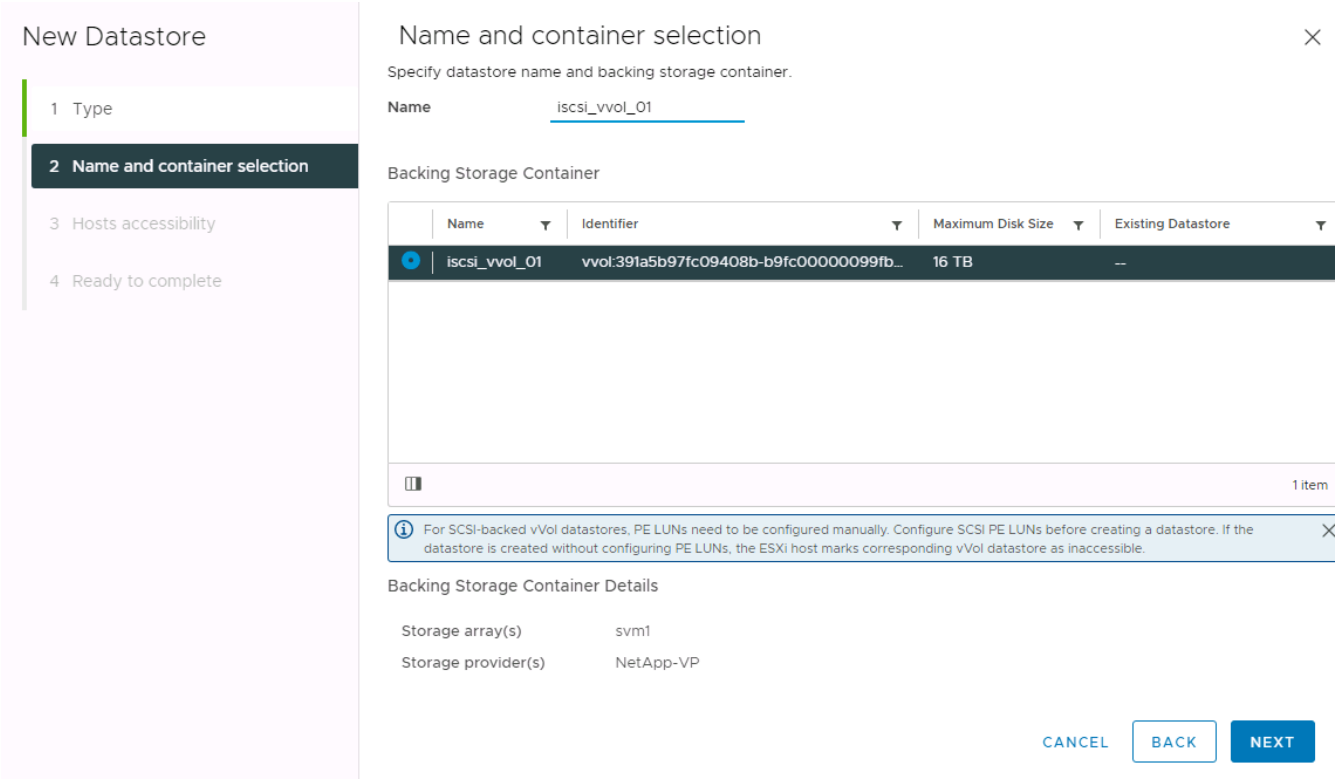
Returned:

```
Recovery Summary

Storage Container Recovery Summary
Cluster Name                SVM Name                Container Name          Flexvol Name            Vvol counts
cluster1                    svm1                    iscsi_vvol_01           backing01               Data:2 Config:3 Swap:0 Memory:0 Other:0 Total:5
```

Note: For instructions on how to obtain the vCenter GUID, see Obtaining the vCenter GUID

14. In vCenter, go to the New Datastore wizard, select vVol and add the container back into inventory:

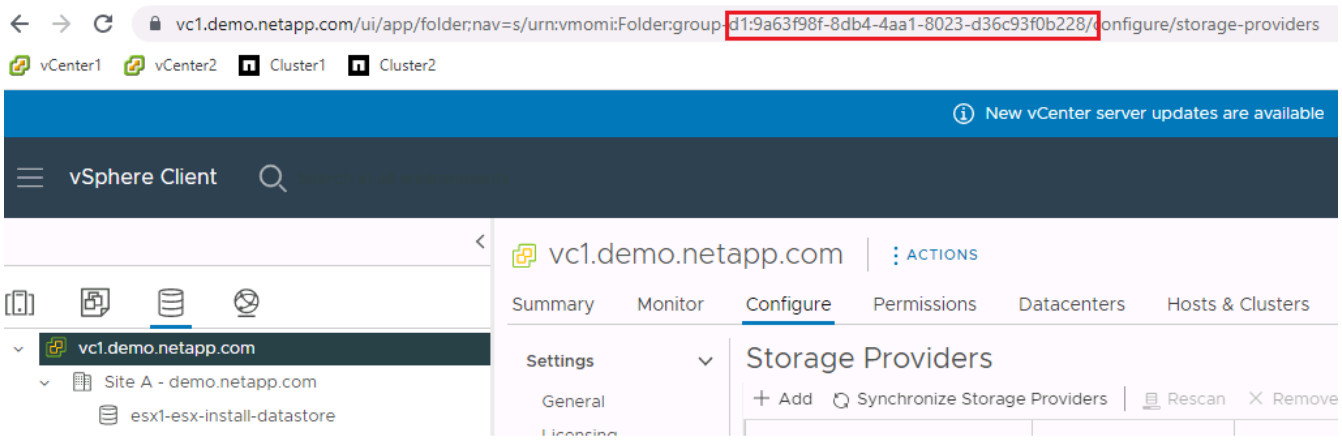


Additional Information

Obtaining the vCenter GUID

1. Click on vCenter within the vSphere UI

2. Make note of the GUID in the URL:



VASA Provider Recovery Resolution Guide