



OTV: Unable to register ONTAP Tools for VMware vSphere 9.12

https://kb-stage.netapp.com/data-mgmt/OTV/VSC_Kbs/OTV__Unable_to_register_ONTAP_Tools_for_...

Updated: Wed, 24 Jun 2026 06:07:59 GMT

Applies to

- ONTAP Tools for VMware vSphere (OTV) 9.12
- VMware vCenter 7.0.3

Issue

After upgrading OTV from 9.11 to 9.12, vCenter is unable to download the vsch5 plug-in:

vSphere Client Search in all environments

Task Console

PREVIOUS NEXT

<input type="checkbox"/>	Task Name	Target	Status	Details
<input type="checkbox"/>	> NetApp Host Discovery		Completed	
<input type="checkbox"/>	> NetApp Host Discovery		Completed	
<input type="checkbox"/>	> NetApp Host Discovery		Completed	
<input type="checkbox"/>	> NetApp Host Discovery		Completed	
<input type="checkbox"/>	> NetApp Host Discovery		Completed	
<input type="checkbox"/>	> NetApp Host Discovery		Completed	
<input type="checkbox"/>	∨ Download plug-in		Error download...	ONTAP tools for VMware vSphere (com.netapp.vsch5:9.12.0.34780)
	Task Name	Download plug-in		
	Status	Error downloading plug-in. URL is unreachable. java.net.SocketTimeoutException: connect timed out java.net.PlainSocketImpl.socketConnect(Native Method) java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:350) java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:206) java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:188)		

vsphere_client_virgo.log shows:

```
[ERROR] sync-task-executor-pool-2554
com.vmware.vise.plugin.download.PluginDownloadServiceImpl Downloading plugin
package: com.netapp.vsch5:9.12.0.34780 has failed. Cannot connect to host:
https://10.152.11.13:8443/plugin.json
org.apache.http.conn.ConnectTimeoutException: Connect to 10.152.11.13:8443
[/10.152.11.13] failed: connect timed out
```