

# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

## Title

Error "permission to perform this operation was denied" when trying to login to the VMS using a domain account

## Technology

ASTRO® 25

## Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

## Symptoms

When trying to login to a VMS (Virtual Management System) with a domain account, the login fails with the message "permission to perform this operation was denied".

NOTE: VMSes freshly installed with ESXi version 8.0 U3 or upgraded to this version (i.e. after applying MOTOPATCH for ESXi) and joined to the domain are more likely to exhibit this issue.

## Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.x / AN2024.x	VMSes with ESXi version 8.0 U3 (ESXi version 8.0.3 build number VMware-ESXi-8.0U3-24022510 or VMware-ESXi-8.0U3b-24280767 or VMware-ESXi-8.0U3d-24322831)

## When To Apply

After (re)installation \_X\_

After upgrade \_X\_

After failure \_X\_

As instructed \_X\_

## Test To Perform

Attempt to login to ESXi as a user in an AD group with administrative privileges (eg. astrousr account). If the login fails with the message "permission to perform this operation was denied", the system may be affected.

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## Workaround/Recovery

This procedure should be performed on all affected VMS servers.

1. Login to ESXi Web GUI to a local account with admin privileges (i.e. *root* account)
2. Go to "Manage" -> "System" -> "Advanced settings"
3. Search for "Config.HostAgent.plugins.hostsvc.esxAdminsGroupAutoAdd" and select it.
4. Click "Edit option" and set the option to "true".
5. Click "Save".
6. Go to "Manage" -> "Security & users" -> "Authentication"
7. Click "Leave domain" and confirm by clicking "Yes"
8. Click "Join domain"
9. Fill in your domain login details and click "Join domain"

## Time To Implement/System Impact

Estimated time to implement - per machine - 15 minutes

Low - not time-consuming, no loss of functionalities

## Software Parts Required

Name / SW version / System Release	Details / Part Number
N/A	N/A

## Hardware Parts Required

Name	Part Number
N/A	N/A

## Labor Allowance

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