



## NetApp OTV, VSC, SRA, VASA: Manually collecting logs

[https://kb-stage.netapp.com/data-mgmt/OTV/VSC\\_Kbs/VSC\\_VASA\\_Provider\\_and\\_Storage\\_Replicatio...](https://kb-stage.netapp.com/data-mgmt/OTV/VSC_Kbs/VSC_VASA_Provider_and_Storage_Replicatio...)

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### Applies to

- ONTAP Tools for VMware vSphere (OTV) 9.x
- Virtual Storage Console (VSC) 9.x
- VASA Provider (VP) 9.x
- Storage Replication Adapter (SRA) 9.x

### Description

This article describes how to manually collect ONTAP Tools for VMware vSphere (OTV), Virtual Storage

Console (VSC), Storage Replication Adapter (SRA), and / or VASA Provider (VP) logs when the plugin interface is unavailable. Manually collecting logs may be necessary in the following scenarios:

- You are unable to enable either the VASA Provider or SRA extensions via **Virtual Storage Console > Configuration > Manage Extensions**. Note that if neither the VASA Provider or SRA extension is enabled then 1) the VSC log bundle will not include VP and SRA logs and 2) the **NetApp VSC, VASA Provider, and SRA virtual appliance for ONTAP Control Panel** may not be available.
- You are unable to access the **VSC or OTV** GUI via the vSphere WebClient

For the procedure on how to collect a VSC log bundle via traditional methods (i.e. the vSphere WebClient), see [KB How to gather logs for the Virtual Storage Console \(VSC\) plugin 7.x / 9.x using the vSphere WebClient / HTML5 UI](#). If either the SRA or VP extension is enabled, then the VSC log bundle collection will also have the SRA / VP logs.