

Managing the AWS Connector for vCenter

You can manage the connector using the connector management console and the connector CLI.

To access the management console, go to https://ip_address/, where *ip_address* is the IP address of the connector management console that you saved when you deployed the connector virtual appliance.

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Rotating the Keys

We recommend that you rotate these keys periodically.

The AMP-connector key is shared between the management console and the on-premises connector and is used to establish trust between these entities.

To rotate the AMP-connector key

1. Open the [AWS Management Portal for vCenter setup console](#).
2. On the **AWS Management Portal Setup** page, expand the **Create an AMP-Connector Key** pane and then click **Edit**.
3. On the **Create an AMP-Connector Key** page, select **Create a new AMP-Connector key**.
4. Enter a name for the key and then click **Create**.
5. From the connector management console, click **Register the Connector**. Enter the new AMP-connector key on the first screen, **Enter the AWS Connector Key**, and then complete the wizard.

The connector encryption key is used to encrypt sensitive information (such as account credentials) that is local to the connector.

To rotate the connector encryption key

1. Using a web browser, open the connector management console.
2. From the connector management console, click **Change login password and rotate key**.
3. In the **Change login password and rotate key** dialog box, enter a new password and then click **Rotate**.

Resetting the Connector Password

If you forget the password that you use to log in to the connector setup console, you can reset the password using the connector CLI.

To reset your password using the connector CLI

1. Locate the connector VM in the vSphere client, right-click it, and select **Open Console**.
2. Log in as `ec2-user` with the password `ec2pass`.
3. Run the following command:

```
sudo setup.rb
```

The command displays the following menu:

```
Choose one of the following options
1. Reset password
2. Reconfigure network
3. Restart services
4. Factory reset
5. Exit
Please enter your option [1-5]:
```

4. Type 1, and then press Enter. Follow the onscreen directions.

Monitoring the Connector

The connector enables you to monitor its health using the management console.

To monitor the connector using the management console

1. Using a web browser, open the connector management console.
2. Locate the **Health Status** pane.

Health Status		
AWS Connectivity	✓	Normal
vCenter Connectivity	✓	Normal
System Time Synchronization	✓	View Log
UserProvider Service	✓	Normal
Poller Service	✓	Normal
Network Proxy Configured	✓	No

3. Check whether there are any failures. If there is a failure, click **View Error Log** for more information.

AWS Connectivity

Verifies that the connector can access AWS using the credentials you specified when you configured the connector.

Valid values: Normal | View Error Log

vCenter Connectivity

Verifies that the connector can access vCenter using the credentials you specified when you configured the connector.

Valid values: Normal | View Error Log

System Time Synchronization

Verifies that the time of the current system and the host are in sync.

Valid values: View Log | View Error Log

UserProvider Service

Enumerates vCenter users.

Valid values: Normal | View Error Log

Poller Service

Monitors the status of VMs that you migrate to Amazon EC2.

Valid values: Normal | View Error Log

Network Proxy Configured

Indicates whether you are connected using a proxy.

Valid values: Yes | No

Troubleshooting the Connector

If you need to troubleshoot issues with the connector, you can download the debug log files.

To download the connector debug log files

1. Using a web browser, open the connector management console.
2. From the dashboard, click **Download Debug Log Bundle**.
3. Download and review the log files.

If the connector isn't responding, you can restart the services for the connector using the connector CLI.

To restart the services

1. Locate the connector VM in the vSphere client, right-click it, and select **Open Console**.
2. Log in as `ec2-user` with the password `ec2pass`.
3. Run the following command:

```
sudo setup.rb
```

The command displays the following menu:

```
Choose one of the following options
1. Reset password
2. Reconfigure network
3. Restart services
4. Factory reset
5. Exit
Please enter your option [1-5]:
```

4. Type 3, and then press Enter. Follow the onscreen directions.

If restarting the services doesn't fix the problem, you can perform a factory reset.

Warning

Performing a factory reset should be a last resort. You'll need to configure the connector after the factory reset is complete.

To perform a factory reset

1. Locate the connector VM in the vSphere client, right-click it, and select **Open Console**.
2. Log in as `ec2-user` with the password `ec2pass`.
3. Run the following command:

```
sudo setup.rb
```

The command displays the following menu:

```
Choose one of the following options
1. Reset password
2. Reconfigure network
3. Restart services
4. Factory reset
5. Exit
Please enter your option [1-5]:
```

4. Type 4, and then press Enter. Follow the onscreen directions.
5. After the factory reset is complete, it's as if you have just downloaded the OVA file and installed it. You must configure the connector again. For more information, see [Configuring the Connector](#).

Uninstalling the Connector

If you need to uninstall the connector, complete the following steps.

To uninstall the connector

1. Using a web browser, open the connector management console.
2. From the dashboard, click **Unregister the Connector**.
3. In the **Unregister the Connector** dialog box, enter the user name and password, and then click **Unregister**.
4. Sign in to vCenter.
5. Locate the connector in the vSphere client inventory tree, right-click it, and select **Power > Power Off**. Right-click the template again and select **Delete from Disk**.