

Vertiv™ Avocent® DSView™ Solution

Enabling Exclusive Mode for KVM Sessions Technical Note

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Technical Note Section Outline

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1. Overview

When using Vertiv™ Avocent® RM1048P Rack Manager and Vertiv™ Avocent® MP1000 Management Platform devices, an exclusive connection is used when you need to access a target while excluding all other users. When a target is selected with the Exclusive Mode setting enabled, no other user in the system may switch to that target. Currently, an issue is occurring when users try to enable Exclusive Mode for KVM sessions; the process is failing and producing an error message. The following instructions will first allow you to replicate when the error is occurring, then detail a current workaround to resolve the issue.

2. Prerequisites

Prior to replicating the issue or performing the workaround, ensure the following prerequisites are met:

- A user belongs to a user group having a target role with the following permissions (at a minimum):
 - Establish Exclusive Session
 - Establish KVM Session
- A target device allowing KVM sessions is assigned to the user group
- The target device is displayed on the Target List view

In order to complete the steps in the next section, you should be familiar with logging in to your Vertiv™ Avocent® DSView™ Solution device, managing users and user groups, using roles and permissions, and launching an HTML5 Video Viewer Session.

For more information and detailed instructions on using the Vertiv™ Avocent® RM1048P Rack Manager or Vertiv™ Avocent® MP1000 Management Platform, visit [Vertiv™ Avocent® RM1048P Rack Manager](#) or [Vertiv™ Avocent® MP1000 Management Platform](#) for accompanying user documentation. Select the *Documents & Downloads* tab from each link location to access documentation options.

NOTE: If you need additional assistance, please contact your Vertiv Technical Support representative.

3. Replicating and Resolving the Issue

Replicating the Exclusive Mode Issue

To recreate the issue and see the error message that occurs:

1. Log in to the Vertiv™ Avocent® RM1048P Rack Manager or Vertiv™ Avocent® MP1000 Management Platform with the user account.
2. From the Targets List screen, launch a KVM session to the target device; wait for the KVM session window to display.

3. Select *Tools - Exclusive Mode*. A *Failed to set session as Exclusive* error message appears at the bottom of the session window.



Resolving the Exclusive Mode Issue

To resolve the issue:

1. Log in to the Vertiv™ Avocent® RM1048P Rack Manager or Vertiv™ Avocent® MP1000 Management Platform with an Administrator user account.
2. Create a system role with Establish Exclusive Session permission.
3. Assign the system role to the user group, then log out from the Vertiv™ Avocent® RM1048P Rack Manager or Vertiv™ Avocent® MP1000 Management Platform.
4. Log back in with the user account.
5. From the Targets List screen, launch a KVM session to the target device; wait for the KVM session window to display.
6. Select *Tools - Exclusive Mode*. The error message should no longer appear.