

Topic: Grid Center Client Fails When User is Moved from Administrators Group
Component(s) Affected: Grid Center, I8800 I/Port
Date: February 16, 2005

OVERVIEW / ENVIRONMENT

When the User account is removed from the Administrators group on the I8800 I/Port, the Grid Center Client fails to function.

DETAILED DESCRIPTION

The factory configuration for accounts on the I8800 I/Port is to place the User account in the Administrators group. For security reasons, some system administrators may choose to remove the primary User account from the Administrators group. This imposes no issues when using the Microsoft Remote Desktop (RDP) connection.

However, when using the Grid Center Client, an attempted connection fails and “hangs” the I/Port system. Subsequent attempts to re-initiate the client fail.

RESOLUTION

By default, only members of the Administrators group have read/write access to the IPORT-CLIENT folder, which stores files that manage connectivity. When the User account is in the Administrators group, they have read/write access to this folder. If the User account is moved, that access is lost. Thus, any attempt by the User to access Grid Center will fail, but other connectivity remains intact.

To resolve this problem, give the User account read/write access to the IPORT-CLIENT folder. The complete path to the IPORT-CLIENT folder is:

C:\Program Files\Clearcube Management Suite\Grid Center\IPORT-CLIENT

Giving the User account read/write access to the **Clearcube Management Suite** folder provides read/write access to all the sub-folders within, thus resolving this and any similar issues with ClearCube software, but the Administrator may prefer to limit User account access to just the folder that is involved.

For more information, please contact ClearCube technical support.

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