H3Cloud CLASS 云学堂上课后某一教室的学生机无法连接云桌面，提示获取云桌面失败的处理案例

付锦瑞　2019-07-11 发表

组网及说明

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问题描述

上课后教室608的学生机无法连接云桌面，提示获取云桌面失败，如图

过程分析

云主机可以ping通终端，但是获取不到终端MAC和IP；
确认终端防火墙关闭的；

尝试重新部署终端未解决；
日志有如下ERROR信息

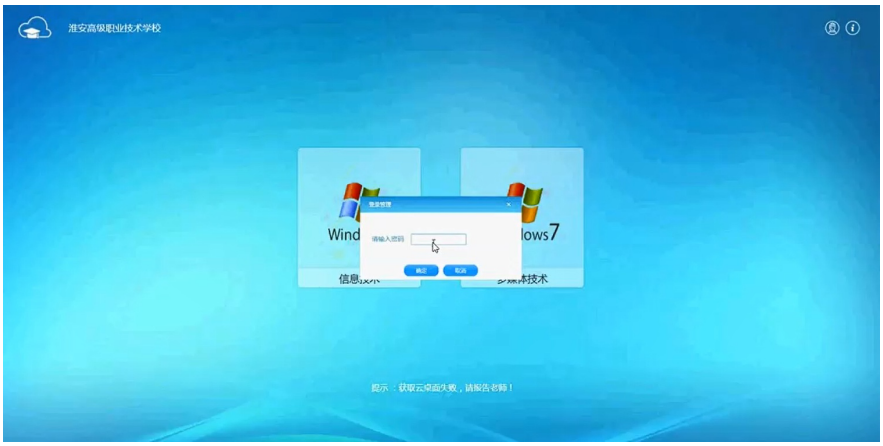
```
[ERROR]256 base.py/handle_uncaught_exception 2019-07-04 15:00:00: Internal Server Error: /api/get_visitor/
Traceback (most recent call last):
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/django/core/handlers/base.py", line 132, in get_response
    response = wrapped_callback(request, *callback_args, **callback_kwargs)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/django/views/decorators/csrf.py", line 58, in wrapped_view
    return view_func(*args, **kwargs)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/django/views/generic/base.py", line 71, in view
    return self.dispatch(request, *args, **kwargs)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/horizon/../rest_framework/views.py", line 466, in dispatch
    response = self.handle_exception(exc)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/horizon/../rest_framework/views.py", line 463, in dispatch
    response = handler(request, *args, **kwargs)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/horizon/api/compat.py", line 807, in get
    terminal = Terminal.objects.get(classroom=classroom, mac_address=tmac)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/django/db/models/manager.py", line 127, in manager_method
    return getattr(self.get_queryset(), name)(*args, **kwargs)
  File "/var/lib/h3class/venv/horizon/lib/python3.5/site-packages/django/db/models/query.py", line 334, in get
    self.model._meta.object_name
horizon.models.terminal.DoesNotExist: Terminal matching query does not exist.
```

解决方法

查看后发现编号不规范，学生机编号有“02”和“006”两种编号方式，类似“006”这样的编号是不规范的，因此需要修改所有编号不规范的学生端。

修改方法

1、 通过教师端的虚拟学生桌面，或者到学生机上，按F12登录管理，输入密码



2、 在 弹出的页面上重新对编号进行设置，不要使用0x这样的编号，直接写数字即可

修改前

修改后

3、检查其他配置是否正确，确认无误后单击“保存”

4、其他编号不规范的学生端参考此方法挨个重新编号

5、返回教师端，点击右上角齿轮状设置按钮，单击“终端部署”。注意下课后才能进行部署

6、 点击“完成”按钮完成部署即可

操作完以上步骤，再次上课就正常啦