

Enable Remote Support Access

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Table of Contents

1. Requirements	1
2. How the Connection Works	1
3. Open a Session	1
4. Close a Session or Check on One	2
5. What a Session Looks Like	2

Applies to: Hammerspace 5.2 and later.

Remote support lets Hammerspace support engineers reach your nodes over SSH, through a secure connection to Hammerspace's Service Center infrastructure. You control when it is open: the connection runs for a period you specify and drops automatically when that expires.

1. Requirements

- Outbound UDP from the node to the designated destination on the required port. Contact support to obtain the current host name, IP address, and port details.
- Reply packets from that destination allowed back to the node.

2. How the Connection Works

The connection is a WireGuard tunnel to the Service Center Remote Access server, which Hammerspace IT administers. That server is both the endpoint for your outbound connection and the host support engineers connect from.

IP packets are not routed through it. Authorized Hammerspace employees reach it only over a verified VPN connection using an IT-administered SSH account, and only with keys — password access is not permitted.

3. Open a Session

1. Connect to the primary Anvil as sysadmin. By default this uses the same password as the admin user.

Command:

```
ssh sysadmin@<hostname or IP>
```

2. Collect the information Support needs.

Command:

```
remote-support-info
```

3. Send that to Hammerspace Support. They configure the connection and send back a configuration template.
4. Apply the template. The command opens an editor; paste the configuration Support provided into it.

Command:

```
remote-support-config
```

5. Start the connection, choosing how long it stays open.

Command:

```
remote-support-enable [--minutes <n>] [--hours <n>] [--days <n>]
```

4. Close a Session or Check on One

To close the connection before it expires:

Command:

```
remote-support-disable
```

To check whether it is open:

Command:

```
remote-support-status
```

5. What a Session Looks Like

You open access for a period of time from the sysadmin shell, which starts a WireGuard session to the Service Center Remote Access server. Support engineers connect to that server, then reach your cluster from it over SSH or HTTPS. When time is up, the connection drops and the access is gone.