Knowledge Base

vCenter Service Status and Hardware Status errors when trying to update host data

Symptoms

When trying to update host data, you may experience these symptoms:

- The vCenter Service Status displays the error:

  ```
  An error occurred, please try again in another vSphere session.
  ```

- The Hardware Status tab displays the error:

  ```
  An error occurred, please try again in another vSphere session.
  ```

- The viclient.log file on the system running the vSphere Client displays errors similar to:

  ```
  [:Error] 2010-05-11 09:28:07.295  System.Exception: Unable to connect to web
  services to execute query.
  Verify that the 'VMware VirtualCenter Management Webservices' service is running on
  https://vcserver:8443/vws (https://vcserver:8443/vws)
  ```

Resolution

Internet Explorer Enhanced Security Configuration may interfere with vCenter Server. By default, Internet Explorer Enhanced Security Configuration is enabled on Microsoft Windows Server 2003.

To resolve this issue, disable this component on the computer running vSphere Client and restart VirtualCenter Server Service and VirtualCenter Management Web services. For more information, see Stopping, starting, or restarting vCenter services (1003895) (http://kb.vmware.com/kb/1003895) .

If this issue occurs only with vSphere Client on a particular workstation:

1. In vCenter Client, click **Plug-ins** > **Manage Plug-ins**.

2. Right-click on **Hardware Status plug-in** and select **Disable**.

3. Close and re-open vCenter Client.

4. In vCenter Client, click **Plug-ins** > **Manage Plug-ins**.

5. Right-click on **Hardware Status plug-in** and select **Enable**.

6. Close and re-open vCenter Client.

If the issue is with the vCenter server shortname resolution, specify an IP in the advanced settings of the vCenter server:

1. In the vSphere Client, connect to the vCenter Server and select **Administration** > **vCenter Server Settings** > **Advanced Settings**.

2. In the **VirtualCenter.VimApiIurl** and **VirtualCenter.VimWebServicesUrl** fields, replace the short name of the vCenter Server with the IP address of the vCenter Server.
   For example, https://172.16.8.2:8443/vws (https://172.16.8.2:8443/vws) .

3. Click **OK**.

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To request a new product feature or to provide feedback on a VMware product, please visit the Request a Product Feature (http://www.vmware.com/contact/contactus.html?department=prod_request) page.
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- **Tags**
  Troubleshooting

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- **Product Versions:**
  VMware vCenter Server 4.0.x

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