

Virtual machine alerts in the Self-Service-Portal

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FAQ-Artikel-Ausdruck

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Lösung (öffentlich)

Overview

Alerts are used to inform administrators about certain statuses, events or potential problems relating to their virtual machines. If one or more of the alerts listed below are present for a VM, an alarm icon with a corresponding message appears on the particular VM in the VM management area of the Self-Service-Portal¹.

¹[1]VM-Management Enterprise Cloud

[2]VM-Management Research Cloud

Alerts

The initial credentials are still set

After creating a virtual machine, it is essential for security reasons to change the initial password immediately and delete the access data in the Self-Service-Portal.

Changing the initial passwords under Linux:

-

```
[sudo] passwd root
```

-

```
[sudo] passwd service
```

Changing the initial administrator password under Windows:

- Ctrl+Alt-Del

- Change password...

Display / delete access data in the Self-Service-Portal:

- Display: 3 point menu -> show credentials

- Delete: 3 point menu -> Delete access data

Hardware update available

[3]How to upgrade the hardware version of a virtual machine?

VMware Tools update available

[4]How to upgrade the VMware Tools of a virtual machine?

VMware Tools are not installed or are not running

First check whether VMware Tools are installed on the VM.

Under Linux, you can use the package management to check whether the open-vm-tools package is installed. The exact procedure may vary depending on the Linux distribution type. Here are some examples:

- Debian/Ubuntu

-

```
dpkg -l | grep open-vm-tools
```

- SLES/CentOS

-

```
rpm -qa | grep open-vm-tools
```

In Windows, you can display the installed programs in the Control Panel:

- Open the Control Panel

- Navigate to "Programs" or "Programs and Features"

- Search for "VMware Tools" in the list of installed programs

If VMware Tools are not installed, follow the instructions in the FAQ article

[5]How to upgrade the VMware Tools of a virtual machine?

If VMware Tools is installed but not working properly, check the status of the VMware Tools services and restart them if necessary:

Linux:

- sudo systemctl status open-vm-tools

- sudo systemctl restart open-vm-tools

Windows:

- Open the Services Manager (services.msc)

- Search for services that are related to VMware Tools. These could be services such as "VMware Tools Service" or similarly named services.

- The status of these services should be set to " Running"

VM is expired / VM will be expired soon

The runtime of the VM has expired or will expiry soon. After the runtime has expired, functions in the Self-Service-Portal for managing and controlling the VM will only have limited availability.

To extend the runtime, click on Adjust term in the 3 point menu and enter a new expiration date.

If the VM is not extended within the following periods, it is automatically deleted:

Enterprise Cloud: 28 days
Research Cloud: 10 days

VM is orphaned

The VM currently has no owner. Functions in the Self-Service-Portal for managing and controlling the VM only have limited availability.

Please contact the [6]Service-Desk and name a person to take over the VM.

[1] <https://selfservice.tu-dresden.de/services/enterprise-cloud/overview/>

[2] <https://selfservice.tu-dresden.de/services/research-cloud/overview/>

[3] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=718>

[4] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=720>

[5] <https://faq.tickets.tu-dresden.de/otrs/public.pl?Action=PublicFAQZoom;ItemID=720>

[6] <mailto://servicedesk@tu-dresden.de>