

Teams,

It is the team responsibility to maintain services and functionality of workstations in the topology. As such teams are expected to troubleshoot problems as they occur during the competition. The NETLAB system allows teams to power cycle VMs as needed.

The NETLAB system and underlying ESXi servers have proven reliable, yet there are times that the underlying system is at fault without the possibility of teams remediating the problem. Use this inject to solicit technical support to address such problems. Also use this to request password reset for specific NETLAB user accounts.

Technical support will not be able to scrub/revert a specific VM. However, technical support will be able to reschedule your entire system, reverting all systems to the state at the beginning of the competition.

Notification of response from technical support will be an additional entry on this inject.

MWCCDC Management Team