



How to disable Multi-Admin Verification if MAV admin is unavailable

https://kb.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/How_to_disable_Multi-Admin_Verification_if_...

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Applies to

- ONTAP 9.11.1 and later

Description

Multi-Admin Verification (MAV) is a new security feature in ONTAP 9.11.1. When enabled, a protected set of commands is identified, which cannot be executed without explicit approval of one or more administrators with special MAV credentials. This prevents compromised, malicious, or inexperienced administrators from making undesirable changes or deleting data.

However, if the MAV admin account is compromised or unavailable this article describes how to recover. This

procedure requires direct console access and is viewable by NetApp partners.

Please contact [NetApp Technical Support](#) or log into the NetApp Support Site to [create a case](#). Reference this article for assistance with the solution.

- The solution requires Diagnostic-level recovery.
- The use of Diagnostic commands and recovery steps is potentially disruptive and should only be used with guidance from NetApp Support.

Partner Notes

1. Verify MAV is enabled:

```
security multi-admin-verify show
```

Example:

```
::> security multi-admin-verify show
Is      Required Execution Approval Approval
Enabled Approvers Expiry    Expiry    Groups
-----
true    1          1h        1h        g1
```

2. Connect to node console port physically via appropriate serial cable (RJ45/Micro-USB): [Console Port connections for ONTAP platforms resolution guide](#).
3. Reboot node via takeover if node is in production, and and stop booting at the LOADER prompt:
 - [How to get to the LOADER prompt Resolution Guide](#)
4. Set the following bootarg to **false**:

```
LOADER> setenv bootarg.multi_admin.enable false
LOADER> saveenv
LOADER> bye
```

Note: In ONTAP 9.17.1 and later, the LOADER prompt is the only possible way to set this bootarg.

5. Boot the node and now disabling the feature is allowed:

```
security multi-admin-verify modify -enabled false
```

Example:

```
::> security multi-admin-verify modify -enabled false
```

```
Warning: "security multi-admin-verify modify" is being executed from console
```

```
without approval, but allowing since multi-admin-verify is disabled.
```

6. Verify MAV is disabled

```
security multi-admin-verify show
```

Example:

```
::> security multi-admin-verify show
```

Is Enabled	Required Approvers	Execution Expiry	Approval Expiry	Approval Groups
false	1	1h	1h	g1

7. Unset the bootarg once finished if still set to false. Failure to do so will prevent MAV from being re-enabled:

```
::> set diag
```

```
::*> systemshell local sudo kenv bootarg.multi_admin.enable  
(system node systemshell)
```

```
false
```

8. Command to disable:

```
::*> systemshell -node <node name> kenv -up bootarg.multi_admin.enable
```

Additional Information

- [Multi-admin verification overview](#)
- [Console Port connections for ONTAP platforms resolution guide](#)
- [How to view, set, or unset a bootarg environment variable](#)
- The SP device provides remote console access, if MAV was mistakenly configured for "Console" only

approval.