

Troubleshoot Virtual Appliances Appearing in Wrong Organization

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Introduction

This document describes how to troubleshoot Virtual Appliances (VAs) appearing in the wrong organization.

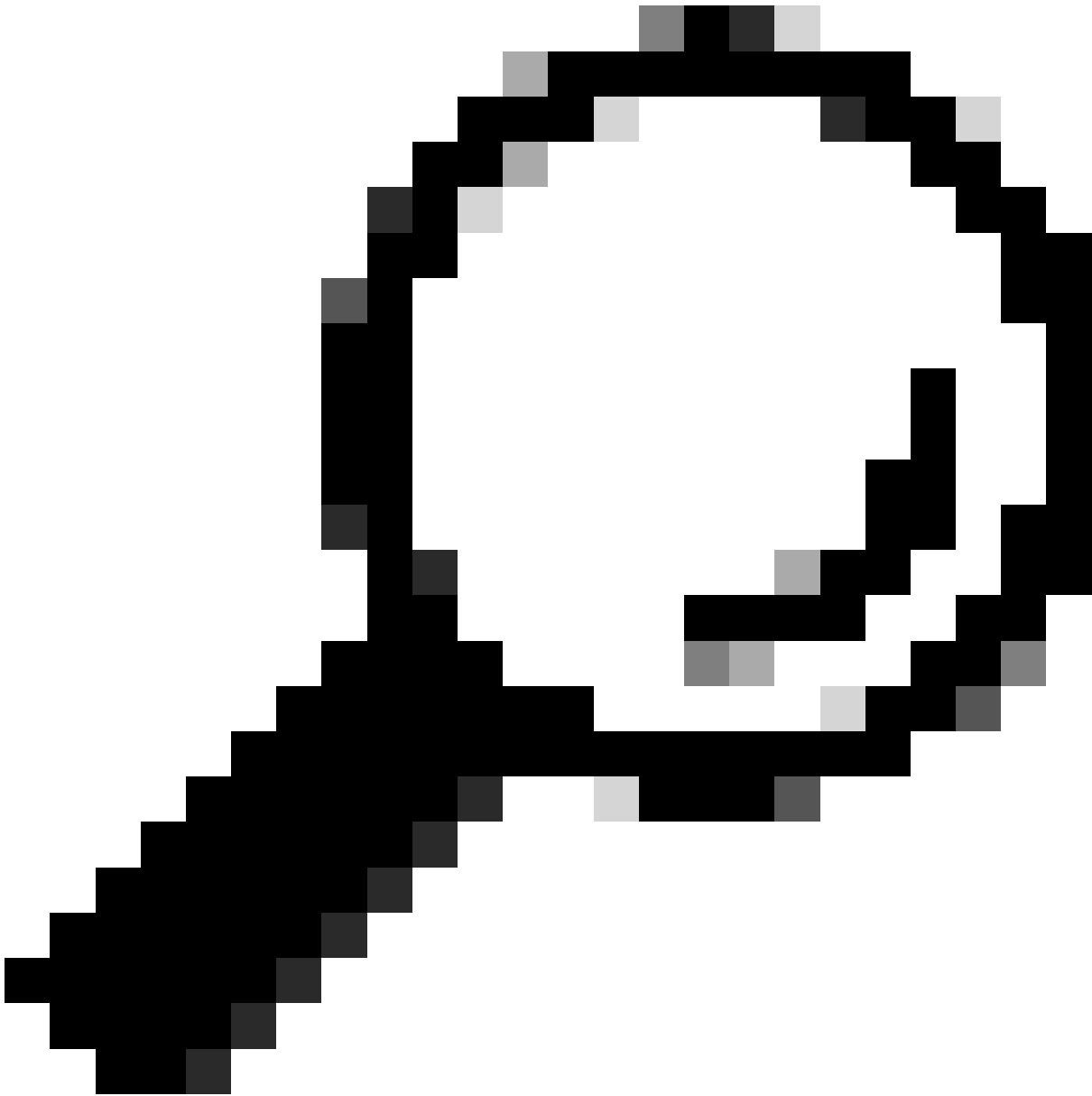
Overview

This article is for users of the Multi-Org and MSP Console who have deployed Virtual Appliances but do not see them in the intended customer organization. The reporting data and the recently-deployed Virtual Appliances can be visible on another customer dashboard managed by the Multi-Org or MSP Console.

Resolution

This issue is commonly caused by re-using downloaded components when deploying the Virtual Appliance. The downloaded components are **unique** to each customer organization and register themselves to the organization where the components originated from.

There is no way to modify where the Virtual Appliances are registered after deployment. You need to start the deployment over again.



Tip: Before proceeding with these steps, please ensure that your DHCP scope is pointing DNS resolution to your local DNS server to ensure that users do not experience a service disruption.

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1. Locate the customer organization where the Virtual Appliances are deployed. If you are unsure or you are unable to locate the Virtual Appliances please [contact Support](#)
 2. Power off the Virtual Appliances on your VM Host machine
 3. Delete the Virtual Appliances from the VM Host machine
 4. Delete the Virtual Appliances from the Dashboard of the customer organization

Once these steps have been completed, the person deploying the Virtual Appliances must visit the appropriate customer organization Dashboard, download the components from it, and then [re-deploy the Virtual Appliances](#).